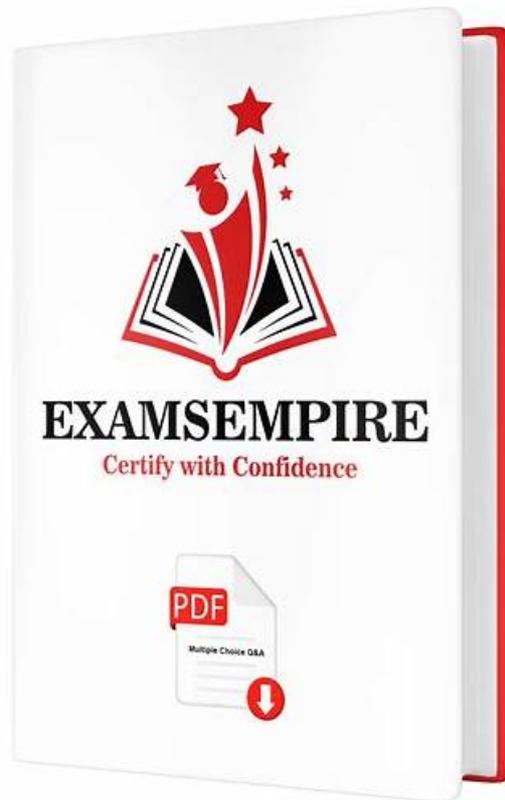


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## Operations-Management Pdf Dumps | Operations-Management Detail Explanation

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## WGU Operations Management (C215, VDC2) Sample Questions (Q38-Q43):

### NEW QUESTION # 38

What is the primary purpose in using the master production schedule (MPS) in the marketing department of an organization?

- A. To identify new product demand
- B. To control the production department
- C. To create demand for promised deliveries
- **D. To manage the demand for promised deliveries**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation (#270 words):

The primary purpose of using the Master Production Schedule (MPS)-including from a marketing/customer-commitment perspective-isto manage the demand for promised deliveries(AnswerA).

In the planning hierarchy, forecasts and customer requirements are translated into a detailed schedule. The document explains that, based on demand forecasting, the organization creates a Master Plan Schedule (MPS) where "specific dates are set in detail," and that the MPS is then used to plan material requirements. This makes the MPS the central bridge between what the market is asking for and what operations can realistically commit to.

Marketing uses the MPS not to "create" demand, but to coordinate commitments: delivery promises, timing, and order quantities must align with feasible production and materials availability. If marketing promises deliveries that the MPS cannot support, the system experiences late orders, expediting, and customer dissatisfaction.

Therefore, MPS in a marketing context supports available-to-promise discipline, ensuring customer commitments are consistent with operational reality and planned workloads. It is a planning control instrument, not a tool for controlling production departments or identifying new product demand.

### NEW QUESTION # 39

How does a just-in-time (JIT) system influence all functional areas within a company?

Choose 2 answers

- A. Companies can participate when it is convenient.
- **B. Companies develop new ways to generate revenue.**
- C. Companies' workers demonstrate intrinsic values.
- D. Companies enhance workers' ability to perform.
- **E. Companies are able to reduce waste.**

**Answer: B,E**

Explanation:

A just-in-time (JIT) system influences all functional areas by reducing waste and developing new ways to generate revenue.

First, waste reduction is the most visible and immediate effect of JIT across the organization. JIT eliminates excess inventory, waiting time, overproduction, unnecessary movement, and defects. These improvements require coordination across operations, purchasing, logistics, marketing, and finance, ensuring that all functions align with lean principles.

Second, JIT enables new revenue-generation opportunities by improving responsiveness, quality, and delivery speed. When an organization becomes more flexible and reliable, it can:

- \* Offer shorter lead times
- \* Improve customer satisfaction
- \* Support customization
- \* Compete in higher-value market segments

The remaining options are either indirect outcomes or incorrect:

- \* Enhancing worker ability is a supporting mechanism, not the primary systemic influence
- \* Demonstrating intrinsic values is cultural, not an operational outcome
- \* Convenience-based participation contradicts JIT discipline

Operations Management highlights that JIT is an enterprise-wide system, not a production-only method. Its benefits materialize only when all functional areas operate in synchronization.

### NEW QUESTION # 40

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

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

**Answer: B**

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 # 41**

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. Standard time**
- B. Normal time
- C. Performance time
- D. Observed time

**Answer: A**

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 # 42**

What are two product system differences between the push and pull processes?

Choose 2 answers

- **A. Pull eliminates excessive inventory.**
- B. Pull initiates quality control.
- **C. Push moves the product forward in anticipation for demand.**
- D. Push enhances employee relations.
- E. Push lowers cost due to overproduction.
- F. Pull develops additional products.

**Answer: A,C**

Explanation:

The two correct differences between push and pull systems are:

- \* Push moves the product forward in anticipation of demand
- \* Pull eliminates excessive inventory

Push systems rely on forecasts and schedule production in advance, often leading to overproduction and excess inventory if forecasts are inaccurate.

Pull systems, by contrast, produce only what is needed when it is needed, significantly reducing inventory levels and associated costs.

The incorrect options describe misconceptions:

- \* Overproduction increases cost, not lowers it
- \* Pull systems do not create additional products
- \* Employee relations are not defining characteristics
- \* Quality control exists in both systems

Operations Management favors pull systems in environments where demand variability and cost control are critical, reinforcing lean principles.

## NEW QUESTION # 43

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