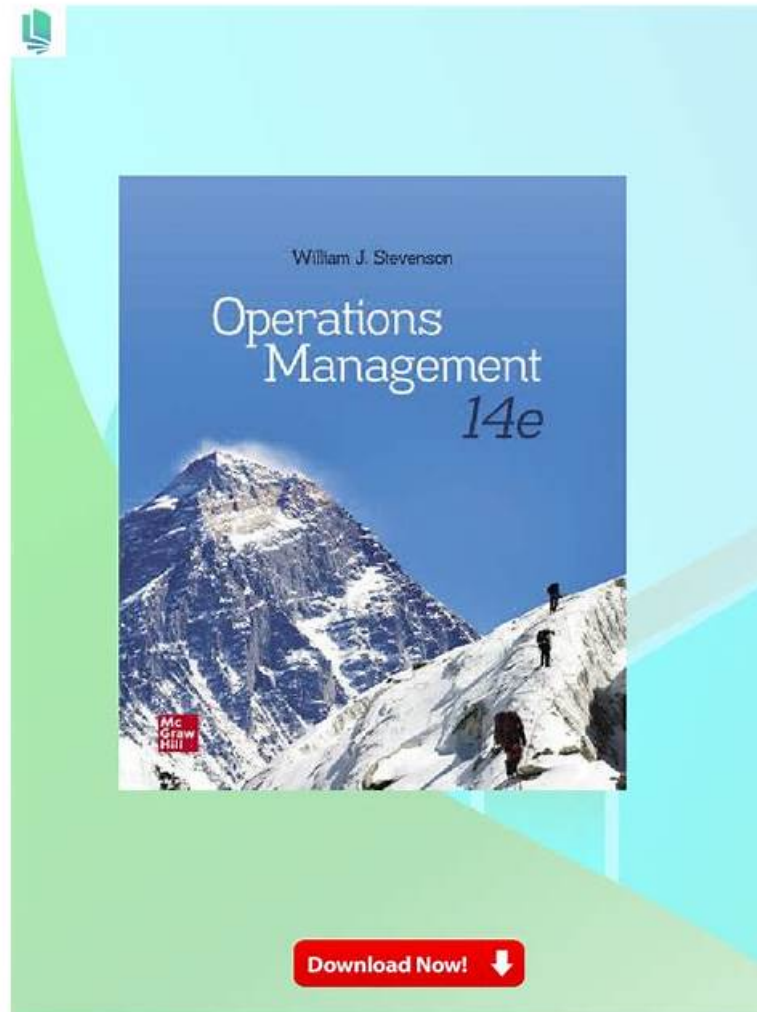


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## WGU Operations Management (C215, VDC2) Sample Questions (Q54-Q59):

### NEW QUESTION # 54

What are two product system differences between the push and pull processes?

Choose 2 answers

- A. Pull eliminates excessive inventory.
- B. Push enhances employee relations.
- C. Pull initiates quality control.
- D. Pull develops additional products.
- E. Push lowers cost due to overproduction.
- F. Push moves the product forward in anticipation for demand.

**Answer: A,F**

Explanation:

The two correct differences between push and pull systems are:

- \* Push moves the product forward in anticipation of demand
- \* Pull eliminates excessive inventory

Push systems rely on forecasts and schedule production in advance, often leading to overproduction and excess inventory if forecasts are inaccurate.

Pull systems, by contrast, produce only what is needed when it is needed, significantly reducing inventory levels and associated costs.

The incorrect options describe misconceptions:

- \* Overproduction increases cost, not lowers it
- \* Pull systems do not create additional products
- \* Employee relations are not defining characteristics
- \* Quality control exists in both systems

Operations Management favors pull systems in environments where demand variability and cost control are critical, reinforcing lean principles.

### NEW QUESTION # 55

A company suddenly finds demand has increased to 140% of its previous capacity. It has been able to hire only a fraction of the employees previously laid off, and a warehouse fire destroyed 80% of its inventory.

Which two options does the company have to rapidly meet the new demand?

Choose 2 answers

- A. Hire temporary workers
- B. Subcontract a portion of production capacity
- C. Hire and train new full-time employees
- D. Build new production facilities

**Answer: A,B**

Explanation:

When demand rises suddenly to 140% of existing capacity, the firm must rely on short-term, flexible capacity options to respond quickly.

The two appropriate options are:

- \* Hiring temporary workers
- \* Subcontracting a portion of production capacity

Temporary workers can be deployed rapidly with minimal onboarding time, allowing the firm to increase output without long-term labor commitments. This option is especially effective when the demand surge may be temporary or uncertain.

Subcontracting provides immediate access to external capacity without requiring capital investment. It allows the firm to meet demand while avoiding the risks associated with permanent expansion.

The other options are not viable in the short term:

- \* Building new facilities is capital-intensive and slow
  - \* Hiring and training full-time employees requires time and long-term commitment
- Operations Management distinguishes capacity-based options into short-term (temporary labor, overtime, subcontracting) and long-term (facilities, permanent workforce). In crisis

situations, speed and flexibility dominate decision-making.

### NEW QUESTION # 56

What is a key factor of a location analysis for a service company?

- A. Best operation level
- B. Effective capacity
- C. Proximity to customers
- D. Relations with community

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The most critical factor in a service company's location analysis is proximity to customers.

Service operations differ fundamentally from manufacturing because the service is often produced and consumed simultaneously. As a result, customer access, convenience, and responsiveness are central determinants of demand and satisfaction.

From an Operations Management perspective, proximity to customers:

- \* Reduces waiting and travel time
- \* Increases service usage frequency
- \* Improves customer perception of reliability and availability
- \* Enables faster response to service failures

Examples include healthcare facilities, retail stores, hospitality, and professional services. In all cases, distance acts as a demand deterrent.

The other options are secondary:

- \* Community relations are important but not decisive
  - \* Best operating level and effective capacity are internal capacity measures, not location drivers
- Thus, service location strategy prioritizes market access over production efficiency, reinforcing customer-centric operations.

### NEW QUESTION # 57

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

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

**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 # 58

What is a bottleneck in a flowchart?

- A. The point where production is evened out
- **B. The longest task in the process**
- C. Multiple storage areas
- D. Two stages operating independently

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A bottleneck is the longest task in the process, limiting the overall system throughput.

In Operations Management, the bottleneck determines the maximum capacity of the entire system. No matter how efficient other stages are, output cannot exceed the bottleneck's capacity.

Bottlenecks cause:

- \* Queue buildup
- \* Increased waiting time
- \* Underutilization of downstream resources

Identifying bottlenecks through flowcharts and process mapping is essential for process improvement. Once identified, managers can:

- \* Add capacity
- \* Reallocate resources
- \* Improve task methods
- \* Reduce variability

The other options do not define bottlenecks:

- \* Independent stages do not restrict flow
- \* Production leveling smooths output
- \* Storage areas indicate inventory, not constraints

The Theory of Constraints reinforces that improving non-bottleneck stages has little impact unless the bottleneck is addressed.

## NEW QUESTION # 59

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