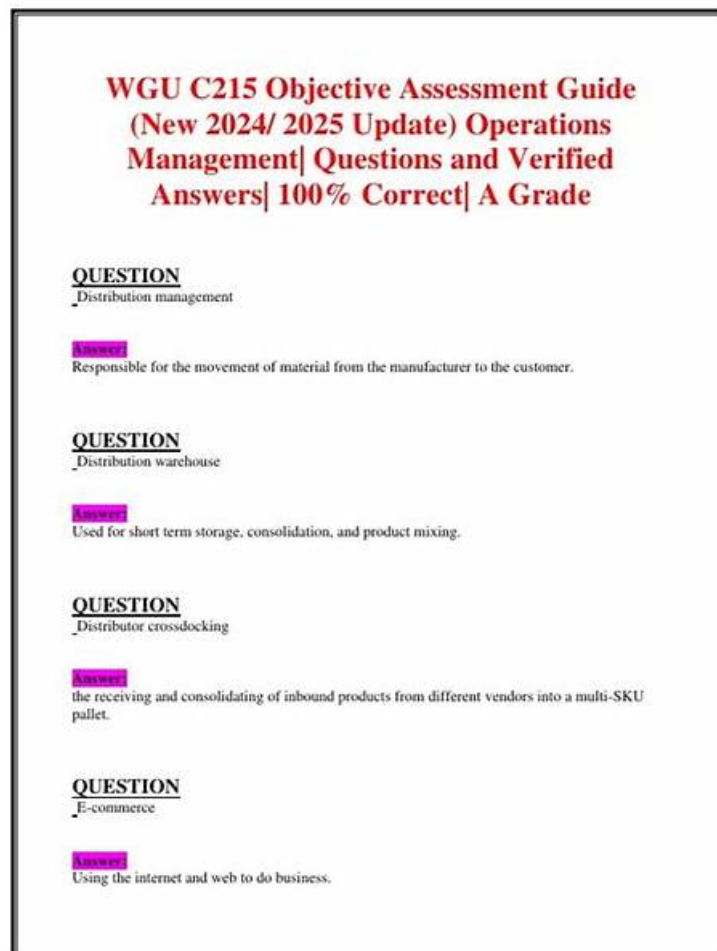


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WGU Operations Management (C215, VDC2) Sample Questions (Q23-Q28):

NEW QUESTION # 23

Which quality control tool should be used to monitor the current status or end result of a process?

- A. Control chart
- B. Scatter diagram
- C. Flowchart
- D. Checklist

Answer: A

Explanation:

A control chart is the primary quality control tool used to monitor the current status and end results of a process over time.

Control charts, a core component of Statistical Process Control (SPC), distinguish between:

- * Common-cause variation (natural process variation)
- * Assignable-cause variation (abnormal, correctable issues)

By plotting data points against upper and lower control limits, control charts help operations managers determine whether a process is stable or out of control.

Why control charts are ideal:

- * They provide real-time monitoring
- * They detect trends before defects occur
- * They support preventive quality management
- * They reduce reliance on inspection

Other tools serve different purposes:

- * Checklists collect data
- * Flowcharts map processes
- * Scatter diagrams analyze correlations

Operations Management emphasizes control charts because they support process-based quality, aligning with TQM and Six Sigma philosophies. Instead of fixing defects after they occur, organizations can intervene early, reducing cost and improving consistency.

Control charts reinforce continuous improvement by enabling data-driven decisions, reducing variability, and stabilizing production processes—making them indispensable in modern quality management systems.

NEW QUESTION # 24

Which two types of operations include repetitive processes?

Choose 2 answers

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

Answer: A,C

NEW QUESTION # 25

What is a key factor of a location analysis for a service company?

- A. Best operation level
- B. Effective capacity
- C. Proximity to customers
- D. Relations with community

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The most critical factor in a service company's location analysis is proximity to customers.

Service operations differ fundamentally from manufacturing because the service is often produced and consumed simultaneously. As a result, customer access, convenience, and responsiveness are central determinants of demand and satisfaction.

From an Operations Management perspective, proximity to customers:

- * Reduces waiting and travel time
- * Increases service usage frequency
- * Improves customer perception of reliability and availability
- * Enables faster response to service failures

Examples include healthcare facilities, retail stores, hospitality, and professional services. In all cases, distance acts as a demand deterrent.

The other options are secondary:

- * Community relations are important but not decisive
 - * Best operating level and effective capacity are internal capacity measures, not location drivers
- Thus, service location strategy prioritizes market access over production efficiency, reinforcing customer-centric operations.

NEW QUESTION # 26

Which design work system minimizes repetitiveness in tasks by assigning employees the role of planning and scheduling?

- A. Job rotation
- **B. Job enrichment**
- C. Job rating
- D. Job entitlement

Answer: B

Explanation:

Job enrichment minimizes task repetitiveness by expanding employee responsibilities to include planning, scheduling, decision-making, and problem-solving.

In Operations Management, job enrichment increases the depth of a job, not just the variety of tasks.

Employees gain greater autonomy and control over their work, reducing monotony and increasing motivation.

Key characteristics of job enrichment include:

- * Vertical job loading
- * Increased responsibility
- * Feedback on performance
- * Greater task significance

The other options differ:

- * Job rotation increases task variety but does not add responsibility
- * Job entitlement and job rating are not work design systems

Job enrichment is especially valuable in repetitive environments such as assembly lines, where adding planning and quality responsibilities improves both morale and performance.

NEW QUESTION # 27

Why is capacity requirements planning (CRP) important?

- A. It coordinates availability of materials for production processes.
- B. It enables an assessment of employee production efficiency.
- **C. It provides the ability to compare available production capabilities to the planned workload.**
- D. It creates a transparent view of lead time and overtime usage in work centers.

Answer: C

Explanation:

Capacity Requirements Planning (CRP) is important because it compares available production capacity to planned workloads, ensuring feasibility.

Once demand has been translated into production and material plans, CRP validates whether:

- * Machines are available
- * Labor hours are sufficient
- * Work centers are not overloaded

Without CRP, organizations risk releasing production plans that cannot be executed, resulting in:

- * Bottlenecks
- * Overtime
- * Missed delivery dates
- * Poor resource utilization

The incorrect options describe other functions:

- * Employee efficiency is evaluated through performance metrics
- * Lead time transparency is a scheduling outcome, not CRP's core purpose
- * Material coordination is handled by MRP

CRP ensures alignment between what is planned and what is possible, making it a critical link between planning and execution in Operations Management.

NEW QUESTION # 28

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