PassQueen
a.k.a dumpsqueen.com

WGU Operations Management (C215, VDC2)

WGU Operations-Management

Version Demo

Total Demo Questions: 5

Total Premium Questions: 54

Buy Premium PDF

https://passqueen.com

support@passqueen.com

QUESTION NO: 1

What are two strategic objectives for every member of the supply chain?

Choose 2 answers

A. Increasing cost effectiveness

B. Becoming more efficient

C. Increasing end-customer demand

D. Finding the best distribution location

E. Reducing production and delivery times

ANSWER: A B

Explanation:

Increasing cost effectiveness and **Becoming more efficient** are strategic objectives shared throughout a supply chain because each participant contributes to the total cost and performance experienced by the end customer. Cost effectiveness means using labor, materials, capacity, inventory, transportation, and supplier relationships in a way that produces the required value while controlling total cost. This supports sustainable margins and enables the supply chain to compete on price without sacrificing needed service.

Efficiency focuses on how well work and resources are converted into outputs. Suppliers, manufacturers, logistics providers, distributors, and retailers all benefit from eliminating waste, improving process flow, raising asset utilization, and reliably completing work with fewer resources or delays. Improvements at one stage can lower overall supply-chain cost and improve the flow of goods and information for connected stages. These mutually reinforcing objectives align with supply-chain performance frameworks that emphasize reliability, responsiveness, agility, cost, and asset management, and with operational efforts to improve productivity and reduce waste. See the ASCM SCOR Digital Standard overview and the NIST Manufacturing Extension Partnership for related supply-chain and operational-improvement guidance.

QUESTION NO: 2

A production manager is converting a department from a forecast-driven system to a pull system. The manager wants to reduce work-in-process inventory without causing frequent shortages at downstream workstations.

Which two actions best support the conversion?

Choose 2 answers

A. Use downstream consumption to trigger replenishment

B. Reduce setup times to support smaller production lots

C. Increase batch sizes to improve equipment utilization

D. Release work according to the monthly forecast

E. Add safety stock at every workstation

ANSWER: A B

Explanation:

Use downstream consumption to trigger replenishment and **reduce setup times to support smaller production lots** are correct. A pull system replenishes material in response to actual downstream use rather than releasing work solely from

a forecast. Smaller lot sizes are practical when setups are short, allowing the operation to replenish more frequently without building excessive inventory.

Increasing batch sizes generally creates more work in process and makes the operation less responsive to actual demand. Releasing work according to the monthly forecast continues the push logic that the manager is attempting to replace. Adding safety stock may temporarily protect service, but it does not establish the pull mechanism needed to control work-in-process inventory.

QUESTION NO: 3

Which total quality management (TQM) process consists of 13 published standards and guidelines?

A. ISO 1400

B. ISO 9002

C. ISO 9001

D. ISO 9000

ANSWER: D

Explanation:

ISO 9000 is correct because it refers to the ISO 9000 family of quality-management standards and guidelines, the framework commonly cited in operations-management and TQM materials as a set of published documents for establishing and maintaining a quality management system. Rather than being a single product-quality inspection program, ISO 9000 provides shared quality-management concepts, vocabulary, principles, and system-level guidance. This supports TQM by helping an organization build repeatable, documented, customer-focused processes and pursue continual improvement across its operations.

Within the family, ISO 9000 specifically establishes the fundamentals and vocabulary used to understand quality management systems. Organizations use this common framework to align process controls, responsibilities, measurement, corrective action, and improvement activities. The closely related ISO 9001 standard contains the auditable requirements used for quality-management-system certification, but ISO 9000 is the appropriate answer when the question identifies the broader published family of quality standards and guidelines. ISO describes the ISO 9000 family as the internationally recognized basis for quality management and identifies ISO 9000 and ISO 9001 as its foundational standards. See ISO's quality management overview and ISO 9000:2015—Fundamentals and vocabulary.

QUESTION NO: 4

A work cell produces 1,200 acceptable units during a week using 480 direct labor-hours.

What is the cell's labor productivity for the week?

A. 0.4 acceptable units per labor-hour

B. 2.5 acceptable units per labor-hour

C. 400 acceptable units per labor-hour

D. 1,680 acceptable units per labor-hour

ANSWER: B

Explanation:

2.5 acceptable units per labor-hour is correct. Labor productivity compares output with labor input: 1,200 acceptable units ÷ 480 labor-hours = 2.5 acceptable units per labor-hour.

Using acceptable units is important because output that does not meet quality requirements does not represent productive output available to the customer. The calculation does not measure utilization, which compares time used with time available.

QUESTION NO: 5

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

A. Internal distributors

B. External distributors

C. Tier two distributors

D. Tier three distributors

ANSWER: B

Explanation:

External distributors is correct because a third-party logistics provider is an independent company that performs logistics activities on behalf of a client organization. Rather than being part of the manufacturer's, retailer's, or shipper's internal organizational structure, the provider operates externally under a contractual service relationship. Its role commonly includes transportation management, freight movement, warehousing, inventory handling, order fulfillment, distribution, and sometimes value-added services such as packaging, returns processing, and customs support.

Using an external logistics specialist lets a firm obtain established facilities, carrier networks, technology, and logistics expertise without owning and operating every part of the distribution system itself. The firm remains responsible for designing its supply-chain strategy and managing the customer relationship, while the third-party provider executes agreed logistics processes and performance targets. This arrangement can improve flexibility when demand, delivery locations, or capacity needs change, and it can allow the hiring organization to focus resources on its core capabilities. The Council of Supply Chain Management Professionals describes logistics management as the planning, implementation, and control of efficient movement and storage; 3PL firms provide these capabilities as outside service partners. See CSCMP's supply-chain terminology and IBM's overview of third-party logistics.