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Operations Management Exam 1 Questions with Complete Answers 2025

What are the fundamental activities that organizations use to do work and achieve their goals? - ANSWERProcesses

The finance function influences operating decisions about - ANSWERCapacity expansion

Regardless of how departments and functions are individually managed, they are always linked together through - ANSWERProcesses

Which core process includes the activities required to produce and deliver the service or product to the external customer? - ANSWEROrder fulfillment process

What is a characteristic of service provider operations? - ANSWERPerishable outputs

Core competencies reflect the collective learning of organization. Core competencies include - ANSWERa well trained, flexible workforce

The foundation for managing processes and value chains is - ANSWEROperations strategy

Productivity - ANSWERMulti factor inputs must be expressed in a common unit of measure

Graphically, what occurs at break even quantity? - ANSWERTotal revenue line crosses total cost line

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WGU Operations Management (C215, VDC2) Sample Questions (Q36-Q41):

NEW QUESTION # 36

A company manufactures and distributes its own products.

When should the company consider outsourcing its distribution?

- A. When new federal regulations give the company a competitive advantage
- B. When the company can no longer accurately forecast its transportation costs
- C. When the company's distribution costs are the lowest in the industry
- D. When the company determines that distribution is no longer a core function

Answer: D

Explanation:

A company should consider outsourcing distribution when it determines that distribution is no longer a core function.

Operations Management defines core functions as activities that:

- * Create competitive advantage
- * Differentiate the firm
- * Require proprietary knowledge or capabilities

If distribution does not meet these criteria, outsourcing can:

- * Lower costs
- * Improve service reliability
- * Increase scalability
- * Allow management to focus on strategic priorities

The other options do not justify outsourcing:

- * Forecasting difficulty is a management issue
- * Lowest-cost operators should retain distribution
- * Regulations do not eliminate strategic relevance

Outsourcing decisions must align with long-term operations strategy, not short-term cost fluctuations.

NEW QUESTION # 37

Why might a company avoid using demand-based options such as inventory and backorders over a long period of time?

- A. It is more risky.
- B. It negatively affects subcontracting.
- C. It is time consuming.
- D. It negatively affects hiring and firing.

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Demand-based options such as inventory accumulation and backorders are avoided long term because they are more risky.

Maintaining high inventory levels increases:

- * Holding costs
- * Obsolescence risk
- * Damage and theft
- * Cash flow constraints

Backorders, while avoiding inventory buildup, risk:

- * Customer dissatisfaction
- * Lost sales
- * Damage to brand reputation

Operations Management categorizes these options as short-term demand smoothing tools, not sustainable strategies. Over time, uncertainty in demand magnifies the risks associated with inventory imbalances or unmet demand.

The other options are incorrect:

- * These methods are not inherently time consuming
- * They do not directly affect subcontracting or labor policies

Thus, firms avoid long-term reliance on demand-based options to maintain stability and customer trust.

NEW QUESTION # 38

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

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

Answer: D

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 # 39

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. Which quality tool should the company use to focus on correcting this particular issue?

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

Answer: C

Explanation:

A checklist is the most appropriate quality tool when the objective is to count defects and track their frequency of occurrence.

Checklists are simple yet powerful tools used to collect structured data consistently. In this scenario, the shoe manufacturer wants to identify which defects occur most frequently (e.g., stitching errors, sole defects, size mismatches). A checklist allows inspectors to mark each occurrence systematically, enabling later analysis.

Why not the others?

- * Scatter diagrams analyze relationships between variables.
- * Control charts monitor process stability over time.
- * Flowcharts document process steps.

In Operations Management, checklists are often the first step in defect analysis. Once data is gathered using a checklist, other tools like Pareto charts or control charts can be applied for deeper analysis.

Checklists support continuous improvement by:

- * Ensuring consistency in inspections
- * Reducing human error
- * Providing factual data for decision-making
- * Enabling root-cause analysis

They are especially useful in early-stage quality investigations where the goal is visibility, not yet process control. By identifying dominant defects, organizations can prioritize corrective actions efficiently.

NEW QUESTION # 40

What are two common drawbacks of implementing an enterprise resource planning (ERP) solution?

Choose 2 answers

- A. It must always be customized and too much customization may slow down projects.
- **B. It takes a long time to implement and to see any benefits.**
- C. The cost savings and/or payback is impossible to measure in terms of bottom line.
- **D. It requires extensive, often complex, training.**

Answer: B,D

Explanation:

Comprehensive and Detailed Explanation (#270 words):

Two widely recognized drawbacks of ERP implementations are that they take a long time to implement (and to realize benefits) and require extensive, often complex training—options A and B.

ERP systems integrate data and processes across functions (planning, procurement, production, inventory, finance, distribution).

That integration is valuable, but it also makes implementation complex: processes must be aligned, data standardized, roles clarified, and change managed across departments. As a result, organizations often experience long project timelines before stable adoption and measurable benefits occur.

Training is a major burden because ERP changes how people work day-to-day. Users must learn new transaction flows, reporting logic, and discipline in data entry. Without strong training, adoption collapses into workarounds, bad data, and loss of trust in the system.

This connects to the operations principle that planning and control systems are "mechanisms and operating logics" used to manage resources and supplies over time to meet requests. ERP is one such enabling infrastructure—but it must support operations rather than become a constraint.

While customization can be an issue in some cases, the most universal drawbacks across organizations remain time-to-value and training complexity, making A and B the best answers.

NEW QUESTION # 41

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