

# WGU Operations-Management関連日本語版問題集: WGU Operations Management (C215, VDC2) - CertShikenいつでも無料ダウンロード

## WGU C215 Operations Management Questions and Answers Already Passed

Which definition is used for quality evaluates how well a product performs its intended function?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement ✓✓Fitness for use

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

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement ✓✓14 points for quality improvement

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

- ISO 9002
- ISO 9001
- ISO 9000
- ISO 1400 ✓✓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.

さらに、CertShiken Operations-Managementダンプの一部が現在無料で提供されています：<https://drive.google.com/open?id=19bcamlS0qOYsAsNAc6hOI6fhwRkKJcb>

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>> Operations-Management関連日本語版問題集 <<

**Operations-Management最新試験情報、Operations-Management対応資料**

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## WGU Operations Management (C215, VDC2) 認定 Operations-Management 試験問題 (Q49-Q54):

### 質問 # 49

Which tier-level supplier directly supplies materials or services to a processing and packaging plant?

- A. Tier one suppliers
- B. Tier two suppliers
- C. Tier three suppliers
- D. Tier five suppliers
- E. Tier four suppliers

正解: A

解説:

Comprehensive and Detailed Explanation (#250 words):

Tier one suppliers directly supply materials or services to a processing and packaging plant.

In supply chain hierarchy:

- \* Tier one suppliers deliver components, raw materials, or services directly to the manufacturer
- \* Tier two suppliers supply tier one
- \* Tier three and beyond supply upstream tiers

JIT systems rely heavily on tier one suppliers because:

- \* Delivery frequency is high
- \* Quality must be consistent
- \* Lead times must be short
- \* Coordination must be tight

Operations Management stresses the importance of strong partnerships with tier one suppliers to ensure uninterrupted flow and minimal inventory.

### 質問 # 50

Which design work system minimizes repetitiveness in tasks by assigning employees the role of planning and scheduling?

- A. Job rotation
- B. Job entitlement
- C. Job rating
- D. Job enrichment

正解: D

解説:

Job enrichment minimizes task repetitiveness by expanding employee responsibilities to include planning, scheduling, decision-making, and problem-solving.

In Operations Management, job enrichment increases the depth of a job, not just the variety of tasks.

Employees gain greater autonomy and control over their work, reducing monotony and increasing motivation.

Key characteristics of job enrichment include:

- \* Vertical job loading
- \* Increased responsibility
- \* Feedback on performance
- \* Greater task significance

The other options differ:

- \* Job rotation increases task variety but does not add responsibility
- \* Job entitlement and job rating are not work design systems

Job enrichment is especially valuable in repetitive environments such as assembly lines, where adding planning and quality responsibilities improves both morale and performance.

### 質問 # 51

What is a bottleneck in a flowchart?

- A. Multiple storage areas
- B. Two stages operating independently
- C. The longest task in the process
- D. The point where production is evened out

正解: C

解説:

Comprehensive and Detailed Explanation (#250 words):

A bottleneck is the longest task in the process, limiting the overall system throughput.

In Operations Management, the bottleneck determines the maximum capacity of the entire system. No matter how efficient other stages are, output cannot exceed the bottleneck's capacity.

Bottlenecks cause:

- \* Queue buildup
- \* Increased waiting time
- \* Underutilization of downstream resources

Identifying bottlenecks through flowcharts and process mapping is essential for process improvement. Once identified, managers can:

- \* Add capacity
- \* Reallocate resources
- \* Improve task methods
- \* Reduce variability

The other options do not define bottlenecks:

- \* Independent stages do not restrict flow
- \* Production leveling smooths output
- \* Storage areas indicate inventory, not constraints

The Theory of Constraints reinforces that improving non-bottleneck stages has little impact unless the bottleneck is addressed.

### 質問 # 52

A company suddenly finds demand has increased to 140% of its previous capacity. It has been able to hire only a fraction of the employees previously laid off, and a warehouse fire destroyed 80% of its inventory.

Which two options does the company have to rapidly meet the new demand?

Choose 2 answers

- A. Hire and train new full-time employees
- B. Build new production facilities
- C. Subcontract a portion of production capacity
- D. Hire temporary workers

正解: C、D

解説:

When demand rises suddenly to 140% of existing capacity, the firm must rely on short-term, flexible capacity options to respond quickly.

The two appropriate options are:

- \* Hiring temporary workers
- \* Subcontracting a portion of production capacity

Temporary workers can be deployed rapidly with minimal onboarding time, allowing the firm to increase output without long-term labor commitments. This option is especially effective when the demand surge may be temporary or uncertain.

Subcontracting provides immediate access to external capacity without requiring capital investment. It allows the firm to meet demand while avoiding the risks associated with permanent expansion.

The other options are not viable in the short term:

- \* Building new facilities is capital-intensive and slow
  - \* Hiring and training full-time employees requires time and long-term commitment
- Operations Management distinguishes capacity-based options into short-term (temporary labor, overtime, subcontracting) and long-term (facilities, permanent workforce). In crisis situations, speed and flexibility dominate decision-making.

### 質問 # 53

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

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

正解: A

解説:

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.

### 質問 # 54

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俺、言ったらもう、アレなのかもしれんけどさあ、お願い、今すぐ僕を抱いてベイジルは一度唇を強く引き結ぶと、椅子から立ち上がった、ここでは、CertShiken Operations-Management試験資料は、あなたのWGU Operations-Management証明試験を通過することおよびWGU認定証明書を得ることを手助けします。

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