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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 14000 ✓✓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 (Q53-Q58):

NEW QUESTION # 53

Which two types of operations include repetitive processes?

Choose 2 answers

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

Answer: B,D

Explanation:

Line processes and continuous processes are the two operational process types characterized by highly repetitive activities. A line process involves standardized products moving through a fixed sequence of steps. Each workstation performs the same task repeatedly, making it ideal for high-volume, low-variety production. Examples include automobile assembly lines and consumer electronics manufacturing.

A continuous process goes a step further, operating 24/7 with extremely high volume and minimal variation.

Production flows continuously rather than in discrete units. Industries such as oil refining, chemicals, and paper manufacturing use continuous processes.

The other options are not primarily repetitive:

- * Project processes are unique, one-time efforts (e.g., construction projects)
- * Batch processes involve moderate repetition but frequent changeovers between batches. Operations Management classifies processes based on volume and variety. Line and continuous processes sit at the high-volume, low-variety end of the spectrum, making repetition unavoidable and necessary for efficiency.

Repetitive processes enable:

- * High labor productivity
- * Low unit cost
- * Process automation
- * Consistent quality

However, they also require careful work system design to avoid worker fatigue and quality drift.

NEW QUESTION # 54

What are two product system differences between the push and pull processes?

Choose 2 answers

- A. Push lowers cost due to overproduction.
- B. Pull develops additional products.
- C. Pull initiates quality control.
- D. Push moves the product forward in anticipation of demand.
- E. Pull eliminates excessive inventory.
- F. Push enhances employee relations.

Answer: D,E

Explanation:

The two correct differences between push and pull systems are:

- * Push moves the product forward in anticipation of demand
- * Pull eliminates excessive inventory

Push systems rely on forecasts and schedule production in advance, often leading to overproduction and excess inventory if forecasts are inaccurate.

Pull systems, by contrast, produce only what is needed when it is needed, significantly reducing inventory levels and associated costs.

The incorrect options describe misconceptions:

- * Overproduction increases cost, not lowers it

- * Pull systems do not create additional products
- * Employee relations are not defining characteristics
- * Quality control exists in both systems

Operations Management favors pull systems in environments where demand variability and cost control are critical, reinforcing lean principles.

NEW QUESTION # 55

Which continuous improvement method does Cpk measure?

- A. The most common measurement process
- B. What a process is capable of and how long it will take to conclude
- C. Parts per million on the capability index
- D. How close one is to a target and how consistent one is with the average performance

Answer: D

Explanation:

The process capability index Cpk measures how close a process is to its target and how consistent it is around the average performance.

Cpk is a key metric in Six Sigma and continuous improvement methodologies. It evaluates both:

- * Process centering (distance from specification limits)
- * Process variation (spread of data)

Unlike Cp, which assumes the process is centered, Cpk accounts for actual process performance relative to upper and lower specification limits. This makes it a more realistic indicator of quality capability.

In Operations Management, Cpk helps organizations:

- * Assess whether a process can meet customer specifications
- * Identify improvement priorities
- * Reduce defects before they occur

Higher Cpk values indicate better performance:

- * Cpk # 1.33 is generally acceptable
- * Cpk # 2.0 aligns with Six Sigma performance

The other options confuse Cpk with defect rates or cycle time measures. While defects per million opportunities (DPMO) are related, Cpk specifically evaluates process capability, not output counts.

By focusing on consistency and target alignment, Cpk supports preventive quality management and data-driven continuous improvement.

NEW QUESTION # 56

Which formula would compute process velocity?

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

Answer: C

Explanation:

Process velocity is computed using the ratio:

$$\text{Process Velocity} = \text{Throughput Time} / \text{Value-Added Time}$$

This metric measures how efficiently time is used within a process. A high ratio indicates excessive 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 # 57

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

- A. Best operation level
- B. Relations with community
- C. Effective capacity
- 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 # 58

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