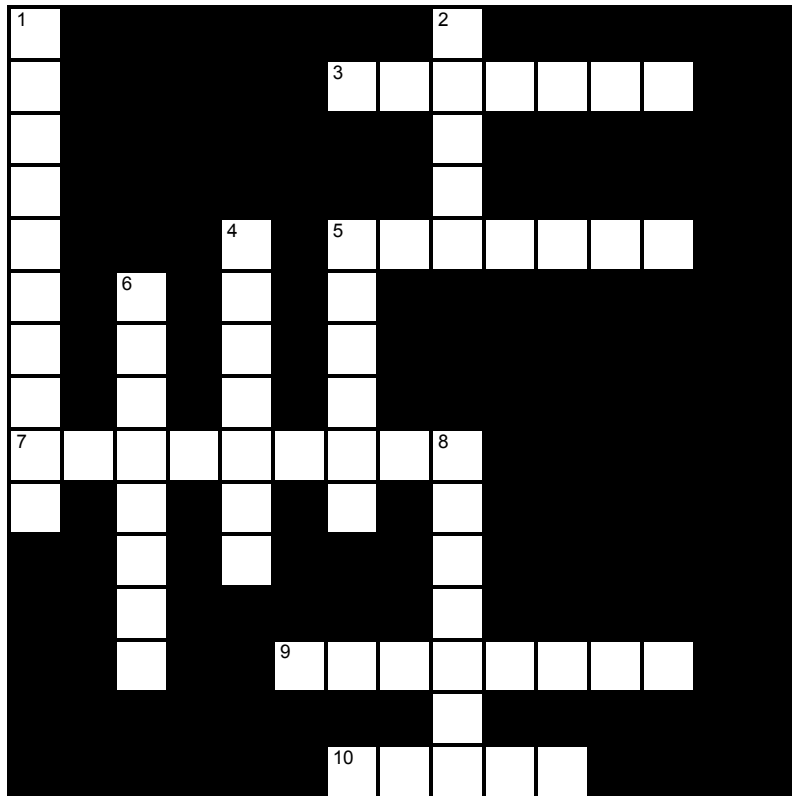


Barnes: Operations Management - An International Perspective

Chapter 10



Across

- 3 A well-known family of standards for quality management systems, (answer contains letters and numbers). (7)
- 5 UK packaging firm that adopted the ISO9000 standard in 2001. (7)
- 7 'Quality _____', this involves taking a proactive approach towards quality management by seeking to prevent defects ever being produced. (9)
- 9 'Quality _____ deployment (QFD)', a structured procedure that

aims to ensure that the design of products and services meets the needs of the customer. (8)

- 10 '_____ of quality', an expression of an organization's performance in quality in financial terms. (5)

Down

- 1 Any difference between the customers' expectations of a product or service and their perceptions of their experience of it. (7,3)
- 2 '_____ quality management (TQM)', a

philosophy for quality improvement based on principles of the elimination of waste, continuous involvement and the involvement of all employees. (5)

- 4 'Quality _____', an extension of quality inspection in that it uses data from inspection to identify causes of defects and to take corrective action. (7)
- 5 'The _____ prize' the oldest quality award in Japanese business. Now also open to non-Japanese companies. (6)
- 6 An approach to quality

improvement pioneered by Motorola in the 1980s. (3,5)

- 8 'Failure mode and _____ analysis', (FMEA), a technique used to identify likely causes of failure and their consequences so that preventative actions can be taken. (7)