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VERSION!!!**

1. Affiliate revenue model - ANSWER ✓ Companies receive a referral fee for directing business to an affiliate
2. Appraisal cost - ANSWER ✓ The cost associated with uncovering defects
3. Automated order entry systems - ANSWER ✓ A method using telephone models to send digital orders to suppliers.
4. Broad view of JIT - ANSWER ✓ philosophy that encompasses the entire organization
5. Broad view of the organization - ANSWER ✓ tasks and procedures are important only if they meet goals.
6. Cell manufacturing - ANSWER ✓ Placement of dissimilar machines and equipment together to produce a family of products with similar requirements.

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WGU Operations Management (C215, VDC2) Sample Questions (Q44-Q49):

NEW QUESTION # 44

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. Hire temporary workers
- B. Build new production facilities
- C. Hire and train new full-time employees
- D. Subcontract a portion of production capacity

Answer: A,D

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 # 45

Which quality control tool should be used to monitor the current status or end result of a process?

- A. Flowchart
- B. Checklist
- C. Scatter diagram
- D. Control chart

Answer: D

Explanation:

A control chart is the primary quality control tool used to monitor the current status and end results of a process over time.

Control charts, a core component of Statistical Process Control (SPC), distinguish between:

- * Common-cause variation (natural process variation)
- * Assignable-cause variation (abnormal, correctable issues)

By plotting data points against upper and lower control limits, control charts help operations managers determine whether a process is stable or out of control.

Why control charts are ideal:

- * They provide real-time monitoring
- * They detect trends before defects occur
- * They support preventive quality management
- * They reduce reliance on inspection

Other tools serve different purposes:

- * Checklists collect data

* Flowcharts map processes

* Scatter diagrams analyze correlations

Operations Management emphasizes control charts because they support process-based quality, aligning with TQM and Six Sigma philosophies. Instead of fixing defects after they occur, organizations can intervene early, reducing cost and improving consistency.

Control charts reinforce continuous improvement by enabling data-driven decisions, reducing variability, and stabilizing production processes—making them indispensable in modern quality management systems.

NEW QUESTION # 46

Which total quality management (TQM) process consists of 13 published standards and guidelines?

- A. ISO 1400
- **B. ISO 9000**
- C. ISO 9001
- D. ISO 9002

Answer: B

Explanation:

ISO 9000 is the family of international quality management standards consisting of 13 published standards and guidelines that define the fundamentals and vocabulary of quality management systems.

The ISO 9000 family provides a systematic framework for ensuring consistent processes, customer satisfaction, and continuous improvement across organizations. It does not certify products; rather, it certifies that an organization's processes are controlled, documented, and continuously improved.

Key distinctions:

* ISO 9000: Overview, concepts, and terminology

* ISO 9001: Certification standard specifying requirements

* ISO 9002: (Now obsolete) Previously focused on production and installation

* ISO 1400: Environmental management standards, not quality

Operations Management values ISO 9000 because it promotes:

* Process standardization

* Documentation and traceability

* Preventive rather than corrective quality control

* Consistency across suppliers and partners

ISO 9000 supports TQM by embedding quality into organizational systems, not relying on inspection alone.

Certification signals reliability and discipline to customers and global partners, especially in supply chains.

By establishing a common quality language and structure, ISO 9000 enables organizations to align operations, reduce variability, and sustain long-term operational excellence.

NEW QUESTION # 47

Which two types of operations include repetitive processes?

Choose 2 answers

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

Answer: B,C

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 # 48

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

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

Answer: B

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 # 49

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