

# Operations-Management日本語学習内容、Operations-Management専門知識



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>> Operations-Management日本語学習内容 <<

## 実用的な Operations-Management日本語学習内容試験-試験の準備方法-最高の Operations-Management専門知識

人々はそれぞれ自分の人生計画があります。違った選択をしたら違った結果を取得しますから、選択は非常に重要なことです。JapancertのWGUのOperations-Management試験トレーニング資料はIT職員が自分の高い目標を達成することを助けます。この資料は問題と解答に含まれていて、実際の試験問題と殆ど同じで、最高のトレーニング資料とみなすことができます。

### WGU Operations Management (C215, VDC2) 認定 Operations-Management 試験問題 (Q10-Q15):

#### 質問 # 10

Which group of keywords or phrases describes the critical role that marketing plays in the total quality management (TQM) process?

- A. Reward employees; motivate staff performance; manage operations planned changes
- B. Baseline for managing quality process; investment in preventative costs; budgeting
- C. Review and recommend product changes; satisfy customer needs; open communication
- **D. Enhance competition; understand consumer preferences; maintain communication with operations**

正解: D

解説:

In Total Quality Management (TQM), marketing plays a critical boundary-spanning role between customers and internal operations. The correct set of keywords-enhance competition; understand consumer preferences; maintain communication with operations-captures this role precisely.

From an Operations Management perspective, marketing is responsible for identifying customer needs, expectations, and perceptions of quality. These insights become essential inputs for product design, process planning, and continuous improvement initiatives. Without accurate market information, operations risk producing outputs that meet specifications but fail to satisfy customers. Marketing also enhances competitiveness by:

- \* Monitoring competitor offerings and quality levels
- \* Translating customer requirements into measurable quality attributes
- \* Supporting differentiation strategies based on quality, reliability, and service Equally important is ongoing communication with operations. TQM emphasizes cross-functional integration, and marketing ensures that quality is defined externally (by customers) rather than internally (by engineers or managers alone). Feedback from customers-complaints, satisfaction surveys, returns, and warranty data-feeds directly into operational improvement cycles.

The other options fail to capture marketing's core function:

- \* Budgeting and preventive costs are managerial/financial roles
- \* Product change reviews are primarily engineering activities
- \* Employee rewards fall under human resources

Thus, marketing's TQM role is strategic, integrative, and customer-focused, ensuring that quality efforts align with market expectations and competitive realities.

### 質問 # 11

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 the company determines that distribution is no longer a core function**
- D. When new federal regulations give the company a competitive advantage

正解: C

解説:

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.

### 質問 # 12

What are two ways management can assist employees' focus in a just-in-time (JIT) processing environment?

Choose 2 answers

- **A. Ensure that workers receive multifunctional training**
- **B. Develop an incentive system to reward workers for their efforts**
- C. Separate the cultures in the organization so there will be no conflicts
- D. Require workers to use free time to do quality control charting

正解: A、B

解説:

Management can assist employee focus in a JIT environment by providing multifunctional training and developing incentive systems that reward performance.

Multifunctional training enables employees to:

- \* Perform multiple tasks
- \* Rotate between roles
- \* Support flexible staffing
- \* Respond quickly to disruptions

This flexibility is essential in JIT systems, where minimal buffers exist and disruptions must be resolved immediately.

Incentive systems reinforce desired behaviors such as problem-solving, quality improvement, teamwork, and waste reduction.

Rewards aligned with JIT objectives encourage employees to maintain discipline and continuous improvement.

The incorrect options conflict with JIT philosophy:

- \* Separating cultures undermines teamwork
- \* Forcing quality charting during free time creates resistance

Operations Management emphasizes that JIT success depends on people-centered management, not just technical tools.

### 質問 # 13

Why is it beneficial for an organization to designate employees to communicate alternative ways to complete a job in a methods analysis?

- A. They are experts in their field.
- B. They know how an operation has always been done with no need to change.
- **C. They may have suggestions for improving the operation.**
- D. They may resist training on new machines.

正解: C

解説:

Comprehensive and Detailed Explanation (#250 words):

Employees are designated in methods analysis because they may have valuable suggestions for improving the operation.

Frontline employees:

- \* Perform tasks daily
- \* Understand practical constraints
- \* Observe inefficiencies and waste
- \* Identify improvement opportunities

Operations Management recognizes that sustainable improvement requires employee involvement. Workers often know better ways to reduce motion, time, or effort that are invisible to managers.

The other options are incorrect:

- \* Tradition alone does not justify current methods
- \* Expertise alone does not guarantee improvement ideas
- \* Resistance to training is a risk, not a benefit

Methods analysis seeks to simplify, standardize, and improve work. Employee input enhances acceptance of change and improves implementation success.

### 質問 # 14

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

Choose 2 answers

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

正解: A、C

解説:

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.

## 質問 # 15

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**Operations-Management専門知識:** <https://www.japancert.com/Operations-Management.html>

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