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WGU C215 Operations Management Questions and Answers Already Passed

Which definition is used for quality evaluates how well a product performs its intended function?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement ✓✓Fitness for use

Which total quality management (TQM) process was developed to stress management's responsibility for quality?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement ✓✓14 points for quality improvement

Which total quality management (TQM) process consists of 13 published standards and guidelines?

- ISO 9002
- ISO 9001
- ISO 9000
- ISO 1400 ✓✓ISO 9000

A company manufactures shoes using a quality management system. The company needs to put a process in place to measure any defects. The company would like to measure the number of defects and observe the number of occurrences to isolate the particular defect.

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WGU Operations Management (C215, VDC2) Sample Questions (Q27-Q32):

NEW QUESTION # 27

A manufacturing company decides to open a new distribution center location in order to minimize distribution costs to warehouses or stores.

What tool should the manufacturing company use to determine where the new distribution center should be located?

- A. By using the center-of-gravity approach
- B. By using the break-even analysis
- C. By using the transportation method
- D. By using the load-distance model

Answer: A

Explanation:

The center-of-gravity approach is the most appropriate tool for determining the optimal location of a distribution center when the goal is to minimize total transportation costs.

This method calculates a weighted average location based on:

- * Geographic coordinates of demand points
- * Volume shipped to each location

The result identifies a location that minimizes the overall distance-weighted transportation cost.

Other options serve different purposes:

- * Load-distance models compare alternative sites
- * Transportation methods optimize shipping routes, not facility location
- * Break-even analysis compares cost structures, not spatial efficiency

In Operations Management, the center-of-gravity approach is widely used for strategic distribution planning because it provides a quantitative, objective basis for location decisions.

NEW QUESTION # 28

Why is capacity requirements planning (CRP) important?

- A. It provides the ability to compare available production capabilities to the planned workload.
- B. It enables an assessment of employee production efficiency.
- C. It coordinates availability of materials for production processes.
- D. It creates a transparent view of lead time and overtime usage in work centers.

Answer: A

Explanation:

Capacity Requirements Planning (CRP) is important because it compares available production capacity to planned workloads, ensuring feasibility.

Once demand has been translated into production and material plans, CRP validates whether:

- * Machines are available
- * Labor hours are sufficient
- * Work centers are not overloaded

Without CRP, organizations risk releasing production plans that cannot be executed, resulting in:

- * Bottlenecks
- * Overtime
- * Missed delivery dates
- * Poor resource utilization

The incorrect options describe other functions:

- * Employee efficiency is evaluated through performance metrics
- * Lead time transparency is a scheduling outcome, not CRP's core purpose
- * Material coordination is handled by MRP

CRP ensures alignment between what is planned and what is possible, making it a critical link between planning and execution in Operations Management.

NEW QUESTION # 29

Which formula would compute process velocity?

- A. Actual output / standard output
- B. Time a resource is used / time a resource is available
- C. Output / input
- D. Throughput time / value-added time

Answer: D

Explanation:

Process velocity is computed using the ratio:

Process Velocity = Throughput Time / Value-Added Time

This metric measures how efficiently time is used within a process. A high ratio indicates excess non-value-added time, such as waiting, moving, or rework.

Operations Management focuses on reducing throughput time while maximizing value-added activities.

Process velocity highlights inefficiencies that are often invisible in traditional productivity measures.

The other formulas measure different concepts:

- * Resource utilization (A)
- * Performance efficiency (B)
- * Productivity (D)

A low process velocity (closer to 1) indicates a lean, efficient process, while high values suggest opportunities for improvement.

NEW QUESTION # 30

Why is the marketing plan essential to the creation of the aggregate plan?

- A. The marketing plan provides insight into operations goals and activities for the year.
- B. Accurate cash flow objectives in the marketing plan are needed to achieve profitability levels.
- C. Research and development in the marketing plan drives new products.
- D. The actual market demand in the marketing plan is required to make adjustments to other plans.

Answer: A

Explanation:

The marketing plan is essential to the aggregate plan because it provides insight into operations goals and activities for the year.

Aggregate planning aligns production, workforce, and inventory decisions with expected demand, which is forecasted by marketing.

Marketing defines:

- * Sales volume expectations
- * Product mix
- * Promotional timing
- * Market priorities

Operations uses this information to:

- * Set capacity levels
- * Plan workforce size
- * Schedule production rates
- * Manage inventory

While demand data and cash flow matter, the key contribution of marketing is translating market strategy into operational requirements.

Operations Management emphasizes cross-functional integration; without marketing input, aggregate plans risk misalignment with actual market needs.

NEW QUESTION # 31

Which strategy is used by some emergency rooms to overcome customer frustrations about long waiting times?

- A. Screen patients and send the last 25 to another facility
- B. See each patient in the order in which they arrived
- **C. Screen patients and fast-track those with minor ailments**
- D. Screen patients and schedule follow-up appointments for those who have the most serious injuries

Answer: C

Explanation:

Emergency rooms often use screening and fast-tracking patients with minor ailments to reduce perceived and actual waiting times.

This strategy is a well-established service operations capacity-management technique.

From an Operations Management perspective, emergency departments face high variability in demand and processing times, which leads to congestion and long queues. Treating all patients strictly in arrival order (first-come, first-served) is operationally inefficient because patients require very different levels of care.

Fast-tracking works by:

- * Separating low-complexity cases from critical cases
- * Allocating dedicated resources to minor treatments
- * Reducing bottlenecks at key treatment stages

This approach improves flow efficiency, patient satisfaction, and throughput without increasing total capacity.

It aligns with queue management principles and the concept of segmented service design, where different customer needs are handled through different process paths.

The other options are inferior operationally:

- * Scheduling follow-ups for severe cases is clinically unsafe
- * Sending patients elsewhere shifts the problem, not solves it
- * Strict arrival order ignores service-time variability

Fast-tracking addresses both operational efficiency and perceived service quality, which is particularly critical in high-contact service systems such as healthcare.

NEW QUESTION # 32

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