

# WGU Operations-Management資格取得 & Operations-Management受験準備

## 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 1400 ✓✓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資格取得 <<

## WGU Operations-Management受験準備 & Operations-Management受験記

現在の社会の中で優秀なIT人材が揃って、競争も自ずからとても大きくなって、だから多くの方はITに関する試験に参加してIT業界での地位のために奮闘しています。Operations-ManagementはWGUの一つ重要な認証試験で多くのIT専門スタッフが認証される重要な試験です。

## WGU Operations Management (C215, VDC2) 認定 Operations-Management 試験問題 (Q40-Q45):

#### 質問 # 40

Which group of keywords or phrases describes the critical role that marketing plays in the total quality management (TQM) process?

- A. Baseline for managing quality process; investment in preventative costs; budgeting
- B. Reward employees; motivate staff performance; manage operations planned changes
- **C. Enhance competition; understand consumer preferences; maintain communication with operations**
- D. Review and recommend product changes; satisfy customer needs; open communication

正解: C

解説:

In Total Quality Management (TQM), marketing plays a critical boundary-spanning role between customers and internal operations. The correct set of keywords—enhance competition; understand consumer preferences; maintain communication with operations—captures this role precisely.

From an Operations Management perspective, marketing is responsible for identifying customer needs, expectations, and perceptions of quality. These insights become essential inputs for product design, process planning, and continuous improvement initiatives. Without accurate market information, operations risk producing outputs that meet specifications but fail to satisfy customers.

Marketing also enhances competitiveness by:

- \* Monitoring competitor offerings and quality levels
- \* Translating customer requirements into measurable quality attributes
- \* Supporting differentiation strategies based on quality, reliability, and service Equally important is ongoing communication with operations. TQM emphasizes cross-functional integration, and marketing ensures that quality is defined externally (by customers) rather than internally (by engineers or managers alone). Feedback from customers—complaints, satisfaction surveys, returns, and warranty data—feeds directly into operational improvement cycles.

The other options fail to capture marketing's core function:

- \* Budgeting and preventive costs are managerial/financial roles
- \* Product change reviews are primarily engineering activities
- \* Employee rewards fall under human resources

Thus, marketing's TQM role is strategic, integrative, and customer-focused, ensuring that quality efforts align with market expectations and competitive realities.

#### 質問 # 41

Which factor determines how long it takes a qualified operator to perform a duty of the job requirements under the assumption that the operator is working at a sustainable pace with the proper tools for the process?

- **A. Standard time**
- B. Performance time
- C. Observed time
- D. Normal time

正解: A

解説:

Standard time is the measure that determines how long it should take a qualified operator to perform a job at a sustainable pace using proper tools and methods.

In Operations Management and work measurement, standard time represents the allowed time to complete a task, including:

- \* Normal time (observed time adjusted for performance rating)
- \* Allowances for fatigue
- \* Personal needs
- \* Unavoidable delays

Standard time is essential for:

- \* Scheduling work
- \* Determining labor requirements
- \* Establishing production standards
- \* Capacity planning
- \* Incentive wage systems

The other options represent intermediate concepts:

- \* Observed time is the raw measured time
- \* Normal time adjusts observed time for performance rating

\* Performance time is not a standard OM term

By incorporating allowances, standard time ensures that expectations are realistic and sustainable, protecting both productivity and employee well-being. It is a foundational element of work system design and labor planning.

#### 質問 # 42

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

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

正解: A

解説:

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.

#### 質問 # 43

Which two capacity measurement concepts should a firm consider when conducting a location analysis?

Choose 2 answers

- A. Proximity to sources of supply
- B. Building employee relations
- C. Throughput time
- D. Site considerations

正解: A、D

解説:

When conducting a location analysis, firms must consider proximity to sources of supply and site considerations as key capacity-related factors.

Proximity to sources of supply affects:

- \* Transportation cost and reliability
- \* Lead times
- \* Inventory requirements
- \* Production continuity

Reliable supply access directly influences effective capacity by reducing disruptions and variability.

Site considerations include:

- \* Land availability and cost
- \* Infrastructure and utilities
- \* Expansion potential
- \* Zoning and regulatory constraints

These factors determine how much capacity can be installed, expanded, and operated efficiently over time.

The other options are less relevant:

- \* Throughput time is a process performance metric

\* Employee relations are important but not capacity measurement concepts Operations Management emphasizes that capacity decisions are long-term and capital-intensive. Poor location choices constrain future capacity, flexibility, and growth.

#### 質問 # 44

How do just-in-time (JIT) and lean systems add value?

- A. By increasing simplicity
- B. By improving lighting
- C. By enhancing responsibility
- D. By reducing waste

正解: D

解説:

Just-in-time (JIT) and lean systems add value by reducing waste across all operational processes.

Lean Operations define value strictly from the customer's perspective. Any activity that does not add value to the product or service is considered waste (muda). JIT and lean systems systematically identify and eliminate this waste to improve efficiency, quality, and responsiveness.

Common types of waste targeted include:

- \* Overproduction
- \* Waiting time
- \* Excess inventory
- \* Unnecessary motion
- \* Transportation
- \* Defects and rework
- \* Overprocessing

By reducing waste, organizations achieve:

- \* Shorter lead times
- \* Lower costs
- \* Improved quality
- \* Greater flexibility

Options such as improving lighting or enhancing responsibility may support efficiency indirectly but do not define the core value mechanism of JIT and lean systems. Increasing simplicity is a result of waste reduction, not the primary method.

Operations Management emphasizes waste elimination as the foundation of sustainable operational excellence, making option C the correct answer.

#### 質問 # 45

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**Operations-Management受験準備:** <https://www.it-passports.com/Operations-Management.html>

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## 効果的-便利なOperations-Management資格取得試験-試験の準備方法

