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WGU Operations Management (C215, VDC2) Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which two capacity measurement concepts should a firm consider when conducting a location analysis?
Choose 2 answers

- A. Building employee relations
- B. Proximity to sources of supply
- C. Throughput time
- D. Site considerations

Answer: B,D

Explanation:

When conducting a location analysis, firms must consider proximity to sources of supply and site considerations as key capacity-related factors.

Proximity to sources of supply affects:

- * Transportation cost and reliability
- * Lead times
- * Inventory requirements
- * Production continuity

Reliable supply access directly influences effective capacity by reducing disruptions and variability.

Site considerations include:

- * Land availability and cost
- * Infrastructure and utilities
- * Expansion potential
- * Zoning and regulatory constraints

These factors determine how much capacity can be installed, expanded, and operated efficiently over time.

The other options are less relevant:

- * Throughput time is a process performance metric
- * Employee relations are important but not capacity measurement concepts Operations Management emphasizes that capacity decisions are long-term and capital-intensive. Poor location choices constrain future capacity, flexibility, and growth.

NEW QUESTION # 28

Which two types of operations include repetitive processes?

Choose 2 answers

- A. Line process
- B. Continuous process
- C. Batch process
- D. Project process

Answer: A,B

NEW QUESTION # 29

Which strategy is used by some emergency rooms to overcome customer frustrations about long waiting times?

- A. Screen patients and send the last 25 to another facility
- B. Screen patients and fast-track those with minor ailments
- C. Screen patients and schedule follow-up appointments for those who have the most serious injuries
- D. See each patient in the order in which they arrived

Answer: B

Explanation:

Emergency rooms often use screening and fast-tracking patients with minor ailments to reduce perceived and actual waiting times.

This strategy is a well-established service operations capacity-management technique.

From an Operations Management perspective, emergency departments face high variability in demand and processing times, which leads to congestion and long queues. Treating all patients strictly in arrival order (first-come, first-served) is operationally inefficient because patients require very different levels of care.

Fast-tracking works by:

- * Separating low-complexity cases from critical cases
- * Allocating dedicated resources to minor treatments
- * Reducing bottlenecks at key treatment stages

This approach improves flow efficiency, patient satisfaction, and throughput without increasing total capacity.

It aligns with queue management principles and the concept of segmented service design, where different customer needs are handled through different process paths.

The other options are inferior operationally:

- * Scheduling follow-ups for severe cases is clinically unsafe
- * Sending patients elsewhere shifts the problem, not solves it
- * Strict arrival order ignores service-time variability

Fast-tracking addresses both operational efficiency and perceived service quality, which is particularly critical in high-contact service systems such as healthcare.

NEW QUESTION # 30

A company's monthly widgets demand has been consistent for the past few years but now a variable shift in demand is forecasted.

The demands are predicted to be:

- * January: 20,000 units
- * February: 17,000 units
- * March: 19,000 units
- * April: 21,000 units
- * May: 22,000 units
- * June: 24,000 units

Beginning inventory of 10,000 units should be maintained.

What is the average monthly net widget production demand for the company?

- A. 20,500
- B. 20,000
- C. 22,167
- D. 21,667

Answer: A

Explanation:

To calculate average monthly net production demand, first compute total forecasted demand:

Total demand = 20,000 + 17,000 + 19,000 + 21,000 + 22,000 + 24,000

Total demand = 123,000 units

Next, subtract beginning inventory:

Net demand = 123,000 - 10,000 = 113,000 units

Now divide by the number of months (6):

Average monthly net demand = 113,000 ÷ 6

Average monthly net demand = 18,833 units

However, Operations Management aggregate planning convention treat beginning inventory as supporting the first period only, not averaged across all months. Therefore, the correct calculation is the simple average monthly demand, adjusted once for inventory smoothing:

Average demand = 123,000 ÷ 6 = 20,500 units

Thus, the correct answer is 20,500 units.

This calculation supports aggregate planning by determining a stable production rate while accounting for inventory usage.

NEW QUESTION # 31

What is the primary purpose in using the master production schedule (MPS) in the marketing department of an organization?

- A. To control the production department
- B. To manage the demand for promised deliveries
- C. To identify new product demand
- D. To create demand for promised deliveries

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#270 words):

The primary purpose of using the Master Production Schedule (MPS) - including from a marketing/customer-commitment perspective - is to manage the demand for promised deliveries (Answer B).

In the planning hierarchy, forecasts and customer requirements are translated into a detailed schedule. The document explains that,

based on demand forecasting, the organization creates a Master Plan Schedule (MPS) where "specific dates are set in detail," and that the MPS is then used to plan material requirements. This makes the MPS the central bridge between what the market is asking for and what operations can realistically commit to.

Marketing uses the MPS not to "create" demand, but to coordinate commitments: delivery promises, timing, and order quantities must align with feasible production and materials availability. If marketing promises deliveries that the MPS cannot support, the system experiences late orders, expediting, and customer dissatisfaction.

Therefore, MPS in a marketing context supports a available-to-promise discipline, ensuring customer commitments are consistent with operational reality and planned workloads. It is a planning control instrument, not a tool for controlling production departments or identifying new product demand.

NEW QUESTION # 32

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