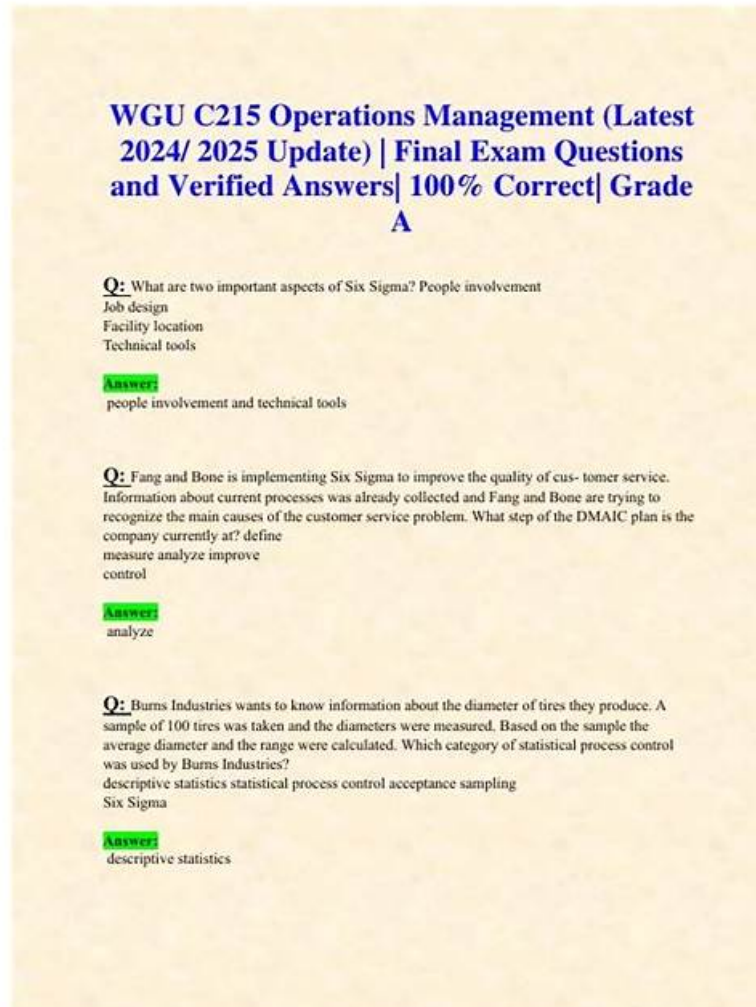


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WGU Operations Management (C215, VDC2) Sample Questions (Q10-Q15):

NEW QUESTION # 10

What is the primary purpose in using the master production schedule (MPS) in the marketing department of an organization?

- A. To control the production department
- **B. To manage the demand for promised deliveries**
- C. To create demand for promised deliveries
- D. To identify new product demand

Answer: B

Explanation:

Comprehensive and Detailed Explanation (#270 words):

The primary purpose of using the Master Production Schedule (MPS)-including from a marketing/customer-commitment perspective-isto manage the demand for promised deliveries(AnswerA).

In the planning hierarchy, forecasts and customer requirements are translated into a detailed schedule. The document explains that, based on demand forecasting, the organization creates a Master Plan Schedule (MPS) where "specific dates are set in detail," and that the MPS is then used to plan material requirements. This makes the MPS the central bridge between what the market is asking for and what operations can realistically commit to.

Marketing uses the MPS not to "create" demand, but to coordinate commitments: delivery promises, timing, and order quantities must align with feasible production and materials availability. If marketing promises deliveries that the MPS cannot support, the system experiences late orders, expediting, and customer dissatisfaction.

Therefore, MPS in a marketing context supports available-to-promise discipline, ensuring customer commitments are consistent with operational reality and planned workloads. It is a planning control instrument, not a tool for controlling production departments or identifying new product demand.

NEW QUESTION # 11

Which strategy is used by some emergency rooms to overcome customer frustrations about long waiting times?

- A. Screen patients and schedule follow-up appointments for those who have the most serious injuries
- **B. Screen patients and fast-track those with minor ailments**
- C. Screen patients and send the last 25 to another facility
- D. See each patient in the order in which they arrived

Answer: B

Explanation:

Emergency rooms often use screening and fast-tracking patients with minor ailments to reduce perceived and actual waiting times.

This strategy is a well-established service operations capacity-management technique.

From an Operations Management perspective, emergency departments face high variability in demand and processing times, which leads to congestion and long queues. Treating all patients strictly in arrival order (first-come, first-served) is operationally inefficient because patients require very different levels of care.

Fast-tracking works by:

- * Separating low-complexity cases from critical cases
- * Allocating dedicated resources to minor treatments
- * Reducing bottlenecks at key treatment stages

This approach improves flow efficiency, patient satisfaction, and throughput without increasing total capacity.

It aligns with queue management principles and the concept of segmented service design, where different customer needs are handled through different process paths.

The other options are inferior operationally:

- * Scheduling follow-ups for severe cases is clinically unsafe

* Sending patients elsewhere shifts the problem, not solves it

* Strict arrival order ignores service-time variability

Fast-tracking addresses both operational efficiency and perceived service quality, which is particularly critical in high-contact service systems such as healthcare.

NEW QUESTION # 12

What are two ways management can assist employees' focus in a just-in-time (JIT) processing environment?

Choose 2 answers

- A. Separate the cultures in the organization so there will be no conflicts
- B. Require workers to use free time to do quality control charting
- C. Ensure that workers receive multifunctional training
- D. Develop an incentive system to reward workers for their efforts

Answer: C,D

Explanation:

Management can assist employee focus in a JIT environment by providing multifunctional training and developing incentive systems that reward performance.

Multifunctional training enables employees to:

* Perform multiple tasks

* Rotate between roles

* Support flexible staffing

* Respond quickly to disruptions

This flexibility is essential in JIT systems, where minimal buffers exist and disruptions must be resolved immediately.

Incentive systems reinforce desired behaviors such as problem-solving, quality improvement, teamwork, and waste reduction.

Rewards aligned with JIT objectives encourage employees to maintain discipline and continuous improvement.

The incorrect options conflict with JIT philosophy:

* Separating cultures undermines teamwork

* Forcing quality charting during free time creates resistance

Operations Management emphasizes that JIT success depends on people-centered management, not just technical tools.

NEW QUESTION # 13

A company manufactures and distributes its own products.

When should the company consider outsourcing its distribution?

- A. When new federal regulations give the company a competitive advantage
- B. When the company determines that distribution is no longer a core function
- C. When the company can no longer accurately forecast its transportation costs
- D. When the company's distribution costs are the lowest in the industry

Answer: B

Explanation:

A company should consider outsourcing distribution when it determines that distribution is no longer a core function.

Operations Management defines core functions as activities that:

* Create competitive advantage

* Differentiate the firm

* Require proprietary knowledge or capabilities

If distribution does not meet these criteria, outsourcing can:

* Lower costs

* Improve service reliability

* Increase scalability

* Allow management to focus on strategic priorities

The other options do not justify outsourcing:

* Forecasting difficulty is a management issue

* Lowest-cost operators should retain distribution

* Regulations do not eliminate strategic relevance

Outsourcing decisions must align with long-term operations strategy, not short-term cost fluctuations.

NEW QUESTION # 14

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

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

Answer: C

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 # 15

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