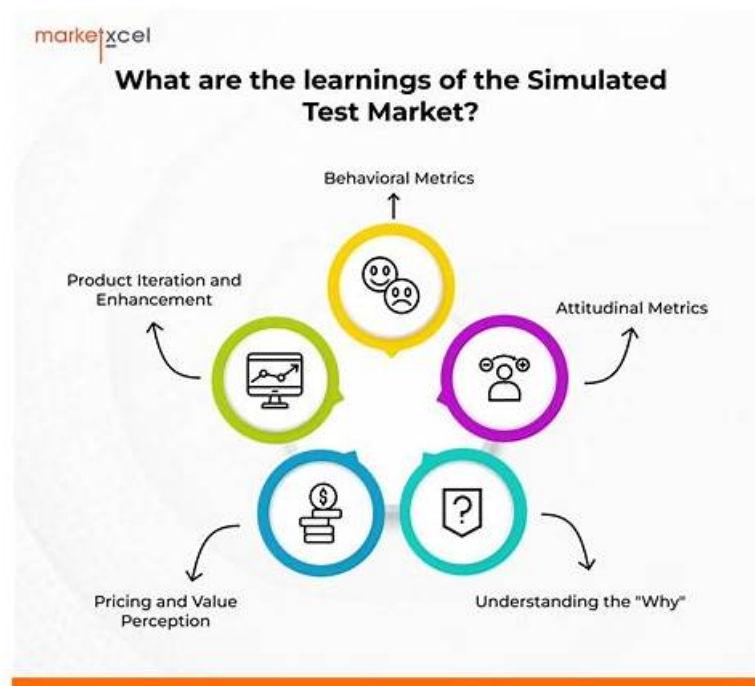


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WGU Operations Management (C215, VDC2) Sample Questions (Q19-Q24):

NEW QUESTION # 19

What are two reasons a company might be hesitant to provide overtime as a capacity-based option?

Choose 2 answers

- A. Overtime decreases the labor cost per unit.

- B. Overtime is not a long-term solution.
- C. Overtime results in a buildup of excess inventory.
- D. Overtime is typically a 50% wage premium.

Answer: B,D

Explanation:

Companies may hesitate to use overtime because it is not a long-term solution and it carries a wage premium, typically around 50% higher than regular pay.

Overtime can quickly increase capacity, but prolonged use leads to:

- * Employee fatigue
- * Quality deterioration
- * Increased absenteeism
- * Higher error rates

Additionally, overtime raises labor costs substantially, increasing unit production cost and reducing profitability.

The incorrect options are misleading:

- * Overtime does not necessarily build excess inventory
- * Overtime increases, not decreases, labor cost per unit

Operations Management views overtime as a temporary capacity buffer, appropriate for short demand spikes but risky if used continuously.

NEW QUESTION # 20

When is capacity measurement at the best operating level?

- A. At the minimum point of the cost curve
- B. At maximum capacity
- C. When the total cost is minimized
- D. When the average unit cost is minimized

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The best operating level of capacity occurs when the average unit cost is minimized.

In Operations Management, the best operating level reflects the most economical output rate for a process or facility. At this level:

- * Fixed costs are spread efficiently
- * Variable costs are controlled
- * Congestion and inefficiencies are minimized

Operating below this level leads to underutilization and high unit costs, while operating above it often causes overcrowding, overtime, equipment breakdowns, and quality problems, which increase costs.

Option A is incorrect because the minimum point of the total cost curve does not necessarily correspond to minimum average unit cost.

Option B is incorrect because maximum capacity typically increases costs due to inefficiencies.

Option D focuses on total cost, not unit efficiency.

Thus, the best operating level balances efficiency and flexibility, ensuring sustainable performance and cost control.

NEW QUESTION # 21

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

- A. JIT marketing simplifies inventory flow.
- B. JIT marketing synchronizes product demand with assembly.
- C. JIT marketing focuses on producer-driven quality.
- 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 # 22

Which element is part of a financial plan?

- A. Compensation planning
- **B. Budget projections**
- C. SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis
- D. Product pricing

Answer: B

Explanation:

Budget projections are a core element of a financial plan.

A financial plan outlines how resources will be allocated to support organizational objectives. Budget projections include:

- * Revenue forecasts
- * Cost estimates
- * Capital expenditure plans
- * Cash flow projections

Operations Management relies on financial plans to ensure that capacity decisions, inventory levels, and workforce plans are economically feasible.

The other options belong to different planning domains:

- * SWOT analysis is part of strategic planning
- * Product pricing is part of marketing strategy
- * Compensation planning is part of human resources

Budget projections provide the financial constraints and targets within which operations must function.

NEW QUESTION # 23

Why is it beneficial for an organization to designate employees to communicate alternative ways to complete a job in a methods analysis?

- A. They may resist training on new machines.
- **B. They may have suggestions for improving the operation.**
- C. They are experts in their field.
- D. They know how an operation has always been done with no need to change.

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#250 words):

Employees are designated in methods analysis because they may have valuable suggestions for improving the operation.

Frontline employees:

- * Perform tasks daily
- * Understand practical constraints
- * Observe inefficiencies and waste
- * Identify improvement opportunities

Operations Management recognizes that sustainable improvement requires employee involvement. Workers often know better ways to reduce motion, time, or effort that are invisible to managers.

The other options are incorrect:

- * Tradition alone does not justify current methods
- * Expertise alone does not guarantee improvement ideas
- * Resistance to training is a risk, not a benefit

Methods analysis seeks to simplify, standardize, and improve work. Employee input enhances acceptance of change and improves implementation success.

NEW QUESTION # 24

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