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WGU Operations Management (C215, VDC2) Sample Questions (Q69-Q74):

NEW QUESTION # 69

Which capacity planning measurement tells how much capacity a company is using?

- A. Effective capacity
- **B. Capacity utilization**
- C. Capacity focus
- D. Design capacity

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Capacity utilization measures how much of a company's available capacity is actually being used.

It is calculated as:

Capacity Utilization = Actual Output / Design or Effective Capacity

In Operations Management, capacity utilization provides insight into:

- * Operational efficiency
- * Resource usage
- * Potential bottlenecks or underutilization

High utilization may indicate efficiency but can also lead to congestion, fatigue, and quality problems. Low utilization suggests excess capacity and higher unit costs.

The other terms describe different concepts:

- * Design capacity is the maximum theoretical output
- * Effective capacity accounts for normal disruptions
- * Capacity focus refers to strategic specialization

Capacity utilization helps managers balance efficiency with flexibility, making it a core performance metric in both manufacturing and service operations.

NEW QUESTION # 70

A manufacturing firm uses warehouses and shippers in their supply chain.

At which stage of the firm's inventory management system would the statement "percentage of line items shipped on schedule" be used?

- **A. Finished goods**
- B. Raw materials
- C. Sold goods
- D. Work-in-progress

Answer: A

Explanation:

The performance measure "percentage of line items shipped on schedule" applies to finished goods inventory.

Finished goods inventory represents completed products ready for shipment to customers. On-time shipment is a critical service-level indicator at this stage because it directly affects:

- * Customer satisfaction
- * Order fulfillment performance
- * Distribution efficiency

Work-in-progress and raw materials inventories are internal to production and do not involve customer shipment commitments.

"Sold goods" is not an inventory classification used in Operations Management.

Supply chain metrics for finished goods typically include:

- * On-time delivery rate
- * Order accuracy
- * Fill rate
- * Shipment reliability

By tracking shipment performance at the finished goods stage, firms ensure that downstream distribution aligns with customer expectations and supply chain objectives.

NEW QUESTION # 71

When is capacity measurement at the best operating level?

- A. When the total cost is minimized
- **B. When the average unit cost is minimized**
- C. At the minimum point of the cost curve
- D. At maximum capacity

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The best operating level of capacity occurs when the average unit cost is minimized.

In Operations Management, the best operating level reflects the most economical output rate for a process or facility. At this level:

* Fixed costs are spread efficiently

* Variable costs are controlled

* Congestion and inefficiencies are minimized

Operating below this level leads to underutilization and high unit costs, while operating above it often causes overcrowding, overtime, equipment breakdowns, and quality problems, which increase costs.

Option A is incorrect because the minimum point of the total cost curve does not necessarily correspond to minimum average unit cost.

Option B is incorrect because maximum capacity typically increases costs due to inefficiencies.

Option D focuses on total cost, not unit efficiency.

Thus, the best operating level balances efficiency and flexibility, ensuring sustainable performance and cost control.

NEW QUESTION # 72

A comprehensive automobile collision shop offers body and engine repair as well as custom vehicle paint options.

Which two operational processes would suit this shop?

Choose 2 answers

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

Answer: A,B

Explanation:

An automobile collision shop performing body repair, engine repair, and custom paint jobs requires both project and batch processes.

A project process is appropriate because many repair jobs are unique, varying in scope, damage severity, customer requirements, and repair time. Each vehicle may require a distinct sequence of tasks, making standardized flow impractical.

A batch process is suitable for activities such as painting or part refurbishment, where similar tasks are grouped together to improve efficiency. For example, multiple vehicles may be painted in the same color batch to reduce setup time and material waste.

Line and continuous processes are unsuitable because:

* Repairs are not standardized

* Volume is relatively low

* Customization is high

Operations Management emphasizes aligning process type with product variety and volume. This hybrid approach allows flexibility while maintaining efficiency where possible.

NEW QUESTION # 73

A construction company produces furnished pre-fabricated manufactured homes. The production manager has discovered the following challenges within one of the facilities:

* Production quantities are low and only a small number of homes are built efficiently.

* The facility space allows for low handling of materials.

* There is limited space available for employees to operate.

Which hybrid layout should be used to address the company's needs?

- A. Statistical reduction control
- **B. Group technology**
- C. Manufacturing technology
- D. Process performance metrics

Answer: B

Explanation:

The appropriate hybrid layout is group technology.

Group technology combines the efficiency of product layouts with the flexibility of process layouts by grouping similar products into families and arranging workstations into cells. Each cell is designed to handle a specific family of products from start to finish.

In the case of prefabricated homes:

- * Production volumes are low
- * Product designs share similarities
- * Space is constrained
- * Material handling must be minimized

Group technology reduces:

- * Movement of materials
- * Setup times
- * Work-in-process inventory
- * Congestion in limited spaces

The other options are not layouts:

- * Process performance metrics are measurement tools
- * Manufacturing technology refers broadly to automation
- * Statistical reduction control is not a recognized layout concept

Operations Management promotes group technology as an effective solution for low-volume, moderate-variety environments, especially where space efficiency and flow improvement are critical.

NEW QUESTION # 74

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