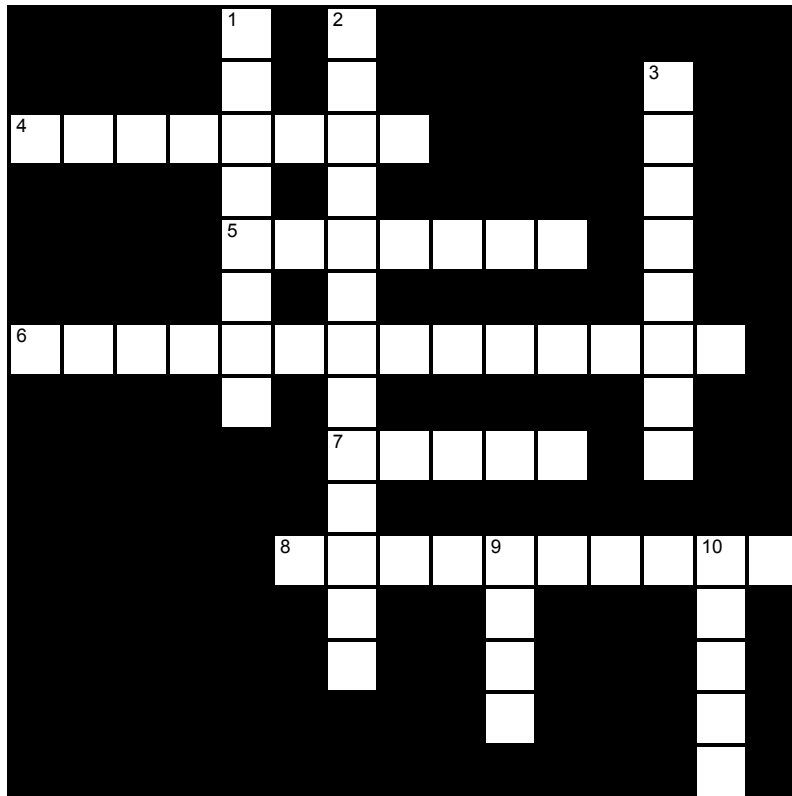


Barnes: Operations Management - An International Perspective

Chapter 8



Across

4 Electronics manufacturer, owner of the plant in Albuquerque, New Mexico, hit by lightning on 17 March 2000. (8)

5 The world's largest retailer. (3-4)

6 Indian call centre company reversing the trend of UK companies' off-shoring back office financial services to low-wage locations in the developing world. (5,9)

7 '_____'

supplier', an immediate supplier to an organization, one that supplies directly to the organization. (4,1)

8 'Core _____', something that an organization can do uniquely well. (10)

Down

1 The '_____ effect', the tendency for fluctuations in demand to be amplified as orders are placed successively

back up a supply chain. (8)

2 The set of interconnected relationships between all the parties that supply inputs to and receive outputs from an operation. (6,7)

3 '_____ integration', The extent to which an organization owns the operations of the suppliers and customers within its supply network. (8)

9 System used by major retailers to monitor sales and trigger

orders from their suppliers. (Acronym). (4)

10 One of the largest bottlers of non-alcoholic beverages in Europe, created in 2000 with the merger of the Athens-based Hellenic Bottling Company SA with Coca-Cola Beverages plc. (5)