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WGU C215 Operations Management Study Pack – 150 Practice Questions with Detailed Explanations for OA Success

1. A student frequently calls out in class to get the teacher's attention. The teacher decides to ignore the calling out and only provide attention when the student raises their hand. What ABA technique is being used?
A. Punishment
B. **Differential Reinforcement of Alternative Behavior (DRA)**
C. Response Cost
D. Negative Reinforcement
Explanation: *DRA involves reinforcing a specific desirable alternative behavior (hand raising) while withholding reinforcement for the problem behavior (calling out).*
2. Which document is required to be developed after a Functional Behavior Assessment (FBA) determines that a student's behavior interferes with their learning or the learning of others?
A. Individualized Education Program (IEP)
B. **Behavior Intervention Plan (BIP)**
C. 504 Plan
D. Summary of Performance
Explanation: *A BIP is the formal plan that takes the data from the FBA and outlines specific strategies, interventions, and support systems to address the behavior.*
3. In the ABC model of behavior, a loud noise occurs (A), a student covers their ears (B), and the sound is muffled (C). The student is now more likely to cover their ears when they hear a loud noise. This is an example of:
A. Positive Reinforcement
B. **Negative Reinforcement**
C. Positive Punishment
D. Negative Punishment
Explanation: *Negative Reinforcement occurs when a stimulus (the loud noise) is removed or avoided following a behavior, which increases the future frequency of that behavior.*

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WGU Operations-Management Exam Syllabus Topics:

Section	Objectives
Topic 1: Competency 7: Forecasting	- Forecast accuracy measures - Quantitative forecasting methods (moving averages, exponential smoothing) - Qualitative forecasting methods

Topic 2: Competency 6: Production Planning and Scheduling	- Master Production Schedule (MPS) - Just-in-Time (JIT) and Kanban systems - Material Requirements Planning (MRP) - Theory of Constraints (TOC) - Aggregate planning
Topic 3: Competency 1: Operations Management Fundamentals	- History and evolution of operations management - Operations strategy and competitive priorities - Product and service design
Topic 4: Competency 5: Capacity Planning and Facility Layout	- Location analysis and decisions - Facility layout types (process, product, cellular, fixed-position) - Capacity planning strategies - Cause-and-effect diagrams (fishbone diagrams)
Topic 5: Competency 3: Process Improvement and Problem Solving	- Lean operations and waste elimination - Statistical Process Control (SPC) - Six Sigma methodology - Plan-Do-Study-Act (PDSA) cycle
Topic 6: Competency 2: Quality Management	- Cost of quality (prevention, appraisal, internal/external failure) - Malcolm Baldrige National Quality Award criteria - Total Quality Management (TQM) - Quality management philosophies (Deming, Juran, Crosby)
Topic 7: Competency 4: Supply Chain Management	- Logistics and distribution - Supply chain design and strategy - Inventory management - Sourcing and procurement

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WGU Operations Management (C215, VDC2) Sample Questions (Q20-Q25):

NEW QUESTION # 20

A construction company produces furnished pre-fabricated manufactured homes. The production manager has discovered the following challenges within one of the facilities:

- * Production quantities are low and only a small number of homes are built efficiently.
- * The facility space allows for low handling of materials.
- * There is limited space available for employees to operate.

Which hybrid layout should be used to address the company's needs?

- A. Group technology
- B. Manufacturing technology
- C. Process performance metrics
- D. Statistical reduction control

Answer: A

Explanation:

The appropriate hybrid layout is group technology.

Group technology combines the efficiency of product layouts with the flexibility of process layouts by grouping similar products into families and arranging workstations into cells. Each cell is designed to handle a specific family of products from start to finish.

In the case of prefabricated homes:

- * Production volumes are low
- * Product designs share similarities
- * Space is constrained
- * Material handling must be minimized

Group technology reduces:

- * Movement of materials
- * Setup times
- * Work-in-process inventory
- * Congestion in limited spaces

The other options are not layouts:

- * Process performance metrics are measurement tools
- * Manufacturing technology refers broadly to automation
- * Statistical reduction control is not a recognized layout concept

Operations Management promotes group technology as an effective solution for low-volume, moderate-variety environments, especially where space efficiency and flow improvement are critical.

NEW QUESTION # 21

Which formula would compute process velocity?

- A. Throughput time / value-added time
- B. Time a resource is used / time a resource is available
- C. Output / input
- D. Actual output / standard output

Answer: A

Explanation:

Process velocity is computed using the ratio:

Process Velocity = Throughput Time / Value-Added Time

This metric measures how efficiently time is used within a process. A high ratio indicates excessive non-value-added time, such as waiting, moving, or rework.

Operations Management focuses on reducing throughput time while maximizing value-added activities.

Process velocity highlights inefficiencies that are often invisible in traditional productivity measures.

The other formulas measure different concepts:

- * Resource utilization (A)
- * Performance efficiency (B)
- * Productivity (D)

A low process velocity (closer to 1) indicates a lean, efficient process, while high values suggest opportunities for improvement.

NEW QUESTION # 22

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

- A. Each product item is individually addressed regardless of relevant holistic processes.
- B. Human capital adequacy is analyzed for given work centers and production items.
- C. Available capacity is compared to calculated workloads of relevant items.
- D. Production capacity is created for future production items.

Answer: C

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 # 23

What would be an organization's next step after it has revised or implemented new operations?

- A. Reverse the order of the operation to determine that all workers know how to complete the operation
- B. Conduct a final analysis of the existing operation one more time
- C. Follow up to make sure the new operation resolves quality problems
- D. Revise the order of the operation before putting it into service to ensure the order of the operation

Answer: C

Explanation:

After implementing revised or new operations, the correct next step is to follow up to ensure that the new operation resolves quality problems.

Operations Management emphasizes that implementation alone does not guarantee improvement. Post-implementation follow-up is required to:

* Verify performance improvements

* Detect unintended consequences

* Confirm quality objectives are met

* Ensure process stability

This step is central to continuous improvement and aligns with PDCA (Plan-Do-Check-Act) and DMAIC cycles.

The other options are ineffective or redundant:

* Reversing operation order adds no value

* Revising before use contradicts implementation

* Re-analyzing the old process ignores the change

Follow-up transforms change into learning and ensures operational improvements are sustained over time.

NEW QUESTION # 24

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. Flowchart
- C. Scatter diagram
- D. Checklist

Answer: D

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

- 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.

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