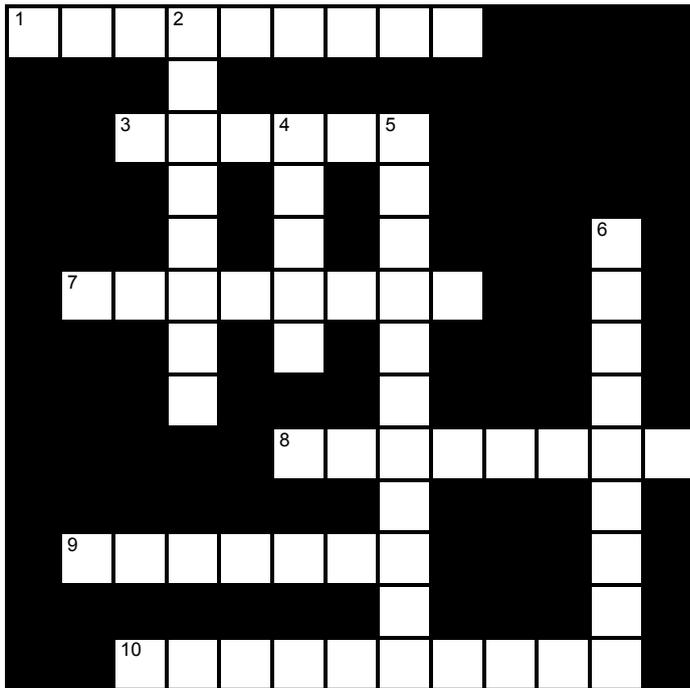


Barnes: Operations Management - An International Perspective

Chapter 11



Across

- 1 The way in which employees are formally divided into groups for co-ordination and control. (9)
- 3 'Quality _____', a group of workers who come together to solve quality and other related problems within their work area. (6)
- 7 '_____ of labour', the principle that efficiency will be increased by each worker specializing on a single task rather than workers performing a number of

- different tasks. (8)
- 8 A group of people who work together on a common task to achieve a specific goal or objective. (4,4)
- 9 'That set of assumptions and beliefs that are taken-for-granted and held in common by members of an organization' (Schein, 1985). (7)
- 10 The phenomenon in which the desire for consensus leads a group to make bad or irrational decisions which members might otherwise

individually consider to be unwise. (10)

Down

- 2 Anglo-Dutch company which announced the restructuring of its European Foods R&D operations, in 2006, in order to improve its competitiveness. (8)
- 4 '_____ - functional team', a work team comprising members from different functional areas within the organization. (5)
- 5 The concept that workers are given greater control over the work that they do, without reference to higher levels of management. (11)
- 6 A leading financial services group in Greece and throughout SE Europe. (5,4)