

# New Operations-Management Test Pass4sure, Operations-Management Exam Study Guide

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OPM Exam 1 - Operations Management Test Exercise preparation tool fo...

7. With respect to competitive priorities, intermittent operations compete more on \_\_\_\_\_ compared to repetitive operations.
- a) cost and features
  - b) durability and cost
  - c) availability and reliability
  - d) flexibility and delivery**
  - e) durability and features
8. The time between order placement and the receipt of goods is called \_\_\_\_\_.
- a) receipt time
  - b) lead time**
  - c) allowance time
  - d) processing time
  - e) waiting time
9. What refers to owning or controlling sources of raw materials and components?
- a) Backward integration**
  - b) Horizontal integration
  - c) Encapsulating integration
  - d) Forward integration
  - e) Subsuming integration
10. The definition of quality that involves the product functioning as expected without failure is
- a) Performance
  - b) Conformance
  - c) Reliability**
  - d) Standardization
  - e) Endurance
11. Employees of the organization who receive goods or services from others in the company are
- a) customers
  - b) suppliers
  - c) vendors
  - d) intermediaries
  - e) distributors
12. Which of the following is NOT a characteristic of a service?
- a) Intangibility
  - b) Perishability
  - c) Inseparability
  - d) Homogeneity
  - e) Storability**
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## WGU Operations Management (C215, VDC2) Sample Questions (Q29-Q34):

### NEW QUESTION # 29

What are two reasons a company might be hesitant to provide overtime as a capacity-based option?  
Choose 2 answers

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

**Answer: B,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 # 30

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

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

**Answer: C**

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

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. Which quality tool should the company use to focus on correcting this particular issue?

- A. Checklist
- B. Control chart
- C. Flowchart
- D. Scatter diagram

**Answer: A**

Explanation:

A checklist is the most appropriate quality tool when the objective is to count defects and track their frequency of occurrence.

Checklists are simple yet powerful tools used to collect structured data consistently. In this scenario, the shoe manufacturer wants to identify which defects occur most frequently (e.g., stitching errors, sole defects, size mismatches). A checklist allows inspectors to mark each occurrence systematically, enabling later analysis.

Why not the others?

\* Scatter diagrams analyze relationships between variables.

\* Control charts monitor process stability over time.

\* Flowcharts document process steps.

In Operations Management, checklists are often the first step in defect analysis. Once data is gathered using a checklist, other tools like Pareto charts or control charts can be applied for deeper analysis.

Checklists support continuous improvement by:

\* Ensuring consistency in inspections

\* Reducing human error

\* Providing factual data for decision-making

\* Enabling root-cause analysis

They are especially useful in early-stage quality investigations where the goal is visibility, not yet process control. By identifying dominant defects, organizations can prioritize corrective actions efficiently.

### NEW QUESTION # 32

What do assignable causes of variation indicate?

- A. Equipment was found to be out of control.
- B. Human resources found an operator was at fault.
- C. Out-of-control signals were found in the process.
- D. A computer virus was found in the system.

**Answer: C**

Explanation:

Assignable causes of variation indicate that out-of-control signals were found in the process.

In Statistical Process Control (SPC), variation is classified into:

\* Common causes (natural, inherent to the process)

\* Assignable causes (specific, identifiable, and correctable)

Assignable causes signal that something unusual has occurred, such as equipment malfunction, incorrect material, improper setup, or procedural deviation. These causes result in process instability and are detected using control charts when data points fall outside control limits or exhibit non-random patterns.

Importantly, assignable causes do not automatically blame individuals. TQM philosophy stresses that most quality problems are systemic, and the goal is to identify root causes, not assign fault.

The other options are either overly specific or misleading:

\* A computer virus is not a standard quality interpretation

\* Operator fault may or may not be the cause

\* Equipment issues are one possible assignable cause, not the definition. Recognizing assignable causes allows organizations to take corrective action, restore process stability, and prevent recurrence—key objectives of quality control.

### NEW QUESTION # 33

What helps an organization identify and plan the actions necessary to meet current and future customer demands?

- A. Current economic conditions
- B. Software development
- C. Production capacity
- **D. Capacity planning**

**Answer: D**

Explanation:

Capacity planning is the process that helps organizations identify and plan the actions required to meet current and future customer demand.

In Operations Management, capacity planning ensures that an organization has the right amount of resources at the right time. These resources may include labor, equipment, facilities, and technology.

Capacity planning involves:

- \* Forecasting demand
- \* Evaluating existing capacity
- \* Identifying capacity gaps
- \* Selecting capacity adjustment strategies (e.g., overtime, subcontracting, expansion) Without capacity planning, organizations risk:
- \* Excess capacity and high costs
- \* Insufficient capacity and lost sales
- \* Poor service levels and customer dissatisfaction

Production capacity alone is static, while capacity planning is dynamic and forward-looking. Economic conditions influence demand but do not provide actionable operational plans.

Capacity planning aligns operations strategy with business strategy and supports sustainable growth.

### NEW QUESTION # 34

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