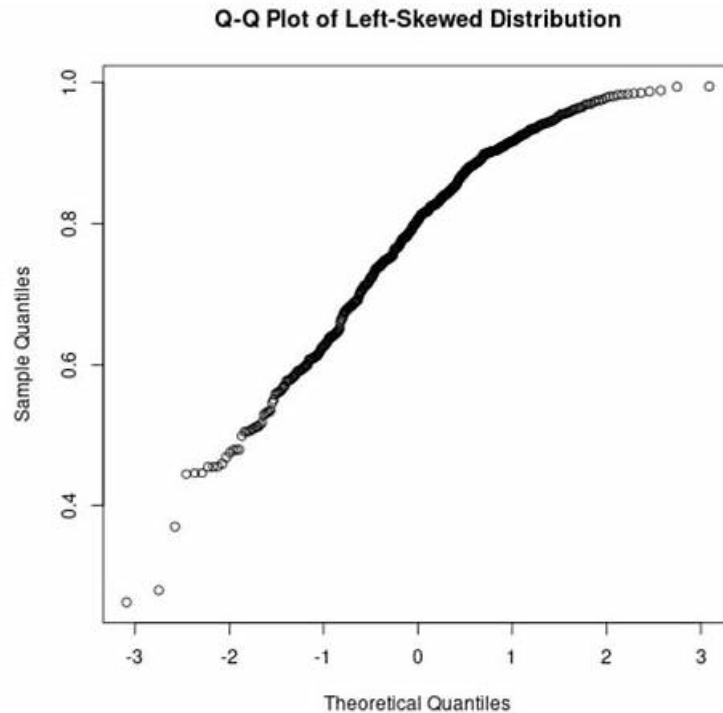


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WGU Operations Management (C215, VDC2) Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which factor determines how long it takes a qualified operator to perform a duty of the job requirements under the assumption that the operator is working at a sustainable pace with the proper tools for the process?

- A. Normal time
- B. Standard time

- C. Observed time
- D. Performance time

Answer: B

Explanation:

Standard time is the measure that determines how long it should take a qualified operator to perform a job at a sustainable pace using proper tools and methods.

In Operations Management and work measurement, standard time represents the allowed time to complete a task, including:

- * Normal time (observed time adjusted for performance rating)
- * Allowances for fatigue
- * Personal needs
- * Unavoidable delays

Standard time is essential for:

- * Scheduling work
- * Determining labor requirements
- * Establishing production standards
- * Capacity planning
- * Incentive wage systems

The other options represent intermediate concepts:

- * Observed time is the raw measured time
- * Normal time adjusts observed time for performance rating
- * Performance time is not a standard OM term

By incorporating allowances, standard time ensures that expectations are realistic and sustainable, protecting both productivity and employee well-being. It is a foundational element of work system design and labor planning.

NEW QUESTION # 28

Why is it beneficial for an organization to designate employees to communicate alternative ways to complete a job in a methods analysis?

- A. They may resist training on new machines.
- B. They are experts in their field.
- C. They know how an operation has always been done with no need to change.
- **D. They may have suggestions for improving the operation.**

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Employees are designated in methods analysis because they may have valuable suggestions for improving the operation.

Frontline employees:

- * Perform tasks daily
- * Understand practical constraints
- * Observe inefficiencies and waste
- * Identify improvement opportunities

Operations Management recognizes that sustainable improvement requires employee involvement. Workers often know better ways to reduce motion, time, or effort that are invisible to managers.

The other options are incorrect:

- * Tradition alone does not justify current methods
- * Expertise alone does not guarantee improvement ideas
- * Resistance to training is a risk, not a benefit

Methods analysis seeks to simplify, standardize, and improve work. Employee input enhances acceptance of change and improves implementation success.

NEW QUESTION # 29

Which statement is true about capacity requirements planning (CRP)?

- A. Each product item is individually addressed regardless of relevant holistic processes.
- B. Production capacity is created for future production items.

- C. Human capital adequacy is analyzed for given work centers and production items.
- **D. Available capacity is compared to calculated workloads of relevant items.**

Answer: D

Explanation:

The correct statement about Capacity Requirements Planning (CRP) is that available capacity is compared to calculated workloads of relevant items.

CRP is a planning technique used after material requirements planning (MRP). While MRP determines what and when materials are needed, CRP verifies whether the organization has sufficient capacity—in terms of machines, labor, and work centers—to execute the planned production schedule.

CRP works by:

- * Translating planned orders into workload requirements
- * Assigning those workloads to specific work centers
- * Comparing required capacity with available capacity
- * Identifying overloads or underutilization

The incorrect options misrepresent CRP:

- * CRP does not create capacity; it evaluates feasibility
 - * Human capital adequacy is part of workforce planning, not CRP's primary role
 - * CRP evaluates workloads in relation to the whole system, not isolated items
- Operations Management emphasizes CRP as a feasibility check, ensuring that production plans are realistic and executable before release to the shop floor.

NEW QUESTION # 30

Which quality control tool should be used to monitor the current status or end result of a process?

- A. Scatter diagram
- B. Flowchart
- C. Checklist
- **D. Control chart**

Answer: D

Explanation:

A control chart is the primary quality control tool used to monitor the current status and end results of a process over time.

Control charts, a core component of Statistical Process Control (SPC), distinguish between:

- * Common-cause variation (natural process variation)
- * Assignable-cause variation (abnormal, correctable issues)

By plotting data points against upper and lower control limits, control charts help operations managers determine whether a process is stable or out of control.

Why control charts are ideal:

- * They provide real-time monitoring
- * They detect trends before defects occur
- * They support preventive quality management
- * They reduce reliance on inspection

Other tools serve different purposes:

- * Checklists collect data
- * Flowcharts map processes
- * Scatter diagrams analyze correlations

Operations Management emphasizes control charts because they support process-based quality, aligning with TQM and Six Sigma philosophies. Instead of fixing defects after they occur, organizations can intervene early, reducing cost and improving consistency.

Control charts reinforce continuous improvement by enabling data-driven decisions, reducing variability, and stabilizing production processes—making them indispensable in modern quality management systems.

NEW QUESTION # 31

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

- A. By enhancing responsibility
- B. By improving lighting

- C. By reducing waste
- D. By increasing simplicity

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 # 32

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