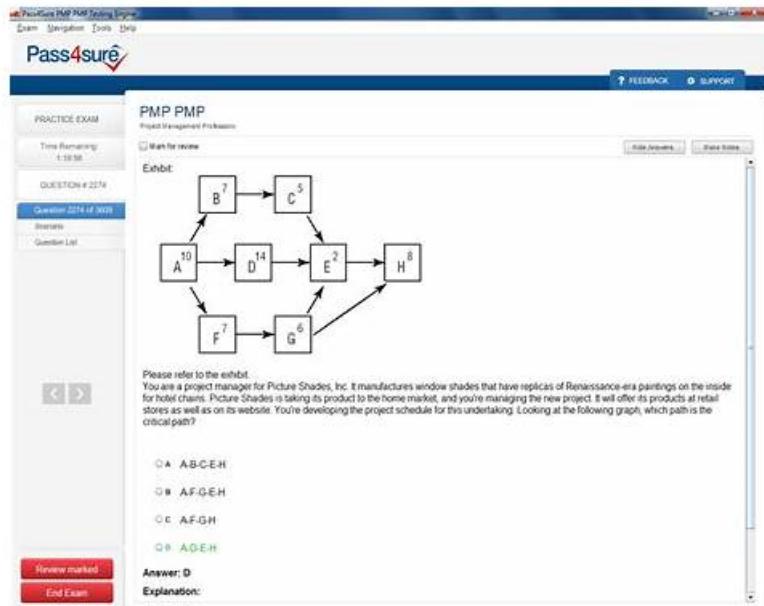


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WGU Operations Management (C215, VDC2) Sample Questions (Q39-Q44):

NEW QUESTION # 39

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

Answer: A

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) (AnswerD).

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 # 40

Which statement is true about capacity requirements planning (CRP)?

- A. Available capacity is compared to calculated workloads of relevant items.
- B. Each product item is individually addressed regardless of relevant holistic processes.
- C. Human capital adequacy is analyzed for given work centers and production items.
- D. Production capacity is created for future production items.

Answer: A

Explanation:

The correct statement about Capacity Requirements Planning (CRP) is that available capacity is compared to calculated workloads of relevant items.

CRP is a planning technique used after material requirements planning (MRP). While MRP determines what and when materials are needed, CRP verifies whether the organization has sufficient capacity-in terms of machines, labor, and work centers-to execute the planned production schedule.

CRP works by:

- * Translating planned orders into workload requirements
- * Assigning those workloads to specific work centers
- * Comparing required capacity with available capacity
- * Identifying overloads or underutilization

The incorrect options misrepresent CRP:

- * CRP does not create capacity; it evaluates feasibility
- * Human capital adequacy is part of workforce planning, not CRP's primary role
- * CRP evaluates workloads in relation to the whole system, not isolated items. Operations Management emphasizes CRP as a feasibility check, ensuring that production plans are realistic and executable before release to the shop floor.

NEW QUESTION # 41

A company suddenly finds demand has increased to 140% of its previous capacity. It has been able to hire only a fraction of the employees previously laid off, and a warehouse fire destroyed 80% of its inventory.

Which two options does the company have to rapidly meet the new demand?

Choose 2 answers

- A. Subcontract a portion of production capacity

- B. Hire and train new full-time employees
- **C. Hire temporary workers**
- D. Build new production facilities

Answer: A,C

Explanation:

When demand rises suddenly to 140% of existing capacity, the firm must rely on short-term, flexible capacity options to respond quickly.

The two appropriate options are:

- * Hiring temporary workers
- * Subcontracting a portion of production capacity

Temporary workers can be deployed rapidly with minimal onboarding time, allowing the firm to increase output without long-term labor commitments. This option is especially effective when the demand surge may be temporary or uncertain.

Subcontracting provides immediate access to external capacity without requiring capital investment. It allows the firm to meet demand while avoiding the risks associated with permanent expansion.

The other options are not viable in the short term:

- * Building new facilities is capital-intensive and slow
- * Hiring and training full-time employees requires time and long-term commitment. Operations Management distinguishes capacity-based options into short-term (temporary labor, overtime, subcontracting) and long-term (facilities, permanent workforce). In crisis situations, speed and flexibility dominate decision-making.

NEW QUESTION # 42

What is a major factor in the decision to locate a business near its primary market territory?

- A. Proximity to a community center
- B. Proximity to labor
- **C. Proximity to customers**
- D. Proximity to parks

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The dominant factor in locating a business near its primary market territory is proximity to customers.

From an Operations Management perspective, closeness to customers:

- * Reduces transportation and delivery time
- * Improves service responsiveness
- * Enhances customer satisfaction
- * Supports demand growth

This is especially critical for service organizations and distribution-intensive businesses, where customer access and speed are competitive advantages.

While proximity to labor is important, it does not define market territory. Community centers and parks are not operational drivers. Locating near customers aligns capacity with demand, minimizes logistics complexity, and strengthens market presence.

NEW QUESTION # 43

What is the third basic element in the just-in-time (JIT) system if the first element is total quality management (TQM) and the second is JIT manufacturing?

- A. Simply organized inventory
- B. Quality circles
- **C. Respect for people**
- D. Capacity utilization

Answer: C

Explanation:

The third foundational element of the Just-In-Time (JIT) system is respect for people.

JIT is not merely a production technique; it is a socio-technical system built on:

- * Total Quality Management (TQM)
- * JIT manufacturing (waste elimination, pull systems)
- * Respect for people

Respect for people emphasizes:

- * Employee involvement
- * Continuous improvement (Kaizen)
- * Training and skill development
- * Empowerment to stop processes and solve problems

Operations Management recognizes that JIT cannot function without engaged, knowledgeable employees.

Workers are expected to identify problems, suggest improvements, and maintain quality at the source.

The other options are tools or outcomes, not core principles. Respect for people integrates human capability with operational excellence, making JIT sustainable and effective.

NEW QUESTION # 44

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