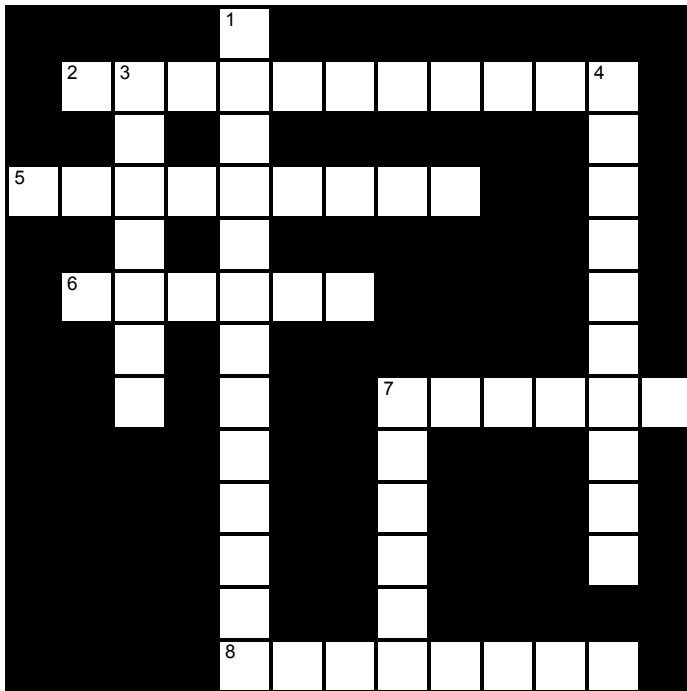


# Barnes: Operations Management - An International Perspective

## Chapter 14



### Across

2 '\_\_\_\_\_' measurement', the process of quantifying the efficiency and effectiveness of actions. (11)

5 The Balanced \_\_\_\_\_, a performance measurement framework that organizes performance measures into four perspectives (financial, customer, internal processes and learning and development). (9)

6 One of the creators of 5 across. (6)

7 A Japanese term which loosely translates as 'continuous improvement'. (6)

8 'Performance \_\_\_\_\_', the level of performance deemed suitable for use as the target level of performance against which to compare a particular aspect of performance. (8)

3 One of the three Es of performance measurement. (7)

4 One of the three Es of performance measurement. (10)

7 One of the creators of 5 across. (6)

### Down

1 One of the three Es of performance measurement. (13)