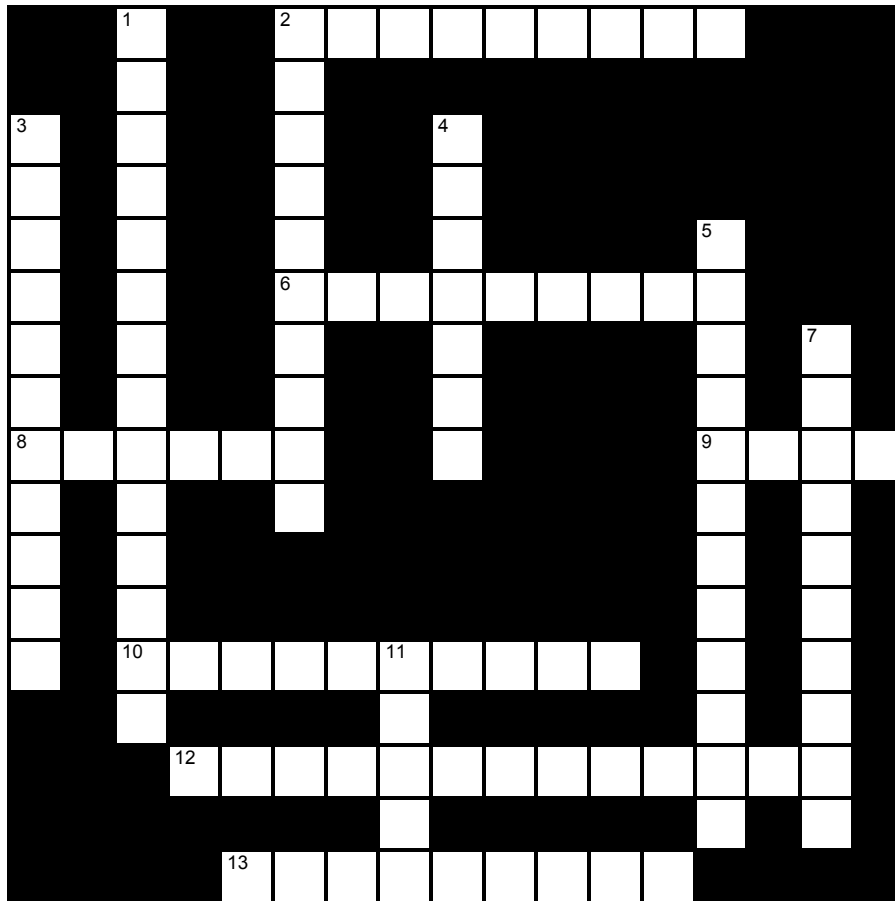# Barnes: Operations Management - An International Perspective
Chapter 12

Across

2 The term used to describe the use of web-based learning. (1-8)

6 'Human _____', the people that work for an organization. (9)

8 '_____ country national' (PCN), also termed an expatriate, an employee sent from an organization to work in a subsidiary based in another country. (6)

9 '____ country national' (HCN), a worker from the country of the subsidiary. (4)

10 '_____ management', a management-led approach to job design that seeks to establish the best way of performing any task through a process of disaggregation and routinization, using methods such as work study. (10)

12 'Person _____', a list of the knowledge, experience and skills necessary for a person to be able to perform a particular job. (13)

13 The process of specifying the methods used by people performing work tasks and particularly the way that they interface with the technology they use. (3,6)

Down

1 An approach to job design that aims to improve motivation hence performance by increasing job satisfaction by satisfying workers' individual and collective social needs. (14)

2 A person temporarily or permanently working in a country other than their home country. (10)

3 'Job _____', this outlines the duties and responsibilities required for a particular job or position. (11)

4 The termed coined by Ouchi (1981) to describe the management style characteristic of many Japanese companies that combines various aspects of scientific management and behaviouralism. (6,1)

5 '_____ tests' are written tests that assess a person's aptitude and personality in a measured and structured way. (12)

7 '_____ centres' are used to provide information on candidates for jobs. (10)

11 '_____ country national' (TCN), a worker from a country other than the parent or host country. (5)