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## WGU C215 OPERATIONS MANAGEMENT TEST PAPER 2025/2026 QUESTIONS AND ANSWERS GUARANTEE A+

✓✓ISO 9001:2008 - ✓✓Quality Management Systems - Requirements - Certification of a firm's quality management system; Demonstrates the conformity of quality management systems to meet customer requirements

✓✓ISO 9004:2008 - ✓✓Quality Management Systems - Guidelines for Performance; Provides guidelines for establishing a quality management system; Focuses not only on meeting customer requirements but also on improving performance.

✓✓ISO 14000 - ✓✓A set of international standards and a certification focusing on a company's environmental responsibility

✓✓ISO 14000 Management Systems - ✓✓Standards measure systems development and integration of environmental responsibility into the overall business.

✓✓ISO 14000 Operations - ✓✓Standards include the measurement of consumption of natural resources and energy

✓✓ISO 14000 Environmental Standards - ✓✓Measures emissions, effluents and other waste systems

✓✓Competitive Evaluation - ✓✓On far right of relationship matrix; is an evaluation of how the product compares to those of competitors

✓✓Product Characteristics - ✓✓On top of the relationship matrix; Technical measures

✓✓Relationship Matrix - ✓✓Strength of the relationship between customer requirements and product characteristics

✓✓Trade-Off Matrix - ✓✓The roof on the house; Shows how each product characteristic is related to the others and allows to see changes to be made

✓✓Setting Targets - ✓✓Last step in house of quality is to evaluate competitors' products relative to the specific product characteristics and to set new goals for own product.

✓✓Statistical quality control (SQC) - ✓✓The set of statistical tools used by quality professionals

✓✓Descriptive statistics - ✓✓Statistics used to describe quality characteristics and relationships (mean; the standard deviation; the range and measure of the distribution of data)

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## **WGU Operations Management (C215, VDC2) Sample Questions (Q49-Q54):**

### **NEW QUESTION # 49**

Which element is part of a financial plan?

- A. Compensation planning
- B. SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis
- C. Product pricing
- D. Budget projections

### **Answer: D**

Explanation:

Budget projections are a core element of a financial plan.

A financial plan outlines how resources will be allocated to support organizational objectives. Budget projections include:

- \* Revenue forecasts
- \* Cost estimates
- \* Capital expenditure plans
- \* Cash flow projections

Operations Management relies on financial plans to ensure that capacity decisions, inventory levels, and workforce plans are economically feasible.

The other options belong to different planning domains:

- \* SWOT analysis is part of strategic planning
- \* Product pricing is part of marketing strategy
- \* Compensation planning is part of human resources

Budget projections provide the financial constraints and targets within which operations must function.

### **NEW QUESTION # 50**

Why is capacity requirements planning (CRP) important?

- A. It creates a transparent view of lead time and overtime usage in work centers.
- B. It enables an assessment of employee production efficiency.
- C. It coordinates availability of materials for production processes.
- D. It provides the ability to compare available production capabilities to the planned workload.

### **Answer: D**

Explanation:

Capacity Requirements Planning (CRP) is important because it compares available production capacity to planned workloads, ensuring feasibility.

Once demand has been translated into production and material plans, CRP validates whether:

- \* Machines are available
- \* Labor hours are sufficient
- \* Work centers are not overloaded

Without CRP, organizations risk releasing production plans that cannot be executed, resulting in:

- \* Bottlenecks
- \* Overtime
- \* Missed delivery dates
- \* Poor resource utilization

The incorrect options describe other functions:

- \* Employee efficiency is evaluated through performance metrics
- \* Lead time transparency is a scheduling outcome, not CRP's core purpose

\* Material coordination is handled by MRP

CRP ensures alignment between what is planned and what is possible, making it a critical link between planning and execution in Operations Management.

### NEW QUESTION # 51

What is a bottleneck in a flowchart?

- A. Multiple storage areas
- B. Two stages operating independently
- **C. The longest task in the process**
- D. The point where production is evened out

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A bottleneck is the longest task in the process, limiting the overall system throughput.

In Operations Management, the bottleneck determines the maximum capacity of the entire system. No matter how efficient other stages are, output cannot exceed the bottleneck's capacity.

Bottlenecks cause:

- \* Queue buildup
- \* Increased waiting time
- \* Underutilization of downstream resources

Identifying bottlenecks through flowcharts and process mapping is essential for process improvement. Once identified, managers can:

- \* Add capacity
- \* Reallocate resources
- \* Improve task methods
- \* Reduce variability

The other options do not define bottlenecks:

- \* Independent stages do not restrict flow
- \* Production leveling smooths output
- \* Storage areas indicate inventory, not constraints

The Theory of Constraints reinforces that improving non-bottleneck stages has little impact unless the bottleneck is addressed.

### NEW QUESTION # 52

When is capacity measurement at the best operating level?

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

**Answer: D**

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 # 53

Which project life cycle phase includes identifying the need for a project?

- A. Planning
- B. Feasibility analysis
- C. Execution
- D. **Conception**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The conception phase of the project life cycle includes identifying the need for a project.

During conception, organizations:

- \* Recognize problems or opportunities
- \* Define high-level objectives
- \* Align projects with strategic goals
- \* Decide whether a project should be considered

This phase precedes detailed planning and feasibility analysis. It focuses on why a project is needed rather than how it will be executed.

The other phases occur later:

- \* Planning defines scope, schedule, and resources
- \* Feasibility analysis evaluates viability
- \* Execution implements the project

Project Management integrates with Operations Management when projects involve capacity expansion, process redesign, or system implementation.

### NEW QUESTION # 54

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