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**WGU Operations Management - C215, Exam Section, Questions with answers, 100% Accurate, graded A+**

Fitness for use - ✓✓-How well the product performs for its intended use

Support Services - ✓✓-quality defined in terms of the support provided after the product or service is purchased

Value for Price Paid - ✓✓-Evaluation of usefulness vs. price paid

Psychological Criteria - ✓✓-Focuses on judgmental evaluations of what constitutes product or service excellence.

14 Points for Quality Improvement - ✓✓-Created (by Deming) to guide companies in quality improvement stressed managements responsibility for quality.

ISO 14000 - ✓✓-A collection of the best practices for managing an organization's impact on the environment.

ISO 9004:2009 - ✓✓-Focuses on how to make a quality management system more efficient and effective

Kaizen - ✓✓-continuous improvement

ISO 9001:2008 - ✓✓-a set of standards governing documentation of a quality program

ISO 9000 - ✓✓-Set of international standards on quality management and quality assurance, critical to international business

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## **WGU Operations Management (C215, VDC2) Sample Questions (Q15-Q20):**

### **NEW QUESTION # 15**

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

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

**Answer: B**

Explanation:

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.

### **NEW QUESTION # 16**

Which capacity planning measurement tells how much capacity a company is using?

- A. Capacity focus
- B. Effective capacity
- C. Design capacity
- D. Capacity utilization

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Capacity utilization measures how much of a company's available capacity is actually being used.

It is calculated as:

Capacity Utilization = Actual Output / Design or Effective Capacity

In Operations Management, capacity utilization provides insight into:

- \* Operational efficiency
- \* Resource usage
- \* Potential bottlenecks or underutilization

High utilization may indicate efficiency but can also lead to congestion, fatigue, and quality problems. Low utilization suggests excess capacity and higher unit costs.

The other terms describe different concepts:

- \* Design capacity is the maximum theoretical output
- \* Effective capacity accounts for normal disruptions
- \* Capacity focus refers to strategic specialization

Capacity utilization helps managers balance efficiency with flexibility, making it a core performance metric in both manufacturing and service operations.

### NEW QUESTION # 17

What helps an organization identify and plan the actions necessary to meet current and future customer demands?

- A. Software development
- B. Current economic conditions
- C. Capacity planning
- D. Production capacity

**Answer: C**

Explanation:

Capacity planning is the process that helps organizations identify and plan the actions required to meet current and future customer demand.

In Operations Management, capacity planning ensures that an organization has the right amount of resources at the right time. These resources may include labor, equipment, facilities, and technology.

Capacity planning involves:

- \* Forecasting demand
- \* Evaluating existing capacity
- \* Identifying capacity gaps
- \* Selecting capacity adjustment strategies (e.g., overtime, subcontracting, expansion) Without capacity planning, organizations risk:
  - \* Excess capacity and high costs
  - \* Insufficient capacity and lost sales
  - \* Poor service levels and customer dissatisfaction

Production capacity alone is static, while capacity planning is dynamic and forward-looking. Economic conditions influence demand but do not provide actionable operational plans.

Capacity planning aligns operations strategy with business strategy and supports sustainable growth.

### NEW QUESTION # 18

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

- A. External distributors
- B. Internal distributors
- C. Tier two distributors
- D. Tier three 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 # 19

A company decides and makes plans to enter into a new market.

Which project life cycle phase does this strategy directly relate to?

- A. Execution

- B. Planning
- **C. Conception**
- D. Feasibility analysis

### Answer: C

Explanation:

Entering a new market directly relates to the conception phase of the project life cycle.

At this stage, management identifies:

- \* Strategic opportunities
- \* Market gaps
- \* Growth options
- \* Alignment with organizational goals

Deciding to enter a new market represents the initial recognition of opportunity, which triggers project consideration.

Feasibility analysis occurs afterward to evaluate financial, technical, and operational viability. Planning and execution only begin once the project is approved.

Operations Management relies on clear conception decisions to ensure resources are committed only to strategically aligned initiatives.

### NEW QUESTION # 20

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