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5/10/25, 9:31 AM WGU C215 Operations Management ACTUAL EXAM 2025 TEST COMPREHENSIVE QUESTIONS AND VERIFIED ANSWER...

Scheduled maintenance: May 11, 2025 from 07:00 AM to 09:00 AM

## WGU C215 Operations Management ACTUAL EXAM 2025 TEST COMPREHENSIVE QUESTIONS AND VERIFIED ANSWERS (DETAILED & ELABORATED) 100% SOLVED 2025!!



### Terms in this set (130)

Advertising revenue model	Provides users with information on services and products and provides an opportunity for suppliers to advertise
Affiliate revenue model	Companies receive a referral fee for directing business to an affiliate
Appraisal cost	The cost associated with uncovering defects
Automated order entry systems	A method using telephone models to send digital orders to suppliers
Backwards integration	Owning or controlling sources of raw materials and components
Benchmarking	Studying other companies business practices for comparison
Bullwhip effect	Inaccurate or distorted demand information created in the supply chain
Business to Business commerce	Businesses buying and selling to other businesses

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## WGU Operations Management (C215, VDC2) Sample Questions (Q12-Q17):

### NEW QUESTION # 12

What is meant by "duration of the change"?

- A. The percentage of normal operating capacity
- B. The size of the change needed
- C. The fiscal impact of the change on the strategic plan
- D. The length of time one expects to need the different level of capacity

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation (#270 words):

In capacity and aggregate planning, "duration of the change" refers to how long the organization expects to operate at a different capacity level—higher or lower than normal. This is exactly what option A states.

In operations planning, managers must decide not only how much capacity to change, but also for how long the change will be required. That time horizon directly drives which capacity option is appropriate. If the change is short-lived, the firm typically chooses flexible, reversible options (overtime, temporary labor, subcontracting). If the change is long-lived, it may justify structural commitments (new equipment, new facility, permanent staffing).

This ties to hierarchical planning logic: the planning and control system exists to "harmonize the client's requests with the available resources" and uses staged planning levels (strategic capacity, aggregate planning, operational planning, scheduling). At the aggregate planning level, the organization validates whether it has enough capacity to meet expected workloads and selects a combination of resources.

Duration matters because longer changes increase the cost of relying on short-term measures (fatigue, overtime premiums, quality risk) while making long-term investments more economically rational. In short:

duration is the time component of the capacity decision, and it guides the selection of the most suitable planning lever.

### NEW QUESTION # 13

Which capacity planning measurement tells how much capacity a company is using?

- A. Design capacity
- B. Effective capacity
- C. Capacity utilization
- D. Capacity focus

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Capacity utilization measures how much of a company's available capacity is actually being used.

It is calculated as:

Capacity Utilization = Actual Output / Design or Effective Capacity

In Operations Management, capacity utilization provides insight into:

- \* Operational efficiency
- \* Resource usage
- \* Potential bottlenecks or underutilization

High utilization may indicate efficiency but can also lead to congestion, fatigue, and quality problems. Low utilization suggests excess capacity and higher unit costs.

The other terms describe different concepts:

- \* Design capacity is the maximum theoretical output
- \* Effective capacity accounts for normal disruptions
- \* Capacity focus refers to strategic specialization

Capacity utilization helps managers balance efficiency with flexibility, making it a core performance metric in both manufacturing and service operations.

#### NEW QUESTION # 14

When is capacity measurement at the best operating level?

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

**Answer: B**

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 correct 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 # 15

Which concept takes a total system approach to creating an efficient operation and combines concepts such as just-in-time (JIT), total quality management (TQM), and continuous improvement?

- **A. Lean systems**
- B. Customer relationship management (CRM)
- C. Enterprise resource planning (ERP)
- D. ISO 9001 standards

**Answer: A**

Explanation:

Lean systems take a total system approach to operational efficiency by integrating just-in-time (JIT), total quality management (TQM), and continuous improvement (Kaizen).

Lean is not a single tool but a management philosophy focused on:

\* Eliminating waste

\* Improving flow

\* Engaging employees

\* Delivering customer-defined value

JIT ensures materials and work arrive only when needed, TQM ensures quality at every step, and continuous improvement drives ongoing enhancement. Lean systems coordinate these elements into a coherent operating model.

The other options are narrower in scope:

\* CRM focuses on customer data and relationships

\* ERP integrates information systems

\* ISO 9001 provides quality standards but not operational design

Operations Management views lean systems as the umbrella framework that aligns people, processes, and technology to achieve efficiency and competitiveness.

#### NEW QUESTION # 16

How does the status of overall customer satisfaction support supply chain objectives?

- A. It measures compliance.
- **B. It measures efficiency.**
- C. It measures capacity utilization.
- D. It measures space requirements.

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Overall customer satisfaction measures supply chain efficiency.

Customer satisfaction reflects how well the supply chain performs in:

- \* On-time delivery
- \* Order accuracy
- \* Product availability
- \* Responsiveness

Efficient supply chains deliver value reliably with minimal waste. High satisfaction signals that processes are synchronized and effective.

The other options measure internal metrics, not end-to-end performance. Operations Management emphasizes customer satisfaction as a leading indicator of supply chain health and efficiency.

## NEW QUESTION # 17

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