



Chapter 19

1. A budget that estimates and reports cash flows on a daily or weekly basis to ensure that the company has sufficient cash to meet its obligations. (4,6)
2. A financial statement that shows the firm's financial position with respect to assets and liabilities at a specific point in time. (7,5)
3. The continuous process of measuring products, services and practices against major competitors or industry leaders. (12) leaders. (12)
4. A quality control approach that emphasizes a relentless pursuit of higher quality and lower costs. (3,5)
5. The steps taken to complete a company process. (5,4)
6. A financial ratio that measures the organization's internal performance with respect to key activities defined by management. (8,5)
7. A budget that plans and reports investments in major assets to be depreciated over several years. (7,6)
8. A budget that identifies the forecasted and actual revenues of the organization. (7,6)
9. A group of six to 12 volunteer employees who meet regularly to discuss and solve problems affecting the quality of their work. (7,6)
10. The system of governing an organization so the interests of corporate owners are protected. (9,10)