

Operations-Management퍼펙트최신버전덤프자료덤프 는WGU Operations Management (C215, VDC2)시험을 단번에패스하는필수자료

WGU C215 Operations Management PVDC WITH complete solution

Which definition is used for quality evaluates how well a product performs its intended function? - CORRECT ANSWER Fitness for use

Which total quality management (TQM) process was developed to stress management's responsibility for quality? - CORRECT ANSWER 14 points for quality improvement

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

Which quality tool should the company use to focus on correcting this particular issue? - CORRECT ANSWER checklist

Which quality control tool should be used to monitor the current status or end result of a process? - CORRECT ANSWER Flowchart

Which group of keywords or phrases describes the crucial role that marketing plays in the total quality management (TQM) process? - CORRECT ANSWER Review and recommend product changes, satisfy customers needs, open communication

What is the common theme in total quality management (TQM) across all functions in an organization? - CORRECT ANSWER To satisfy customer needs

Which concept of variation measures the central tendency of a set of data? - CORRECT ANSWER mean

What do assignable causes of variation indicate? - CORRECT ANSWER Equipment was found out of control

Which continuous improvement method does Cpk measure? - CORRECT ANSWER How close one is to a target and how consistent one is with the average performance

참고: Itcertkr에서 Google Drive로 공유하는 무료, 최신 Operations-Management 시험 문제집이 있습니다:
https://drive.google.com/open?id=1LuvlaNuXVXtjtkqbVzeb7LTOusC9_rjy

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>> Operations-Management퍼펙트 최신버전 덤프자료 <<

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최신 Courses and Certificates Operations-Management 무료 샘플 문제 (Q17-Q22):

질문 # 17

Why is the marketing plan essential to the creation of the aggregate plan?

- A. The marketing plan provides insight into operations goals and activities for the year.
- B. Accurate cash flow objectives in the marketing plan are needed to achieve profitability levels.
- C. The actual market demand in the marketing plan is required to make adjustments to other plans.
- D. Research and development in the marketing plan drives new products.

정답: A

설명:

The marketing plan is essential to the aggregate plan because it provides insight into operations goals and activities for the year. Aggregate planning aligns production, workforce, and inventory decisions with expected demand, which is forecasted by marketing. Marketing defines:

- * Sales volume expectations
- * Product mix
- * Promotional timing
- * Market priorities

Operations uses this information to:

- * Set capacity levels
- * Plan workforce size
- * Schedule production rates
- * Manage inventory

While demand data and cash flow matter, the key contribution of marketing is translating market strategy into operational requirements.

Operations Management emphasizes cross-functional integration; without marketing input, aggregate plans risk misalignment with actual market needs.

질문 # 18

A manufacturing company decides to open a new distribution center location in order to minimize distribution costs to warehouses or stores.

What tool should the manufacturing company use to determine where the new distribution center should be located?

- A. By using the load-distance model
- B. By using the break-even analysis
- C. By using the transportation method
- D. By using the center-of-gravity approach

정답: D

설명:

The center-of-gravity approach is the most appropriate tool for determining the optimal location of a distribution center when the goal is to minimize total transportation costs.

This method calculates a weighted average location based on:

- * Geographic coordinates of demand points
- * Volume shipped to each location

The result identifies a location that minimizes the overall distance-weighted transportation cost.

Other options serve different purposes:

- * Load-distance models compare alternative sites
- * Transportation methods optimize shipping routes, not facility location
- * Break-even analysis compares cost structures, not spatial efficiency

In Operations Management, the center-of-gravity approach is widely used for strategic distribution planning because it provides a quantitative, objective basis for location decisions.

질문 # 19

Why is kanban significant to the "pull" system?

- A. It specifies the exact quantity of a product that needs to be produced.
- B. It is a process that highlights the highest-performing organization.
- C. It requires that all work items are sized the same.
- D. It is a process that is only for support or maintenance.

정답: A

설명:

Kanban is significant to the pull system because it specifies the exact quantity of a product that needs to be produced.

In a pull system, production is triggered by actual demand, not forecasts. Kanban cards or signals authorize the movement or production of a specific quantity only when downstream processes require it.

Kanban supports:

- * Inventory reduction
- * Flow synchronization
- * Waste elimination
- * Visual control

Each kanban represents permission to produce or move a defined quantity, preventing overproduction—one of the most costly forms of waste.

The other options are incorrect:

- * Work items do not need to be identical
- * Kanban applies to core production, not just support
- * It does not rank organizations

Kanban is a cornerstone of JIT and lean systems because it operationalizes the pull principle in a simple, visual, and disciplined way.

질문 # 20

A manufacturing firm uses warehouses and shippers in their supply chain.

At which stage of the firm's inventory management system would the statement "percentage of line items shipped on schedule" be used?

- A. Sold goods
- B. Work-in-progress
- C. Raw materials
- D. Finished goods

정답: D

설명:

The performance measure "percentage of line items shipped on schedule" applies to finished goods inventory.

Finished goods inventory represents completed products ready for shipment to customers. On-time shipment is a critical service-level indicator at this stage because it directly affects:

- * Customer satisfaction
- * Order fulfillment performance
- * Distribution efficiency

Work-in-progress and raw materials inventories are internal to production and do not involve customer shipment commitments.

"Sold goods" is not an inventory classification used in Operations Management.

Supply chain metrics for finished goods typically include:

- * On-time delivery rate
- * Order accuracy
- * Fill rate
- * Shipment reliability

By tracking shipment performance at the finished goods stage, firms ensure that downstream distribution aligns with customer expectations and supply chain objectives.

질문 # 21

Which work system acknowledges the benefits of employee proficiency?

- A. Lower operating cost
- **B. Labor specialization**
- C. Enhanced employee relations
- D. Employee longevity

정답: B

설명:

Comprehensive and Detailed Explanation (#250 words):

Labor specialization acknowledges the benefits of employee proficiency by allowing workers to focus on specific tasks, increasing skill, speed, and consistency.

In Operations Management, labor specialization:

- * Reduces learning time
- * Increases productivity
- * Improves quality consistency
- * Lowers unit costs

Employees become highly proficient through repetition and experience. This principle underpins early scientific management and remains relevant in many high-volume environments.

The other options are outcomes or enablers, not work systems:

- * Employee longevity is a result, not a system
- * Enhanced relations support performance but do not define task design
- * Lower operating cost is a consequence of specialization

While specialization can create efficiency, it must be balanced with job design strategies (e.g., enrichment or rotation) to avoid fatigue and disengagement.

질문 # 22

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