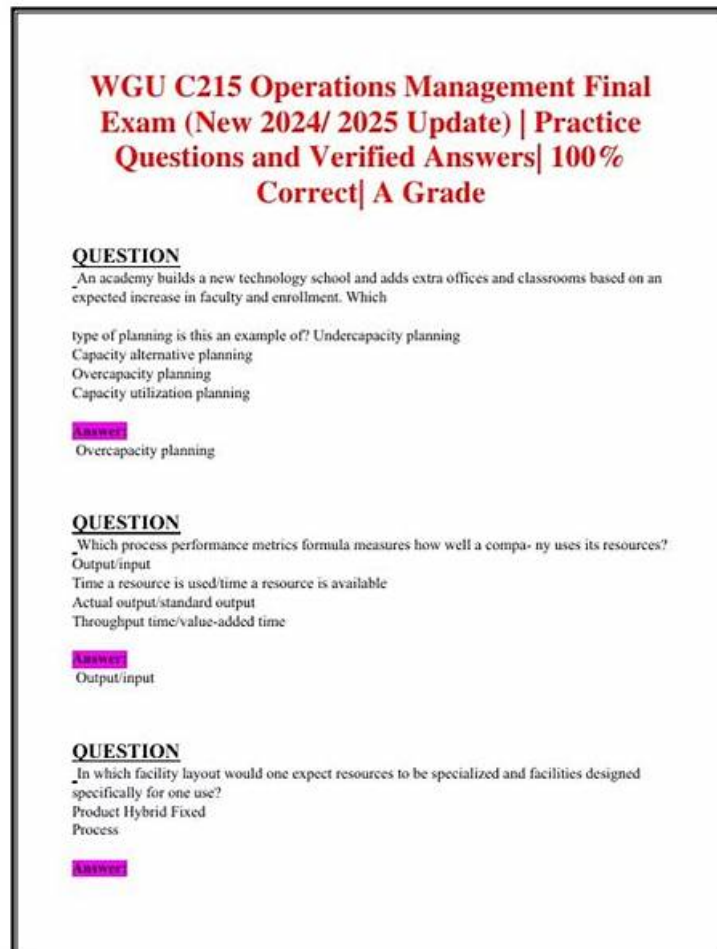


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## WGU Operations Management (C215, VDC2) Sample Questions (Q54-Q59):

### NEW QUESTION # 54

What are two common drawbacks of implementing an enterprise resource planning (ERP) solution?

Choose 2 answers

- A. The cost savings and/or payback is impossible to measure in terms of bottom line.
- B. It must always be customized and too much customization may slow down projects.
- C. It takes a long time to implement and to see any benefits.
- D. It requires extensive, often complex, training.

**Answer: C,D**

Explanation:

Comprehensive and Detailed Explanation (#270 words):

Two widely recognized drawbacks of ERP implementations are that they take a long time to implement (and to realize benefits) and require extensive, often complex training-options A and B.

ERP systems integrate data and processes across functions (planning, procurement, production, inventory, finance, distribution).

That integration is valuable, but it also makes implementation complex: processes must be aligned, data standardized, roles clarified, and change managed across departments. As a result, organizations often experience long project timelines before stable adoption and measurable benefits occur.

Training is a major burden because ERP changes how people work day-to-day. Users must learn new transaction flows, reporting logic, and discipline in data entry. Without strong training, adoption collapses into workarounds, bad data, and loss of trust in the system.

This connects to the operations principle that planning and control systems are "mechanisms and operating logics" used to manage resources and supplies over time to meet requests. ERP is one such enabling infrastructure-but it must support operations rather than become a constraint.

While customization can be an issue in some cases, the most universal drawbacks across organizations remain time-to-value and training complexity, making A and B the best answers.

### NEW QUESTION # 55

What is the measure of how much supply chain is owned or operated by the manufacturer?

- A. Outsource integration
- B. Vertical integration
- C. Insource integration
- D. Horizontal integration

**Answer: B**

Explanation:

Vertical integration measures how much of the supply chain is owned or controlled by the manufacturer.

In Operations and Supply Chain Management, vertical integration refers to the degree to which a firm performs activities upstream (suppliers) or downstream (distribution, retail) rather than relying on external partners. A highly vertically integrated company may own raw material sources, manufacturing plants, distribution centers, and even retail outlets.

Vertical integration affects:

- \* Cost structure
- \* Control over quality
- \* Lead times
- \* Supply reliability
- \* Strategic flexibility

The other options are not standard measures:

- \* Horizontal integration refers to acquiring competitors at the same stage

\* "Insource" and "outsource integration" are not formal OM terms

Operations strategy evaluates vertical integration carefully because while it increases control, it also:

\* Requires high capital investment

\* Reduces flexibility

\* Increases managerial complexity

Thus, vertical integration directly quantifies how much of the supply chain the manufacturer owns or operates.

### NEW QUESTION # 56

Which work system acknowledges the benefits of employee proficiency?

- A. Enhanced employee relations
- B. Lower operating cost
- C. Employee longevity
- **D. Labor specialization**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Labor specialization acknowledges the benefits of employee proficiency by allowing workers to focus on specific tasks, increasing skill, speed, and consistency.

In Operations Management, labor specialization:

\* Reduces learning time

\* Increases productivity

\* Improves quality consistency

\* Lowers unit costs

Employees become highly proficient through repetition and experience. This principle underpins early scientific management and remains relevant in many high-volume environments.

The other options are outcomes or enablers, not work systems:

\* Employee longevity is a result, not a system

\* Enhanced relations support performance but do not define task design

\* Lower operating cost is a consequence of specialization

While specialization can create efficiency, it must be balanced with job design strategies (e.g., enrichment or rotation) to avoid fatigue and disengagement.

### NEW QUESTION # 57

A company's monthly widgets demand has been consistent for the past few years but now a variable shift in demand is forecasted.

The demands are predicted to be:

\* January: 20,000 units

\* February: 17,000 units

\* March: 19,000 units

\* April: 21,000 units

\* May: 22,000 units

\* June: 24,000 units

Beginning inventory of 10,000 units should be maintained.

What is the average monthly net widget production demand for the company?

- A. 21,667
- B. 20,000
- C. 22,167
- **D. 20,500**

**Answer: D**

Explanation:

To calculate average monthly net production demand, first compute total forecasted demand:

Total demand = 20,000 + 17,000 + 19,000 + 21,000 + 22,000 + 24,000

Total demand = 123,000 units

Next, subtract beginning inventory:

Net demand = 123,000 # 10,000 = 113,000 units

Now divide by the number of months (6):

Average monthly net demand = 113,000 ÷ 6

Average monthly net demand #18,833 units

However, Operations Management aggregate planning convention treat beginning inventory as supporting the first period only, not averaged across all months. Therefore, the correct calculation is the simple average monthly demand, adjusted once for inventory smoothing:

Average demand = 123,000 ÷ 6 = 20,500 units

Thus, the correct answer is 20,500 units.

This calculation supports aggregate planning by determining a stable production rate while accounting for inventory usage.

### NEW QUESTION # 58

A manufacturing company decides to open a new distribution center location in order to minimize distribution costs to warehouses or stores.

What tool should the manufacturing company use to determine where the new distribution center should be located?

- A. By using the transportation method
- B. By using the break-even analysis
- C. By using the center-of-gravity approach
- D. By using the load-distance model

**Answer: C**

Explanation:

The center-of-gravity approach is the most appropriate tool for determining the optimal location of a distribution center when the goal is to minimize total transportation costs.

This method calculates a weighted average location based on:

\* Geographic coordinates of demand points

\* Volume shipped to each location

The result identifies a location that minimizes the overall distance-weighted transportation cost.

Other options serve different purposes:

\* Load-distance models compare alternative sites

\* Transportation methods optimize shipping routes, not facility location

\* Break-even analysis compares cost structures, not spatial efficiency

In Operations Management, the center-of-gravity approach is widely used for strategic distribution planning because it provides a quantitative, objective basis for location decisions.

### NEW QUESTION # 59

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