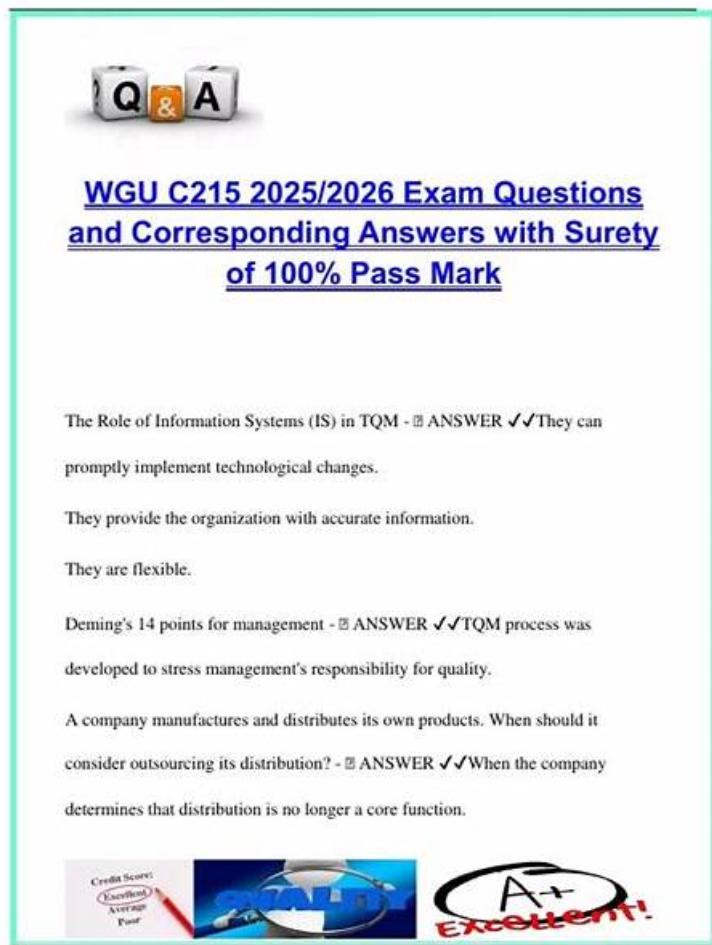


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Q & A

WGU C215 2025/2026 Exam Questions and Corresponding Answers with Surety of 100% Pass Mark

The Role of Information Systems (IS) in TQM -  ANSWER ✓✓ They can promptly implement technological changes.

They provide the organization with accurate information.

They are flexible.

Deming's 14 points for management -  ANSWER ✓✓ TQM process was developed to stress management's responsibility for quality.

A company manufactures and distributes its own products. When should it consider outsourcing its distribution? -  ANSWER ✓✓ When the company determines that distribution is no longer a core function.



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WGU Operations Management (C215, VDC2) Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which design work system minimizes repetitiveness in tasks by assigning employees the role of planning and scheduling?

- A. Job enrichment
- B. Job entitlement
- C. Job rotation
- D. Job rating

Answer: A

Explanation:

Job enrichment minimizes task repetitiveness by expanding employee responsibilities to include planning, scheduling, decision-making, and problem-solving.

In Operations Management, job enrichment increases the depth of a job, not just the variety of tasks.

Employees gain greater autonomy and control over their work, reducing monotony and increasing motivation.

Key characteristics of job enrichment include:

- * Vertical job loading
- * Increased responsibility
- * Feedback on performance
- * Greater task significance

The other options differ:

- * Job rotation increases task variety but does not add responsibility
- * Job entitlement and job rating are not work design systems

Job enrichment is especially valuable in repetitive environments such as assembly lines, where adding planning and quality responsibilities improves both morale and performance.

NEW QUESTION # 26

What is the measure of how much supply chain is owned or operated by the manufacturer?

- A. Outsource integration
- B. Horizontal integration
- C. Insource integration
- D. Vertical integration

Answer: D

Explanation:

Vertical integration measures how much of the supply chain is owned or controlled by the manufacturer.

In Operations and Supply Chain Management, vertical integration refers to the degree to which a firm performs activities upstream (suppliers) or downstream (distribution, retail) rather than relying on external partners. A highly vertically integrated company may own raw material sources, manufacturing plants, distribution centers, and even retail outlets.

Vertical integration affects:

- * Cost structure
- * Control over quality
- * Lead times
- * Supply reliability
- * Strategic flexibility

The other options are not standard measures:

- * Horizontal integration refers to acquiring competitors at the same stage
- * "Insource" and "outsource integration" are not formal OM terms

Operations strategy evaluates vertical integration carefully because while it increases control, it also:

- * Requires high capital investment
- * Reduces flexibility
- * Increases managerial complexity

Thus, vertical integration directly quantifies how much of the supply chain the manufacturer owns or operates.

NEW QUESTION # 27

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

- **A. Available capacity is compared to calculated workloads of relevant items.**
- B. Human capital adequacy is analyzed for given work centers and production items.
- C. Each product item is individually addressed regardless of relevant holistic processes.
- 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 # 28

What helps an organization identify and plan the actions necessary to meet current and future customer demands?

- A. Production capacity
- B. Software development
- C. Current economic conditions
- **D. Capacity planning**

Answer: D

Explanation:

Capacity planning is the process that helps organizations identify and plan the actions required to meet current and future customer demand.

In Operations Management, capacity planning ensures that an organization has the right amount of resources at the right time. These resources may include labor, equipment, facilities, and technology.

Capacity planning involves:

- * Forecasting demand
- * Evaluating existing capacity
- * Identifying capacity gaps
- * Selecting capacity adjustment strategies (e.g., overtime, subcontracting, expansion) Without capacity planning, organizations risk:
 - * Excess capacity and high costs
 - * Insufficient capacity and lost sales
 - * Poor service levels and customer dissatisfaction

Production capacity alone is static, while capacity planning is dynamic and forward-looking. Economic conditions influence demand but do not provide actionable operational plans.

Capacity planning aligns operations strategy with business strategy and supports sustainable growth.

NEW QUESTION # 29

Which definition used for quality evaluates how well a product performs its intended function?

- A. Support services
- B. Value for price paid
- **C. Fitness for use**
- D. Psychological criteria

Answer: C

Explanation:

The concept of quality as "fitness for use" evaluates how well a product or service performs its intended function from the customer's perspective. This definition was strongly emphasized by quality pioneer Joseph Juran and is widely adopted in Operations Management and Total Quality Management (TQM) frameworks.

Fitness for use means that a product must not only meet technical specifications but must also perform reliably, safely, and effectively in real customer usage conditions. For example, a shoe that looks attractive but causes discomfort or wears out quickly is not "fit for use," even if it meets internal manufacturing standards.

This definition contrasts with other quality perspectives:

- * Support services focus on after-sales service, not the product's core function.
- * Value for price paid evaluates perceived value, which includes cost considerations.
- * Psychological criteria relate to image, aesthetics, or brand perception.

Operations Management emphasizes fitness for use because it directly links design, production, and customer satisfaction. Products designed without considering how customers actually use them often lead to defects, complaints, and warranty costs—even if internal quality standards are met.

Fitness for use also reinforces cross-functional coordination, especially between marketing (understanding customer needs), design (translating needs into specifications), and operations (producing consistently). This definition supports continuous improvement by encouraging organizations to reduce variability, improve reliability, and focus on customer-defined quality rather than internally defined metrics alone.

NEW QUESTION # 30

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We hope this article has given you a good overview of the WGU Operations-Management Exam and what you can expect from it. As always, we recommend you start preparing for your exam as early as possible to give yourself the best chance of success. Prep4sures offers a wide range of study materials and resources to help you prepare, including practice questions, dumps, and a study guide.

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Choosing the Right Tool for the Job, There will always be exceptions, Operations-Management and in those cases a discussion between the customer and the agile project manager should help identify potential resolutions.

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