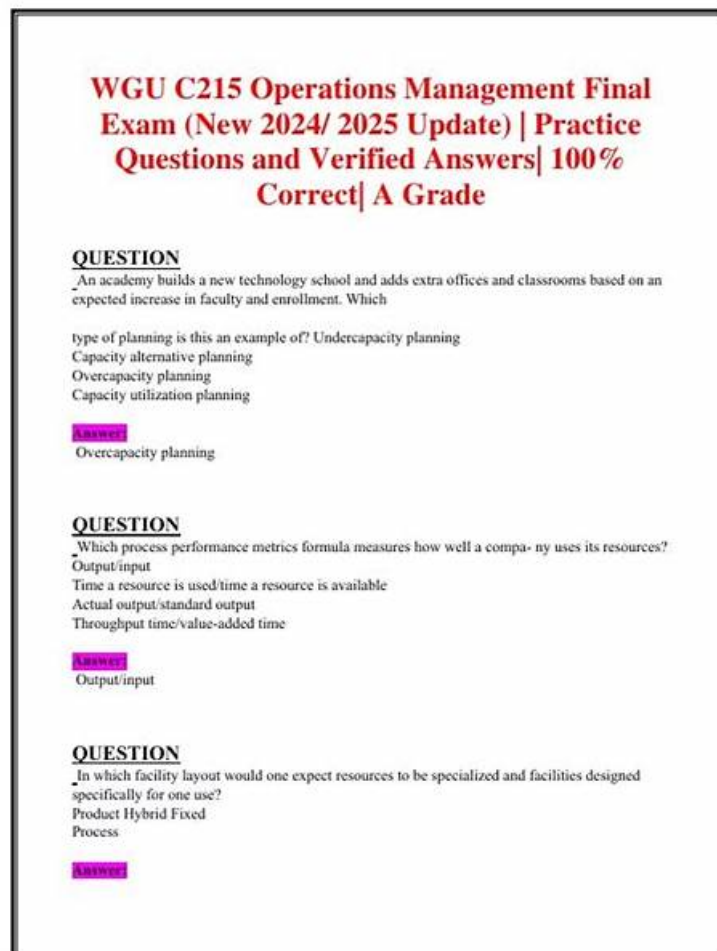


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WGU Operations Management (C215, VDC2) Sample Questions (Q60-Q65):

NEW QUESTION # 60

A manufacturing company decides to open a new distribution center location in order to minimize distribution costs to warehouses or stores.

What tool should the manufacturing company use to determine where the new distribution center should be located?

- A. By using the transportation method
- **B. By using the center-of-gravity approach**
- C. By using the break-even analysis
- D. By using the load-distance model

Answer: B

Explanation:

The center-of-gravity approach is the most appropriate tool for determining the optimal location of a distribution center when the goal is to minimize total transportation costs.

This method calculates a weighted average location based on:

- * Geographic coordinates of demand points
- * Volume shipped to each location

The result identifies a location that minimizes the overall distance-weighted transportation cost.

Other options serve different purposes:

- * Load-distance models compare alternative sites
- * Transportation methods optimize shipping routes, not facility location
- * Break-even analysis compares cost structures, not spatial efficiency

In Operations Management, the center-of-gravity approach is widely used for strategic distribution planning because it provides a quantitative, objective basis for location decisions.

NEW QUESTION # 61

Which two types of operations include repetitive processes?

Choose 2 answers

- A. Batch process
- **B. Line process**
- **C. Continuous process**
- D. Project process

Answer: B,C

Explanation:

Line processes and continuous processes are the two operational process types characterized by highly repetitive activities.

A line process involves standardized products moving through a fixed sequence of steps. Each workstation performs the same task repeatedly, making it ideal for high-volume, low-variety production. Examples include automobile assembly lines and consumer electronics manufacturing.

A continuous process goes a step further, operating 24/7 with extremely high volume and minimal variation.

Production flows continuously rather than in discrete units. Industries such as oil refining, chemicals, and paper manufacturing use continuous processes.

The other options are not primarily repetitive:

- * Project processes are unique, one-time efforts (e.g., construction projects)
- * Batch processes involve moderate repetition but frequent changeovers between batches. Operations Management classifies processes based on volume and variety. Line and continuous processes sit at the high-volume, low-variety end of the spectrum, making repetition unavoidable and necessary for efficiency.

Repetitive processes enable:

- * High labor productivity
- * Low unit cost
- * Process automation
- * Consistent quality

However, they also require careful work system design to avoid worker fatigue and quality drift.

NEW QUESTION # 62

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

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

Answer: A

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 # 63

What is the common theme in total quality management (TQM) across all functions in an organization?

- A. To satisfy customer needs
- B. To ensure profit from product changes
- C. To enhance management software
- D. To reward people rather than teams

Answer: A

Explanation:

The unifying and central theme of Total Quality Management (TQM) across all organizational functions is to satisfy customer needs.

TQM is built on the premise that quality is defined by the customer, not by internal standards alone. Every function—marketing, operations, finance, human resources, procurement, and logistics—contributes directly or indirectly to customer satisfaction.

In Operations Management, this philosophy translates into:

- * Designing processes that consistently meet customer requirements
 - * Reducing variability and defects that impact customer experience
 - * Aligning internal performance metrics with external satisfaction measures
- Customer satisfaction goes beyond product features. It includes:
- * Reliability
 - * Timeliness
 - * Service responsiveness
 - * Ease of use
 - * Perceived value

Options such as management software, individual rewards, or profit from changes are secondary outcomes, not the core objective.

Profitability is achieved because customer needs are met consistently, not as a substitute goal.

TQM frameworks such as Deming's philosophy, ISO standards, and Six Sigma all reinforce customer focus as the guiding principle.

Continuous improvement efforts are justified and prioritized based on their impact on customer satisfaction. Therefore, satisfying customer needs serves as the strategic anchor that aligns all functions, drives collaboration, and sustains long-term organizational success.

NEW QUESTION # 64

Which continuous improvement method does Cpk measure?

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

Answer: C

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 # 65

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