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## WGU Operations Management (C215, VDC2) Sample Questions (Q13-Q18):

### NEW QUESTION # 13

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

- A. Vertical integration
- B. Outsource integration
- C. Insource integration
- D. Horizontal 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 # 14

Which continuous improvement method does Cpk measure?

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

**Answer: A**

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 formula would compute process velocity?

- A. Time a resource is used / time a resource is available
- B. Throughput time / value-added time
- C. Output / input
- D. Actual output / standard output

**Answer: B**

Explanation:

Process velocity is computed using the ratio:

Process Velocity = Throughput Time / Value-Added Time

This metric measures how efficiently time is used within a process. A high ratio indicates excessive non-value-added time, such as waiting, moving, or rework.

Operations Management focuses on reducing throughput time while maximizing value-added activities.

Process velocity highlights inefficiencies that are often invisible in traditional productivity measures.

The other formulas measure different concepts:

- \* Resource utilization (A)
- \* Performance efficiency (B)
- \* Productivity (D)

A low process velocity (closer to 1) indicates a lean, efficient process, while high values suggest opportunities for improvement.

### NEW QUESTION # 16

Which instrument would use an allocation process for space requirements in an industry scenario?

- A. Relationship chart (REL)
- B. Rectilinear distance
- C. Block plan
- D. From-to matrix

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A block plan is the instrument used to allocate space requirements in an industrial layout scenario.

A block plan visually represents departments or functional areas as blocks sized according to their space needs. It helps planners:

- \* Allocate available space efficiently
- \* Visualize adjacency requirements
- \* Evaluate alternative layout arrangements

Block plans are particularly useful during the early stages of facility layout design, before detailed equipment placement.

The other tools serve different purposes:

- \* From-to matrix analyzes material flow between departments
- \* Relationship charts (REL) assess closeness preferences
- \* Rectilinear distance measures travel distance

In Operations Management, block planning ensures that space constraints, expansion possibilities, and flow efficiency are considered systematically, reducing costly layout errors.

### NEW QUESTION # 17

Which role do third-party logistics providers play in the supply chain?

- A. External distributors
- B. Internal distributors
- C. Tier three distributors
- D. Tier two distributors

**Answer: A**

Explanation:

Third-party logistics (3PL) providers act as external distributors in the supply chain.

They perform logistics functions such as:

- \* Transportation
- \* Warehousing
- \* Distribution
- \* Order fulfillment

These providers operate outside the firm but integrate closely with its operations. Organizations use 3PLs to:

- \* Reduce capital investment
- \* Increase flexibility

\* Access logistics expertise

\* Improve service levels

Operations Management recognizes outsourcing logistics as a strategic decision that allows firms to focus on core competencies while maintaining efficient distribution networks.

## NEW QUESTION # 18

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