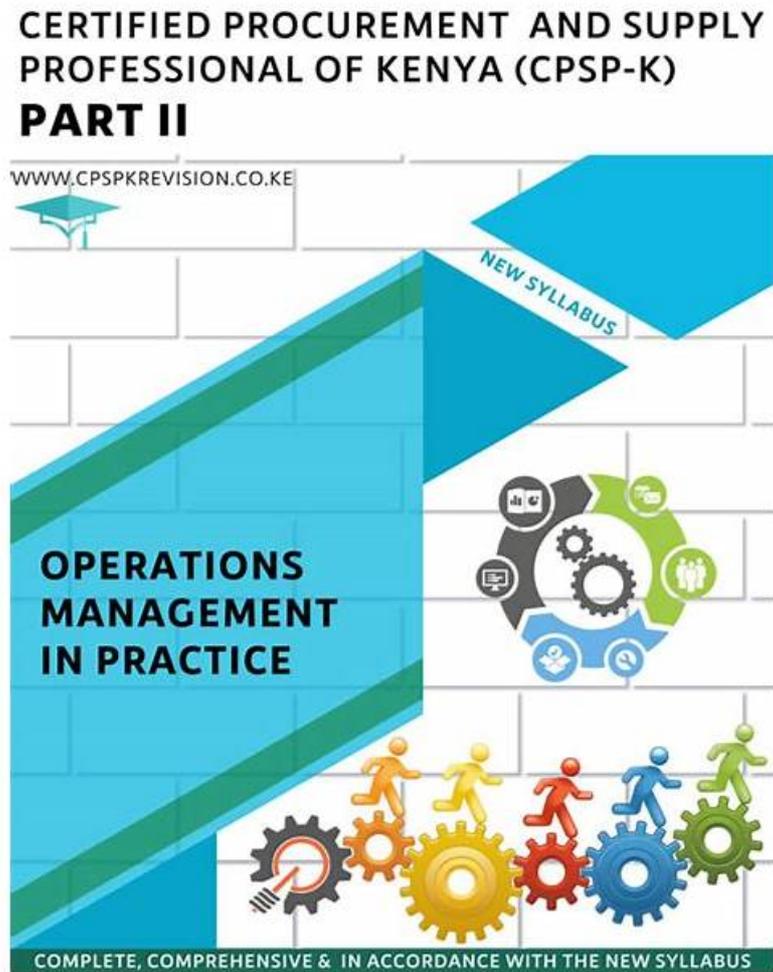


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## WGU Operations Management (C215, VDC2) Sample Questions (Q67-Q72):

### NEW QUESTION # 67

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

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

**Answer: D**

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 # 68

Which two types of operations include repetitive processes?

Choose 2 answers

- A. Batch process
- **B. Continuous process**
- C. Project process
- **D. Line process**

**Answer: B,D**

### NEW QUESTION # 69

Why is kanban significant to the "pull" system?

- A. It is a process that highlights the highest-performing organization.
- B. It requires that all work items are sized the same.
- C. It is a process that is only for support or maintenance.
- **D. It specifies the exact quantity of a product that needs to be produced.**

**Answer: D**

Explanation:

Kanban is significant to the pull system because it specifies the exact quantity of a product that needs to be produced.

In a pull system, production is triggered by actual demand, not forecasts. Kanban cards or signals authorize the movement or production of a specific quantity only when downstream processes require it.

Kanban supports:

- \* Inventory reduction
- \* Flow synchronization

- \* Waste elimination
- \* Visual control

Each kanban represents permission to produce or move a defined quantity, preventing overproduction-one of the most costly forms of waste.

The other options are incorrect:

- \* Work items do not need to be identical
- \* Kanban applies to core production, not just support
- \* It does not rank organizations

Kanban is a cornerstone of JIT and lean systems because it operationalizes the pull principle in a simple, visual, and disciplined way.

### NEW QUESTION # 70

What would be an organization's next step after it has revised or implemented new operations?

- A. Revise the order of the operation before putting it into service to ensure the order of the operation
- B. Reverse the order of the operation to determine that all workers know how to complete the operation
- C. Conduct a final analysis of the existing operation one more time
- **D. Follow up to make sure the new operation resolves quality problems**

**Answer: D**

Explanation:

After implementing revised or new operations, the correct next step is to follow up to ensure that the new operation resolves quality problems.

Operations Management emphasizes that implementation alone does not guarantee improvement. Post- implementation follow-up is required to:

- \* Verify performance improvements
- \* Detect unintended consequences
- \* Confirm quality objectives are met
- \* Ensure process stability

This step is central to continuous improvement and aligns with PDCA (Plan-Do-Check-Act) and DMAIC cycles.

The other options are ineffective or redundant:

- \* Reversing operation order adds no value
- \* Revising before use contradicts implementation
- \* Re-analyzing the old process ignores the change

Follow-up transforms change into learning and ensures operational improvements are sustained over time.

### NEW QUESTION # 71

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

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

**Answer: D**

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 # 72

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