

Use Operations-Management Exam Questions [2026]-Forget About Failure

Operations Management Exam 1 OSU Questions & Answers 2025/2026

Role of operations in an organization - ANSWERS-1 of 3 main functions of business.

- ops transform material and service inputs into a product and service output
- operational excellence drives value

Process view - ANSWERS-can be a competitive advantage

- inputs and outputs

external customers - ANSWERSa customer who is either an end user or an intermediary (eg. manufacturer, financial institute, retailer) buying the firms finished services or products

Internal customers - ANSWERSone or more employees or processes that rely on inputs from other employees or processes to perform their work

External suppliers - ANSWERSbusinesses or individuals who provide the resources services, products, and materials for the firms short term and long term needs

Internal suppliers - ANSWERSthe employees or processes that supply important information or materials to a firms processes

nested process - ANSWERSconcept of process within a process

- subprocesses

-improve activities may need special skills in different departments (breakdown)

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WGU Operations Management (C215, VDC2) Sample Questions (Q60-Q65):

NEW QUESTION # 60

Which type of aggregate plan is preferable when a company produces custom or special purpose equipment, one-of-a-kind items, or highly perishable products?

- A. A chase aggregate plan
- B. A level aggregate plan
- C. A hybrid aggregate plan
- D. A modified sales and operations plan

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#270 words):

A chase aggregate plan is preferable for environments with custom, one-of-a-kind, special-purpose, or highly perishable outputs because production is designed to "chase" (match) demand rather than build inventory.

In a level plan, the firm maintains a constant production rate and uses inventory/backorders to absorb demand fluctuation. That works best when products can be stored economically and demand variability can be buffered. For one-of-a-kind and highly perishable items, inventory is either impossible (custom items) or risky and costly (perishability, obsolescence). Therefore, the operationally sound strategy is to adjust capacity to align output with demand.

This links directly to aggregate planning's purpose: validating whether the system has sufficient capacity to meet expected requests and defining the most appropriate combination of resources. The document also highlights that one aggregate planning mechanism is to "produce reactively (react to demand) - requires flexibility." That is the core logic of a chase strategy.

A chase plan typically uses capacity levers like hiring/layoffs, subcontracting, flexible staffing, and overtime—chosen based on the duration and magnitude of demand changes. It prioritizes responsiveness and minimal inventory, which is essential when holding finished goods is undesirable or infeasible.

NEW QUESTION # 61

Which project life cycle phase includes identifying the need for a project?

- A. Conception
- B. Planning
- C. Execution
- D. Feasibility analysis

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The conception phase of the project life cycle includes identifying the need for a project.

During conception, organizations:

- * Recognize problems or opportunities
- * Define high-level objectives
- * Align projects with strategic goals
- * Decide whether a project should be considered

This phase precedes detailed planning and feasibility analysis. It focuses on why a project is needed rather than how it will be executed.

The other phases occur later:

- * Planning defines scope, schedule, and resources
- * Feasibility analysis evaluates viability
- * Execution implements the project

Project Management integrates with Operations Management when projects involve capacity expansion, process redesign, or system implementation.

NEW QUESTION # 62

A manufacturing firm uses warehouses and shippers in their supply chain. At which stage of the firm's inventory management system would the statement "percentage of line items shipped on schedule" be used?

- A. Raw materials
- **B. Finished goods**
- C. Sold goods
- D. Work-in-progress

Answer: B

Explanation:

The performance measure "percentage of line items shipped on schedule" applies to finished goods inventory. Finished goods inventory represents completed products ready for shipment to customers. On-time shipment is a critical service-level indicator at this stage because it directly affects:

- * Customer satisfaction
- * Order fulfillment performance
- * Distribution efficiency

Work-in-progress and raw materials inventories are internal to production and do not involve customer shipment commitments.

"Sold goods" is not an inventory classification used in Operations Management.

Supply chain metrics for finished goods typically include:

- * On-time delivery rate
- * Order accuracy
- * Fill rate
- * Shipment reliability

By tracking shipment performance at the finished goods stage, firms ensure that downstream distribution aligns with customer expectations and supply chain objectives.

NEW QUESTION # 63

What is the third basic element in the just-in-time (JIT) system if the first element is total quality management (TQM) and the second is JIT manufacturing?

- A. Capacity utilization
- **B. Respect for people**
- C. Quality circles
- D. Simply organized inventory

Answer: B

Explanation:

The third foundational element of the Just-In-Time (JIT) system is respect for people.

JIT is not merely a production technique; it is an socio-technical system built on:

- * Total Quality Management (TQM)
- * JIT manufacturing (waste elimination, pull systems)
- * Respect for people

Respect for people emphasizes:

- * Employee involvement
- * Continuous improvement (Kaizen)
- * Training and skill development
- * Empowerment to stop processes and solve problems

Operations Management recognizes that JIT cannot function without engaged, knowledgeable employees.

Workers are expected to identify problems, suggest improvements, and maintain quality at the source.

The other options are tools or outcomes, not core principles. Respect for people integrates human capability with operational excellence, making JIT sustainable and effective.

NEW QUESTION # 64

Why is kanban significant to the "pull" system?

- A. It specifies the exact quantity of a product that needs to be produced.
- B. It is a process that highlights the highest-performing organization.
- C. It is a process that is only for support or maintenance.
- D. It requires that all work items are sized the same.

Answer: A

Explanation:

Kanban is significant to the pull system because it specifies the exact quantity of a product that needs to be produced.

In a pull system, production is triggered by actual demand, not forecasts. Kanban cards or signals authorize the movement or production of a specific quantity only when downstream processes require it.

Kanban supports:

- * Inventory reduction
- * Flow synchronization
- * Waste elimination
- * Visual control

Each kanban represents permission to produce or move a defined quantity, preventing overproduction—one of the most costly forms of waste.

The other options are incorrect:

- * Work items do not need to be identical
- * Kanban applies to core production, not just support
- * It does not rank organizations

Kanban is a cornerstone of JIT and lean systems because it operationalizes the pull principle in a simple, visual, and disciplined way.

NEW QUESTION # 65

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