

# Western Governors University (WGU) MGMT6020 C215 Operations Management Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

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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. 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.**

## **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. 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!**

## Questions

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- 1. What is the key principle behind just-in-time (JIT) manufacturing?**
  - A. Producing large quantities of goods**
  - B. Minimizing inventory levels**
  - C. Employing strict quality control**
  - D. Expanding supplier networks**
  
- 2. What costs are related to the setup of production processes?**
  - A. Fixed costs**
  - B. Variable costs**
  - C. Setup costs**
  - D. Operational costs**
  
- 3. What is commonly a key characteristic of electronic storefronts?**
  - A. Limited product visibility**
  - B. Interaction with multiple suppliers**
  - C. Single supplier product catalogs**
  - D. Physical store promotion**
  
- 4. What methodology focuses on systematic quality improvements involving all employees in decision-making?**
  - A. Continuous Improvement**
  - B. Empowerment**
  - C. Quality Management Systems**
  - D. Kaizen**
  
- 5. Why must problems be visible in the context of operations management?**
  - A. To ensure efficient operation**
  - B. To comply with regulations**
  - C. To facilitate identification and resolution**
  - D. To optimize resource allocation**

- 6. What is the practice of owning or controlling the source of raw materials and components known as?**
- A. Vertical Integration**
  - B. Horizontal Integration**
  - C. Market Control**
  - D. Supply Chain Management**
- 7. What system does JIT use as its basis for production management?**
- A. Push system**
  - B. Random system**
  - C. Pull system**
  - D. Forecasting system**
- 8. What is a key aspect of supply chain management?**
- A. Maximizing retail pricing**
  - B. Minimizing employee involvement**
  - C. Coordinating the flow of goods, services, and information**
  - D. Focusing solely on production efficiency**
- 9. What authority do workers have in a quality control situation according to production practices?**
- A. Authority to increase production rates**
  - B. Authority to stop the production line**
  - C. Authority to decide product pricing**
  - D. Authority to hire additional staff**
- 10. What is the purpose of Poka-yoke in manufacturing processes?**
- A. Increase production speed**
  - B. Reduce production costs**
  - C. Prevent defects from occurring**
  - D. Enhance product design**

## Answers

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

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## **Explanations**

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**1. What is the key principle behind just-in-time (JIT) manufacturing?**

- A. Producing large quantities of goods
- B. Minimizing inventory levels**
- C. Employing strict quality control
- D. Expanding supplier networks

The key principle behind just-in-time (JIT) manufacturing is minimizing inventory levels. JIT is a strategy designed to increase efficiency and reduce waste by receiving goods only as they are needed in the production process. This approach minimizes the amount of inventory that companies need to hold, which reduces storage costs and the risk of inventory obsolescence. By keeping inventory levels low, businesses can respond more quickly to changes in customer demand and reduce the cash tied up in unsold products. In JIT systems, the focus is on producing the right amount of products at the right time, ensuring that production is closely aligned with demand. This requires careful planning and a streamlined process, in which companies work closely with suppliers to ensure that materials arrive exactly when needed. Therefore, minimizing inventory is not just about reducing costs; it enhances overall operational efficiency and helps maintain flexibility in production.

**2. What costs are related to the setup of production processes?**

- A. Fixed costs
- B. Variable costs
- C. Setup costs**
- D. Operational costs

The correct choice, setup costs, specifically relate to the expenses incurred when preparing production processes for manufacturing a product. These costs can include expenses such as equipment setup, labor for installation, and any other preparatory work needed before production can commence. Understanding setup costs is critical, especially in environments with limited production runs or custom orders, where frequent changes to setup may lead to significant expenditures. These costs are distinct from fixed costs, which do not change with the level of production, or variable costs, which fluctuate with production volume. Operational costs encompass the ongoing expenses incurred during regular business activities, while setup costs are specifically tied to the initial stages of production preparation. Therefore, recognizing and managing setup costs is essential for efficient operations management and can impact overall profitability.

### 3. What is commonly a key characteristic of electronic storefronts?

- A. Limited product visibility
- B. Interaction with multiple suppliers
- C. Single supplier product catalogs**
- D. Physical store promotion

A key characteristic of electronic storefronts is that they commonly feature single supplier product catalogs. This approach allows businesses to create a focused online presence that highlights the offerings of a specific supplier, making it easier for customers to navigate their product selection. By concentrating on a single supplier's catalog, electronic storefronts can streamline their inventory management, marketing efforts, and customer service. The single supplier model also helps in establishing brand loyalty and trust with customers, as they become familiar with the specific products and services offered. This is distinct from platforms that interact with multiple suppliers, which may lead to a more complex shopping experience and a broad but potentially overwhelming array of products. Overall, focusing on a single supplier enables a more cohesive and manageable e-commerce presence, which aligns with the operational goals of many online retailers.

### 4. What methodology focuses on systematic quality improvements involving all employees in decision-making?

- A. Continuous Improvement
- B. Empowerment
- C. Quality Management Systems
- D. Kaizen**

The methodology that emphasizes systematic quality improvements involving all employees in decision-making is Kaizen. This approach is rooted in the Japanese philosophy of continuous improvement, which seeks to enhance processes, products, and services through incremental, small changes that cumulatively lead to significant improvements. Kaizen promotes a culture where every employee is encouraged to contribute ideas for improving operations, which fosters a sense of ownership and responsibility towards the company's goals. By involving all employees in decision-making, organizations can harness diverse perspectives and insights, which often leads to more effective solutions and enhancements. This methodology goes beyond merely fixing issues; it seeks to create a mindset of ongoing improvement, making it an integral part of the organizational culture. Engaging all employees also enhances teamwork and morale, as individuals see their contributions being valued and implemented.

**5. Why must problems be visible in the context of operations management?**

- A. To ensure efficient operation**
- B. To comply with regulations**
- C. To facilitate identification and resolution**
- D. To optimize resource allocation**

In operations management, visibility of problems is crucial as it directly impacts the ability to identify and resolve issues effectively. When problems are visible, teams can quickly recognize deviations from expected performance, quality standards, or operational processes. This visibility allows for timely intervention, which can prevent minor issues from escalating into major disruptions. Moreover, having a clear understanding of problems enables organizations to analyze root causes, implement corrective actions, and monitor the effectiveness of those solutions. While efficiency and compliance are important aspects of operations management, the core purpose of making problems visible is to foster an environment where they can be swiftly identified and addressed. This proactive approach enhances overall operational performance, leading to improved productivity and service quality. Visibility also aids in learning from past mistakes, promoting continuous improvement practices within the organization. Consequently, the focus on problem visibility aligns with the overarching goals of operational excellence.

**6. What is the practice of owning or controlling the source of raw materials and components known as?**

- A. Vertical Integration**
- B. Horizontal Integration**
- C. Market Control**
- D. Supply Chain Management**

The practice of owning or controlling the source of raw materials and components is known as vertical integration. This strategy involves a company taking on the ownership or management of its supply chain to improve efficiency, reduce costs, and ensure a steady supply of the materials needed for production. By vertically integrating, companies can gain more control over their operations, limit reliance on external suppliers, and mitigate risks associated with supply chain disruptions. This approach can lead to increased profitability and a competitive advantage in the market. In contrast, horizontal integration focuses on acquiring or merging with other companies at the same stage of production, aiming to increase market share. Market control entails having the power to influence prices and supply in a particular market, which is distinct from the concept of controlling raw material sources. Supply chain management encompasses a broader range of activities that involve managing the flow of goods, information, and finances as they move from supplier to manufacturer to wholesaler to retailer to consumer, rather than just focusing on ownership or control of raw materials.

**7. What system does JIT use as its basis for production management?**

- A. Push system**
- B. Random system**
- C. Pull system**
- D. Forecasting system**

Just-In-Time (JIT) is fundamentally based on a pull system for production management. In a pull system, production is driven by actual demand rather than forecasts or predictions about future sales. This approach enables manufacturers to respond more flexibly to the needs of customers, producing only what is necessary, when it is needed, and in the quantity required. This minimizes waste, reduces inventory costs, and improves overall efficiency, which are core principles of JIT. The pull system contrasts significantly with push systems, where products are manufactured based on projected demand, often leading to excess inventory and higher storage costs. The effectiveness of JIT in streamlining operations and reducing waste is rooted in its reliance on real-time data and customer demand signals, making it a strategic choice for organizations looking to enhance their operational efficiency and responsiveness in a competitive market.

**8. What is a key aspect of supply chain management?**

- A. Maximizing retail pricing**
- B. Minimizing employee involvement**
- C. Coordinating the flow of goods, services, and information**
- D. Focusing solely on production efficiency**

A key aspect of supply chain management is coordinating the flow of goods, services, and information. This entails managing a network of interconnected businesses involved in delivering products and services to the end customer. Supply chain management focuses on optimizing and harmonizing the various processes involved, from sourcing raw materials to delivering the final product to the consumer. Effective coordination ensures that products are produced and delivered in a timely manner, meets customer demand, and maximizes overall efficiency in the supply chain. This coordination is crucial because it involves collaboration and communication among suppliers, manufacturers, distributors, and retailers, enabling them to respond to changes in market demand, minimize delays, reduce costs, and enhance customer satisfaction. By effectively managing this flow, businesses can improve their competitiveness and adaptability in the marketplace.

**9. What authority do workers have in a quality control situation according to production practices?**

- A. Authority to increase production rates**
- B. Authority to stop the production line**
- C. Authority to decide product pricing**
- D. Authority to hire additional staff**

In a quality control situation, workers have the authority to stop the production line as a crucial action to ensure product quality and safety. This power is embedded in many quality management systems that prioritize the prevention of defective products and the maintenance of standards. By enabling workers to halt production, organizations empower them to take immediate action when they identify issues such as defects, safety hazards, or non-compliance with quality standards. This not only helps prevent poor-quality products from reaching the market but also fosters a culture of accountability and responsiveness among employees. This authority supports the overall operational efficiency and effectiveness of organizations by allowing for timely interventions that can save resources and maintain customer satisfaction. In contrast, the other options do not typically fall within the scope of worker authority in a quality control context, as they relate more to production management and strategic decisions that are usually reserved for management or supervisory roles.

**10. What is the purpose of Poka-yoke in manufacturing processes?**

- A. Increase production speed**
- B. Reduce production costs**
- C. Prevent defects from occurring**
- D. Enhance product design**

The purpose of Poka-yoke, which translates to "mistake-proofing," in manufacturing processes is to prevent defects from occurring. This approach focuses on designing processes in such a way that mistakes are either prevented or immediately identified, thereby minimizing the likelihood of defects making it into the final product. By integrating Poka-yoke mechanisms, manufacturers can ensure higher levels of quality and consistency in their products. This method not only helps maintain quality standards but also reduces waste and rework, contributing to overall operational efficiency. It fosters an environment where errors can be identified instantly, allowing for quick corrective actions to be taken, which ultimately leads to a more reliable manufacturing process.

## 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](mailto:hello@examzify.com).**

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

**<https://wgu-mgmt6020-c215.examzify.com>**

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

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