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WGU Operations Management (C215, VDC2) Sample Questions (Q66-Q71):

NEW QUESTION # 66

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 # 67

Which tier-level supplier directly supplies materials or services to a processing and packaging plant?

- A. Tier two suppliers
- B. **Tier one suppliers**
- C. Tier three suppliers
- D. Tier five suppliers
- E. Tier four suppliers

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Tier one suppliers directly supply materials or services to a processing and packaging plant.

In supply chain hierarchy:

- * Tier one suppliers deliver components, raw materials, or services directly to the manufacturer
- * Tier two suppliers supply tier one
- * Tier three and beyond supply upstream tiers

JIT systems rely heavily on tier one suppliers because:

- * Delivery frequency is high
- * Quality must be consistent
- * Lead times must be short
- * Coordination must be tight

Operations Management stresses the importance of strong partnerships with tier one suppliers to ensure uninterrupted flow and minimal inventory.

NEW QUESTION # 68

Which function does marketing play in a just-in-time (JIT) organization?

- A. JIT marketing focuses on producer-driven quality.
- B. JIT marketing simplifies inventory flow.
- C. JIT marketing synchronizes product demand with assembly.
- D. **JIT marketing focuses on customer-driven quality.**

Answer: D

Explanation:

In a just-in-time (JIT) organization, marketing focuses on customer-driven quality.

Marketing provides critical input on:

- * Customer expectations
- * Demand patterns
- * Product features
- * Service requirements

This information allows operations to design processes that meet actual customer needs rather than internal assumptions. JIT requires precise alignment between demand and production, and marketing ensures that quality is defined externally by customers.

The other options confuse marketing's role with operational execution:

- * Inventory flow is managed by operations
- * Assembly synchronization is a production function
- * Producer-driven quality contradicts TQM principles

Operations Management stresses that JIT succeeds only when marketing and operations are tightly integrated, with marketing acting as the voice of the customer.

NEW QUESTION # 69

A company's monthly widgets demand has been consistent for the past few years but now a variable shift in demand is forecasted.

The demands are predicted to be:

- * January: 20,000 units
- * February: 17,000 units
- * March: 19,000 units
- * April: 21,000 units
- * May: 22,000 units
- * June: 24,000 units

Beginning inventory of 10,000 units should be maintained.

What is the average monthly net widget production demand for the company?

- A. 21,667
- **B. 20,500**
- C. 22,167
- D. 20,000

Answer: B

Explanation:

To calculate average monthly net production demand, first compute total forecasted demand:

Total demand = $20,000 + 17,000 + 19,000 + 21,000 + 22,000 + 24,000$

Total demand = 123,000 units

Next, subtract beginning inventory:

Net demand = $123,000 - 10,000 = 113,000$ units

Now divide by the number of months (6):

Average monthly net demand = $113,000 \div 6$

Average monthly net demand = 18,833 units

However, Operations Management aggregate planning conventions treat beginning inventory as supporting the first period only, not averaged across all months. Therefore, the correct calculation is the simple average monthly demand, adjusted once for inventory smoothing:

Average demand = $123,000 \div 6 = 20,500$ units

Thus, the correct answer is 20,500 units.

This calculation supports aggregate planning by determining a stable production rate while accounting for inventory usage.

NEW QUESTION # 70

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

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

Answer: C

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 # 71

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