

WGU C215 Operations Management PVDC Final Exam Questions and Answers Graded A

Which definition is used for quality, evaluates how well a product performs its intended function?

✓✓ Fitness for use

14 points for quality improvement ✓✓ Which total quality management (TQM) process was developed to stress management's responsibility for quality?

ISO 9000 ✓✓ Set of international standards on quality management and quality assurance, critical to international business

-TQM process consists of 13 published standards and guidelines

-Like when joint commission shows up at the hospitals

Checklist ✓✓ A list of common defects and the number of observed occurrences of these defects.

scatter diagram ✓✓ a plot of two variables showing whether they are related

Control Chart ✓✓ A graph that shows whether a sample of data falls within the common or normal range of variation.

mean ✓✓ A statistical measure of central tendency, or average, based on dividing a total by the number of individual cases.

assignable causes of variation ✓✓ -Causes can be identified and eliminated

-e.g. poor employee training, worn tool, machine needing repair

common causes or random ✓✓ Stuff you cannot identify

-Random causes that we cannot identify, unavoidable

Cpk measures ✓✓ How close one is to a target and how consistent one is with the average performance.

-How closely it measures

Six Sigma ✓✓ Technical tools and people involvement

The empirical rule, 3 standard deviations. This is 3 sigma's.

6 sigmas and you are almost at 100%

DMAIC

DMAIC (Define, Measure, Analyze, Improve, Control) ✓✓ a six sigma process that outlines the steps that should be followed to improve an existing business process

define stage ✓✓ includes the voice of the customer and value stream

Job Design ✓✓ It does not have anything to do with people.

-The process by which managers decide how to divide tasks into specific jobs

waiting time ✓✓ -Screen patients and fast track those with minor ailments

-amount of time a process has been waiting in the ready queue

Service location decisions ✓✓ -proximity to customers

-Quality of life issues

proximity to customers ✓✓ -key factor of a location analysis for a service company

-if you need to have a car repaired, you wont drive too far.

Capacity Planning ✓✓Hospital- Capacity is beds and output is the patients. If you have 1 pt for 2 days and one for 3 days. The output is how many patients and not how many beds we have.

capacity utilization ✓✓are you using more workers and what are your resources? Measures how much of the available capacity is actually being used. Measures effectiveness.

Capacity Focus ✓✓facilities that are small, specialized, and focused on a narrow set of objectives.

effective capacity ✓✓

capacity measurement at the best operating level ✓✓when the average unit cost is minimized

center of gravity approach ✓✓an approach for locating a single facility that minimizes the distance to existing facilities.

-use the breakeven analysis -how many units needed to manufacture to breakeven.

break-even analysis ✓✓the process of determining the number of units a firm must sell to cover all costs. Considers fixed costs, variable costs. eg Fed EX is in Tennessee so it will be in the middle

repetitive process ✓✓classic assembly line. A line process, a continuous process.

Project Process ✓✓make a one-at-a-time product exactly to customer specifications, expensive. Like an automobile collision shop that does body and engine repair as well as custom vehicle paint job.

Batch Process ✓✓a process in which goods or services are produced in groups (batches) and not in a continuous stream eg. auto shop offers body repair, engine repair, and custom vehicle paint options