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WGU Operations Management (C215, VDC2) Sample Questions (Q32-Q37):

NEW QUESTION # 32

Which two types of operations include repetitive processes?

Choose 2 answers

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

Answer: B,C

Explanation:

Line processes and continuous processes are the two operational process types characterized by highly repetitive activities. A line process involves standardized products moving through a fixed sequence of steps. Each workstation performs the same task repeatedly, making it ideal for high-volume, low-variety production. Examples include automobile assembly lines and consumer electronics manufacturing.

A continuous process goes a step further, operating 24/7 with extremely high volume and minimal variation.

Production flows continuously rather than in discrete units. Industries such as oil refining, chemicals, and paper manufacturing use continuous processes.

The other options are not primarily repetitive:

- * Project processes are unique, one-time efforts (e.g., construction projects)
- * Batch processes involve moderate repetition but frequent changeovers between batches. Operations Management classifies processes based on volume and variety. Line and continuous processes sit at the high-volume, low-variety end of the spectrum, making repetition unavoidable and necessary for efficiency.

Repetitive processes enable:

- * High labor productivity
- * Low unit cost
- * Process automation
- * Consistent quality

However, they also require careful work system design to avoid worker fatigue and quality drift.

NEW QUESTION # 33

How does the status of overall customer satisfaction support supply chain objectives?

- A. It measures efficiency.
- B. It measures compliance.
- C. It measures capacity utilization.
- D. It measures space requirements.

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Overall customer satisfaction measures supply chain efficiency.

Customer satisfaction reflects how well the supply chain performs in:

- * On-time delivery
- * Order accuracy
- * Product availability
- * Responsiveness

Efficient supply chains deliver value reliably with minimal waste. High satisfaction signals that processes are synchronized and effective.

The other options measure internal metrics, not end-to-end performance. Operations Management emphasizes customer satisfaction as a leading indicator of supply chain health and efficiency.

NEW QUESTION # 34

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

Choose 2 answers

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

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 # 35

The annual cost of goods sold for a company is \$8,400,000 and the average inventory is \$1,200,000.

What is the number of weeks of supply?

- A. 0
- B. 1
- C. 2
- D. 3
- E. 4

Answer: A

Explanation:

Weeks of supply measures how long inventory will last based on average usage. It is calculated using the formula:

Weeks of Supply = (Average Inventory / Annual Cost of Goods Sold) × 52

Substituting the given values:

Weeks of Supply = (1,200,000 / 8,400,000) × 52

Weeks of Supply = 0.142857 × 52

Weeks of Supply = 7.43 weeks

When rounded to the nearest whole number, the answer is 7 weeks.

In Operations and Supply Chain Management, weeks of supply is a key inventory performance metric because it:

- * Indicates inventory efficiency
- * Helps balance service levels and holding costs
- * Supports cash flow management
- * Enables comparison across products or firms

Too many weeks of supply signal excess inventory and high holding costs, while too few weeks increase the risk of stockouts and service failures.

Managers use this metric alongside inventory turnover to evaluate how effectively inventory supports demand while minimizing waste.

NEW QUESTION # 36

Which two factors affect a service location decision? Choose 2 answers

- A. Quality-of-life issues
- B. Warehouse storage
- C. Closeness to manufacturing facilities
- D. Proximity to customers

Answer: A,D

Explanation:

For service organizations, proximity to customers and quality-of-life issues are two dominant factors in location decisions.

Unlike manufacturing, service operations require direct customer contact. Being close to customers reduces travel time, improves convenience, enhances responsiveness, and increases perceived service quality.

Examples include hospitals, banks, restaurants, and consulting offices, where location accessibility directly influences demand.

Quality-of-life issues—such as education, healthcare, housing, safety, climate, and cultural amenities—affect the ability to attract and

retain skilled service employees. Human capital is a critical input in service operations, and workforce availability often outweighs cost considerations.

The other options are less relevant:

- * Manufacturing proximity matters mainly for production facilities
- * Warehouse storage is a logistics concern, not a service driver

Operations Management emphasizes that service location decisions balance customer access and employee satisfaction, since both directly influence service quality, productivity, and long-term sustainability.

NEW QUESTION # 37

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