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Operations-Management - WGU Operations Management (C215, VDC2) – Reliable Labs

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WGU Operations Management (C215, VDC2) Sample Questions (Q64-Q69):

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

A company suddenly finds demand has increased to 140% of its previous capacity. It has been able to hire only a fraction of the employees previously laid off, and a warehouse fire destroyed 80% of its inventory.

Which two options does the company have to rapidly meet the new demand?

Choose 2 answers

- A. Hire and train new full-time employees
- B. Build new production facilities
- C. **Hire temporary workers**
- D. **Subcontract a portion of production capacity**

Answer: C,D

Explanation:

When demand rises suddenly to 140% of existing capacity, the firm must rely on short-term, flexible capacity options to respond quickly.

The two appropriate options are:

- * Hiring temporary workers
- * Subcontracting a portion of production capacity

Temporary workers can be deployed rapidly with minimal onboarding time, allowing the firm to increase output without long-term labor commitments. This option is especially effective when the demand surge may be temporary or uncertain.

Subcontracting provides immediate access to external capacity without requiring capital investment. It allows the firm to meet demand while avoiding the risks associated with permanent expansion.

The other options are not viable in the short term:

- * Building new facilities is capital-intensive and slow
- * Hiring and training full-time employees requires time and long-term commitment. Operations Management distinguishes capacity-based options into short-term (temporary labor, overtime, subcontracting) and long-term (facilities, permanent workforce). In crisis situations, speed and flexibility dominate decision-making.

NEW QUESTION # 66

What is a key factor of a location analysis for a service company?

- A. Best operation level
- B. Effective capacity
- C. Relations with community
- D. **Proximity to customers**

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The most critical factor in a service company's location analysis is proximity to customers.

Service operations differ fundamentally from manufacturing because the service is often produced and consumed simultaneously. As a result, customer access, convenience, and responsiveness are central determinants of demand and satisfaction.

From an Operations Management perspective, proximity to customers:

- * Reduces waiting and travel time
- * Increases service usage frequency
- * Improves customer perception of reliability and availability
- * Enables faster response to service failures

Examples include healthcare facilities, retail stores, hospitality, and professional services. In all cases, distance acts as a demand

deterrent.

The other options are secondary:

* Community relations are important but not decisive

* Best operating level and effective capacity are internal capacity measures, not location drivers. Thus, service location strategy prioritizes market access over production efficiency, reinforcing customer- centric operations.

NEW QUESTION # 67

A comprehensive automobile collision shop offers body and engine repair as well as custom vehicle paint options.

Which two operational processes would suit this shop?

Choose 2 answers

- A. Batch process
- B. Continuous process
- C. Project process
- D. Line process

Answer: A,C

Explanation:

An automobile collision shop performing body repair, engine repair, and custom paint jobs requires both project and batch processes. A project process is appropriate because many repair jobs are unique, varying in scope, damage severity, customer requirements, and repair time. Each vehicle may require a distinct sequence of tasks, making standardized flow impractical.

A batch process is suitable for activities such as painting or part refurbishment, where similar tasks are grouped together to improve efficiency. For example, multiple vehicles may be painted in the same color batch to reduce setup time and material waste.

Line and continuous processes are unsuitable because:

- * Repairs are not standardized
- * Volume is relatively low
- * Customization is high

Operations Management emphasizes aligning process type with product variety and volume. This hybrid approach allows flexibility while maintaining efficiency where possible.

NEW QUESTION # 68

What is the primary purpose in using the master production schedule (MPS) in the marketing department of an organization?

- A. To identify new product demand
- B. To manage the demand for promised deliveries
- C. To create demand for promised deliveries
- D. To control the production department

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#270 words):

The primary purpose of using the Master Production Schedule (MPS)-including from a marketing /customer-commitment perspective-is to manage the demand for promised deliveries (Answer A).

In the planning hierarchy, forecasts and customer requirements are translated into a detailed schedule. The document explains that, based on demand forecasting, the organization creates a Master Plan Schedule (MPS) where "specific dates are set in detail," and that the MPS is then used to plan material requirements. This makes the MPS the central bridge between what the market is asking for and what operations can realistically commit to.

Marketing uses the MPS not to "create" demand, but to coordinate commitments: delivery promises, timing, and order quantities must align with feasible production and materials availability. If marketing promises deliveries that the MPS cannot support, the system experiences late orders, expediting, and customer dissatisfaction.

Therefore, MPS in a marketing context supports available-to-promise discipline, ensuring customer commitments are consistent with operational reality and planned workloads. It is a planning control instrument, not a tool for controlling production departments or identifying new product demand.

NEW QUESTION # 69

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