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WGU Operations Management (C215, VDC2) Sample Questions (Q35-Q40):

NEW QUESTION # 35

A company is experiencing an unusual amount of deliveries that are either late or an incorrect quantity. Which type of system is used to identify and manage this type of problem?

- A. ERP (enterprise resource planning)
- B. FMS (flexible manufacturing system)
- C. MRP (material requirements planning)
- D. CRP (capacity requirements planning)

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#280 words):

The correct system to identify and manage frequent issues such as late deliveries or incorrect quantities is MRP (Material Requirements Planning) (Answer D).

MRP is designed to translate demand into detailed plans for what materials are needed, in what quantities, and when—and then to time-phased plan purchase and production orders accordingly. The document states that MRP combines detailed demand forecasts and actual requests, translates higher-level forecasts into more detailed requirements, and tracks customer requests. It also emphasizes that the MPS (which sets specific dates) is used to plan material requirements.

When deliveries are late or wrong quantities are shipped, a frequent root cause is that materials were not available when needed, orders were not released correctly, or priorities were mismanaged. MRP directly addresses these by:

- * Exploding bills of materials into components
- * Time-phasing planned orders
- * Coordinating purchasing and production schedules
- * Updating plans when demand or system status changes

ERP is broader (enterprise-wide integration), CRP focuses on comparing capacity vs workloads, and FMS is a production technology—not a planning system for material timing and quantities. Because the symptoms described are classic planning/coordination failures in materials and order timing, MRP is the best fit.

NEW QUESTION # 36

When is capacity measurement at the best operating level?

- A. When the total cost is minimized
- B. When the average unit cost is minimized
- C. At the minimum point of the cost curve
- 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 # 37

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

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

Answer: B

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 # 38

What is a major factor in the decision to locate a business near its primary market territory?

- A. Proximity to customers
- B. Proximity to labor
- C. Proximity to parks
- D. Proximity to a community center

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The dominant factor in locating a business near its primary market territory is proximity to customers.

From an Operations Management perspective, closeness to customers:

- * Reduces transportation and delivery time
- * Improves service responsiveness
- * Enhances customer satisfaction
- * Supports demand growth

This is especially critical for service organizations and distribution-intensive businesses, where customer access and speed are competitive advantages.

While proximity to labor is important, it does not define market territory. Community centers and parks are not operational drivers.

Locating near customers aligns capacity with demand, minimizes logistics complexity, and strengthens market presence.

NEW QUESTION # 39

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

- A. Tier three distributors
- B. Tier two distributors
- C. Internal 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 # 40

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





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