WGU Operations-Management C215 Practice Questions

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Question 1

Question Type: MultipleChoice

Which role do third-party logistics providers play in the supply chain?

Options:

A- Internal distributors
B- External distributors
C- Tier two distributors
D- Tier three distributors

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Answer:

B

Explanation:

Third-party logistics (3PL) providers act as external distributors in the supply chain.

They perform logistics functions such as:

Transportation

Warehousing

Distribution

Order fulfillment

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These providers operate outside the firm but integrate closely with its operations. Organizations use 3PLs to:

Reduce capital investment

Increase flexibility

Access logistics expertise

Improve service levels

Operations Management recognizes outsourcing logistics as a strategic decision that allows firms to focus on core competencies while maintaining efficient distribution networks.

Question 2

Question Type: MultipleChoice

What is the measure of how much supply chain is owned or operated by the manufacturer?

Options:

A- Vertical integration
B- Horizontal integration
C- Insource integration
D- Outsource integration

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Answer:

A

Explanation:

Vertical integration measures how much of the supply chain is owned or controlled by the manufacturer.

In Operations and Supply Chain Management, vertical integration refers to the degree to which a firm performs activities upstream (suppliers) or downstream (distribution, retail) rather than relying on external partners. A highly vertically integrated company may own raw material sources, manufacturing plants, distribution centers, and even retail outlets.

Vertical integration affects:

Cost structure

Control over quality

Lead times

Supply reliability

Strategic flexibility

The other options are not standard measures:

Horizontal integration refers to acquiring competitors at the same stage

''Insource'' and ''outsource integration'' are not formal OM terms

Operations strategy evaluates vertical integration carefully because while it increases control, it also:

Requires high capital investment

Reduces flexibility

Increases managerial complexity

Thus, vertical integration directly quantifies how much of the supply chain the manufacturer owns or operates.

Question 3

Question Type: MultipleChoice

Which group of keywords or phrases describes the critical role that marketing plays in the total quality management (TQM) process?

Options:

A- Baseline for managing quality process; investment in preventative costs; budgeting
B- Enhance competition; understand consumer preferences; maintain communication with operations
C- Review and recommend product changes; satisfy customer needs; open communication
D- Reward employees; motivate staff performance; manage operations planned changes

Answer:

B

Explanation:

In Total Quality Management (TQM), marketing plays a critical boundary-spanning role between customers and internal operations. The correct set of keywords---enhance competition; understand consumer preferences; maintain communication with operations---captures this role precisely.

From an Operations Management perspective, marketing is responsible for identifying customer needs, expectations, and perceptions of quality. These insights become essential inputs for product design, process planning, and continuous improvement initiatives. Without accurate market information, operations risk producing outputs that meet specifications but fail to satisfy customers.

Marketing also enhances competitiveness by:

Monitoring competitor offerings and quality levels

Translating customer requirements into measurable quality attributes

Supporting differentiation strategies based on quality, reliability, and service

Equally important is ongoing communication with operations. TQM emphasizes cross-functional integration, and marketing ensures that quality is defined externally (by customers) rather than internally (by engineers or managers alone). Feedback from customers---complaints, satisfaction surveys, returns, and warranty data---feeds directly into operational improvement cycles.

The other options fail to capture marketing's core function:

Budgeting and preventive costs are managerial/financial roles

Product change reviews are primarily engineering activities

Employee rewards fall under human resources

Thus, marketing's TQM role is strategic, integrative, and customer-focused, ensuring that quality efforts align with market expectations and competitive realities.

Question 4

Question Type: MultipleChoice

Which term means to schedule a job that starts immediately, regardless of the due date?

Options:

A- Forward scheduling
B- Finite loading
C- Infinite loading
D- Backward scheduling

Answer:

A

Explanation:

Forward scheduling means scheduling work as soon as resources are available, regardless of the job's due date.

In Operations Management:

Forward scheduling starts at the current time

Jobs are scheduled sequentially into the future

Completion dates are determined after scheduling

This method is commonly used when:

Capacity utilization is the priority

Due dates are flexible

Make-to-stock environments exist

In contrast:

Backward scheduling starts from the due date and works backward

Finite loading respects capacity limits

Infinite loading ignores capacity constraints

Forward scheduling ensures continuous resource use but may result in early job completion and higher inventory levels.

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

C

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.

Question 6

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Explanation:

Comprehensive and Detailed Explanation (270 words):

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

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.

Question 7

Question Type: MultipleChoice

What are two product system differences between the push and pull processes?

Choose 2 answers

Options:

A- Push moves the product forward in anticipation for demand.
B- Push lowers cost due to overproduction.
C- Pull develops additional products.
D- Pull eliminates excessive inventory.
E- Push enhances employee relations.
F- Pull initiates quality control.

Answer:

A, D

Explanation:

The two correct differences between push and pull systems are:

Push moves the product forward in anticipation of demand

Pull eliminates excessive inventory

Push systems rely on forecasts and schedule production in advance, often leading to overproduction and excess inventory if forecasts are inaccurate.

Pull systems, by contrast, produce only what is needed when it is needed, significantly reducing inventory levels and associated costs.

The incorrect options describe misconceptions:

Overproduction increases cost, not lowers it

Pull systems do not create additional products

Employee relations are not defining characteristics

Quality control exists in both systems

Operations Management favors pull systems in environments where demand variability and cost control are critical, reinforcing lean principles.

Question 8

Question Type: MultipleChoice

How does inventory management differ for manufacturing organizations compared to service organizations?

Options:

A- Service organizations must maintain work-in-progress types of inventory.
B- Manufacturing organizations must maintain tangible inventory.
C- Manufacturing organizations must keep large amounts of product on hand at all times, regardless of demand.
D- Service organizations are concerned with managing idle time due to material and component shortages.

Answer:

B

Explanation:

Manufacturing organizations differ from service organizations because they must maintain tangible inventory.

In manufacturing, inventory includes:

Raw materials

Work-in-progress

Finished goods

These physical items require storage, handling, tracking, and capital investment. Inventory management is therefore a central operational concern in manufacturing.

Service organizations, by contrast, typically do not produce tangible goods. Their primary ''inventory'' consists of:

Labor availability

Time

Capacity

Idle capacity in services cannot be stored for future use, making demand management more critical than inventory storage.

The incorrect options misrepresent service and manufacturing realities:

Services do not maintain physical WIP

Manufacturers do not hold inventory regardless of demand

Idle time in services is not caused by material shortages

Operations Management highlights inventory as a fundamental structural difference between manufacturing and service systems.

Question 9

Question Type: MultipleChoice

Which two statements are true about effective capacity?

Select 2 answers

Options:

A- An effective capacity is lower than design capacity.
B- An effective capacity is a permanent measure used to achieve design capacity.
C- An effective capacity is a temporary measure used to achieve design capacity.
D- An effective capacity maintains a minimum output rate under normal conditions.

Answer:

A, B

Explanation:

Effective capacity represents the maximum output a system can realistically achieve under normal operating conditions. It is always lower than design capacity, which assumes ideal, uninterrupted conditions.

Statement A is correct because effective capacity accounts for:

Scheduled maintenance

Breaks and shift changes

Setup times

Normal inefficiencies

Statement B is also correct because effective capacity is considered a stable, ongoing measure used for operational planning and performance evaluation. It reflects how a system is designed to operate sustainably over time, not temporarily.

Statement C is incorrect because effective capacity is not a short-term or temporary measure; it is used consistently for planning, scheduling, and forecasting.

Statement D is incorrect because effective capacity does not define a minimum output level---it defines a realistic maximum under expected conditions.

In Operations Management, effective capacity is essential for:

Capacity utilization calculations

Aggregate planning

Location and facility decisions

Bottleneck analysis

By distinguishing between design and effective capacity, managers avoid unrealistic expectations and plan resources more accurately, reducing congestion, overtime, and quality problems.

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Question 10

Question Type: MultipleChoice

A comprehensive automobile collision shop offers body and engine repair as well as custom vehicle paint options.

Which two operational processes would suit this shop?

Choose 2 answers

Options:

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

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Answer:

A, C

Explanation:

An automobile collision shop performing body repair, engine repair, and custom paint jobs requires both project and batch processes.

A project process is appropriate because many repair jobs are unique, varying in scope, damage severity, customer requirements, and repair time. Each vehicle may require a distinct sequence of tasks, making standardized flow impractical.

A batch process is suitable for activities such as painting or part refurbishment, where similar tasks are grouped together to improve efficiency. For example, multiple vehicles may be painted in the same color batch to reduce setup time and material waste.

Line and continuous processes are unsuitable because:

Repairs are not standardized

Volume is relatively low

Customization is high

Operations Management emphasizes aligning process type with product variety and volume. This hybrid approach allows flexibility while maintaining efficiency where possible.

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