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## WGU C215 Operations Management ACTUAL EXAM 2025 TEST COMPREHENSIVE QUESTIONS AND VERIFIED ANSWERS (DETAILED & ELABORATED) 100% SOLVED 2025!!



### Terms in this set (130)

Advertising revenue model	Provides users with information on services and products and provides an opportunity for suppliers to advertise
Affiliate revenue model	Companies receive a referral fee for directing business to an affiliate
Appraisal cost	The cost associated with uncovering defects
Automated order entry systems	A method using telephone models to send digital orders to suppliers.
Backwards integration	Owning or controlling sources of raw materials and components.
Benchmarking	Studying other companies business practices for comparison.
Bullwhip effect	Inaccurate or distorted demand information created in the supply chain.
Business to Business commerce	Businesses buying and selling to other businesses.

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## Operations-Management Exam Overview | Operations-Management Quiz

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## WGU Operations Management (C215, VDC2) Sample Questions (Q62-Q67):

### NEW QUESTION # 62

Which project life cycle phase focuses on determining whether the proposed project is technically, financially, and operationally viable?

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

**Answer: B**

Explanation:

The feasibility analysis phase evaluates whether a proposed project is technically, financially, and operationally viable.

During feasibility analysis, organizations assess:

- \* Cost-benefit justification
- \* Resource availability
- \* Technical constraints
- \* Operational impact
- \* Risk and uncertainty

This phase prevents organizations from committing to projects that:

- \* Are too costly
- \* Lack capability support
- \* Conflict with operational capacity
- \* Fail to deliver strategic value

Planning and execution only proceed if feasibility criteria are satisfied.

In Operations Management, feasibility analysis is especially critical for projects involving:

- \* Capacity expansion
- \* New facilities
- \* System implementations
- \* Process redesign

It serves as a decision gate that protects organizational resources and ensures disciplined project selection.

### NEW QUESTION # 63

Which statement is true about capacity requirements planning (CRP)?

- A. Each product item is individually addressed regardless of relevant holistic processes.
- B. Production capacity is created for future production items.
- **C. Available capacity is compared to calculated workloads of relevant items.**
- D. Human capital adequacy is analyzed for given work centers and production items.

**Answer: C**

Explanation:

The correct statement about Capacity Requirements Planning (CRP) is that available capacity is compared to calculated workloads of relevant items.

CRP is a planning technique used after material requirements planning (MRP). While MRP determines what and when materials are needed, CRP verifies whether the organization has sufficient capacity—in terms of machines, labor, and work centers—to execute the planned production schedule.

CRP works by:

- \* Translating planned orders into workload requirements
- \* Assigning those workloads to specific work centers
- \* Comparing required capacity with available capacity
- \* Identifying overloads or underutilization

The incorrect options misrepresent CRP:

- \* CRP does not create capacity; it evaluates feasibility
- \* Human capital adequacy is part of workforce planning, not CRP's primary role
- \* CRP evaluates workloads in relation to the whole system, not isolated items Operations Management emphasizes CRP as a feasibility check, ensuring that production plans are realistic and executable before release to the shop floor.

#### NEW QUESTION # 64

What is a bottleneck in a flowchart?

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

**Answer: C**

Explanation:

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.

#### NEW QUESTION # 65

How does inventory management differ for manufacturing organizations compared to service organizations?

- A. Service organizations are concerned with managing idle time due to material and component shortages.
- B. Manufacturing organizations must keep large amounts of product on hand at all times, regardless of demand.
- C. Service organizations must maintain work-in-progress types of inventory.
- D. Manufacturing organizations must maintain tangible inventory.

**Answer: D**

Explanation:

Manufacturing organizations differ from service organizations because they must maintain tangible inventory

In manufacturing, inventory includes:

- \* Raw materials
- \* Work-in-progress
- \* Finished goods

These physical items require storage, handling, tracking, and capital investment. Inventory management is therefore a central operational concern in manufacturing.

Service organizations, by contrast, typically do not produce tangible goods. Their primary "inventory" consists of:

- \* Labor availability
- \* Time
- \* Capacity

Idle capacity in services cannot be stored for future use, making demand management more critical than inventory storage. The incorrect options misrepresent service and manufacturing realities:

- \* Services do not maintain physical WIP
- \* Manufacturers do not hold inventory regardless of demand
- \* Idle time in services is not caused by material shortages

Operations Management highlights inventory as a fundamental structural difference between manufacturing and service systems.

### NEW QUESTION # 66

Why is capacity requirements planning (CRP) important?

- A. It coordinates availability of materials for production processes.
- B. It enables an assessment of employee production efficiency.
- C. It creates a transparent view of lead time and overtime usage in work centers.
- **D. It provides the ability to compare available production capabilities to the planned workload.**

**Answer: D**

Explanation:

Capacity Requirements Planning (CRP) is important because it compares available production capacity to planned workloads, ensuring feasibility.

Once demand has been translated into production and material plans, CRP validates whether:

- \* Machines are available
- \* Labor hours are sufficient
- \* Work centers are not overloaded

Without CRP, organizations risk releasing production plans that cannot be executed, resulting in:

- \* Bottlenecks
- \* Overtime
- \* Missed delivery dates
- \* Poor resource utilization

The incorrect options describe other functions:

- \* Employee efficiency is evaluated through performance metrics
- \* Lead time transparency is a scheduling outcome, not CRP's core purpose
- \* Material coordination is handled by MRP

CRP ensures alignment between what is planned and what is possible, making it a critical link between planning and execution in Operations Management.

### NEW QUESTION # 67

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