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Exam : **Operations-Management**

Title : WGU Operations
Management (C215, VDC2)

Vendor : WGU

Version : DEMO

NO.1 What is a key factor of a location analysis for a service company?

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

Answer: D

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.

NO.2 Which factor determines how long it takes a qualified operator to perform a duty of the job requirements under the assumption that the operator is working at a sustainable pace with the proper tools for the process?

- A. Performance time
- B. Observed time
- C. Normal time
- D. Standard time

Answer: D

Explanation:

Standard time is the measure that determines how long it should take a qualified operator to perform a job at a sustainable pace using proper tools and methods.

In Operations Management and work measurement, standard time represents the allowed time to complete a task, including:

- * Normal time (observed time adjusted for performance rating)
- * Allowances for fatigue
- * Personal needs
- * Unavoidable delays

Standard time is essential for:

- * Scheduling work
- * Determining labor requirements

- * Establishing production standards
- * Capacity planning
- * Incentive wage systems

The other options represent intermediate concepts:

- * Observed time is the raw measured time
- * Normal time adjusts observed time for performance rating
- * Performance time is not a standard OM term

By incorporating allowances, standard time ensures that expectations are realistic and sustainable, protecting both productivity and employee well-being. It is a foundational element of work system design and labor planning.

NO.3 In which organizational layout would one expect to see items arranged by type?

- A.** Hybrid
- B.** Fixed
- C.** Process
- D.** Product

Answer: C

Explanation:

Comprehensive and Detailed Explanation (#250 words):

A process layout arranges items by type of activity or function, making it the correct answer.

In a process layout, similar resources—such as machines, skills, or functions—are grouped together. For example, all drilling machines are located in one area, all painting stations in another, and all inspection activities in another. Items move through the facility based on the specific operations they require.

This layout is commonly used when:

- * Product variety is high
- * Production volume is low to moderate
- * Customization is required

Examples include hospitals (radiology, surgery, labs), machine shops, and repair facilities.

The other layouts differ fundamentally:

- * Product layout arranges items by sequence of operations
- * Fixed layout keeps the product stationary (e.g., construction)
- * Hybrid layout combines elements of process and product layouts

Operations Management favors process layouts for flexibility, but they often suffer from longer lead times, higher material handling costs, and complex scheduling. Despite these drawbacks, they are essential where customization and functional specialization dominate.

NO.4 Which two areas should managers consider in order to adapt to the business dynamics affecting their company?

Choose 2 answers

- A.** Their control over internal operations
- B.** Their influence and leverage over suppliers
- C.** Their influence over future legislation and regulations
- D.** Their advertising costs

Answer: A B

Explanation:

Managers must consider control over internal operations and influence and leverage over suppliers to adapt effectively to changing business dynamics.

Internal operational control determines how quickly a firm can:

- * Adjust capacity
- * Improve quality
- * Reduce cost
- * Respond to demand changes

Supplier influence is equally critical in modern supply chains. Strong supplier relationships improve:

- * Reliability
- * Cost stability
- * Innovation
- * Responsiveness

Operations Management emphasizes that competitiveness increasingly depends on supply chain coordination

, not isolated firm performance.

The other options are less relevant:

- * Firms rarely influence future legislation
 - * Advertising costs relate to marketing strategy, not operational adaptability
- Thus, effective supply chain management requires both internal excellence and external collaboration.

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:

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

They perform logistics functions such as:

- * Transportation
- * Warehousing
- * Distribution
- * Order fulfillment

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.

NO.6 Which two factors affect a service location decision? Choose 2 answers

- A.** Closeness to manufacturing facilities
- B.** Proximity to customers

- C. Warehouse storage
- D. Quality-of-life issues

Answer: B D

Explanation:

For service organizations, proximity to customers and quality-of-life issues are two dominant factors in location decisions.

Unlike manufacturing, service operations require direct customer contact. Being close to customers reduces travel time, improves convenience, enhances responsiveness, and increases perceived service quality.

Examples include hospitals, banks, restaurants, and consulting offices, where location accessibility directly influences demand.

Quality-of-life issues—such as education, healthcare, housing, safety, climate, and cultural amenities—affect the ability to attract and retain skilled service employees. Human capital is a critical input in service operations, and workforce availability often outweighs cost considerations.

The other options are less relevant:

* Manufacturing proximity matters mainly for production facilities

* Warehouse storage is a logistics concern, not a service driver

Operations Management emphasizes that service location decisions balance customer access and employee satisfaction, since both directly influence service quality, productivity, and long-term sustainability.

NO.7 Which design work system minimizes repetitiveness in tasks by assigning employees the role of planning and scheduling?

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

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.