

# New Operations-Management Exam Papers - Valid Operations-Management Exam Online

## Final Exam Operations Management Cal.9.34 SLM

- Marketing, production/operations, finance/accounting are the 3 functions of.
- Select one:
- a. Survival of organizations
  - b. Operations Management (OM)
  - c. Organization to produce goods and services
  - d. Production
- It is called quality when a good or service meets the standards to meet the customer needs.
- Select one:
- a. True
  - b. False
- It is the distribution that seeks the best use of personnel and machinery in production, repetitive or continuous.
- Select one:
- a. Product-oriented distribution
  - b. Store distribution
  - c. Warehouse distribution
- These are costs associated with the reduction of potential defective parts or services, for example, training, quality improvement programs.
- Select one:
- a. Quality costs COQ
  - b. Internal costs
  - c. Prevention costs
- Economic activities that commonly generate an intangible product (such as education, entertainment, accommodation, government, finance, and health).
- Select one:
- a. Goods and services
  - b. Growth of services
  - c. Services
  - d. Pure service
- It is the measure of the strength of the relationship between two variables.
- Select one:
- a. Standard error of the estimate
  - b. Correlation coefficient
  - c. Coefficient of determination

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

### NEW QUESTION # 23

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

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

**Answer: B**

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 # 24

Which two areas should managers consider in order to adapt to the business dynamics affecting their company?

Choose 2 answers

- **A. Their control over internal operations**
- B. Their advertising costs
- C. Their influence over future legislation and regulations
- **D. Their influence and leverage over suppliers**

**Answer: A,D**

Explanation:

Managers must consider control over internal operations and influence and leverage over suppliers to adapt effectively to changing business dynamics.

Internal operational control determines how quickly a firm can:

- \* Adjust capacity
- \* Improve quality
- \* Reduce cost
- \* Respond to demand changes

Supplier influence is equally critical in modern supply chains. Strong supplier relationships improve:

- \* Reliability
- \* Cost stability
- \* Innovation
- \* Responsiveness

Operations Management emphasizes that competitiveness increasingly depends on supply chain coordination, not isolated firm performance.

The other options are less relevant:

\* Firms rarely influence future legislation

\* Advertising costs relate to marketing strategy, not operational adaptability Thus, effective supply chain management requires both internal excellence and external collaboration.

### NEW QUESTION # 25

How do just-in-time (JIT) and lean systems add value?

- A. By increasing simplicity
- B. By enhancing responsibility
- C. By reducing waste
- D. By improving lighting

**Answer: C**

Explanation:

Just-in-time (JIT) and lean systems add value by reducing waste across all operational processes.

Lean Operations define value strictly from the customer's perspective. Any activity that does not add value to the product or service is considered waste (muda). JIT and lean systems systematically identify and eliminate this waste to improve efficiency, quality, and responsiveness.

Common types of waste targeted include:

- \* Overproduction
- \* Waiting time
- \* Excess inventory
- \* Unnecessary motion
- \* Transportation
- \* Defects and rework
- \* Overprocessing

By reducing waste, organizations achieve:

- \* Shorter lead times
- \* Lower costs
- \* Improved quality
- \* Greater flexibility

Options such as improving lighting or enhancing responsibility may support efficiency indirectly but do not define the core value mechanism of JIT and lean systems. Increasing simplicity is a result of waste reduction, not the primary method.

Operations Management emphasizes waste elimination as the foundation of sustainable operational excellence, making option C the correct answer.

### NEW QUESTION # 26

When is capacity measurement at the best operating level?

- A. When the total cost is minimized
- B. At maximum capacity
- C. When the average unit cost is minimized
- D. At the minimum point of the cost curve

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The best operating level of capacity occurs when the average unit cost is minimized.

In Operations Management, the best operating level reflects the most economical output rate for a process or facility. At this level:

- \* Fixed costs are spread efficiently
- \* Variable costs are controlled
- \* Congestion and inefficiencies are minimized

Operating below this level leads to underutilization and high unit costs, while operating above it often causes overcrowding, overtime, equipment breakdowns, and quality problems, which increase costs.

Option A is incorrect because the minimum point of the total cost curve does not necessarily correspond to minimum average unit cost.

Option B is incorrect because maximum capacity typically increases costs due to inefficiencies.

Option D focuses on total cost, not unit efficiency.

Thus, the best operating level balances efficiency and flexibility, ensuring sustainable performance and cost control.

### NEW QUESTION # 27

Which two types of operations include repetitive processes?

Choose 2 answers

- A. Continuous process
- B. Line process
- C. Batch process
- D. Project process

**Answer: A,B**

Explanation:

Line processes and continuous processes are the two operational process types characterized by highly repetitive activities.

A line process involves standardized products moving through a fixed sequence of steps. Each workstation performs the same task repeatedly, making it ideal for high-volume, low-variety production. Examples include automobile assembly lines and consumer electronics manufacturing.

A continuous process goes a step further, operating 24/7 with extremely high volume and minimal variation.

Production flows continuously rather than in discrete units. Industries such as oil refining, chemicals, and paper manufacturing use continuous processes.

The other options are not primarily repetitive:

\* Project processes are unique, one-time efforts (e.g., construction projects)

\* Batch processes involve moderate repetition but frequent changeovers between batches. Operations Management classifies processes based on volume and variety. Line and continuous processes sit at the high-volume, low-variety end of the spectrum, making repetition unavoidable and necessary for efficiency.

Repetitive processes enable:

\* High labor productivity

\* Low unit cost

\* Process automation

\* Consistent quality

However, they also require careful work system design to avoid worker fatigue and quality drift.

### NEW QUESTION # 28

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