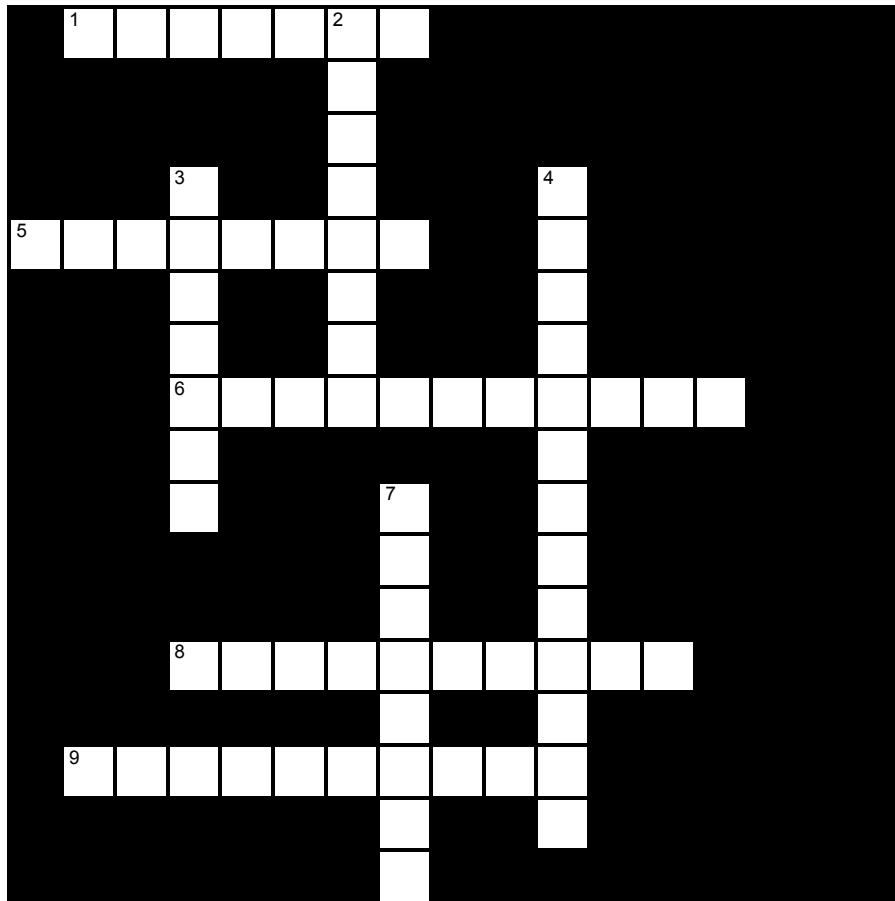


Barnes: Operations Management - An International Perspective

Chapter 1



Across

- 1 'Transformation _____', the system by which inputs of resources (e.g. people, equipment, materials, energy and information) are converted into outputs of goods and services. (7)
- 5 'Gross _____ product', a measure of the size of a country's economy. (8)
- 6 One of the terms

used to describe the process of obtaining inputs of goods or services from a source outside of the organization. (11)

- 8 A measure of the success of an operation in converting inputs to outputs. (10)
- 9 '_____ management', this is concerned with the management of the resources and processes required by an organization to

produce goods or services for customers. (10)

Down

- 2 The intangible outputs from an operation. (8)
- 3 'Supply _____', the set of interconnected relationships between all the parties that supply inputs to, and receive outputs from, an operation. (7)
- 4 A measure of the success of an operation in

producing outputs that satisfy customers. (13)

- 7 'Operations _____', that part of the organization that has the responsibility for operations management. (8)