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WGU VPC2Data-Driven Decision MakingC207 Sample Questions (Q69-Q74):

NEW QUESTION # 69

A retail manager collected the following sales-receipt totals from the store's cashiers:

\$25, \$22, \$48, \$42, \$32, \$28, \$24, \$54, \$34, \$41, \$48

What is the median of this sales-receipt data?

- A. \$41
- B. \$34
- C. \$48
- D. \$25

Answer: B

Explanation:

The median is the middle value of a dataset when the data is arranged in ascending order. It is a key descriptive statistic used in data-driven decision making because it is resistant to extreme values.

First, sort the data in ascending order:

22, 24, 25, 28, 32, 34, 41, 42, 48, 48, 54

There are 11 values in total, so the median is the 6th value. The 6th value is \$34, making it the median.

The median provides insight into the typical transaction size without being influenced by unusually large receipts. Therefore, the correct answer is B.

NEW QUESTION # 70

A hot tub company recently calibrated all its machines during an expensive maintenance cycle performed by an outside company. However, defective pumps with small cracks are being made on the production line. The manager reviews the data about the errors and discovers that more errors occur during the night shift than during the day shift.

Which type of activity is this manager performing?

- A. Quality service activity
- B. **Quality control activity**
- C. Quality assurance activity
- D. Quality underlying activity

Answer: B

Explanation:

Quality control involves monitoring, measuring, and analyzing production output to identify defects and variations. In data-driven decision making, quality control focuses on detecting problems after or during production rather than preventing them in advance. In this scenario, the manager reviews defect data and identifies a pattern indicating more errors during the night shift. This analysis is a classic quality control activity, as it involves examining performance data to detect issues in the production process.

Quality assurance focuses on process design and prevention, while service and underlying activities are not standard quality management classifications. Therefore, the correct answer is B, quality control activity.

NEW QUESTION # 71

Which performance metric simultaneously accounts for financial, customer, internal process, and learning metrics?

- A. Income statement
- B. **Balanced scorecard**
- C. Balance sheet
- D. Customer complaint report

Answer: B

Explanation:

The balanced scorecard (BSC) is a performance management framework that simultaneously accounts for financial, customer, internal process, and learning and growth metrics. In data-driven decision making, the balanced scorecard provides a holistic view of organizational performance rather than focusing on a single dimension of success.

Financial metrics assess profitability and sustainability, customer metrics evaluate satisfaction and loyalty, internal process metrics examine operational efficiency, and learning and growth metrics focus on employee development and innovation. By integrating these perspectives, the balanced scorecard ensures alignment between day-to-day operations and long-term strategic goals.

Customer complaint reports, income statements, and balance sheets each address only one aspect of performance. They do not provide the multi-dimensional insight necessary for strategic decision-making.

Therefore, the correct answer is B, balanced scorecard.

NEW QUESTION # 72

What is an appropriate management use of statistics?

- A. **Understanding the demographics of customers**
- B. Implementing changes based on customer survey response rate
- C. Ordering product for a region based on one store

- D. Justifying organizational decisions after they have been implemented

Answer: A

Explanation:

An appropriate management use of statistics is **understanding the demographics of customers**, which supports informed, proactive decision-making. Data-driven decision making emphasizes using statistical analysis to explore patterns, characteristics, and trends that help organizations better understand their customers and markets.

Analyzing customer demographics such as age, income, location, and preferences allows managers to segment markets, tailor products, improve services, and allocate resources effectively. This use of statistics is descriptive and diagnostic in nature and directly supports strategic planning.

Ordering products for an entire region based on data from a single store is inappropriate due to lack of representativeness. Justifying decisions after implementation reflects misuse of statistics, as analytics should inform decisions beforehand, not rationalize them after the fact. Implementing changes solely based on survey response rate ignores the content and validity of responses.

Ethical data-driven decision making requires that statistics be used responsibly, transparently, and with appropriate context.

Therefore, the correct answer is **A***, as understanding customer demographics represents a proper and effective use of statistics by management.

NEW QUESTION # 73

Which step in the plan-do-check-act cycle is described as analyzing the results of an experiment and deciding whether those results can be improved?

- A. Act
- **B. Check**
- C. Do
- D. Plan

Answer: B

Explanation:

The Check phase of the Plan-Do-Check-Act (PDCA) cycle involves evaluating outcomes and analyzing results. In data-driven decision making, this step compares actual performance against expected results to determine whether objectives were met.

During the Check phase, organizations review data, assess variation, and identify opportunities for improvement. Planning defines objectives, Doing implements changes, and Acting standardizes or adjusts processes based on evaluation.

Therefore, the correct answer is A, Check.

NEW QUESTION # 74

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