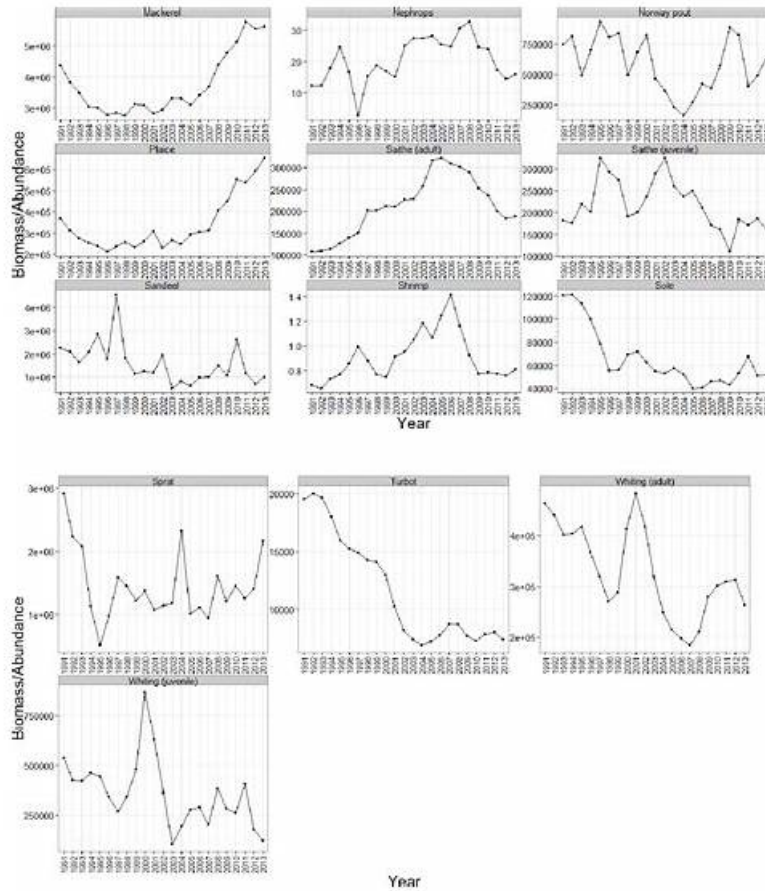


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WGU Operations Management (C215, VDC2) Sample Questions (Q20-Q25):

NEW QUESTION # 20

What is the common theme in total quality management (TQM) across all functions in an organization?

- A. To satisfy customer needs
- B. To ensure profit from product changes
- C. To reward people rather than teams
- D. To enhance management software

Answer: A

Explanation:

The unifying and central theme of Total Quality Management (TQM) across all organizational functions is to satisfy customer needs. TQM is built on the premise that quality is defined by the customer, not by internal standards alone. Every function—marketing, operations, finance, human resources, procurement, and logistics—contributes directly or indirectly to customer satisfaction.

In Operations Management, this philosophy translates into:

- * Designing processes that consistently meet customer requirements
 - * Reducing variability and defects that impact customer experience
 - * Aligning internal performance metrics with external satisfaction measures
- Customer satisfaction goes beyond product features. It includes:
- * Reliability
 - * Timeliness
 - * Service responsiveness
 - * Ease of use
 - * Perceived value

Options such as management software, individual rewards, or profit from changes are secondary outcomes, not the core objective. Profitability is achieved because customer needs are met consistently, not as a substitute goal.

TQM frameworks such as Deming's philosophy, ISO standards, and Six Sigma all reinforce customer focus as the guiding principle. Continuous improvement efforts are justified and prioritized based on their impact on customer satisfaction.

Therefore, satisfying customer needs serves as the strategic anchor that aligns all functions, drives collaboration, and sustains long-term organizational success.

NEW QUESTION # 21

Which function does marketing play in a just-in-time (JIT) organization?

- A. JIT marketing synchronizes product demand with assembly.
- B. JIT marketing focuses on producer-driven quality.
- C. JIT marketing simplifies inventory flow.
- D. JIT marketing focuses on customer-driven quality.

Answer: D

Explanation:

In a just-in-time (JIT) organization, marketing focuses on customer-driven quality.

Marketing provides critical input on:

- * Customer expectations
- * Demand patterns
- * Product features
- * Service requirements

This information allows operations to design processes that meet actual customer needs rather than internal assumptions. JIT requires precise alignment between demand and production, and marketing ensures that quality is defined externally by customers.

The other options confuse marketing's role with operational execution:

- * Inventory flow is managed by operations
- * Assembly synchronization is a production function
- * Producer-driven quality contradicts TQM principles

Operations Management stresses that JIT succeeds only when marketing and operations are tightly integrated, with marketing acting as the voice of the customer.

NEW QUESTION # 22

Which formula would indicate that a fast-food restaurant was performing at, above, or below its benchmark?

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

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The formula Actual output / standard output indicates whether a fast-food restaurant is performing at, above, or below its benchmark. This ratio compares real performance against a predefined standard. A value:

- * Equal to 1 means performance meets the benchmark
- * Greater than 1 means performance exceeds expectations
- * Less than 1 indicates underperformance

Benchmarks are critical in Operations Management for:

- * Performance evaluation
- * Labor productivity measurement
- * Process control

The other formulas measure utilization, velocity, or productivity, but do not directly reference a benchmark.

By comparing actual output to standard output, managers can quickly assess operational effectiveness and identify areas requiring corrective action.

NEW QUESTION # 23

What is a bottleneck in a flowchart?

- A. The longest task in the process
- B. Multiple storage areas
- C. Two stages operating independently
- D. The point where production is evened out

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A bottleneck is the longest task in the process, limiting the overall system throughput.

In Operations Management, the bottleneck determines the maximum capacity of the entire system. No matter how efficient other stages are, output cannot exceed the bottleneck's capacity.

Bottlenecks cause:

- * Queue buildup
- * Increased waiting time
- * Underutilization of downstream resources

Identifying bottlenecks through flowcharts and process mapping is essential for process improvement. Once identified, managers can:

- * Add capacity
- * Reallocate resources
- * Improve task methods
- * Reduce variability

The other options do not define bottlenecks:

- * Independent stages do not restrict flow
- * Production leveling smooths output
- * Storage areas indicate inventory, not constraints

The Theory of Constraints reinforces that improving non-bottleneck stages has little impact unless the bottleneck is addressed.

NEW QUESTION # 24

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

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

Answer: B

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 # 25

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