

2026 WGU Operations-Management: Newest WGU Operations Management (C215, VDC2) Valid Dumps Demo

WGU C215 Operations Management – Comprehensive Exam Study Guide 2026/2027 | Verified Questions & Detailed Solutions

Domain 1: Quality Management (TQM, Six Sigma, & SPC)

Q1. A manufacturing firm tracks the number of defects per unit produced. Which quality control tool is most appropriate for visualizing the frequency of specific problems to prioritize corrective actions?

- A) Control Chart
- B) Scatter Diagram
- C) ✓ Pareto Analysis
- D) Flowchart

Rationale: Pareto analysis is based on the 80/20 rule and is used to prioritize problems by identifying the "vital few" causes that contribute to the majority of defects .

Q2. Which of Deming's 14 Points stresses that management should focus on preventing defects rather than finding and fixing them after they occur?

- A) Cease dependence on mass inspection ✓
- B) Create constancy of purpose
- C) Break down barriers between departments
- D) Eliminate numerical quotas

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WGU Operations-Management Exam Syllabus Topics:

Section	Objectives
Topic 1: Process Design and Analysis	- Capacity Planning and Bottlenecks - Process Mapping and Flow
Topic 2: Forecasting and Planning	- Aggregate Planning - Demand Forecasting Methods
Topic 3: Project and Operations Scheduling	- Scheduling Techniques - Project Management Basics

Topic 4: Quality Management	- Total Quality Management (TQM) - Six Sigma and Continuous Improvement
Topic 5: Operations Management Foundations	- Introduction to Operations and Productivity - Operations Strategy and Competitiveness
Topic 6: Supply Chain and Inventory Management	- Supply Chain Design and Logistics - Inventory Models and Control Systems - Just-in-Time (JIT) and Lean Operations

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WGU Operations Management (C215, VDC2) Sample Questions (Q22-Q27):

NEW QUESTION # 22

In which organizational layout would one expect to see items arranged by type?

- A. Hybrid
- B. Fixed
- C. Product
- D. Process

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A process layout arranges items by type of activity or function, making it the correct answer.

In a process layout, similar resources—such as machines, skills, or functions—are grouped together. For example, all drilling machines are located in one area, all painting stations in another, and all inspection activities in another. Items move through the facility based on the specific operations they require.

This layout is commonly used when:

- * Product variety is high
- * Production volume is low to moderate
- * Customization is required

Examples include hospitals (radiology, surgery, labs), machine shops, and repair facilities.

The other layouts differ fundamentally:

- * Product layout arranges items by sequence of operations
- * Fixed layout keeps the product stationary (e.g., construction)
- * Hybrid layout combines elements of process and product layouts

Operations Management favors process layouts for flexibility, but they often suffer from longer lead times, higher material handling costs, and complex scheduling. Despite these drawbacks, they are essential where customization and functional specialization dominate.

NEW QUESTION # 23

Which two areas should managers consider in order to adapt to the business dynamics affecting their company?

Choose 2 answers

- A. Their influence over future legislation and regulations
- B. Their control over internal operations
- C. Their influence and leverage over suppliers

- D. Their advertising costs

Answer: B,C

Explanation:

Managers must consider control over internal operations and influence and leverage over suppliers to adapt effectively to changing business dynamics.

Internal operational control determines how quickly a firm can:

- * Adjust capacity
- * Improve quality
- * Reduce cost
- * Respond to demand changes

Supplier influence is equally critical in modern supply chains. Strong supplier relationships improve:

- * Reliability
- * Cost stability
- * Innovation
- * Responsiveness

Operations Management emphasizes that competitiveness increasingly depends on supply chain coordination, not isolated firm performance.

The other options are less relevant:

- * Firms rarely influence future legislation
 - * Advertising costs relate to marketing strategy, not operational adaptability
- Thus, effective supply chain management requires both internal excellence and external collaboration.

NEW QUESTION # 24

Which work system acknowledges the benefits of employee proficiency?

- **A. Labor specialization**
- B. Lower operating cost
- C. Employee longevity
- D. Enhanced employee relations

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Labor specialization acknowledges the benefits of employee proficiency by allowing workers to focus on specific tasks, increasing skill, speed, and consistency.

In Operations Management, labor specialization:

- * Reduces learning time
- * Increases productivity
- * Improves quality consistency
- * Lowers unit costs

Employees become highly proficient through repetition and experience. This principle underpins early scientific management and remains relevant in many high-volume environments.

The other options are outcomes or enablers, not work systems:

- * Employee longevity is a result, not a system
- * Enhanced relations support performance but do not define task design
- * Lower operating cost is a consequence of specialization

While specialization can create efficiency, it must be balanced with job design strategies (e.g., enrichment or rotation) to avoid fatigue and disengagement.

NEW QUESTION # 25

A company decides and makes plans to enter into a new market.

Which project life cycle phase does this strategy directly relate to?

- **A. Conception**
- B. Planning
- C. Execution

- D. Feasibility analysis

Answer: A

Explanation:

Entering a new market directly relates to the conception phase of the project life cycle.

At this stage, management identifies:

- * Strategic opportunities
- * Market gaps
- * Growth options
- * Alignment with organizational goals

Deciding to enter a new market represents the initial recognition of opportunity, which triggers project consideration.

Feasibility analysis occurs afterward to evaluate financial, technical, and operational viability. Planning and execution only begin once the project is approved.

Operations Management relies on clear conception decisions to ensure resources are committed only to strategically aligned initiatives.

NEW QUESTION # 26

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

Choose 2 answers

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

Answer: B,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 # 27

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