

Operations-Management Real Testing Environment - Operations-Management Relevant Answers



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WGU Operations Management (C215, VDC2) Sample Questions (Q14-Q19):

NEW QUESTION # 14

What do assignable causes of variation indicate?

- A. A computer virus was found in the system.
- **B. Out-of-control signals were found in the process.**
- C. Equipment was found to be out of control.
- D. Human resources found an operator was at fault.

Answer: B

Explanation:

Assignable causes of variation indicate that out-of-control signals were found in the process.

In Statistical Process Control (SPC), variation is classified into:

- * Common causes (natural, inherent to the process)
- * Assignable causes (specific, identifiable, and correctable)

Assignable causes signal that something unusual has occurred, such as equipment malfunction, incorrect material, improper setup, or procedural deviation. These causes result in process instability and are detected using control charts when data points fall outside control limits or exhibit non-random patterns.

Importantly, assignable causes do not automatically blame individuals. TQM philosophy stresses that most quality problems are systemic, and the goal is to identify root causes, not assign fault.

The other options are either overly specific or misleading:

- * A computer virus is not a standard quality interpretation

- * Operator fault may or may not be the cause

- * Equipment issues are one possible assignable cause, not the definition

Recognizing assignable causes allows organizations to take corrective action, restore process stability, and prevent recurrence—key objectives of quality control.

NEW QUESTION # 15

A company decides and makes plans to enter into a new market.

Which project life cycle phase does this strategy directly relate to?

- A. Feasibility analysis
- **B. Conception**
- C. Planning
- D. Execution

Answer: B

Explanation:

Entering a new market directly relates to the conception phase of the project life cycle.

At this stage, management identifies:

- * Strategic opportunities

- * Market gaps

- * Growth options

- * Alignment with organizational goals

Deciding to enter a new market represents the initial recognition of opportunity, which triggers project consideration.

Feasibility analysis occurs afterward to evaluate financial, technical, and operational viability. Planning and execution only begin once the project is approved.

Operations Management relies on clear conception decisions to ensure resources are committed only to strategically aligned initiatives.

NEW QUESTION # 16

What is meant by "duration of the change"?

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

Answer: B

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 # 17

Which total quality management (TQM) process consists of 13 published standards and guidelines?

- A. ISO 9002
- **B. ISO 9000**
- C. ISO 1400
- D. ISO 9001

Answer: B

Explanation:

ISO 9000 is the family of international quality management standards consisting of 13 published standards and guidelines that define the fundamentals and vocabulary of quality management systems.

The ISO 9000 family provides a systematic framework for ensuring consistent processes, customer satisfaction, and continuous improvement across organizations. It does not certify products; rather, it certifies that an organization's processes are controlled, documented, and continuously improved.

Key distinctions:

- * ISO 9000: Overview, concepts, and terminology
- * ISO 9001: Certification standard specifying requirements
- * ISO 9002: (Now obsolete) Previously focused on production and installation
- * ISO 1400: Environmental management standards, not quality

Operations Management values ISO 9000 because it promotes:

- * Process standardization
- * Documentation and traceability
- * Preventive rather than corrective quality control
- * Consistency across suppliers and partners

ISO 9000 supports TQM by embedding quality into organizational systems, not relying on inspection alone.

Certification signals reliability and discipline to customers and global partners, especially in supply chains.

By establishing a common quality language and structure, ISO 9000 enables organizations to align operations, reduce variability, and sustain long-term operational excellence.

NEW QUESTION # 18

What are two strategic objectives for every member of the supply chain?

Choose 2 answers

- **A. Becoming more efficient**
- **B. Increasing cost effectiveness**
- C. Reducing production and delivery times
- D. Increasing end-customer demand
- E. Finding the best distribution location

Answer: A,B

Explanation:

Two universal strategic objectives for all supply chain members are increasing cost effectiveness and becoming more efficient.

Every organization in the supply chain—suppliers, manufacturers, distributors, and retailers—must manage costs while improving operational efficiency to remain competitive.

Cost effectiveness ensures:

- * Sustainable margins
- * Competitive pricing
- * Resource optimization

Efficiency focuses on:

- * Process improvement
- * Waste reduction
- * Throughput enhancement
- * Reliable delivery

While reducing lead times and increasing demand are desirable outcomes, they are not universal strategic objectives for every

participant. Distribution location decisions apply only to specific nodes.

Operations Management views supply chains as interdependent systems, where overall performance depends on efficiency and cost discipline at each stage.

NEW QUESTION # 19

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