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## WGU Operations Management (C215, VDC2) Sample Questions (Q45-Q50):

### NEW QUESTION # 45

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

- A. To manage the demand for promised deliveries
- B. To identify new product demand
- C. To create demand for promised deliveries
- D. To control the production department

**Answer: A**

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 # 46

What is the third basic element in the just-in-time (JIT) system if the first element is total quality management (TQM) and the second is JIT manufacturing?

- A. Quality circles
- B. Capacity utilization
- C. Respect for people
- D. Simply organized inventory

**Answer: C**

Explanation:

The third foundational element of the Just-In-Time (JIT) system is respect for people.

JIT is not merely a production technique; it is a socio-technical system built on:

- \* Total Quality Management (TQM)
- \* JIT manufacturing (waste elimination, pull systems)
- \* Respect for people

Respect for people emphasizes:

- \* Employee involvement
- \* Continuous improvement (Kaizen)
- \* Training and skill development
- \* Empowerment to stop processes and solve problems

Operations Management recognizes that JIT cannot function without engaged, knowledgeable employees.

Workers are expected to identify problems, suggest improvements, and maintain quality at the source.

The other options are tools or outcomes, not core principles. Respect for people integrates human capability with operational excellence, making JIT sustainable and effective.

### NEW QUESTION # 47

What is the name of the model that has been created to examine the four different supply chain perspectives of reliability, flexibility, expenses, and assets/utilization?

- A. SCAM (Supply Chain Accreditation Model)

- B. SCOR (Supply Chain Operations Reference)
- C. RFEAU (Reliability Flexibility Expenses and Asset Utilization)
- D. SCM (Supply Chain Metrics)

**Answer: B**

Explanation:

The SCOR (Supply Chain Operations Reference) model evaluates supply chains across four key dimensions: reliability, responsiveness/flexibility, cost, and asset utilization.

Developed by the Supply Chain Council, SCOR provides:

- \* Standardized performance metrics
- \* Best-practice process definitions
- \* A common supply chain language

Operations Management uses SCOR to benchmark performance, identify gaps, and align supply chain strategy with business objectives.

The other options are not recognized industry models.

#### NEW QUESTION # 48

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

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

**Answer: D**

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 # 49

Why might a company avoid using demand-based options such as inventory and backorders over a long period of time?

- A. It is more risky.
- B. It negatively affects subcontracting.
- C. It is time consuming.
- D. It negatively affects hiring and firing.

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Demand-based options such as inventory accumulation and backorders are avoided long term because they are more risky.

Maintaining high inventory levels increases:

- \* Holding costs
- \* Obsolescence risk

\* Damage and theft

\* Cash flow constraints

Backorders, while avoiding inventory buildup, risk:

\* Customer dissatisfaction

\* Lost sales

\* Damage to brand reputation

Operations Management categorizes these options as short-term demand smoothing tools, not sustainable strategies. Over time, uncertainty in demand magnifies the risks associated with inventory imbalances or unmet demand.

The other options are incorrect:

\* These methods are not inherently time consuming

\* They do not directly affect subcontracting or labor policies

Thus, firms avoid long-term reliance on demand-based options to maintain stability and customer trust.

## NEW QUESTION # 50

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