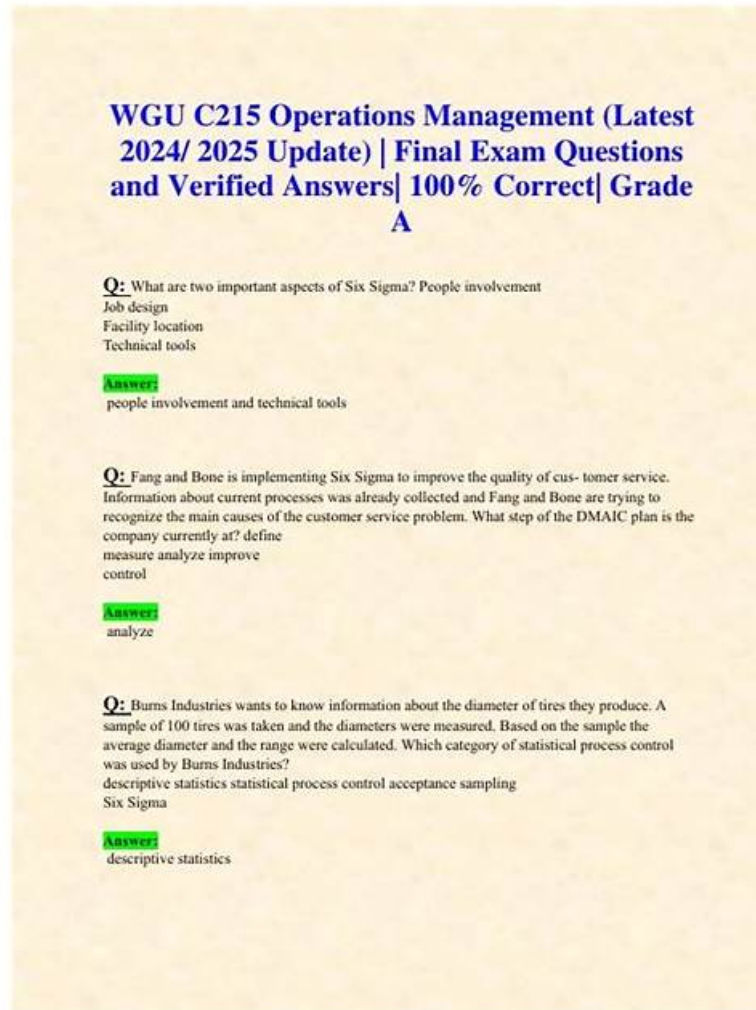


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WGU Operations Management (C215, VDC2) Sample Questions (Q37-Q42):

NEW QUESTION # 37

What is meant by "duration of the change"?

- A. The length of time one expects to need the different level of capacity
- B. The size of the change needed
- C. The percentage of normal operating capacity
- D. The fiscal impact of the change on the strategic plan

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#270 words):

In capacity and aggregate planning, "duration of the change" refers to how long the organization expects to operate at a different capacity level—higher or lower than normal. This is exactly what option A states.

In operations planning, managers must decide not only how much capacity to change, but also for how long the change will be required. That time horizon directly drives which capacity option is appropriate. If the change is short-lived, the firm typically chooses flexible, reversible options (overtime, temporary labor, subcontracting). If the change is long-lived, it may justify structural commitments (new equipment, new facility, permanent staffing).

This ties to hierarchical planning logic: the planning and control system exists to "harmonize the client's requests with the available resources" and uses staged planning levels (strategic capacity, aggregate planning, operational planning, scheduling). At the aggregate planning level, the organization validates whether it has enough capacity to meet expected workloads and selects a combination of resources.

Duration matters because longer changes increase the cost of relying on short-term measures (fatigue, overtime premiums, quality risk) while making long-term investments more economically rational. In short:

duration is the time component of the capacity decision, and it guides the selection of the most suitable planning level.

NEW QUESTION # 38

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

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

Answer: C

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 # 39

What do assignable causes of variation indicate?

- A. Equipment was found to be out of control.
- **B. Out-of-control signals were found in the process.**
- C. A computer virus was found in the system.
- D. Human resources found an operator was at fault.

Answer: B

Explanation:

Assignable causes of variation indicate that out-of-control signals were found in the process.

In Statistical Process Control (SPC), variation is classified into:

- * Common causes (natural, inherent to the process)
- * Assignable causes (specific, identifiable, and correctable)

Assignable causes signal that something unusual has occurred, such as equipment malfunction, incorrect material, improper setup, or procedural deviation. These causes result in process instability and are detected using control charts when data points fall outside control limits or exhibit non-random patterns.

Importantly, assignable causes do not automatically blame individuals. TQM philosophy stresses that most quality problems are systemic, and the goal is to identify root causes, not assign fault.

The other options are either overly specific or misleading:

- * A computer virus is not a standard quality interpretation
 - * Operator fault may or may not be the cause
 - * Equipment issues are one possible assignable cause, not the definition
- Recognizing assignable causes allows organizations to take corrective action, restore process stability, and prevent recurrence—key objectives of quality control.

NEW QUESTION # 40

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

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

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 # 41

Which group of keywords or phrases describes the critical role that marketing plays in the total quality management (TQM) process?

- A. Reward employees; motivate staff performance; manage operations planned changes
- B. Baseline for managing quality process; investment in preventative costs; budgeting
- C. Review and recommend product changes; satisfy customer needs; open communication
- **D. Enhance competition; understand consumer preferences; maintain communication with operations**

Answer: D

Explanation:

In Total Quality Management (TQM), marketing plays a critical boundary-spanning role between customers and internal operations. The correct set of keywords—enhance competition; understand consumer preferences; maintain communication with operations—captures this role precisely.

From an Operations Management perspective, marketing is responsible for identifying customer needs, expectations, and perceptions of quality. These insights become essential inputs for product design, process planning, and continuous improvement initiatives. Without accurate market information, operations risk producing outputs that meet specifications but fail to satisfy customers.

Marketing also enhances competitiveness by:

- * Monitoring competitor offerings and quality levels
- * Translating customer requirements into measurable quality attributes
- * Supporting differentiation strategies based on quality, reliability, and service Equally important is ongoing communication with operations. TQM emphasizes cross-functional integration, and marketing ensures that quality is defined externally (by customers) rather than internally (by engineers or managers alone). Feedback from customers—complaints, satisfaction surveys, returns, and warranty data—feeds directly into operational improvement cycles.

The other options fail to capture marketing's core function:

- * Budgeting and preventive costs are managerial/financial roles
- * Product change reviews are primarily engineering activities
- * Employee rewards fall under human resources

Thus, marketing's TQM role is strategic, integrative, and customer-focused, ensuring that quality efforts align with market expectations and competitive realities.

NEW QUESTION # 42

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