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## WGU Operations Management (C215, VDC2) Sample Questions (Q39-Q44):

### NEW QUESTION # 39

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 create demand for promised deliveries
- C. To manage the demand for promised deliveries
- D. To control the production department

**Answer: C**

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 # 40

Why might a company avoid using demand-based options such as inventory and backorders over a long period of time?

- A. It is time consuming.
- B. It negatively affects subcontracting.
- C. It is more risky.
- D. It negatively affects hiring and firing.

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Demand-based options such as inventory accumulation and backorders are avoided long term because they are more risky.

Maintaining high inventory levels increases:

- \* Holding costs
- \* Obsolescence risk
- \* Damage and theft
- \* Cash flow constraints

Backorders, while avoiding inventory buildup, risk:

- \* Customer dissatisfaction
- \* Lost sales
- \* Damage to brand reputation

Operations Management categorizes these options as short-term demand smoothing tools, not sustainable strategies. Over time, uncertainty in demand magnifies the risks associated with inventory imbalances or unmet demand.

The other options are incorrect:

- \* These methods are not inherently time consuming
- \* They do not directly affect subcontracting or labor policies

Thus, firms avoid long-term reliance on demand-based options to maintain stability and customer trust.

#### NEW QUESTION # 41

What are two reasons a company might be hesitant to provide overtime as a capacity-based option?

Choose 2 answers

- A. Overtime results in a buildup of excess inventory.
- B. Overtime decreases the labor cost per unit.
- C. Overtime is typically a 50% wage premium
- D. Overtime is not a long-term solution.

**Answer: C,D**

Explanation:

Companies may hesitate to use overtime because it is not a long-term solution and it carries a wage premium, typically around 50% higher than regular pay.

Overtime can quickly increase capacity, but prolonged use leads to:

- \* Employee fatigue
- \* Quality deterioration
- \* Increased absenteeism
- \* Higher error rates

Additionally, overtime raises labor costs substantially, increasing unit production cost and reducing profitability.

The incorrect options are misleading:

- \* Overtime does not necessarily build excess inventory
- \* Overtime increases, not decreases, labor cost per unit

Operations Management views overtime as a temporary capacity buffer, appropriate for short demand spikes but risky if used continuously.

## NEW QUESTION # 42

What is one advantage of a periodic review system?

- A. Inventory balances are updated after every transaction.
- B. Less inventory is needed to protect against stockouts.
- C. Items are handled individually.
- D. All items are reviewed during the same time interval.

**Answer: D**

Explanation:

A key advantage of a periodic review inventory system is that all items are reviewed at the same time interval.

In a periodic review system:

- \* Inventory levels are checked at fixed intervals (e.g., weekly, monthly)
- \* Orders are placed to raise inventory to a target level
- \* Multiple items can be ordered together

This approach simplifies administration and reduces ordering costs, making it especially suitable for:

- \* Retail environments
- \* Low-value or slow-moving items
- \* Situations where continuous monitoring is impractical

The other options describe continuous review systems:

- \* Individual item handling
- \* Real-time inventory updates
- \* Lower safety stock requirements

Operations Management recognizes periodic review as a trade-off between control and simplicity. While it may require higher safety stock, it offers operational efficiency and cost savings in many contexts.

## NEW QUESTION # 43

Which concept takes a total system approach to creating an efficient operation and combines concepts such as just-in-time (JIT), total quality management (TQM), and continuous improvement?

- A. ISO 9001 standards
- B. Enterprise resource planning (ERP)
- C. Lean systems
- D. Customer relationship management (CRM)

**Answer: C**

Explanation:

Lean systems take a total system approach to operational efficiency by integrating just-in-time (JIT), total quality management (TQM), and continuous improvement (Kaizen).

Lean is not a single tool but a management philosophy focused on:

- \* Eliminating waste
- \* Improving flow
- \* Engaging employees
- \* Delivering customer-defined value

JIT ensures materials and work arrive only when needed, TQM ensures quality at every step, and continuous improvement drives ongoing enhancement. Lean systems coordinate these elements into a coherent operating model.

The other options are narrower in scope:

- \* CRM focuses on customer data and relationships
- \* ERP integrates information systems
- \* ISO 9001 provides quality standards but not operational design

Operations Management views lean systems as the umbrella framework that aligns people, processes, and technology to achieve

efficiency and competitiveness.

#### NEW QUESTION # 44

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