

Western Governors University (WGU) MGMT4100 C720 Operations and Supply Chain Management Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

This is a sample study guide. To access the full version with hundreds of questions,

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Don't worry about getting everything right, your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations, and take breaks to retain information better.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning.

7. Use Other Tools

Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly — adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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- 1. In which situation would a Make-to-Order Company typically operate?**
 - A. Producing large quantities of standardized products**
 - B. Manufacturing goods only after receiving customer orders**
 - C. Stockpiling inventory for future sales**
 - D. Automatically assembling products**

- 2. Which of the following is a responsibility of operations management?**
 - A. Developing financial policies**
 - B. Scheduling production processes**
 - C. Conducting market research**
 - D. Setting employee wages**

- 3. What does it mean to be "Insourced" in business?**
 - A. Outsourcing tasks to external vendors.**
 - B. Bringing processes back into the organization from external providers.**
 - C. Transferring tasks to another branch of the company.**
 - D. Eliminating certain business processes.**

- 4. What is a benefit of having a flexible workforce in the Chase Demand strategy?**
 - A. It allows for consistent salary expenditure**
 - B. It facilitates adjustments to production rates based on demand**
 - C. It reduces the need for marketing**
 - D. It guarantees low operational costs**

- 5. Which method gathers estimates from individual units within a company to forecast total demand?**
 - A. Delphi Technique**
 - B. Build-Up Method**
 - C. Market Analysis**
 - D. Regression Analysis**

- 6. What aspect of trust is emphasized under the concept of assurance?**
- A. Low prices**
 - B. Employee courtesy and knowledge**
 - C. Customer feedback**
 - D. Timely delivery**
- 7. Which tool is NOT part of the Seven Tools of Statistical Process Control?**
- A. Fishbone diagrams**
 - B. Gantt charts**
 - C. Control charts**
 - D. Pareto charts**
- 8. Which production method involves the assembly of low-variety discrete products at high volume?**
- A. Batch Flow**
 - B. Job Shop**
 - C. Mass Customization**
 - D. Project**
- 9. What does the 5S Methodology primarily focus on?**
- A. Minimizing waste in production**
 - B. Visual control of the workplace**
 - C. Enhancing team collaboration**
 - D. Standardizing training approaches**
- 10. What type of company produces goods only when orders are received?**
- A. Made-to-Stock Company**
 - B. Just-in-Time Company**
 - C. Assembly-Line Company**
 - D. Batch Production Company**

Answers

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1. B
2. B
3. B
4. B
5. B
6. B
7. B
8. A
9. B
10. A

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Explanations

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1. In which situation would a Make-to-Order Company typically operate?

- A. Producing large quantities of standardized products**
- B. Manufacturing goods only after receiving customer orders**
- C. Stockpiling inventory for future sales**
- D. Automatically assembling products**

A Make-to-Order Company typically operates by manufacturing goods only after receiving customer orders. This approach allows the company to tailor products specifically to the individual needs and specifications of customers, thus minimizing excess inventory and reducing the risk of unsold products. In a Make-to-Order model, production is closely aligned with actual demand rather than forecasted demand. This flexibility in production can lead to enhanced customer satisfaction, as customers can receive products that meet their exact requirements. Additionally, this model can lead to cost savings, as companies do not need to invest in large quantities of inventory that may not be sold. The other options describe different production strategies. For instance, producing large quantities of standardized products relates to a Make-to-Stock model, where items are made in advance based on demand forecasts. Stockpiling inventory refers to maintaining a large inventory for future sales, which is also contrary to the Make-to-Order approach. Automatically assembling products could imply a more continuous or mass production process, which would not incorporate the customization aspect associated with Make-to-Order.

2. Which of the following is a responsibility of operations management?

- A. Developing financial policies**
- B. Scheduling production processes**
- C. Conducting market research**
- D. Setting employee wages**

Operations management primarily focuses on the processes involved in producing goods and services and ensuring that these processes operate efficiently and effectively. Scheduling production processes is a core responsibility because it involves determining when and how much of a product should be manufactured. By appropriately scheduling production, companies can optimize resource use, reduce waste, ensure timely delivery, and meet customer demands without overproducing or underproducing. Developing financial policies typically falls under the purview of financial management rather than operations management. Conducting market research is related to understanding customer needs and preferences, which is more aligned with marketing functions. Setting employee wages concerns human resources management, as it is directly related to compensation and benefits strategy rather than operational processes. Thus, scheduling production processes is a clear and direct responsibility of operations management, focusing on optimizing production efficiency and aligning with overall business strategies.

3. What does it mean to be "Insourced" in business?

- A. Outsourcing tasks to external vendors.
- B. Bringing processes back into the organization from external providers.**
- C. Transferring tasks to another branch of the company.
- D. Eliminating certain business processes.

Being "insourced" in business refers to the practice of bringing processes or services back into the organization from external providers. This can happen for various reasons, such as improving control over business operations, enhancing quality, or reducing costs. Insourcing allows a business to leverage its internal resources and talent, ensuring that key functions are handled within the organization rather than relying on third-party contractors. This approach is often seen as beneficial when a company seeks to regain strategic functions that may have been previously outsourced. It can lead to greater flexibility, improved communication, and consistency in service delivery, as well as aligning the processes more closely with the organization's goals and values. In contrast, outsourcing involves contracting external vendors to perform certain tasks, while transferring tasks to another branch of the company or eliminating business processes do not align with the concept of insourcing, which specifically emphasizes the return of outsourced processes to in-house management.

4. What is a benefit of having a flexible workforce in the Chase Demand strategy?

- A. It allows for consistent salary expenditure
- B. It facilitates adjustments to production rates based on demand**
- C. It reduces the need for marketing
- D. It guarantees low operational costs

Having a flexible workforce is essential in the Chase Demand strategy, where production levels are adjusted to match customer demand closely. This approach allows a company to respond swiftly to fluctuations in demand, ensuring that they can increase or decrease production rates as needed without significant delays or excess costs. When demand for a product rises, a flexible workforce enables the company to ramp up production quickly by utilizing staff who can be trained to perform various tasks or by bringing in additional temporary workers. Conversely, during periods of lower demand, the workforce can be reduced, either by adjusting hours, utilizing part-time employees, or employing other flexible arrangements. This adaptability helps maintain customer satisfaction by ensuring that products are available when needed while minimizing the costs associated with overproduction or underutilization of capacity. Thus, the benefit of having a flexible workforce directly supports the goal of aligning production with shifting market demands, essential to the Chase Demand strategy.

5. Which method gathers estimates from individual units within a company to forecast total demand?

- A. Delphi Technique**
- B. Build-Up Method**
- C. Market Analysis**
- D. Regression Analysis**

The Build-Up Method is particularly effective for forecasting total demand as it involves collecting estimates from individual units or departments within a company. Each unit provides its own projection based on its specific circumstances, market insights, and operational factors. By aggregating these individual estimates, a comprehensive demand forecast is created, which reflects the nuances and expert knowledge of each contributing unit. This approach is advantageous because it leverages the localized expertise of different teams, allowing for a more tailored and potentially accurate demand forecast. This collective insight helps in identifying customer needs, market trends, and operational capabilities. In contrast, other methods such as the Delphi Technique rely on expert opinion without necessarily drawing from individual unit data. Market Analysis focuses on broader trends and competitive factors rather than the internal estimates from distinct units. Regression Analysis utilizes statistical techniques to understand relationships between variables based on historical data rather than soliciting direct input from various units. Hence, the Build-Up Method stands out as the method specifically aimed at harnessing internal insights for a comprehensive forecast.

6. What aspect of trust is emphasized under the concept of assurance?

- A. Low prices**
- B. Employee courtesy and knowledge**
- C. Customer feedback**
- D. Timely delivery**

The concept of assurance in the context of trust primarily focuses on the confidence that customers feel regarding the service or product being provided. This aspect involves the ability of employees to convey trustworthiness and expertise through their interactions. Employee courtesy and knowledge are crucial because they directly influence how a customer perceives a business's reliability and competence. When employees are courteous, they create a welcoming environment that fosters positive customer experiences. Coupled with their knowledge of the products or services, it reassures customers that they are in capable hands. Customers are more likely to trust a business when they see that the staff is well-informed and approachable, which builds confidence in the overall quality of the offerings. In contrast, the other choices do not directly address the emotional or psychological aspect of trust as clearly. While low prices might attract customers, they don't assure quality or reliability. Customer feedback is important for improvement but doesn't establish immediate trust in the interaction itself. Timely delivery is a critical factor in customer satisfaction, but it doesn't necessarily convey the same level of assurance regarding employee competence or customer service.

7. Which tool is NOT part of the Seven Tools of Statistical Process Control?

- A. Fishbone diagrams**
- B. Gantt charts**
- C. Control charts**
- D. Pareto charts**

The Seven Tools of Statistical Process Control (SPC) are a set of quality tools that are primarily used to analyze and improve processes. These tools include control charts, fishbone diagrams, and Pareto charts, among others. Gantt charts, on the other hand, are not included in the Seven Tools of SPC. They are primarily used for project management to illustrate a project schedule, showing the start and finish dates of various elements or tasks. Their focus is on time management and task scheduling rather than on process control or quality improvement. By understanding the specific purpose and application of each tool, one can see that the correct answer highlights the distinction between tools meant for quality control versus those made for project management.

8. Which production method involves the assembly of low-variety discrete products at high volume?

- A. Batch Flow**
- B. Job Shop**
- C. Mass Customization**
- D. Project**

The correct answer involves the concept of batch flow, which is characterized by the production of a limited variety of products but does so in high volumes. In a batch flow production method, similar items or products are made in groups or batches. Each batch undergoes the same set of processes, allowing for efficiency and lower costs associated with setups and changeovers between different products. This method emphasizes quantity over extensive product variety, which aligns with the objective of producing discrete items rapidly and efficiently. The assembly line often used in batch flow enables streamlined operations and maximizes throughput by reducing the time and resources spent on producing each individual product. In contrast, the other methods detail different production approaches. For example, a job shop typically caters to low volume and high variety, focusing on custom or unique items rather than mass production. Mass customization combines low volume with a degree of customization, allowing consumers to personalize products within certain limits, which does not match the high-volume aspect of the question. Project production is employed for one-time or unique operations like construction, which does not fit the traditional assembly and high-volume focus of batch flow.

9. What does the 5S Methodology primarily focus on?

- A. Minimizing waste in production
- B. Visual control of the workplace**
- C. Enhancing team collaboration
- D. Standardizing training approaches

The 5S Methodology focuses on visual control of the workplace, which is essential for creating an organized and efficient work environment. The term "5S" refers to five Japanese words that represent the steps involved: Seiri (Sort), Seiton (Set in order), Seiso (Shine), Seiketsu (Standardize), and Shitsuke (Sustain). By implementing these steps, organizations aim to clearly define what tools, materials, and processes are needed in the workplace, thereby fostering a visual system that makes it easy for employees to identify when something is out of place or when a process is not functioning as intended. Visual control is key as it helps employees quickly understand the state of their work environment at a glance, promotes accountability, and enhances operational efficiency. For example, color-coded areas for tools or materials, clear labeling, and designated spaces contribute to a smooth workflow and minimize the time wasted looking for items necessary for tasks. The other options, while related to operational efficiency and workplace best practices, do not encapsulate the primary focus of the 5S Methodology. For instance, although minimizing waste is a goal of many lean practices, the 5S specifically emphasizes the organizational and visual aspects of the workplace. Enh

10. What type of company produces goods only when orders are received?

- A. Made-to-Stock Company**
- B. Just-in-Time Company
- C. Assembly-Line Company
- D. Batch Production Company

The correct response relates to the concept of a company that operates based on actual customer demand rather than forecasting or stockpiling inventory. A made-to-stock company relies on estimates of future demand and produces goods in advance to have them ready for quick delivery. However, a company that produces only when orders are received aligns with the just-in-time manufacturing philosophy, which seeks to minimize inventory and focus on producing items as a direct response to customer orders. Just-in-time production helps improve efficiency and reduce waste, as goods are created specifically for customer needs, ensuring that resources are utilized effectively. The goal of this approach is to maintain a flexible production system that responds promptly to customer demand, ultimately leading to a more agile supply chain. In contrast, the assembly-line and batch production companies focus on producing goods in bulk or in specific production runs, which does not fit the model of producing only upon receiving orders. Thus, the essence of the correct answer hinges on responsiveness to customer orders and minimizing excess inventory, characteristic of just-in-time strategies.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://wgu-mgmt4100-c720.examzify.com>

We wish you the very best on your exam journey. You've got this!