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

NEW QUESTION # 37

Which concept of variation measures the central tendency of a set of data?

- A. Mean
- B. Range
- C. Standard deviation
- D. Variable

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The mean is the statistical measure that represents the central tendency of a set of data.

In quality management and statistical process control (SPC), the mean indicates the average performance level of a process. It is calculated by summing all observed values and dividing by the number of observations.

In Operations Management, understanding central tendency is essential because:

- * It defines the process target or expected output
- * It serves as the reference point for evaluating variation
- * It is used to establish control limits in control charts

Other options measure different aspects of variation:

- * Range measures dispersion between the highest and lowest values
- * Standard deviation measures variability around the mean
- * Variable is a generic term, not a measurement

TQM emphasizes not only achieving a desired mean but also reducing variability around it. A process can have the correct average output yet still produce defects if variation is excessive.

The mean is therefore foundational in quality analysis, process capability assessment, and continuous improvement initiatives. It helps managers understand whether processes are centered on customer specifications.

NEW QUESTION # 38

Which instrument would use an allocation process for space requirements in an industry scenario?

- A. Relationship chart (REL)
- **B. Block plan**
- C. Rectilinear distance
- D. From-to matrix

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A block plan is the instrument used to allocate space requirements in an industrial layout scenario.

A block plan visually represents departments or functional areas as blocks sized according to their space needs. It helps planners:

- * Allocate available space efficiently
- * Visualize adjacency requirements
- * Evaluate alternative layout arrangements

Block plans are particularly useful during the early stages of facility layout design, before detailed equipment placement.

The other tools serve different purposes:

- * From-to matrix analyzes material flow between departments
- * Relationship charts (REL) assess closeness preferences
- * Rectilinear distance measures travel distance

In Operations Management, block planning ensures that space constraints, expansion possibilities, and flow efficiency are considered systematically, reducing costly layout errors.

NEW QUESTION # 39

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

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

Why might a company avoid using demand-based options such as inventory and backorders over a long period of time?

- A. It negatively affects hiring and firing
- B. It negatively affects subcontracting
- C. It is time consuming
- D. It is more risky.

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Demand-based options such as inventory accumulation and backorders are avoided long term because they are more risky.

Maintaining high inventory levels increases:

- * Holding costs
- * Obsolescence risk
- * Damage and theft
- * Cash flow constraints

Backorders, while avoiding inventory buildup, risk:

- * Customer dissatisfaction
- * Lost sales
- * Damage to brand reputation

Operations Management categorizes these options as short-term demand smoothing tools, not sustainable strategies. Over time, uncertainty in demand magnifies the risks associated with inventory imbalances or unmet demand.

The other options are incorrect:

- * These methods are not inherently time consuming
- * They do not directly affect subcontracting or labor policies

Thus, firms avoid long-term reliance on demand-based options to maintain stability and customer trust.

NEW QUESTION # 41

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

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

Answer: A

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 # 42

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