

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1022]

OCTOBER 2022

Sub. Code: 5027

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (Candidates admitted in 2017-2018 & 2020-2021)
PAPER VII – LOGISTICS AND SUPPLY CHAIN MANAGEMENT IN
HEALTHCARE SERVICES
Q.P. Code : 435027**

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Compare and contrast the features of public and private warehouses. How the cold chain concept is relevant in healthcare logistics?
2. Discuss different modes of transportation.

II. Write notes on:

(10 x 6 = 60)

1. Explain the elements of order processing.
2. Explain the seven principles of supply chain management.
3. Write short notes on integrated logistics management.
4. Compare and contrast different types of warehouses.
5. Discuss how to improve warehouse productivity.
6. Describe the methods of logistics audit.
7. Explain customer service audit.
8. Explain the process view of supply chain management.
9. Explain the various levels of customer service.
10. Discuss the purpose of letter of credit. Enumerate different types of letters of credit.
