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WGU Operations Management (C215, VDC2) Sample Questions (Q56-Q61):

NEW QUESTION # 56

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

Answer: D

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 # 57

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

- A. Support services
- B. Psychological criteria
- C. Value for price paid
- **D. Fitness for use**

Answer: D

Explanation:

The concept of quality as "fitness for use" evaluates how well a product or service performs its intended function from the customer's perspective. This definition was strongly emphasized by quality pioneer Joseph Juran and is widely adopted in Operations Management and Total Quality Management (TQM) frameworks.

Fitness for use means that a product must not only meet technical specifications but must also perform reliably, safely, and effectively in real customer usage conditions. For example, a shoe that looks attractive but causes discomfort or wears out quickly is not "fit for use," even if it meets internal manufacturing standards.

This definition contrasts with other quality perspectives:

- * Support services focus on after-sales service, not the product's core function.
- * Value for price paid evaluates perceived value, which includes cost considerations.
- * Psychological criteria relate to image, aesthetics, or brand perception.

Operations Management emphasizes fitness for use because it directly links design, production, and customer satisfaction. Products designed without considering how customers actually use them often lead to defects, complaints, and warranty costs—even if internal quality standards are met.

Fitness for use also reinforces cross-functional coordination, especially between marketing (understanding customer needs), design (translating needs into specifications), and operations (producing consistently). This definition supports continuous improvement by encouraging organizations to reduce variability, improve reliability, and focus on customer-defined quality rather than internally defined metrics alone.

NEW QUESTION # 58

A manufacturing firm uses warehouses and shippers in their supply chain.

At which stage of the firm's inventory management system would the statement "percentage of line items shipped on schedule" be used?

- A. Sold goods
- B. Raw materials
- C. Work-in-progress
- **D. Finished goods**

Answer: D

Explanation:

The performance measure "percentage of line items shipped on schedule" applies to finished goods inventory.

Finished goods inventory represents completed products ready for shipment to customers. On-time shipment is a critical service-

level indicator at this stage because it directly affects:

- * Customer satisfaction
- * Order fulfillment performance
- * Distribution efficiency

Work-in-progress and raw materials inventories are internal to production and do not involve customer shipment commitments.

"Sold goods" is not an inventory classification used in Operations Management.

Supply chain metrics for finished goods typically include:

- * On-time delivery rate
- * Order accuracy
- * Fill rate
- * Shipment reliability

By tracking shipment performance at the finished goods stage, firms ensure that downstream distribution aligns with customer expectations and supply chain objectives.

NEW QUESTION # 59

A construction company produces furnished pre-fabricated manufactured homes. The production manager has discovered the following challenges within one of the facilities:

- * Production quantities are low and only a small number of homes are built efficiently.
- * The facility space allows for low handling of materials.
- * There is limited space available for employees to operate.

Which hybrid layout should be used to address the company's needs?

- A. Statistical reduction control
- B. Process performance metrics
- C. Group technology
- D. Manufacturing technology

Answer: C

Explanation:

The appropriate hybrid layout is group technology.

Group technology combines the efficiency of product layouts with the flexibility of process layouts by grouping similar products into families and arranging workstations into cells. Each cell is designed to handle a specific family of products from start to finish.

In the case of prefabricated homes:

- * Production volumes are low
- * Product designs share similarities
- * Space is constrained
- * Material handling must be minimized

Group technology reduces:

- * Movement of materials
- * Setup times
- * Work-in-process inventory
- * Congestion in limited spaces

The other options are not layouts:

- * Process performance metrics are measurement tools
- * Manufacturing technology refers broadly to automation
- * Statistical reduction control is not a recognized layout concept

Operations Management promotes group technology as an effective solution for low-volume, moderate-variety environments, especially where space efficiency and flow improvement are critical.

NEW QUESTION # 60

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

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

Answer: D

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 # 61

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