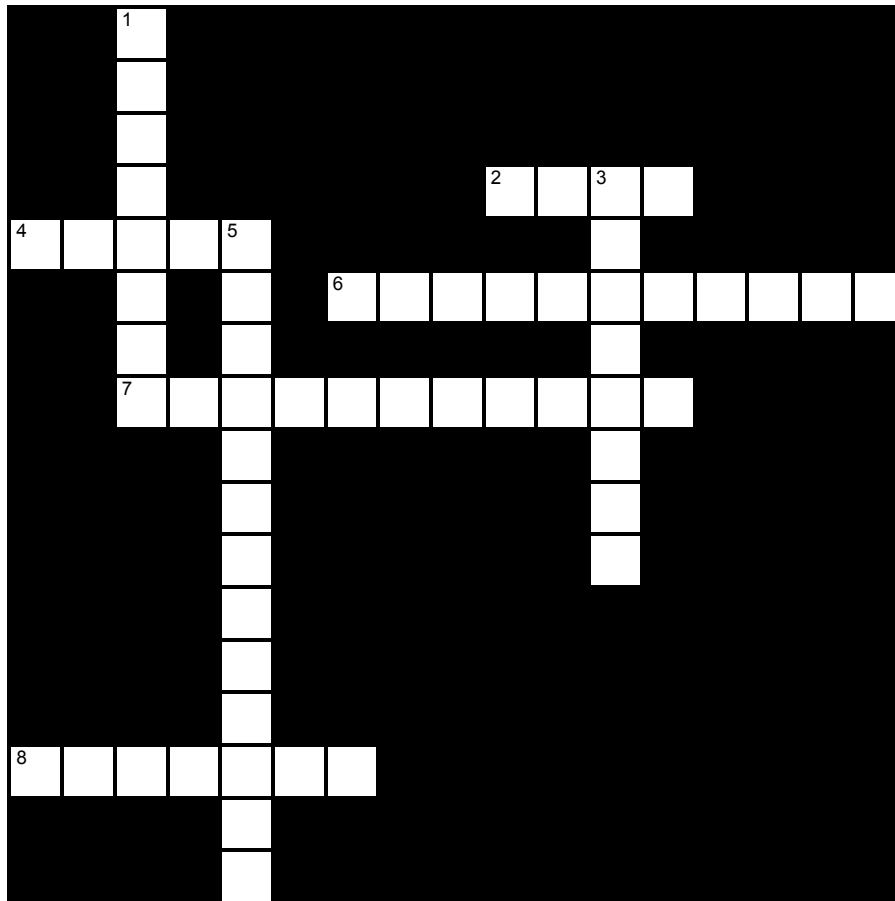


Barnes: Operations Management - An International Perspective

Chapter 2



Across

2 There are considered to be five possible operations performance objectives - this is one of them. (4)

4 There are considered to be five possible operations performance objectives - this is another one of them. (5)

6 'Operations _____ objective', a criterion against which to

evaluate the performance of operations. (11)

7 There are considered to be five possible operations performance objectives - this is another one of them. (11)

8 There are considered to be five possible operations performance objectives - this is another one of them. (7)

Down

1 Organizations need to choose which performance objectives they will give priority to, this may result in having to _____ less than excellent performance in one aspect of operations in order to achieve excellence in another. (5-3)

3 The direction and scope of an organization over the long-term. (8)

5 There are considered to be five possible operations performance objectives - this is another one of them. (13)