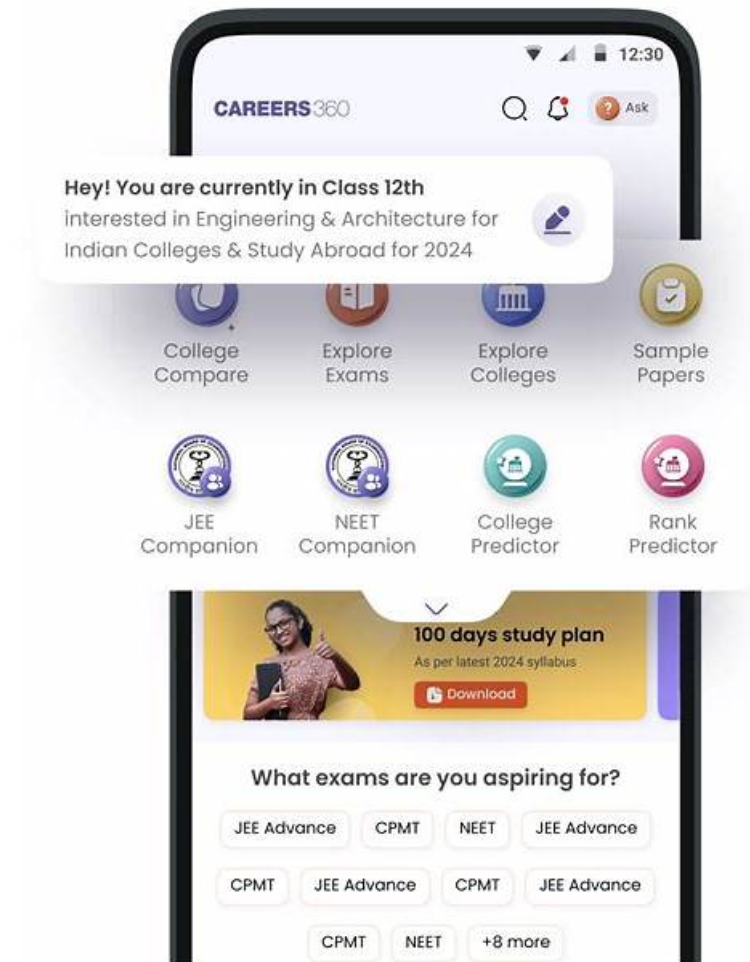


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WGU Operations Management (C215, VDC2) Sample Questions (Q46-Q51):

NEW QUESTION # 46

Which concept takes a total system approach to creating an efficient operation and combines concepts such as just-in-time (JIT), total quality management (TQM), and continuous improvement?

- A. ISO 9001 standards
- B. Customer relationship management (CRM)
- C. Lean systems
- D. Enterprise resource planning (ERP)

Answer: C

Explanation:

Lean systemstake atotal system approachto operational efficiency by integrating just-in-time (JIT), total quality management (TQM), and continuous improvement (Kaizen).

Lean is not a single tool but amanagement philosophyfocused on:

- * Eliminating waste
- * Improving flow
- * Engaging employees
- * Delivering customer-defined value

JIT ensures materials and work arrive only when needed, TQM ensures quality at every step, and continuous improvement drives ongoing enhancement. Lean systems coordinate these elements into a coherent operating model.

The other options are narrower in scope:

- * CRM focuses on customer data and relationships
- * ERP integrates information systems
- * ISO 9001 provides quality standards but not operational design

Operations Management views lean systems as the umbrella framework that aligns people, processes, and technology to achieve efficiency and competitiveness.

NEW QUESTION # 47

Which work system acknowledges the benefits of employee proficiency?

- A. Enhanced employee relations
- B. Labor specialization
- C. Lower operating cost
- D. Employee longevity

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Labor specializationacknowledges the benefits of employee proficiency by allowing workers to focus on specific tasks, increasing skill, speed, and consistency.

In Operations Management, labor specialization:

- * Reduces learning time
- * Increases productivity
- * Improves quality consistency
- * Lowers unit costs

Employees become highly proficient through repetition and experience. This principle underpins early scientific management and remains relevant in many high-volume environments.

The other options are outcomes or enablers, not work systems:

- * Employee longevity is a result, not a system
- * Enhanced relations support performance but do not define task design

* Lower operating cost is a consequence of specialization

While specialization can create efficiency, it must be balanced with job design strategies (e.g., enrichment or rotation) to avoid fatigue and disengagement.

NEW QUESTION # 48

Why is it beneficial for an organization to designate employees to communicate alternative ways to complete a job in a methods analysis?

- A. They know how an operation has always been done with no need to change.
- B. They are experts in their field.
- C. They may have suggestions for improving the operation.
- D. They may resist training on new machines.

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Employees are designated in methods analysis because they may have valuable suggestions for improving the operation.

Frontline employees:

- * Perform tasks daily
- * Understand practical constraints
- * Observe inefficiencies and waste
- * Identify improvement opportunities

Operations Management recognizes that sustainable improvement requires employee involvement. Workers often know better ways to reduce motion, time, or effort that are invisible to managers.

The other options are incorrect:

- * Tradition alone does not justify current methods
- * Expertise alone does not guarantee improvement ideas
- * Resistance to training is a risk, not a benefit

Methods analysis seeks to simplify, standardize, and improve work. Employee input enhances acceptance of change and improves implementation success.

NEW QUESTION # 49

Why is capacity requirements planning (CRP) important?

- A. It enables an assessment of employee production efficiency.
- B. It creates a transparent view of lead time and overtime usage in work centers.
- C. It provides the ability to compare available production capabilities to the planned workload.
- D. It coordinates availability of materials for production processes.

Answer: C

Explanation:

Capacity Requirements Planning (CRP) is important because it compares available production capacity to planned workloads, ensuring feasibility.

Once demand has been translated into production and material plans, CRP validates whether:

- * Machines are available
- * Labor hours are sufficient
- * Work centers are not overloaded

Without CRP, organizations risk releasing production plans that cannot be executed, resulting in:

- * Bottlenecks
- * Overtime
- * Missed delivery dates
- * Poor resource utilization

The incorrect options describe other functions:

- * Employee efficiency is evaluated through performance metrics
- * Lead time transparency is a scheduling outcome, not CRP's core purpose
- * Material coordination is handled by MRP

CRP ensures alignment between what is planned and what is possible, making it a critical link between planning and execution in

Operations Management.

NEW QUESTION # 50

Why is kanban significant to the "pull" system?

- A. It is a process that is only for support or maintenance.
- **B. It specifies the exact quantity of a product that needs to be produced.**
- C. It requires that all work items are sized the same.
- D. It is a process that highlights the highest-performing organization.

Answer: B

Explanation:

Kanban is significant to the pull system because it specifies the exact quantity of a product that needs to be produced.

In a pull system, production is triggered by actual demand, not forecasts. Kanban cards or signals authorize the movement or production of a specific quantity only when downstream processes require it.

Kanban supports:

- * Inventory reduction
- * Flow synchronization
- * Waste elimination
- * Visual control

Each kanban represents permission to produce or move a defined quantity, preventing overproduction—one of the most costly forms of waste.

The other options are incorrect:

- * Work items do not need to be identical
- * Kanban applies to core production, not just support
- * It does not rank organizations

Kanban is a cornerstone of JIT and lean systems because it operationalizes the pull principle in a simple, visual, and disciplined way.

NEW QUESTION # 51

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