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**WGU C428 OA ACTUAL EXAM  
2025/2026 COMPLETE QUESTIONS  
WITH CORRECT DETAILED ANSWERS  
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<BRAND NEW VERSION>**

1. Covered benefit - ANSWER ✓ The services for which the insurer will pay are usually referred to as a covered benefit.
2. Deductible - ANSWER ✓ A deductible is a pre determined amount that the patient pays before the insurer begins to pay for service
3. Denial - ANSWER ✓ The insurer may determine that the claim from the provider is not a covered benefit and will not pay for the claim.
4. Employer mandate - ANSWER ✓ The employer Mandate requires employers with 50 or more full time equivalent employees to offer health insurance coverage.
5. Facility Provider - ANSWER ✓ A facility provider is an acute care hospital long-term care hospital, inpatient rehab hospital, psychiatric facility, skilled nursing facility, assisted living facility, home health agency, hospice agency, clinic, or ambulatory surgery center.
6. Fiscal Intermediary. - ANSWER ✓ A fiscal intermediary is an organization that contracts with CMS to pay medical claims and educate providers. A newer term is Medicare Administrative Contractor (MAC)

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## WGU Operations Management (C215, VDC2) Sample Questions (Q48-Q53):

### NEW QUESTION # 48

What are two common drawbacks of implementing an enterprise resource planning (ERP) solution?

Choose 2 answers

- A. It must always be customized and too much customization may slow down projects.
- B. The cost savings and/or payback is impossible to measure in terms of bottom line.
- C. It takes a long time to implement and to see any benefits.
- D. It requires extensive, often complex, training.

**Answer: C,D**

Explanation:

Comprehensive and Detailed Explanation (#270 words):

Two widely recognized drawbacks of ERP implementations are that they take a long time to implement (and to realize benefits) and require extensive, often complex training options A and B.

ERP systems integrate data and processes across functions (planning, procurement, production, inventory, finance, distribution).

That integration is valuable, but it also makes implementation complex: processes must be aligned, data standardized, roles clarified, and change managed across departments. As a result, organizations often experience long project timelines before stable adoption and measurable benefits occur.

Training is a major burden because ERP changes how people work day-to-day. Users must learn new transaction flows, reporting logic, and discipline in data entry. Without strong training, adoption collapses into workarounds, bad data, and loss of trust in the system.

This connects to the operations principle that planning and control systems are "mechanisms and operating logics" used to manage resources and supplies over time to meet requests. ERP is one such enabling infrastructure-but it must support operations rather than become a constraint.

While customization can be an issue in some cases, the most universal drawbacks across organizations remain time-to-value and training complexity, making A and B the best answers.

### NEW QUESTION # 49

Which project life cycle phase focuses on determining whether the proposed project is technically, financially, and operationally viable?

- A. Planning
- B. Feasibility analysis
- C. Execution
- D. Conception

**Answer: B**

Explanation:

The feasibility analysis phase evaluates whether a proposed project is technically, financially, and operationally viable.

During feasibility analysis, organizations assess:

- \* Cost-benefit justification
- \* Resource availability
- \* Technical constraints
- \* Operational impact
- \* Risk and uncertainty

This phase prevents organizations from committing to projects that:

- \* Are too costly
- \* Lack capability support
- \* Conflict with operational capacity

\* Fail to deliver strategic value

Planning and execution only proceed if feasibility criteria are satisfied.

In Operations Management, feasibility analysis is especially critical for projects involving:

\* Capacity expansion

\* New facilities

\* System implementations

\* Process redesign

It serves as a decision gate that protects organizational resources and ensures disciplined project selection.

#### NEW QUESTION # 50

A company manufactures shoes using a quality management system. The company needs to put a process in place to measure any defects. The company would like to measure the number of defects and observe the number of occurrences to isolate the particular defect. Which quality tool should the company use to focus on correcting this particular issue?

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

**Answer: B**

Explanation:

A checklist is the most appropriate quality tool when the objective is to count defects and track their frequency of occurrence.

Checklists are simple yet powerful tools used to collect structured data consistently. In this scenario, the shoe manufacturer wants to identify which defects occur most frequently (e.g., stitching errors, sole defects, size mismatches). A checklist allows inspectors to mark each occurrence systematically, enabling later analysis.

Why not the others?

\* Scatter diagrams analyze relationships between variables.

\* Control charts monitor process stability over time.

\* Flowcharts document process steps.

In Operations Management, checklists are often the first step in defect analysis. Once data is gathered using a checklist, other tools like Pareto charts or control charts can be applied for deeper analysis.

Checklists support continuous improvement by:

\* Ensuring consistency in inspections

\* Reducing human error

\* Providing factual data for decision-making

\* Enabling root-cause analysis

They are especially useful in early-stage quality investigations where the goal is visibility, not yet process control. By identifying dominant defects, organizations can prioritize corrective actions efficiently.

#### NEW QUESTION # 51

Which two statements are true about effective capacity?

Choose 2 answers

- **A. An effective capacity is lower than design capacity.**
- **B. An effective capacity is a permanent measure used to achieve design capacity.**
- C. An effective capacity maintains a minimum output rate under normal conditions.
- D. An effective capacity is a temporary measure used to achieve design capacity.

**Answer: A,B**

Explanation:

Effective capacity represents the maximum output a system can realistically achieve under normal operating conditions. It is always slower than design capacity, which assumes ideal, uninterrupted conditions.

Statement A is correct because effective capacity accounts for:

\* Scheduled maintenance

\* Breaks and shift changes

\* Setup times

\* Normal inefficiencies

StatementB is also correct because effective capacity is considered a stable, ongoing measure used for operational planning and performance evaluation. It reflects how a system is designed to operate sustainably over time, not temporarily.

StatementC is incorrect because effective capacity is not a short-term or temporary measure; it is used consistently for planning, scheduling, and forecasting.

StatementD is incorrect because effective capacity does not define a minimum output level—it defines a realistic maximum under expected conditions.

In Operations Management, effective capacity is essential for:

- \* Capacity utilization calculations
- \* Aggregate planning
- \* Location and facility decisions
- \* Bottleneck analysis

By distinguishing between design and effective capacity, managers avoid unrealistic expectations and plan resources more accurately, reducing congestion, overtime, and quality problems.

### NEW QUESTION # 52

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

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

**Answer: C**

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 # 53

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