

EXAMINATION FOR BACHELOR OF SCIENCE IN HSM
NNH 3351 HEALTHCARE OPERATIONS AND LOGISTICS MANAGEMENT
MAIN EXAM

INSTRUCTIONS:

1. Write all your answers in the booklet provided
2. Section A is compulsory. In section B, attempt two questions.
3. Time allowed: Two hours

SECTION A: ANSWER ALL QUESTIONS (30 MARKS)

QUESTION ONE

- a. Define the term “reverse logistics” and describe four key supply chain analytics that can a logistics manager understand the flow of returned products entering the supply chain. [6marks]
- b. Explain three Key stakeholders in the procurement process [6 marks]
- c. List the six consumer rights in logistics [6 marks]
- d. With examples, describe pull and push systems in Healthcare. Give two advantages and two disadvantages of each. [6 marks]
- e. Explain three factors that inform product selection [6 marks]

SECTION B: ATTEMPT ANY TWO QUESTIONS [40 MARKS]

QUESTION TWO

A newly elected governor wants to hire you a pharmaceutical logistics manager. With help of a clearly labelled diagram, explain how you would apply the logistic cycle in Kenya to ensure a smooth supply chain [20 marks]

QUESTION THREE

Describe the pharmaceutical Quantification process in the counties [20 marks]

QUESTION FOUR

- a. Explain the three types of Max-Min Inventory Control Systems [6]
- b. Describe the process followed in Setting Max-Min Levels in supply for a busy retail pharmaceutical shop [14]