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WGU Operations Management (C215, VDC2) Sample Questions (Q34-Q39):

NEW QUESTION # 34

What is the third basic element in the just-in-time (JIT) system if the first element is total quality management (TQM) and the second is JIT manufacturing?

- A. Capacity utilization
- B. Quality circles
- C. Respect for people
- D. Simply organized inventory

Answer: C

Explanation:

The third foundational element of the Just-In-Time (JIT) system is respect for people.

JIT is not merely a production technique; it is a socio-technical system built on:

- * Total Quality Management (TQM)
- * JIT manufacturing (waste elimination, pull systems)
- * Respect for people

Respect for people emphasizes:

- * Employee involvement
- * Continuous improvement (Kaizen)
- * Training and skill development
- * Empowerment to stop processes and solve problems

Operations Management recognizes that JIT cannot function without engaged, knowledgeable employees.

Workers are expected to identify problems, suggest improvements, and maintain quality at the source.

The other options are tools or outcomes, not core principles. Respect for people integrates human capability with operational excellence, making JIT sustainable and effective.

NEW QUESTION # 35

A construction company produces furnished pre-fabricated manufactured homes. The production manager has discovered the following challenges within one of the facilities:

- * Production quantities are low and only a small number of homes are built efficiently.
- * The facility space allows for low handling of materials.
- * There is limited space available for employees to operate.

Which hybrid layout should be used to address the company's needs?

- A. Statistical reduction control
- B. Process performance metrics
- C. Manufacturing technology
- D. Group technology

Answer: D

Explanation:

The appropriate hybrid layout is group technology.

Group technology combines the efficiency of product layouts with the flexibility of process layouts by grouping similar products into families and arranging workstations into cells. Each cell is designed to handle a specific family of products from start to finish.

In the case of prefabricated homes:

- * Production volumes are low
- * Product designs share similarities
- * Space is constrained
- * Material handling must be minimized

Group technology reduces:

- * Movement of materials
- * Setup times
- * Work-in-process inventory
- * Congestion in limited spaces

The other options are not layouts:

- * Process performance metrics are measurement tools
- * Manufacturing technology refers broadly to automation
- * Statistical reduction control is not a recognized layout concept

Operations Management promotes group technology as an effective solution for low-volume, moderate-variety environments, especially where space efficiency and flow improvement are critical.

NEW QUESTION # 36

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

- A. Psychological criteria
- B. Support services
- C. Fitness for use
- D. Value for price paid

Answer: C

Explanation:

The concept of quality as "fitness for use" evaluates how well a product or service performs its intended function from the customer's perspective. This definition was strongly emphasized by quality pioneer Joseph Juran and is widely adopted in Operations Management and Total Quality Management (TQM) frameworks.

Fitness for use means that a product must not only meet technical specifications but must also perform reliably, safely, and effectively in real customer usage conditions. For example, a shoe that looks attractive but causes discomfort or wears out quickly is not "fit for use," even if it meets internal manufacturing standards.

This definition contrasts with other quality perspectives:

- * Support services focus on after-sales service, not the product's core function.
- * Value for price paid evaluates perceived value, which includes cost considerations.
- * Psychological criteria relate to image, aesthetics, or brand perception.

Operations Management emphasizes fitness for use because it directly links design, production, and customer satisfaction. Products designed without considering how customers actually use them often lead to defects, complaints, and warranty costs—even if internal quality standards are met.

Fitness for use also reinforces cross-functional coordination, especially between marketing (understanding customer needs), design (translating needs into specifications), and operations (producing consistently). This definition supports continuous improvement by encouraging organizations to reduce variability, improve reliability, and focus on customer-defined quality rather than internally defined metrics alone.

NEW QUESTION # 37

Which formula would compute process velocity?

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

Answer: C

Explanation:

Process velocity is computed using the ratio:

$\text{Process Velocity} = \text{Throughput Time} / \text{Value-Added Time}$

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 # 38

How does the status of overall customer satisfaction support supply chain objectives?

- A. It measures compliance.
- B. It measures capacity utilization.
- C. It measures space requirements.
- D. It measures efficiency.

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Overall customer satisfaction measures supply chain efficiency.

Customer satisfaction reflects how well the supply chain performs in:

- * On-time delivery
- * Order accuracy
- * Product availability
- * Responsiveness

Efficient supply chains deliver value reliably with minimal waste. High satisfaction signals that processes are synchronized and effective.

The other options measure internal metrics, not end-to-end performance. Operations Management emphasizes customer satisfaction as a leading indicator of supply chain health and efficiency.

NEW QUESTION # 39

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