

Newest Operations-Management Exam Questions and WGU Operations Management (C215, VDC2) Learning Reference Files

WGU C215 Operations Management PVDC Final Exam Questions and Answers Graded A

Which definition is used for quality, evaluates how well a product performs its intended function?

✓✓Fitness for use

14 points for quality improvement ✓✓Which total quality management (TQM) process was developed to stress management's responsibility for quality?

ISO 9000 ✓✓Set of international standards on quality management and quality assurance, critical to international business

-TQM process consists of 13 published standards and guidelines

-Like when joint commission shows up at the hospitals

Checklist ✓✓A list of common defects and the number of observed occurrences of these defects.

scatter diagram ✓✓a plot of two variables showing whether they are related

Control Chart ✓✓A graph that shows whether a sample of data falls within the common or normal range of variation.

mean ✓✓A statistical measure of central tendency, or average, based on dividing a total by the number of individual cases.

assignable causes of variation ✓✓-Causes can be identified and eliminated

-e.g. poor employee training, worn tool, machine needing repair

If you are curious or doubtful about the proficiency of our Operations-Management preparation quiz, we can explain the painstakingly word we did behind the light. By abstracting most useful content into the Operations-Management exam materials, they have helped former customers gain success easily and smoothly. The most important part is that all contents were being sifted with diligent attention. No errors or mistakes will be found within our Operations-Management Study Guide.

WGU Operations-Management Exam Syllabus Topics:

Section	Objectives
Topic 1: Operations Management Foundations	- Operations Strategy and Competitiveness - Introduction to Operations and Productivity
Topic 2: Forecasting and Planning	- Aggregate Planning - Demand Forecasting Methods
Topic 3: Project and Operations Scheduling	- Scheduling Techniques - Project Management Basics
Topic 4: Supply Chain and Inventory Management	- Supply Chain Design and Logistics - Just-in-Time (JIT) and Lean Operations - Inventory Models and Control Systems

Topic 5: Quality Management	- Total Quality Management (TQM) - Six Sigma and Continuous Improvement
Topic 6: Process Design and Analysis	- Capacity Planning and Bottlenecks - Process Mapping and Flow

>> Study Operations-Management Material <<

Operations-Management Dump File - Operations-Management Valid Test Papers

With the unemployment rising, large numbers of people are forced to live their job. It is hard to find a high salary job than before. Many people are immersed in updating their knowledge. So people are keen on taking part in the Operations-Management exam. As you know, the competition between candidates is fierce. If you want to win out, you must master the knowledge excellently. And our Operations-Management study questions are the exact tool to get what you want. Just let our Operations-Management learning guide lead you to success!

WGU Operations Management (C215, VDC2) Sample Questions (Q66-Q71):

NEW QUESTION # 66

Which two capacity measurement concepts should a firm consider when conducting a location analysis?

Choose 2 answers

- A. Site considerations
- B. Proximity to sources of supply
- C. Building employee relations
- D. Throughput time

Answer: A,B

Explanation:

When conducting a location analysis, firms must consider proximity to sources of supply and site considerations as key capacity-related factors.

Proximity to sources of supply affects:

- * Transportation cost and reliability
- * Lead times
- * Inventory requirements
- * Production continuity

Reliable supply access directly influences effective capacity by reducing disruptions and variability.

Site considerations include:

- * Land availability and cost
- * Infrastructure and utilities
- * Expansion potential
- * Zoning and regulatory constraints

These factors determine how much capacity can be installed, expanded, and operated efficiently over time.

The other options are less relevant:

- * Throughput time is a process performance metric
- * Employee relations are important but not capacity measurement concepts Operations Management emphasizes that capacity decisions are long-term and capital-intensive. Poor location choices constrain future capacity, flexibility, and growth.

NEW QUESTION # 67

When is capacity measurement at the best operating level?

- A. At maximum capacity
- B. When the total cost is minimized
- C. When the average unit cost is minimized
- D. At the minimum point of the cost curve

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The best operating level of capacity occurs when the average unit cost is minimized.

In Operations Management, the best operating level reflects the most economical output rate for a process or facility. At this level:

- * Fixed costs are spread efficiently
- * Variable costs are controlled
- * Congestion and inefficiencies are minimized

Operating below this level leads to underutilization and high unit costs, while operating above it often causes overcrowding, overtime, equipment breakdowns, and quality problems, which increase costs.

Option A is incorrect because the minimum point of the total cost curve does not necessarily correspond to minimum average unit cost.

Option B is incorrect because maximum capacity typically increases costs due to inefficiencies.

Option D focuses on total cost, not unit efficiency.

Thus, the best operating level balances efficiency and flexibility, ensuring sustainable performance and cost control.

NEW QUESTION # 68

Which statement is true about capacity requirements planning (CRP)?

- A. Each product item is individually addressed regardless of relevant holistic processes.
- B. Human capital adequacy is analyzed for given work centers and production items.
- C. Production capacity is created for future production items.
- **D. Available capacity is compared to calculated workloads of relevant items.**

Answer: D

Explanation:

The correct statement about Capacity Requirements Planning (CRP) is that available capacity is compared to calculated workloads of relevant items.

CRP is a planning technique used after material requirements planning (MRP). While MRP determines what and when materials are needed, CRP verifies whether the organization has sufficient capacity—in terms of machines, labor, and work centers—to execute the planned production schedule.

CRP works by:

- * Translating planned orders into workload requirements
- * Assigning those workloads to specific work centers
- * Comparing required capacity with available capacity
- * Identifying overloads or underutilization

The incorrect options misrepresent CRP:

- * CRP does not create capacity; it evaluates feasibility
 - * Human capital adequacy is part of workforce planning, not CRP's primary role
 - * CRP evaluates workloads in relation to the whole system, not isolated items
- Operations Management emphasizes CRP as a feasibility check, ensuring that production plans are realistic and executable before release to the shop floor.

NEW QUESTION # 69

What helps an organization identify and plan the actions necessary to meet current and future customer demands?

- A. Current economic conditions
- B. Production capacity
- **C. Capacity planning**
- D. Software development

Answer: C

Explanation:

Capacity planning is the process that helps organizations identify and plan the actions required to meet current and future customer demand.

In Operations Management, capacity planning ensures that an organization has the right amount of resources at the right time. These resources may include labor, equipment, facilities, and technology.

Capacity planning involves:

- * Forecasting demand

- * Evaluating existing capacity
 - * Identifying capacity gaps
 - * Selecting capacity adjustment strategies (e.g., overtime, subcontracting, expansion) Without capacity planning, organizations risk:
 - * Excess capacity and high costs
 - * Insufficient capacity and lost sales
 - * Poor service levels and customer dissatisfaction
- Production capacity alone is static, while capacity planning is dynamic and forward-looking. Economic conditions influence demand but do not provide actionable operational plans.
- Capacity planning aligns operations strategy with business strategy and supports sustainable growth.

NEW QUESTION # 70

What is a key factor of a location analysis for a service company?

- A. Proximity to customers
- B. Relations with community
- C. Best operation level
- D. Effective capacity

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The most critical factor in a service company's location analysis is proximity to customers.

Service operations differ fundamentally from manufacturing because the service is often produced and consumed simultaneously. As a result, customer access, convenience, and responsiveness are central determinants of demand and satisfaction.

From an Operations Management perspective, proximity to customers:

- * Reduces waiting and travel time
- * Increases service usage frequency
- * Improves customer perception of reliability and availability
- * Enables faster response to service failures

Examples include healthcare facilities, retail stores, hospitality, and professional services. In all cases, distance acts as a demand deterrent.

The other options are secondary:

- * Community relations are important but not decisive
 - * Best operating level and effective capacity are internal capacity measures, not location drivers
- Thus, service location strategy prioritizes market access over production efficiency, reinforcing customer-centric operations.

NEW QUESTION # 71

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