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WGU C215 Operations Management PVDC Final Exam Questions and Answers Graded A

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

✓✓Fitness for use

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

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

✓TQM process consists of 13 published standards and guidelines

✓Like when joint commission shows up at the hospitals

Checklist ✓✓A list of common defects and the number of observed occurrences of these defects.

scatter diagram ✓✓a plot of two variables showing whether they are related

Control Chart ✓✓A graph that shows whether a sample of data falls within the common or normal range of variation.

mean ✓✓A statistical measure of central tendency, or average, based on dividing a total by the number of individual cases.

assignable causes of variation ✓✓Causes can be identified and eliminated

✓e.g. poor employee training, worn tool, machine needing repair

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WGU Operations Management (C215, VDC2) Sample Questions (Q37-Q42):

NEW QUESTION # 37

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

- A. Flowchart
- B. Checklist
- C. Scatter diagram
- **D. Control chart**

Answer: D

Explanation:

A control chart is the primary quality control tool used to monitor the current status and end results of a process over time.

Control charts, a core component of Statistical Process Control (SPC), distinguish between:

- * Common-cause variation (natural process variation)
- * Assignable-cause variation (abnormal, correctable issues)

By plotting data points against upper and lower control limits, control charts help operations managers determine whether a process is stable or out of control.

Why control charts are ideal:

- * They provide real-time monitoring
- * They detect trends before defects occur
- * They support preventive quality management
- * They reduce reliance on inspection

Other tools serve different purposes:

- * Checklists collect data
- * Flowcharts map processes
- * Scatter diagrams analyze correlations

Operations Management emphasizes control charts because they support process-based quality, aligning with TQM and Six Sigma philosophies. Instead of fixing defects after they occur, organizations can intervene early, reducing cost and improving consistency.

Control charts reinforce continuous improvement by enabling data-driven decisions, reducing variability, and stabilizing production processes—making them indispensable in modern quality management systems.

NEW QUESTION # 38

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

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

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

Answer: A

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 # 39

Which function does marketing play in a just-in-time (JIT) organization?

- A. JIT marketing synchronizes product demand with assembly.
- B. JIT marketing focuses on producer-driven quality.
- C. JIT marketing simplifies inventory flow.
- **D. JIT marketing focuses on customer-driven quality.**

Answer: D

Explanation:

In a just-in-time (JIT) organization, marketing focuses on customer-driven quality.

Marketing provides critical input on:

- * Customer expectations
- * Demand patterns
- * Product features
- * Service requirements

This information allows operations to design processes that meet actual customer needs rather than internal assumptions. JIT requires precise alignment between demand and production, and marketing ensures that quality is defined externally by customers.

The other options confuse marketing's role with operational execution:

- * Inventory flow is managed by operations
- * Assembly synchronization is a production function
- * Producer-driven quality contradicts TQM principles

Operations Management stresses that JIT succeeds only when marketing and operations are tightly integrated, with marketing acting as the voice of the customer.

NEW QUESTION # 40

Which term means to schedule a job that starts immediately, regardless of the due date?

- A. Finite loading
- B. Infinite loading
- **C. Forward scheduling**
- D. Backward scheduling

Answer: C

Explanation:

Forward scheduling means scheduling work as soon as resources are available, regardless of the job's due date.

In Operations Management:

- * Forward scheduling starts at the current time
- * Jobs are scheduled sequentially into the future
- * Completion dates are determined after scheduling

This method is commonly used when:

- * Capacity utilization is the priority
- * Due dates are flexible
- * Make-to-stock environments exist

In contrast:

- * Backward scheduling starts from the due date and works backward
- * Finite loading respects capacity limits
- * Infinite loading ignores capacity constraints

Forward scheduling ensures continuous resource use but may result in early job completion and higher inventory levels.

NEW QUESTION # 41

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

- A. ISO 9001
- B. ISO 1400
- C. ISO 9000
- D. ISO 9002

Answer: C

Explanation:

ISO 9000 is the family of international quality management standards consisting of 13 published standards and guidelines that define the fundamentals and vocabulary of quality management systems.

The ISO 9000 family provides a systematic framework for ensuring consistent processes, customer satisfaction, and continuous improvement across organizations. It does not certify products; rather, it certifies that an organization's processes are controlled, documented, and continuously improved.

Key distinctions:

- * ISO 9000: Overview, concepts, and terminology
- * ISO 9001: Certification standard specifying requirements
- * ISO 9002: (Now obsolete) Previously focused on production and installation
- * ISO 1400: Environmental management standards, not quality

Operations Management values ISO 9000 because it promotes:

- * Process standardization
- * Documentation and traceability
- * Preventive rather than corrective quality control
- * Consistency across suppliers and partners

ISO 9000 supports TQM by embedding quality into organizational systems, not relying on inspection alone.

Certification signals reliability and discipline to customers and global partners, especially in supply chains.

By establishing a common quality language and structure, ISO 9000 enables organizations to align operations, reduce variability, and sustain long-term operational excellence.

NEW QUESTION # 42

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