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WGU Operations Management (C215, VDC2) Sample Questions (Q43-Q48):

NEW QUESTION # 43

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

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

Answer: A

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 # 44

What is a bottleneck in a flowchart?

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

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 # 45

Which total quality management (TQM) process was developed to stress management's responsibility for quality?

- A. Product design quality
- B. Fitness quality for use
- C. Statistical quality control charts
- **D. 14 points for quality improvement**

Answer: D

Explanation:

The 14 Points for Quality Improvement, developed by W. Edwards Deming, explicitly stress management's responsibility for quality and form a foundational element of Total Quality Management (TQM).

Deming argued that quality problems are systemic, meaning they originate primarily from management-controlled processes rather than individual workers. His 14 Points call on leadership to create an environment where quality can thrive through long-term thinking, process improvement, and employee involvement.

Key management-focused principles include:

- * Creating constancy of purpose
- * Adopting a new philosophy of quality
- * Eliminating dependence on inspection
- * Driving out fear in the workplace
- * Breaking down departmental barriers
- * Instituting leadership instead of supervision

Unlike statistical quality control charts, which are technical tools, Deming's points define managerial behavior and organizational culture. "Fitness for use" is a definition of quality, not a management system, and product design quality focuses only on one stage of the product lifecycle.

In Operations Management, Deming's framework reshaped how organizations view quality—shifting responsibility upward to leadership, not downward to operators. This philosophy underpins continuous improvement, employee empowerment, and long-term competitiveness.

By emphasizing leadership accountability, the 14 Points integrate quality into strategy, operations, supplier relationships, and workforce management, making them one of the most influential contributions to modern quality management.

NEW QUESTION # 46

When is capacity measurement at the best operating level?

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

Answer: A

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 # 47

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

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 an 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 # 48

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