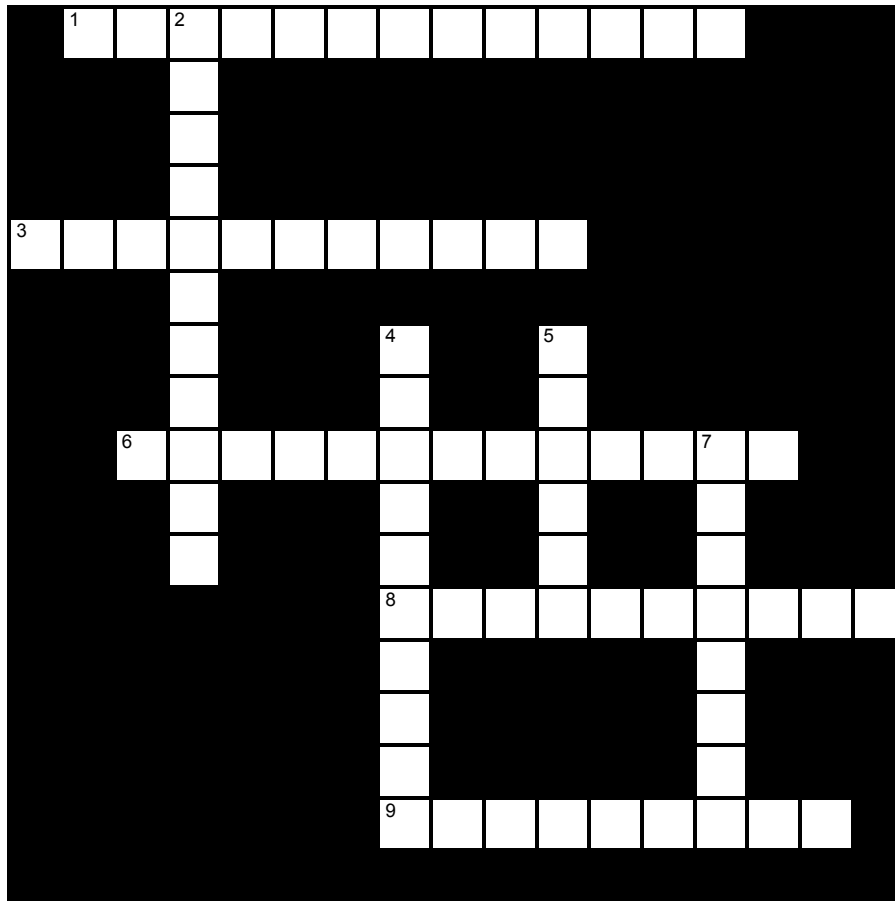


Barnes: Operations Management - An International Perspective

Chapter 15



Across

- 1 One of the four processes of the SECI model, concerning the sharing and communication of tacit knowledge between people, often without ever producing explicit knowledge. (13)
- 3 The author of this textbook. (5,6)

- 6 Any interruption, failure or disruption to operations that causes a loss of intended production. (13)
- 8 The world's largest container vessel which delivered Christmas goods to the UK in November 2006. (4,6)
- 9 Location of a BP refinery in the United States, site of a major industrial accident in 2005. (5,4)

Down

- 2 One of the four processes of the SECI model, concerning explicit knowledge sharing. (11)
- 4 'Knowledge _____', the study of how organizations gather and use knowledge in order to add value in their operations and create a competitive advantage. (10)
- 5 One of the creators of the SECI model. (6)
- 7 One of the creators of the SECI model. (8)