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

NEW QUESTION # 35

What is the primary purpose in using the master production schedule (MPS) in the marketing department of an organization?

- A. To identify new product demand
- B. To create demand for promised deliveries

- C. To manage the demand for promised deliveries
- D. To control the production department

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#270 words):

The primary purpose of using the Master Production Schedule (MPS)-including from a marketing /customer-commitment perspective-is to manage the demand for promised deliveries(Answer A).

In the planning hierarchy, forecasts and customer requirements are translated into a detailed schedule. The document explains that, based on demand forecasting, the organization creates a Master Plan Schedule (MPS) where "specific dates are set in detail," and that the MPS is then used to plan material requirements. This makes the MPS the central bridge between what the market is asking for and what operations can realistically commit to.

Marketing uses the MPS not to "create" demand, but to coordinate commitments: delivery promises, timing, and order quantities must align with feasible production and materials availability. If marketing promises deliveries that the MPS cannot support, the system experiences late orders, expediting, and customer dissatisfaction.

Therefore, MPS in a marketing context supports available-to-promise discipline, ensuring customer commitments are consistent with operational reality and planned workloads. It is a planning control instrument, not a tool for controlling production departments or identifying new product demand.

NEW QUESTION # 36

What helps an organization identify and plan the actions necessary to meet current and future customer demands?

- A. Capacity planning
- B. Production capacity
- C. Current economic conditions
- D. Software development

Answer: A

Explanation:

Capacity planning is the process that helps organizations identify and plan the actions required to meet current and future customer demand.

In Operations Management, capacity planning ensures that an organization has the right amount of resources at the right time. These resources may include labor, equipment, facilities, and technology.

Capacity planning involves:

- * Forecasting demand
- * Evaluating existing capacity
- * Identifying capacity gaps
- * Selecting capacity adjustment strategies (e.g., overtime, subcontracting, expansion) Without capacity planning, organizations risk:
 - * Excess capacity and high costs
 - * Insufficient capacity and lost sales
 - * Poor service levels and customer dissatisfaction

Production capacity alone is static, while capacity planning is dynamic and forward-looking. Economic conditions influence demand but do not provide actionable operational plans.

Capacity planning aligns operations strategy with business strategy and supports sustainable growth.

NEW QUESTION # 37

Why is capacity requirements planning (CRP) important?

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

Answer: A

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 # 38

Which type of aggregate plan is preferable when a company produces custom or special purpose equipment, one-of-a-kind items, or highly perishable products?

- A. A hybrid aggregate plan
- **B. A chase aggregate plan**
- C. A level aggregate plan
- D. A modified sales and operations plan

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#270 words):

A chase aggregate plan is preferable for environments with custom, one-of-a-kind, special-purpose, or highly perishable outputs because production is designed to "chase" (match) demand rather than build inventory.

In a level plan, the firm maintains a constant production rate and uses inventory/backorders to absorb demand fluctuation. That works best when products can be stored economically and demand variability can be buffered. For one-of-a-kind and highly perishable items, inventory is either impossible (custom items) or risky and costly (perishability, obsolescence). Therefore, the operationally sound strategy is to adjust capacity to align output with demand.

This links directly to aggregate planning's purpose: validating whether the system has sufficient capacity to meet expected requests and defining the most appropriate combination of resources. The document also highlights that one aggregate planning mechanism is to "produce reactively (react to demand) - requires flexibility." That is the core logic of a chase strategy.

A chase plan typically uses capacity levers like hiring/layoffs, subcontracting, flexible staffing, and overtime-chosen based on the duration and magnitude of demand changes. It prioritizes responsiveness and minimal inventory, which is essential when holding finished goods is undesirable or infeasible.

NEW QUESTION # 39

Which element is part of a financial plan?

- A. SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis
- B. Compensation planning
- **C. Budget projections**
- D. Product pricing

Answer: C

Explanation:

Budget projections are a core element of a financial plan.

A financial plan outlines how resources will be allocated to support organizational objectives. Budget projections include:

- * Revenue forecasts
- * Cost estimates
- * Capital expenditure plans

* Cash flow projections

Operations Management relies on financial plans to ensure that capacity decisions, inventory levels, and workforce plans are economically feasible.

The other options belong to different planning domains:

* SWOT analysis is part of strategic planning

* Product pricing is part of marketing strategy

* Compensation planning is part of human resources

Budget projections provide the financial constraints and targets within which operations must function.

NEW QUESTION # 40

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