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WGU C215 Operations Management Practice Exam With Solved Solutions 2024.

Which definition is used for quality evaluates how well a product performs its intended function?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement - Answer Fitness for use

Which total quality management (TQM) process was developed to stress management's responsibility for quality?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement - Answer 14 points for quality improvement

Which total quality management (TQM) process consists of 13 published standards and guidelines?

- ISO 9002
- ISO 9001
- ISO 9000
- ISO 1400 - Answer ISO 9000

A company manufactures shoes using a quality management system. The company needs to put a process in place to measure any defects. The company would like to measure the number of defects and observe the number of occurrences to isolate the particular defect.

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WGU Operations Management (C215, VDC2) Sample Questions (Q58-Q63):

NEW QUESTION # 58

Which function does marketing play in a just-in-time (JIT) organization?

- A. JIT marketing focuses on producer-driven quality.
- **B. JIT marketing focuses on customer-driven quality.**
- C. JIT marketing synchronizes product demand with assembly.
- D. JIT marketing simplifies inventory flow.

Answer: B

Explanation:

In a just-in-time (JIT) organization, marketing focuses on customer-driven quality.

Marketing provides critical input on:

- * Customer expectations
- * Demand patterns
- * Product features
- * Service requirements

This information allows operations to design processes that meet actual customer needs rather than internal assumptions. JIT requires precise alignment between demand and production, and marketing ensures that quality is defined externally by customers.

The other options confuse marketing's role with operational execution:

- * Inventory flow is managed by operations
- * Assembly synchronization is a production function
- * Producer-driven quality contradicts TQM principles

Operations Management stresses that JIT succeeds only when marketing and operations are tightly integrated, with marketing acting as the voice of the customer.

NEW QUESTION # 59

Which definition used for quality evaluates how well a product performs its intended function?

- A. Support services
- B. Value for price paid
- **C. Fitness for use**
- D. Psychological criteria

Answer: C

Explanation:

The concept of quality as "fitness for use" evaluates how well a product or service performs its intended function from the customer's perspective. This definition was strongly emphasized by quality pioneer Joseph Juran and is widely adopted in Operations Management and Total Quality Management (TQM) frameworks.

Fitness for use means that a product must not only meet technical specifications but must also perform reliably, safely, and effectively in real customer usage conditions. For example, a shoe that looks attractive but causes discomfort or wears out quickly is not "fit for use," even if it meets internal manufacturing standards.

This definition contrasts with other quality perspectives:

- * Support services focus on after-sales service, not the product's core function.
- * Value for price paid evaluates perceived value, which includes cost considerations.
- * Psychological criteria relate to image, aesthetics, or brand perception.

Operations Management emphasizes fitness for use because it directly links design, production, and customer satisfaction. Products designed without considering how customers actually use them often lead to defects, complaints, and warranty costs—even if internal quality standards are met.

Fitness for use also reinforces cross-functional coordination, especially between marketing (understanding customer needs), design (translating needs into specifications), and operations (producing consistently). This definition supports continuous improvement by

encouraging organizations to reduce variability, improve reliability, and focus on customer-defined quality rather than internally defined metrics alone.

NEW QUESTION # 60

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

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

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 # 61

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

Choose 2 answers

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

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 # 62

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 the company can no longer accurately forecast its transportation costs
- C. When new federal regulations give the company a competitive advantage
- 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 # 63

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