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WGU Operations Management (C215, VDC2) Sample Questions (Q33-Q38):

NEW QUESTION # 33

What are two product system differences between the push and pull processes?

Choose 2 answers

- A. Pull initiates quality control.
- B. Pull develops additional products.
- C. Pull eliminates excessive inventory.
- D. Push moves the product forward in anticipation for demand.

- E. Push enhances employee relations.
- F. Push lowers cost due to overproduction.

Answer: C,D

Explanation:

The two correct differences between push and pull systems are:

- * Push moves the product forward in anticipation of demand
- * Pull eliminates excessive inventory

Push systems rely on forecasts and schedule production in advance, often leading to overproduction and excess inventory if forecasts are inaccurate.

Pull systems, by contrast, produce only what is needed when it is needed, significantly reducing inventory levels and associated costs.

The incorrect options describe misconceptions:

- * Overproduction increases cost, not lowers it
- * Pull systems do not create additional products
- * Employee relations are not defining characteristics
- * Quality control exists in both systems

Operations Management favors pull systems in environments where demand variability and cost control are critical, reinforcing lean principles.

NEW QUESTION # 34

How does a just-in-time (JIT) system influence all functional areas within a company?

Choose 2 answers

- **A. Companies are able to reduce waste.**
- B. Companies can participate when it is convenient.
- C. Companies' workers demonstrate intrinsic values.
- **D. Companies develop new ways to generate revenue.**
- E. Companies enhance workers' ability to perform.

Answer: A,D

Explanation:

A just-in-time (JIT) system influences all functional areas by reducing waste and developing new ways to generate revenue.

First, waste reduction is the most visible and immediate effect of JIT across the organization. JIT eliminates excess inventory, waiting time, overproduction, unnecessary movement, and defects. These improvements require coordination across operations, purchasing, logistics, marketing, and finance, ensuring that all functions align with lean principles.

Second, JIT enables new revenue-generation opportunities by improving responsiveness, quality, and delivery speed. When an organization becomes more flexible and reliable, it can:

- * Offer shorter lead times
- * Improve customer satisfaction
- * Support customization
- * Compete in higher-value market segments

The remaining options are either indirect outcomes or incorrect:

- * Enhancing worker ability is a supporting mechanism, not the primary systemic influence
- * Demonstrating intrinsic values is cultural, not an operational outcome
- * Convenience-based participation contradicts JIT discipline

Operations Management highlights that JIT is an enterprise-wide system, not a production-only method. Its benefits materialize only when all functional areas operate in synchronization.

NEW QUESTION # 35

How does the status of overall customer satisfaction support supply chain objectives?

- A. It measures space requirements.
- B. It measures capacity utilization.
- **C. It measures efficiency.**
- D. It measures compliance.

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Overall customer satisfaction measures supply chain efficiency.

Customer satisfaction reflects how well the supply chain performs in:

- * On-time delivery
- * Order accuracy
- * Product availability
- * Responsiveness

Efficient supply chains deliver value reliably with minimal waste. High satisfaction signals that processes are synchronized and effective.

The other options measure internal metrics, not end-to-end performance. Operations Management emphasizes customer satisfaction as a leading indicator of supply chain health and efficiency.

NEW QUESTION # 36

Which concept takes a total system approach to creating an efficient operation and combines concepts such as just-in-time (JIT), total quality management (TQM), and continuous improvement?

- A. Enterprise resource planning (ERP)
- B. Customer relationship management (CRM)
- C. ISO 9001 standards
- **D. Lean systems**

Answer: D

Explanation:

Lean systems take a total system approach to operational efficiency by integrating just-in-time (JIT), total quality management (TQM), and continuous improvement (Kaizen).

Lean is not a single tool but a management philosophy focused on:

- * Eliminating waste
- * Improving flow
- * Engaging employees
- * Delivering customer-defined value

JIT ensures materials and work arrive only when needed, TQM ensures quality at every step, and continuous improvement drives ongoing enhancement. Lean systems coordinate these elements into a coherent operating model.

The other options are narrower in scope:

- * CRM focuses on customer data and relationships
- * ERP integrates information systems
- * ISO 9001 provides quality standards but not operational design

Operations Management views lean systems as the umbrella framework that aligns people, processes, and technology to achieve efficiency and competitiveness.

NEW QUESTION # 37

In which organizational layout would one expect to see items arranged by type?

- A. Product
- **B. Process**
- C. Hybrid
- D. Fixed

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A process layout arranges items by type of activity or function, making it the correct answer.

In a process layout, similar resources—such as machines, skills, or functions—are grouped together. For example, all drilling machines are located in one area, all painting stations in another, and all inspection activities in another. Items move through the facility based on the specific operations they require.

This layout is commonly used when:

- * Product variety is high
- * Production volume is low to moderate
- * Customization is required

Examples include hospitals (radiology, surgery, labs), machine shops, and repair facilities.

The other layouts differ fundamentally:

- * Product layout arranges items by sequence of operations
- * Fixed layout keeps the product stationary (e.g., construction)
- * Hybrid layout combines elements of process and product layouts

Operations Management favors process layouts for flexibility, but they often suffer from longer lead times, higher material handling costs, and complex scheduling. Despite these drawbacks, they are essential where customization and functional specialization dominate.

NEW QUESTION # 38

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