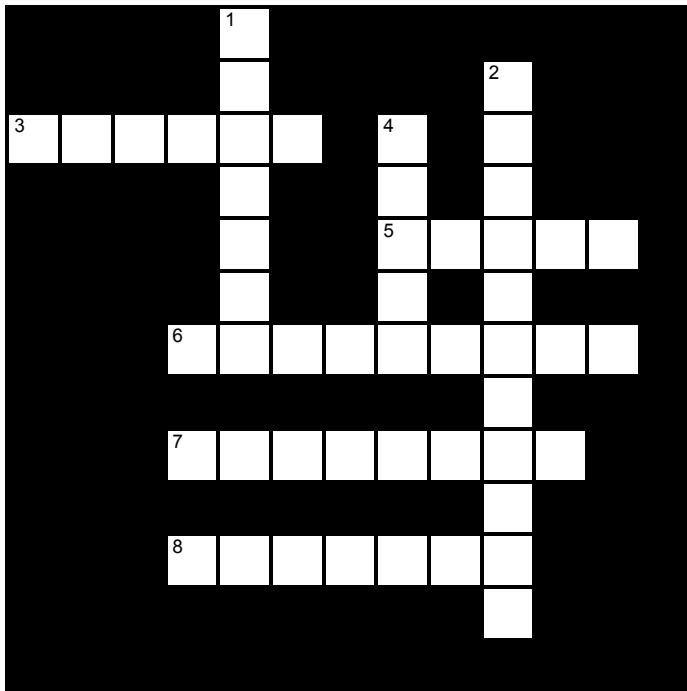


Barnes: Operations Management - An International Perspective

Chapter 6



Across

- 3 The world's largest manufacturer of industrial conveyor belts. (6)
- 5 '_____' management', a set of techniques aimed at maximizing income from customer service operations. (5)
- 6 '_____' capacity plan', a production plan aimed at meeting the totality of customer demand over the longer-term. (9)
- 7 The level of activity or output that an operation (facility or
- organization) can achieve in a given period of time under normal working conditions. (8)
- 8 'Capacity _____', the amount of excess capacity that an operation has above what is required to meet expected demand. (7)
- 4 Model of Jaguar launched in 2001. (1-4)

Down

- 1 '_____' theory', the mathematical study of waiting lines. (7)
- 2 The act of predicting the future likely level of demand for products and services. (11)