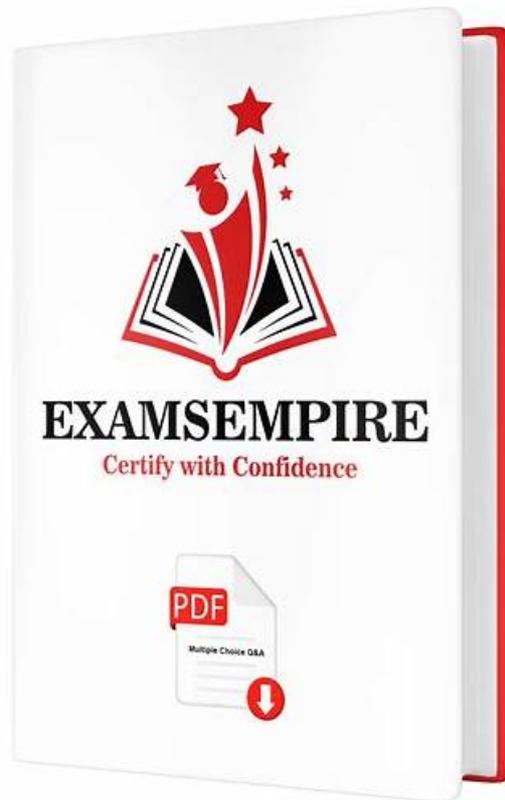


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WGU Operations Management (C215, VDC2) Sample Questions (Q37-Q42):

NEW QUESTION # 37

A construction company produces furnished pre-fabricated manufactured homes. The production manager has discovered the following challenges within one of the facilities:

- * Production quantities are low and only a small number of homes are built efficiently.
- * The facility space allows for low handling of materials.
- * There is limited space available for employees to operate.

Which hybrid layout should be used to address the company's needs?

- A. Manufacturing technology
- B. Statistical reduction control
- C. Process performance metrics
- **D. Group technology**

Answer: D

Explanation:

The appropriate hybrid layout is group technology.

Group technology combines the efficiency of product layouts with the flexibility of process layouts by grouping similar products into families and arranging workstations into cells. Each cell is designed to handle a specific family of products from start to finish.

In the case of prefabricated homes:

- * Production volumes are low
- * Product designs share similarities
- * Space is constrained
- * Material handling must be minimized

Group technology reduces:

- * Movement of materials
- * Setup times
- * Work-in-process inventory
- * Congestion in limited spaces

The other options are not layouts:

- * Process performance metrics are measurement tools
- * Manufacturing technology refers broadly to automation
- * Statistical reduction control is not a recognized layout concept

Operations Management promotes group technology as an effective solution for low-volume, moderate-variety environments, especially where space efficiency and flow improvement are critical.

NEW QUESTION # 38

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 # 39

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

- A. Fitness quality for use
- B. Statistical quality control charts
- C. Product design quality
- D. 14 points for quality improvement

Answer: D

Explanation:

The 14 Points for Quality Improvement, developed by W. Edwards Deming, explicitly stress management's responsibility for quality and form a foundational element of Total Quality Management (TQM).

Deming argued that quality problems are systemic, meaning they originate primarily from management-controlled processes rather than individual workers. His 14 Points call on leadership to create an environment where quality can thrive through long-term thinking, process improvement, and employee involvement.

Key management-focused principles include:

- * Creating constancy of purpose
- * Adopting a new philosophy of quality
- * Eliminating dependence on inspection
- * Driving out fear in the workplace
- * Breaking down departmental barriers
- * Instituting leadership instead of supervision

Unlike statistical quality control charts, which are technical tools, Deming's points define managerial behavior and organizational culture. "Fitness for use" is a definition of quality, not a management system, and product design quality focuses only on one stage of the product lifecycle.

In Operations Management, Deming's framework reshaped how organizations view quality—shifting responsibility upward to leadership, not downward to operators. This philosophy underpins continuous improvement, employee empowerment, and long-term competitiveness.

By emphasizing leadership accountability, the 14 Points integrate quality into strategy, operations, supplier relationships, and workforce management, making them one of the most influential contributions to modern quality management.

NEW QUESTION # 40

What is one advantage of a periodic review system?

- A. Less inventory is needed to protect against stockouts.
- B. Inventory balances are updated after every transaction.
- C. Items are handled individually.
- D. All items are reviewed during the same time interval.

Answer: D

Explanation:

A key advantage of a periodic review inventory system is that all items are reviewed at the same time interval.

In a periodic review system:

- * Inventory levels are checked at fixed intervals (e.g., weekly, monthly)
- * Orders are placed to raise inventory to a target level
- * Multiple items can be ordered together

This approach simplifies administration and reduces ordering costs, making it especially suitable for:

- * Retail environments
- * Low-value or slow-moving items
- * Situations where continuous monitoring is impractical

The other options describe continuous review systems:

- * Individual item handling
- * Real-time inventory updates
- * Lower safety stock requirements

Operations Management recognizes periodic review as a trade-off between control and simplicity. While it may require higher safety stock, it offers operational efficiency and cost savings in many contexts.

NEW QUESTION # 41

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. Which quality tool should the company use to focus on correcting this particular issue?

- A. Flowchart
- B. Control chart
- C. Checklist
- D. Scatter diagram

Answer: C

Explanation:

A checklist is the most appropriate quality tool when the objective is to count defects and track their frequency of occurrence.

Checklists are simple yet powerful tools used to collect structured data consistently. In this scenario, the shoe manufacturer wants to identify which defects occur most frequently (e.g., stitching errors, sole defects, size mismatches). A checklist allows inspectors to mark each occurrence systematically, enabling later analysis.

Why not the others?

* Scatter diagrams analyze relationships between variables.

* Control charts monitor process stability over time.

* Flowcharts document process steps.

In Operations Management, checklists are often the first step in defect analysis. Once data is gathered using a checklist, other tools like Pareto charts or control charts can be applied for deeper analysis.

Checklists support continuous improvement by:

* Ensuring consistency in inspections

* Reducing human error

* Providing factual data for decision-making

* Enabling root-cause analysis

They are especially useful in early-stage quality investigations where the goal is visibility, not yet process control. By identifying dominant defects, organizations can prioritize corrective actions efficiently.

NEW QUESTION # 42

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