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WGU Operations Management (C215, VDC2) Sample Questions (Q12-Q17):

NEW QUESTION # 12

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

Choose 2 answers

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

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 # 13

Why is capacity requirements planning (CRP) important?

- A. It provides the ability to compare available production capabilities to the planned workload.
- B. It enables an assessment of employee production efficiency.
- C. It creates a transparent view of lead time and overtime usage in work centers.
- D. It coordinates availability of materials for production processes.

Answer: A

Explanation:

Capacity Requirements Planning (CRP) is important because it compares available production capacity to planned workloads, ensuring feasibility.

Once demand has been translated into production and material plans, CRP validates whether:

- * Machines are available
- * Labor hours are sufficient
- * Work centers are not overloaded

Without CRP, organizations risk releasing production plans that cannot be executed, resulting in:

- * Bottlenecks
- * Overtime
- * Missed delivery dates
- * Poor resource utilization

The incorrect options describe other functions:

- * Employee efficiency is evaluated through performance metrics
- * Lead time transparency is a scheduling outcome, not CRP's core purpose
- * Material coordination is handled by MRP

CRP ensures alignment between what is planned and what is possible, making it a critical link between planning and execution in Operations Management.

NEW QUESTION # 14

Which continuous improvement method does Cpk measure?

- A. The most common measurement process
- **B. How close one is to a target and how consistent one is with the average performance**
- C. What a process is capable of and how long it will take to conclude
- D. Parts per million on the capability index

Answer: B

Explanation:

The process capability index Cpk measures how close a process is to its target and how consistent it is around the average performance.

Cpk is a key metric in Six Sigma and continuous improvement methodologies. It evaluates both:

- * Process centering (distance from specification limits)
- * Process variation (spread of data)

Unlike Cp, which assumes the process is centered, Cpk accounts for actual process performance relative to upper and lower specification limits. This makes it a more realistic indicator of quality capability.

In Operations Management, Cpk helps organizations:

- * Assess whether a process can meet customer specifications
- * Identify improvement priorities
- * Reduce defects before they occur

Higher Cpk values indicate better performance:

- * Cpk # 1.33 is generally acceptable
- * Cpk # 2.0 aligns with Six Sigma performance

The other options confuse Cpk with defect rates or cycle time measures. While defects per million opportunities (DPMO) are related, Cpk specifically evaluates process capability, not output counts.

By focusing on consistency and target alignment, Cpk supports preventive quality management and data-driven continuous improvement.

NEW QUESTION # 15

Which two capacity measurement concepts should a firm consider when conducting a location analysis?

Choose 2 answers

- **A. Proximity to sources of supply**
- B. Building employee relations
- C. Throughput time
- **D. Site considerations**

Answer: A,D

Explanation:

When conducting a location analysis, firms must consider proximity to sources of supply and site considerations as key capacity-related factors.

Proximity to sources of supply affects:

- * Transportation cost and reliability
- * Lead times
- * Inventory requirements
- * Production continuity

Reliable supply access directly influences effective capacity by reducing disruptions and variability.

Site considerations include:

- * Land availability and cost

- * Infrastructure and utilities
- * Expansion potential
- * Zoning and regulatory constraints

These factors determine how much capacity can be installed, expanded, and operated efficiently over time.

The other options are less relevant:

- * Throughput time is a process performance metric
- * Employee relations are important but not capacity measurement concepts Operations Management emphasizes that capacity decisions are long-term and capital-intensive. Poor location choices constrain future capacity, flexibility, and growth.

NEW QUESTION # 16

A company suddenly finds demand has increased to 140% of its previous capacity. It has been able to hire only a fraction of the employees previously laid off, and a warehouse fire destroyed 80% of its inventory.

Which two options does the company have to rapidly meet the new demand?

Choose 2 answers

- **A. Hire temporary workers**
- B. Build new production facilities
- **C. Subcontract a portion of production capacity**
- D. Hire and train new full-time employees

Answer: A,C

Explanation:

When demand rises suddenly to 140% of existing capacity, the firm must rely on short-term, flexible capacity options to respond quickly.

The two appropriate options are:

- * Hiring temporary workers
- * Subcontracting a portion of production capacity

Temporary workers can be deployed rapidly with minimal onboarding time, allowing the firm to increase output without long-term labor commitments. This option is especially effective when the demand surge may be temporary or uncertain.

Subcontracting provides immediate access to external capacity without requiring capital investment. It allows the firm to meet demand while avoiding the risks associated with permanent expansion.

The other options are not viable in the short term:

- * Building new facilities is capital-intensive and slow
- * Hiring and training full-time employees requires time and long-term commitment Operations Management distinguishes capacity-based options into short-term (temporary labor, overtime, subcontracting) and long-term (facilities, permanent workforce). In crisis situations, speed and flexibility dominate decision-making.

NEW QUESTION # 17

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