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WGU Operations Management (C215, VDC2) Sample Questions (Q42-Q47):

NEW QUESTION # 42

What is meant by "duration of the change"?

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

Answer: D

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 lever.

NEW QUESTION # 43

What is a bottleneck in a flowchart?

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

Answer: A

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 # 44

Which formula would compute process velocity?

- A. Throughput time / value-added time
- B. Time a resource is used / time a resource is available
- C. Actual output / standard output
- D. Output / input

Answer: A

Explanation:

Process velocity is computed using the ratio:

Process Velocity = Throughput Time / Value-Added Time

This metric measures how efficiently time is used within a process. A high ratio indicates excessive non-value-added time, such as waiting, moving, or rework.

Operations Management focuses on reducing throughput time while maximizing value-added activities.

Process velocity highlights inefficiencies that are often invisible in traditional productivity measures.

The other formulas measure different concepts:

- * Resource utilization (A)
- * Performance efficiency (B)
- * Productivity (D)

A low process velocity (closer to 1) indicates a lean, efficient process, while high values suggest opportunities for improvement.

NEW QUESTION # 45

A company is experiencing an unusual amount of deliveries that are either late or an incorrect quantity.

Which type of system is used to identify and manage this type of problem?

- A. CRP (capacity requirements planning)
- B. ERP (enterprise resource planning)
- **C. MRP (material requirements planning)**
- D. FMS (flexible manufacturing system)

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#280 words):

The correct system to identify and manage frequent issues such as late deliveries or incorrect quantities is MRP (Material Requirements Planning) (Answer D).

MRP is designed to translate demand into detailed plans for what materials are needed, in what quantities, and when—and then to time-phased plan purchase and production orders accordingly. The document states that MRP combines detailed demand forecasts and actual requests, translates higher-level forecasts into more detailed requirements, and tracks customer requests. It also emphasizes that the MPS (which sets specific dates) is used to plan material requirements.

When deliveries are late or wrong quantities are shipped, a frequent root cause is that materials were not available when needed, orders were not released correctly, or priorities were mismanaged. MRP directly addresses these by:

- * Exploding bills of materials into components
- * Time-phasing planned orders
- * Coordinating purchasing and production schedules
- * Updating plans when demand or system status changes

ERP is broader (enterprise-wide integration), CRP focuses on comparing capacity vs workloads, and FMS is a production technology—not a planning system for material timing and quantities. Because the symptoms described are classic planning/coordination failures in materials and order timing, MRP is the best fit.

NEW QUESTION # 46

Which type of aggregate plan is preferable when a company produces custom or special purpose equipment, one-of-a-kind items, or highly perishable products?

- A. A modified sales and operations plan
- B. A level aggregate plan
- **C. A chase aggregate plan**
- D. A hybrid aggregate plan

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#270 words):

A chase aggregate plan is preferable for environments with custom, one-of-a-kind, special-purpose, or highly perishable outputs because production is designed to "chase" (match) demand rather than build inventory.

In a level plan, the firm maintains a constant production rate and uses inventory/backorders to absorb demand fluctuation. That works best when products can be stored economically and demand variability can be buffered. For one-of-a-kind and highly perishable items, inventory is either impossible (custom items) or risky and costly (perishability, obsolescence). Therefore, the operationally sound strategy is to adjust capacity to align output with demand.

This links directly to aggregate planning's purpose: validating whether the system has sufficient capacity to meet expected requests and defining the most appropriate combination of resources. The document also highlights that one aggregate planning mechanism is to "produce reactively (react to demand) - requires flexibility." That is the core logic of a chase strategy.

A chase plan typically uses capacity levers like hiring/layoffs, subcontracting, flexible staffing, and overtime—chosen based on the duration and magnitude of demand changes. It prioritizes responsiveness and minimal inventory, which is essential when holding finished goods is undesirable or infeasible.

NEW QUESTION # 47

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