

# Operations-Management Exam Papers & High-quality Reliable Operations-Management Exam Guide Help you Clear WGU Operations Management (C215, VDC2) Efficiently

OPMG4404 - OPERATIONS MANAGEMENT TERM EXAM #1 - FORMULA SHEET

1-1: Productivity	Units produced/Input used
3-14: Slack Time	LS - ES or Slack = LF - EF
3-14: Expected Activity Time	$t = (a + 4m + b)/6$
3-14: Variance of Activity Completion Time	$[(b-a)/6]^2$
3-14: Project Variance	$\sum$ (variances of activities on critical path)
3-14: Z-value	$(\text{Due date} - \text{Expected date of completion})/\sigma_p$
3-20: Crash Cost per period	$\frac{(\text{Crash cost} - \text{Normal cost})}{(\text{Normal time} - \text{Crash time})}$
4-1: Moving Average	$\frac{\sum \text{demand in previous } n \text{ periods}}{n}$
4-1: Weighted Moving Average	$\frac{\sum (\text{Weight for period } n)(\text{Demand in period } n)}{\sum \text{Weights}}$
4-1: Exponential Smoothing	$F_t = F_{t-1} + \alpha(A_{t-1} - F_{t-1})$
4-37: Mean absolute deviation (MAD)	$\frac{\sum  \text{Actual} - \text{Forecast} }{n}$
4-37, 4.33: Mean squared error (MSE)	$\frac{\sum (\text{Forecast errors})^2}{n}$
4-37, 4.33: Mean absolute percent error (MAPE)	$\frac{\sum (100)  \text{Actual}_i - \text{Forecast}_i  /  \text{Actual}_i }{n}$
4-37: Tracking Signal:	$\frac{\text{Cumulative error}}{\text{MAD}}$ $= \frac{\sum (\text{Actual demand in period } i - \text{Forecast demand in period } i)}{\text{MAD}}$

Spring 2019

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## 2026 Pass-Sure WGU Operations-Management: WGU Operations Management (C215, VDC2) Exam Papers

In this era of the latest technology, we should incorporate interesting facts, figures, visual graphics, and other tools that can help people read the WGU Operations Management (C215, VDC2) (Operations-Management) exam questions with interest.

FreeDumps uses pictures that are related to the WGU Operations Management (C215, VDC2) (Operations-Management) certification exam and can even add some charts, and graphs that show the numerical values.

## WGU Operations Management (C215, VDC2) Sample Questions (Q33-Q38):

### NEW QUESTION # 33

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

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

**Answer: A**

Explanation:

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.

### NEW QUESTION # 34

A comprehensive automobile collision shop offers body and engine repair as well as custom vehicle paint options.

Which two operational processes would suit this shop?

Choose 2 answers

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

**Answer: A,D**

Explanation:

An automobile collision shop performing body repair, engine repair, and custom paint jobs requires both project and batch processes.

A project process is appropriate because many repair jobs are unique, varying in scope, damage severity, customer requirements, and repair time. Each vehicle may require a distinct sequence of tasks, making standardized flow impractical.

A batch process is suitable for activities such as painting or part refurbishment, where similar tasks are grouped together to improve efficiency. For example, multiple vehicles may be painted in the same color batch to reduce setup time and material waste.

Line and continuous processes are unsuitable because:

- \* Repairs are not standardized
- \* Volume is relatively low
- \* Customization is high

Operations Management emphasizes aligning process type with product variety and volume. This hybrid approach allows flexibility

while maintaining efficiency where possible.

### NEW QUESTION # 35

Which two statements are true about effective capacity?

Choose 2 answers

- A. An effective capacity is lower than design capacity.
- B. An effective capacity is a temporary measure used to achieve design capacity.
- C. An effective capacity maintains a minimum output rate under normal conditions.
- D. An effective capacity is a permanent measure used to achieve design capacity.

**Answer: A,D**

Explanation:

Effective capacity represents the maximum output a system can realistically achieve under normal operating conditions. It is always slower than design capacity, which assumes ideal, uninterrupted conditions.

Statement A is correct because effective capacity accounts for:

- \* Scheduled maintenance
- \* Breaks and shift changes
- \* Setup times
- \* Normal inefficiencies

Statement B is also correct because effective capacity is considered a stable, ongoing measure used for operational planning and performance evaluation. It reflects how a system is designed to operate sustainably over time, not temporarily.

Statement C is incorrect because effective capacity is not a short-term or temporary measure; it is used consistently for planning, scheduling, and forecasting.

Statement D is incorrect because effective capacity does not define a minimum output level—it defines a realistic maximum under expected conditions.

In Operations Management, effective capacity is essential for:

- \* Capacity utilization calculations
- \* Aggregate planning
- \* Location and facility decisions
- \* Bottleneck analysis

By distinguishing between design and effective capacity, managers avoid unrealistic expectations and plan resources more accurately, reducing congestion, overtime, and quality problems.

### NEW QUESTION # 36

What is the name of the model that has been created to examine the four different supply chain perspectives of reliability, flexibility, expenses, and assets/utilization?

- A. SCOR (Supply Chain Operations Reference)
- B. RFEAU (Reliability Flexibility Expenses and Asset Utilization)
- C. SCM (Supply Chain Metrics)
- D. SCAM (Supply Chain Accreditation Model)

**Answer: A**

Explanation:

The SCOR (Supply Chain Operations Reference) model evaluates supply chains across four key dimensions: reliability, responsiveness/flexibility, cost, and asset utilization.

Developed by the Supply Chain Council, SCOR provides:

- \* Standardized performance metrics
- \* Best-practice process definitions
- \* A common supply chain language

Operations Management uses SCOR to benchmark performance, identify gaps, and align supply chain strategy with business objectives.

The other options are not recognized industry models.



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