

2026 WGU Operations-Management: The Best New WGU Operations Management (C215, VDC2) Test Questions

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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Quiz 2026 WGU Efficient Operations-Management: New WGU Operations Management (C215, VDC2) Test Questions

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WGU Operations Management (C215, VDC2) Sample Questions (Q31-Q36):

NEW QUESTION # 31

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

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

Answer: A

Explanation:

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.

NEW QUESTION # 32

How does a just-in-time (JIT) system influence all functional areas within a company?

Choose 2 answers

- A. Companies enhance workers' ability to perform.
- B. Companies can participate when it is convenient.
- C. Companies' workers demonstrate intrinsic values.
- D. Companies are able to reduce waste.
- E. Companies develop new ways to generate revenue.

Answer: D,E

Explanation:

A just-in-time (JIT) system influences all functional areas by reducing waste and developing new ways to generate revenue.

First, waste reduction is the most visible and immediate effect of JIT across the organization. JIT eliminates excess inventory, waiting time, overproduction, unnecessary movement, and defects. These improvements require coordination across operations, purchasing,

logistics, marketing, and finance, ensuring that all functions align with lean principles.

Second, JIT enables new revenue-generation opportunities by improving responsiveness, quality, and delivery speed. When an organization becomes more flexible and reliable, it can:

- * Offer shorter lead times
- * Improve customer satisfaction
- * Support customization
- * Compete in higher-value market segments

The remaining options are either indirect outcomes or incorrect:

- * Enhancing worker ability is a supporting mechanism, not the primary systemic influence
- * Demonstrating intrinsic values is cultural, not an operational outcome
- * Convenience-based participation contradicts JIT discipline

Operations Management highlights that JIT is an enterprise-wide system, not a production-only method. Its benefits materialize only when all functional areas operate in synchronization.

NEW QUESTION # 33

Which role do third-party logistics providers play in the supply chain?

- A. Internal distributors
- B. Tier two distributors
- C. Tier three distributors
- D. **External distributors**

Answer: D

Explanation:

Third-party logistics (3PL) providers act as external distributors in the supply chain.

They perform logistics functions such as:

- * Transportation
- * Warehousing
- * Distribution
- * Order fulfillment

These providers operate outside the firm but integrate closely with its operations. Organizations use 3PLs to:

- * Reduce capital investment
- * Increase flexibility
- * Access logistics expertise
- * Improve service levels

Operations Management recognizes outsourcing logistics as a strategic decision that allows firms to focus on core competencies while maintaining efficient distribution networks.

NEW QUESTION # 34

Which formula would compute process velocity?

- A. **Throughput time / value-added time**
- B. Output / input
- C. Actual output / standard output
- D. Time a resource is used / time a resource is available

Answer: A

Explanation:

Process velocity is computed using the ratio:

$$\text{Process Velocity} = \text{Throughput Time} / \text{Value-Added Time}$$

This metric measures how efficiently time is used within a process. A high ratio indicates excessive non-value-added time, such as waiting, moving, or rework.

Operations Management focuses on reducing throughput time while maximizing value-added activities.

Process velocity highlights inefficiencies that are often invisible in traditional productivity measures.

The other formulas measure different concepts:

- * Resource utilization (A)
- * Performance efficiency (B)

* Productivity (D)

A low process velocity (closer to 1) indicates a lean, efficient process, while high values suggest opportunities for improvement.

NEW QUESTION # 35

What is one advantage of a periodic review system?

- A. Inventory balances are updated after every transaction.
- **B. All items are reviewed during the same time interval.**
- C. Less inventory is needed to protect against stockouts.
- D. Items are handled individually.

Answer: B

Explanation:

A key advantage of a periodic review inventory system is that all items are reviewed at the same time interval.

In a periodic review system

- * Inventory levels are checked at fixed intervals (e.g., weekly, monthly)
- * Orders are placed to raise inventory to a target level
- * Multiple items can be ordered together

This approach simplifies administration and reduces ordering costs, making it especially suitable for:

- * Retail environments
- * Low-value or slow-moving items
- * Situations where continuous monitoring is impractical

The other options describe continuous review systems:

- * Individual item handling
- * Real-time inventory updates
- * Lower safety stock requirements

Operations Management recognizes periodic review as a trade-off between control and simplicity. While it may require higher safety stock, it offers operational efficiency and cost savings in many contexts.

NEW QUESTION # 36

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