

Operations-Management Actual Exams & Exam Operations-Management Simulations

WGU C215 OPERATIONS MANAGEMENT OBJECTIVE ASSESSMENT (actual 2025/2026) LATEST EXAMS 140 QUESTIONS AND CORRECT verified ANSWERS GRADED A+ /

Which definition is used for quality evaluates how well a product performs its intended function?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement
- Fitness for use

Which total quality management (TQM) process was developed to stress management's responsibility for quality?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
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Which total quality management (TQM) process consists of 13 published standards and guidelines?

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WGU Operations Management (C215, VDC2) Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which design work system minimizes repetitiveness in tasks by assigning employees the role of planning and scheduling?

- A. Job enrichment
- B. Job rotation
- C. Job rating
- D. Job entitlement

Answer: A

Explanation:

Job enrichment minimizes task repetitiveness by expanding employee responsibilities to include planning, scheduling, decision-making, and problem-solving.

In Operations Management, job enrichment increases the depth of a job, not just the variety of tasks.

Employees gain greater autonomy and control over their work, reducing monotony and increasing motivation.

Key characteristics of job enrichment include:

- * Vertical job loading
- * Increased responsibility
- * Feedback on performance
- * Greater task significance

The other options differ:

- * Job rotation increases task variety but does not add responsibility
- * Job entitlement and job rating are not work design systems

Job enrichment is especially valuable in repetitive environments such as assembly lines, where adding planning and quality responsibilities improves both morale and performance.

NEW QUESTION # 12

Which factor determines how long it takes a qualified operator to perform a duty of the job requirements under the assumption that the operator is working at a sustainable pace with the proper tools for the process?

- A. Performance time
- B. Standard time
- C. Observed time
- D. Normal time

Answer: B

Explanation:

Standard time is the measure that determines how long it should take a qualified operator to perform a job at a sustainable pace using proper tools and methods.

In Operations Management and work measurement, standard time represents the allowed time to complete a task, including:

- * Normal time (observed time adjusted for performance rating)
- * Allowances for fatigue
- * Personal needs
- * Unavoidable delays

Standard time is essential for:

- * Scheduling work
- * Determining labor requirements
- * Establishing production standards
- * Capacity planning

* Incentive wage systems

The other options represent intermediate concepts:

* Observed time is the raw measured time

* Normal time adjusts observed time for performance rating

* Performance time is not a standard OM term

By incorporating allowances, standard time ensures that expectations are realistic and sustainable, protecting both productivity and employee well-being. It is a foundational element of work system design and labor planning.

NEW QUESTION # 13

A company decides and makes plans to enter into a new market.

Which project life cycle phase does this strategy directly relate to?

- A. Feasibility analysis
- B. Execution
- C. Planning
- **D. Conception**

Answer: D

Explanation:

Entering a new market directly relates to the conception phase of the project life cycle.

At this stage, management identifies:

* Strategic opportunities

* Market gaps

* Growth options

* Alignment with organizational goals

Deciding to enter a new market represents the initial recognition of opportunity, which triggers project consideration.

Feasibility analysis occurs afterward to evaluate financial, technical, and operational viability. Planning and execution only begin once the project is approved.

Operations Management relies on clear conception decisions to ensure resources are committed only to strategically aligned initiatives.

NEW QUESTION # 14

Which two capacity measurement concepts should a firm consider when conducting a location analysis?

Choose 2 answers

- **A. Site considerations**
- **B. Proximity to sources of supply**
- C. Throughput time
- D. Building employee relations

Answer: A,B

Explanation:

When conducting a location analysis, firms must consider proximity to sources of supply and site considerations as key capacity-related factors.

Proximity to sources of supply affects:

* Transportation cost and reliability

* Lead times

* Inventory requirements

* Production continuity

Reliable supply access directly influences effective capacity by reducing disruptions and variability.

Site considerations include:

* Land availability and cost

* Infrastructure and utilities

* Expansion potential

* Zoning and regulatory constraints

These factors determine how much capacity can be installed, expanded, and operated efficiently over time.

The other options are less relevant:

* Throughput time is a process performance metric

* Employee relations are important but not capacity measurement concepts Operations Management emphasizes that capacity decisions are long-term and capital-intensive. Poor location choices constrain future capacity, flexibility, and growth.

NEW QUESTION # 15

How does inventory management differ for manufacturing organizations compared to service organizations?

- A. Manufacturing organizations must keep large amounts of product on hand at all times, regardless of demand.
- **B. Manufacturing organizations must maintain tangible inventory.**
- C. Service organizations are concerned with managing idle time due to material and component shortages.
- D. Service organizations must maintain work-in-progress types of inventory.

Answer: B

Explanation:

Manufacturing organizations differ from service organizations because they must maintain tangible inventory

In manufacturing, inventory includes:

- * Raw materials
- * Work-in-progress
- * Finished goods

These physical items require storage, handling, tracking, and capital investment. Inventory management is therefore a central operational concern in manufacturing.

Service organizations, by contrast, typically do not produce tangible goods. Their primary "inventory" consists of:

- * Labor availability
- * Time
- * Capacity

Idle capacity in services cannot be stored for future use, making demand management more critical than inventory storage.

The incorrect options misrepresent service and manufacturing realities:

- * Services do not maintain physical WIP
- * Manufacturers do not hold inventory regardless of demand
- * Idle time in services is not caused by material shortages

Operations Management highlights inventory as a fundamental structural difference between manufacturing and service systems.

NEW QUESTION # 16

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