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A large heating and air conditioning company provides each employee with a small computing device that the employees use to track work and accept payments. Which term refers specifically to this type of device?

- *Peripheral computer
- *Microcomputer
- *Minicomputer
- *Handheld computer - **ANSWER: Handheld computer**

What is the major function of a computer operating system?

- *Data management
- *Application program management
- *Network management
- *Computer resource management - **ANSWER: Computer resource management**

Within a productivity suite, which method of selecting static data from one application and copying it to another application requires the use of temporary memory?

- *File transfer
- *Object embedding
- *Object linking
- *Copy and paste - **ANSWER: Copy and paste**

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

NEW QUESTION # 20

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

Answer: C,D

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 # 21

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

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

Answer: A

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 # 22

A company manufactures and distributes its own products.

When should the company consider outsourcing its distribution?

- A. When the company's distribution costs are the lowest in the industry
- B. When new federal regulations give the company a competitive advantage
- C. When the company can no longer accurately forecast its transportation costs
- **D. When the company determines that distribution is no longer a core function**

Answer: D

Explanation:

A company should consider outsourcing distribution when it determines that distribution is no longer a core function.

Operations Management defines core functions as activities that:

- * Create competitive advantage
- * Differentiate the firm
- * Require proprietary knowledge or capabilities

If distribution does not meet these criteria, outsourcing can:

- * Lower costs
- * Improve service reliability
- * Increase scalability
- * Allow management to focus on strategic priorities

The other options do not justify outsourcing:

- * Forecasting difficulty is a management issue
- * Lowest-cost operators should retain distribution
- * Regulations do not eliminate strategic relevance

Outsourcing decisions must align with long-term operations strategy, not short-term cost fluctuations.

NEW QUESTION # 23

What is the measure of how much supply chain is owned or operated by the manufacturer?

- **A. Vertical integration**
- B. Horizontal integration
- C. Outsource integration
- D. Insource integration

Answer: A

Explanation:

Vertical integration measures how much of the supply chain is owned or controlled by the manufacturer.

In Operations and Supply Chain Management, vertical integration refers to the degree to which a firm performs activities upstream (suppliers) or downstream (distribution, retail) rather than relying on external partners. A highly vertically integrated company may own raw material sources, manufacturing plants, distribution centers, and even retail outlets.

Vertical integration affects:

- * Cost structure
- * Control over quality
- * Lead times
- * Supply reliability
- * Strategic flexibility

The other options are not standard measures:

- * Horizontal integration refers to acquiring competitors at the same stage
- * "Insource" and "outsource integration" are not formal OM terms

Operations strategy evaluates vertical integration carefully because while it increases control, it also:

- * Requires high capital investment
- * Reduces flexibility
- * Increases managerial complexity

Thus, vertical integration directly quantifies how much of the supply chain the manufacturer owns or operates.

NEW QUESTION # 24

How does inventory management differ for manufacturing organizations compared to service organizations?

- A. Manufacturing organizations must keep large amounts of product on hand at all times, regardless of demand.
- **B. Manufacturing organizations must maintain tangible inventory.**
- C. Service organizations must maintain work-in-progress types of inventory.
- D. Service organizations are concerned with managing idle time due to material and component shortages.

Answer: B

Explanation:

Manufacturing organizations differ from service organizations because they must maintain tangible inventory

In manufacturing, inventory includes:

- * Raw materials
- * Work-in-progress
- * Finished goods

These physical items require storage, handling, tracking, and capital investment. Inventory management is therefore a central operational concern in manufacturing.

Service organizations, by contrast, typically do not produce tangible goods. Their primary "inventory" consists of:

- * Labor availability
- * Time
- * Capacity

Idle capacity in services cannot be stored for future use, making demand management more critical than inventory storage.

The incorrect options misrepresent service and manufacturing realities:

- * Services do not maintain physical WIP
- * Manufacturers do not hold inventory regardless of demand
- * Idle time in services is not caused by material shortages

Operations Management highlights inventory as a fundamental structural difference between manufacturing and service systems.

NEW QUESTION # 25

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