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**WGU C215 2025/2026 Exam Questions
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The Role of Information Systems (IS) in TQM - ❑ ANSWER ✓✓They can promptly implement technological changes.

They provide the organization with accurate information.

They are flexible.

Deming's 14 points for management - ❑ ANSWER ✓✓TQM process was developed to stress management's responsibility for quality.

A company manufactures and distributes its own products. When should it consider outsourcing its distribution? - ❑ ANSWER ✓✓When the company determines that distribution is no longer a core function.



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WGU Operations Management (C215, VDC2) Sample Questions (Q64-Q69):

NEW QUESTION # 64

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

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

Answer: D

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 # 65

Which role do third-party logistics providers play in the supply chain?

- A. Tier two distributors
- B. Internal distributors
- C. Tier three distributors
- **D. External distributors**

Answer: D

Explanation:

Third-party logistics (3PL) providers act as external distributors in the supply chain.

They perform logistics functions such as:

- * Transportation
- * Warehousing
- * Distribution
- * Order fulfillment

These providers operate outside the firm but integrate closely with its operations. Organizations use 3PLs to:

- * Reduce capital investment
- * Increase flexibility
- * Access logistics expertise

* Improve service levels

Operations Management recognizes outsourcing logistics as a strategic decision that allows firms to focus on core competencies while maintaining efficient distribution networks.

NEW QUESTION # 66

Which capacity planning measurement tells how much capacity a company is using?

- A. Capacity utilization
- B. Capacity focus
- C. Effective capacity
- D. Design capacity

Answer: A

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Capacity utilization measures how much of a company's available capacity is actually being used.

It is calculated as:

Capacity Utilization = Actual Output / Design or Effective Capacity

In Operations Management, capacity utilization provides insight into:

* Operational efficiency

* Resource usage

* Potential bottlenecks or underutilization

High utilization may indicate efficiency but can also lead to congestion, fatigue, and quality problems. Low utilization suggests excess capacity and higher unit costs.

The other terms describe different concepts:

* Design capacity is the maximum theoretical output

* Effective capacity accounts for normal disruptions

* Capacity focus refers to strategic specialization

Capacity utilization helps managers balance efficiency with flexibility, making it a core performance metric in both manufacturing and service operations.

NEW QUESTION # 67

Which formula would compute process velocity?

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

Answer: B

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 # 68

Which element is part of a financial plan?

- A. Product pricing
- B. SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis
- C. Compensation planning
- **D. Budget projections**

Answer: D

Explanation:

Budget projections are a core element of a financial plan.

A financial plan outlines how resources will be allocated to support organizational objectives. Budget projections include:

- * Revenue forecasts
- * Cost estimates
- * Capital expenditure plans
- * Cash flow projections

Operations Management relies on financial plans to ensure that capacity decisions, inventory levels, and workforce plans are economically feasible.

The other options belong to different planning domains:

- * SWOT analysis is part of strategic planning
- * Product pricing is part of marketing strategy
- * Compensation planning is part of human resources

Budget projections provide the financial constraints and targets within which operations must function.

NEW QUESTION # 69

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