

New Operations-Management Exam Online - Operations-Management Test Sample Online

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7. With respect to competitive priorities, intermittent operations compete more on _____ compared to repetitive operations.

- a) cost and features
- b) durability and cost
- c) availability and reliability
- d) flexibility and delivery**
- e) durability and features

8. The time between order placement and the receipt of goods is called

- a) receipt time
- b) lead time**
- c) allowance time
- d) processing time
- e) waiting time

9. What refers to owning or controlling sources of raw materials and components?

- a) Backward integration**
- b) Horizontal integration
- c) Encapsulating integration
- d) Forward integration
- e) Subsuming integration

10. The definition of quality that involves the product functioning as expected without failure is

- a) Performance
- b) Conformance
- c) Reliability**
- d) Standardization
- e) Endurance

11. Employees of the organization who receive goods or services from others in the company are

- a) Subsidiaries**
- b) Distributors
- c) Contractors
- d) Agents
- e) Suppliers

- a) Quality management**
- b) Quality control
- c) Quality assurance
- d) Quality planning
- e) Quality improvement

- a) Quality function**
- b) Quality system
- c) Quality process
- d) Quality culture
- e) Quality management system

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WGU Operations Management (C215, VDC2) Sample Questions (Q23-Q28):

NEW QUESTION # 23

Why might a company avoid using demand-based options such as inventory and backorders over a long period of time?

- A. It is time consuming.
- B. It negatively affects subcontracting.
- **C. It is more risky.**
- D. It negatively affects hiring and firing.

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Demand-based options such as inventory accumulation and backorders are avoided long term because they are more risky.

Maintaining high inventory levels increases:

- * Holding costs
- * Obsolescence risk
- * Damage and theft
- * Cash flow constraints

Backorders, while avoiding inventory buildup, risk:

- * Customer dissatisfaction
- * Lost sales
- * Damage to brand reputation

Operations Management categorizes these options as short-term demand smoothing tools, not sustainable strategies. Over time, uncertainty in demand magnifies the risks associated with inventory imbalances or unmet demand.

The other options are incorrect:

- * These methods are not inherently time consuming
- * They do not directly affect subcontracting or labor policies

Thus, firms avoid long-term reliance on demand-based options to maintain stability and customer trust.

NEW QUESTION # 24

What is a major factor in the decision to locate a business near its primary market territory?

- A. Proximity to parks
- **B. Proximity to customers**
- C. Proximity to labor
- D. Proximity to a community center

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The dominant factor in locating a business near its primary market territory is proximity to customers.

From an Operations Management perspective, closeness to customers:

- * Reduces transportation and delivery time
- * Improves service responsiveness
- * Enhances customer satisfaction
- * Supports demand growth

This is especially critical for service organizations and distribution-intensive businesses, where customer access and speed are competitive advantages.

While proximity to labor is important, it does not define market territory. Community centers and parks are not operational drivers. Locating near customers aligns capacity with demand, minimizes logistics complexity, and strengthens market presence.

NEW QUESTION # 25

Which work system acknowledges the benefits of employee proficiency?

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

Answer: B

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 # 26

Which two factors affect a service location decision? Choose 2 answers

- A. Closeness to manufacturing facilities
- **B. Quality-of-life issues**
- **C. Proximity to customers**
- D. Warehouse storage

Answer: B,C

Explanation:

For service organizations, proximity to customers and quality-of-life issues are two dominant factors in location decisions.

Unlike manufacturing, service operations require direct customer contact. Being close to customers reduces travel time, improves convenience, enhances responsiveness, and increases perceived service quality.

Examples include hospitals, banks, restaurants, and consulting offices, where location accessibility directly influences demand.

Quality-of-life issues—such as education, healthcare, housing, safety, climate, and cultural amenities—affect the ability to attract and retain skilled service employees. Human capital is a critical input in service operations, and workforce availability often outweighs cost considerations.

The other options are less relevant:

- * Manufacturing proximity matters mainly for production facilities
- * Warehouse storage is a logistics concern, not a service driver

Operations Management emphasizes that service location decisions balance customer access and employee satisfaction, since both directly influence service quality, productivity, and long-term sustainability.

NEW QUESTION # 27

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

Choose 2 answers

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

- D. It requires extensive, often complex, training

Answer: A,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 # 28

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