

# WGU Operations-Management Valid Test Objectives - Operations-Management Test Torrent

5/10/25, 9:31 AM WGU C215 Operations Management ACTUAL EXAM 2025 TEST COMPREHENSIVE QUESTIONS AND VERIFIED ANSWER...  
Scheduled maintenance: May 11, 2025 from 07:00 AM to 09:00 AM

## WGU C215 Operations Management ACTUAL EXAM 2025 TEST COMPREHENSIVE QUESTIONS AND VERIFIED ANSWERS (DETAILED & ELABORATED) 100% SOLVED 2025!!



### Terms in this set (130)

Advertising revenue model	Provides users with information on services and products and provides an opportunity for suppliers to advertise
Affiliate revenue model	Companies receive a referral fee for directing business to an affiliate
Appraisal cost	The cost associated with uncovering defects
Automated order entry systems	A method using telephone models to send digital orders to suppliers.
Backwards integration	Owning or controlling sources of raw materials and components.
Benchmarking	Studying other companies business practices for comparison.
Bullwhip effect	Inaccurate or distorted demand information created in the supply chain.
Business to Business commerce	Businesses buying and selling to other businesses.

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## **WGU Operations Management (C215, VDC2) Sample Questions (Q23-Q28):**

### **NEW QUESTION # 23**

Which two factors affect a service location decision? Choose 2 answers

- A. Warehouse storage
- B. Quality-of-life issues
- C. Proximity to customers
- D. Closeness to manufacturing facilities

**Answer: B,C**

Explanation:

For service organizations, proximity to customers and quality-of-life issues are two dominant factors in location decisions. Unlike manufacturing, service operations require direct customer contact. Being close to customers reduces travel time, improves convenience, enhances responsiveness, and increases perceived service quality.

Examples include hospitals, banks, restaurants, and consulting offices, where location accessibility directly influences demand. Quality-of-life issues—such as education, healthcare, housing, safety, climate, and cultural amenities—affect the ability to attract and retain skilled service employees. Human capital is a critical input in service operations, and workforce availability often outweighs cost considerations.

The other options are less relevant:

- \* Manufacturing proximity matters mainly for production facilities
- \* Warehouse storage is a logistics concern, not a service driver

Operations Management emphasizes that service location decisions balance customer access and employee satisfaction, since both directly influence service quality, productivity, and long-term sustainability.

### **NEW QUESTION # 24**

Why is kanban significant to the "pull" system?

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

**Answer: A**

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 # 25

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

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

**Answer: C**

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 # 26

A company manufactures and distributes its own products.

When should the company consider outsourcing its distribution?

- A. When the company's distribution costs are the lowest in the industry
- B. When new federal regulations give the company a competitive advantage
- C. When the company can no longer accurately forecast its transportation costs
- **D. When the company determines that distribution is no longer a core function**

**Answer: D**

Explanation:

A company should consider outsourcing distribution when it determines that distribution is no longer a core function.

Operations Management defines core functions as activities that:

- \* Create competitive advantage
- \* Differentiate the firm
- \* Require proprietary knowledge or capabilities

If distribution does not meet these criteria, outsourcing can:

- \* Lower costs
- \* Improve service reliability
- \* Increase scalability
- \* Allow management to focus on strategic priorities

The other options do not justify outsourcing:

- \* Forecasting difficulty is a management issue
- \* Lowest-cost operators should retain distribution
- \* Regulations do not eliminate strategic relevance

Outsourcing decisions must align with long-term operations strategy, not short-term cost fluctuations.

### NEW QUESTION # 27

What are two strategic objectives for every member of the supply chain?

Choose 2 answers

- A. Reducing production and delivery times
- B. Increasing cost effectiveness
- C. Increasing end-customer demand
- D. Becoming more efficient
- E. Finding the best distribution location

**Answer: B,D**

Explanation:

Two universal strategic objectives for all supply chain members are increasing cost effectiveness and becoming more efficient. Every organization in the supply chain—suppliers, manufacturers, distributors, and retailers—must manage costs while improving operational efficiency to remain competitive.

Cost effectiveness ensures:

- \* Sustainable margins
- \* Competitive pricing
- \* Resource optimization

Efficiency focuses on:

- \* Process improvement
- \* Waste reduction
- \* Throughput enhancement
- \* Reliable delivery

While reducing lead times and increasing demand are desirable outcomes, they are not universal strategic objectives for every participant. Distribution location decisions apply only to specific nodes.

Operations Management views supply chains as interdependent systems, where overall performance depends on efficiency and cost discipline at each stage.

## NEW QUESTION # 28

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