

Operations-Management Quiz Studying Materials: WGU Operations Management (C215, VDC2) - Operations-Management Test Torrent & Operations-Management Test Bootcamp

WGU C215 Operations Management PVDC Final Exam Questions and Answers Graded A

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

✓✓Fitness for use

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

ISO 9000 ✓✓Set of international standards on quality management and quality assurance, critical to international business

-TQM process consists of 13 published standards and guidelines

-Like when joint commission shows up at the hospitals

Checklist ✓✓A list of common defects and the number of observed occurrences of these defects.

scatter diagram ✓✓a plot of two variables showing whether they are related

Control Chart ✓✓A graph that shows whether a sample of data falls within the common or normal range of variation.

mean ✓✓A statistical measure of central tendency, or average, based on dividing a total by the number of individual cases.

assignable causes of variation ✓✓-Causes can be identified and eliminated
-e.g. poor employee training, worn tool, machine needing repair

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WGU Operations Management (C215, VDC2) Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which two types of operations include repetitive processes?

Choose 2 answers

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

Answer: A,D

NEW QUESTION # 36

What is one advantage of a periodic review system?

- A. Items are handled individually.
- B. Less inventory is needed to protect against stockouts.
- C. Inventory balances are updated after every transaction.
- 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 # 37

A company is experiencing an unusual amount of deliveries that are either late or an incorrect quantity.

Which type of system is used to identify and manage this type of problem?

- A. FMS (flexible manufacturing system)
- B. CRP (capacity requirements planning)
- C. ERP (enterprise resource planning)
- D. MRP (material requirements planning)

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#280 words):

The correct system to identify and manage frequent issues such as late deliveries or incorrect quantities is MRP (Material Requirements Planning) (Answer D).

MRP is designed to translate demand into detailed plans for what materials are needed, in what quantities, and when-and then to time-phased plan purchase and production orders accordingly. The document states that MRP combines detailed demand forecasts and actual requests, translates higher-level forecasts into more detailed requirements, and tracks customer requests. It also emphasizes that the MPS (which sets specific dates) is used to plan material requirements.

When deliveries are late or wrong quantities are shipped, a frequent root cause is that materials were not available when needed, orders were not released correctly, or priorities were mismanaged. MRP directly addresses these by:

- * Exploding bills of materials into components
- * Time-phasing planned orders
- * Coordinating purchasing and production schedules
- * Updating plans when demand or system status changes

ERP is broader (enterprise-wide integration), CRP focuses on comparing capacity vs workloads, and FMS is a production technology-not a planning system for material timing and quantities. Because the symptoms described are classic planning/coordination failures in materials and order timing, MRP is the best fit.

NEW QUESTION # 38

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

- A. 14 points for quality improvement
- B. Statistical quality control charts
- C. Fitness quality for use
- D. Product design quality

Answer: A

Explanation:

The 14 Points for Quality Improvement, developed by W. Edwards Deming, explicitly stress management's responsibility for quality and form a foundational element of Total Quality Management (TQM).

Deming argued that quality problems are systemic, meaning they originate primarily from management-controlled processes rather than individual workers. His 14 Points call on leadership to create an environment where quality can thrive through long-term thinking, process improvement, and employee involvement.

Key management-focused principles include:

- * Creating constancy of purpose
- * Adopting a new philosophy of quality
- * Eliminating dependence on inspection
- * Driving out fear in the workplace
- * Breaking down departmental barriers
- * Instituting leadership instead of supervision

Unlike statistical quality control charts, which are technical tools, Deming's points define managerial behavior and organizational culture. "Fitness for use" is a definition of quality, not a management system, and product design quality focuses only on one stage of the product lifecycle.

In Operations Management, Deming's framework reshaped how organizations view quality-shifting responsibility upward to leadership, not downward to operators. This philosophy underpins continuous improvement, employee empowerment, and long-term competitiveness.

By emphasizing leadership accountability, the 14 Points integrate quality into strategy, operations, supplier relationships, and workforce management, making them one of the most influential contributions to modern quality management.

NEW QUESTION # 39

Which work system acknowledges the benefits of employee proficiency?

- A. Lower operating cost
- B. Enhanced employee relations
- C. Employee longevity
- D. Labor specialization

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Labor specialization acknowledges the benefits of employee proficiency by allowing workers to focus on specific tasks, increasing skill, speed, and consistency.

In Operations Management, labor specialization:

- * Reduces learning time
- * Increases productivity
- * Improves quality consistency
- * Lowers unit costs

Employees become highly proficient through repetition and experience. This principle underpins early scientific management and remains relevant in many high-volume environments.

The other options are outcomes or enablers, not work systems:

- * Employee longevity is a result, not a system
- * Enhanced relations support performance but do not define task design
- * Lower operating cost is a consequence of specialization

While specialization can create efficiency, it must be balanced with job design strategies (e.g., enrichment or rotation) to avoid fatigue and disengagement.

NEW QUESTION # 40

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