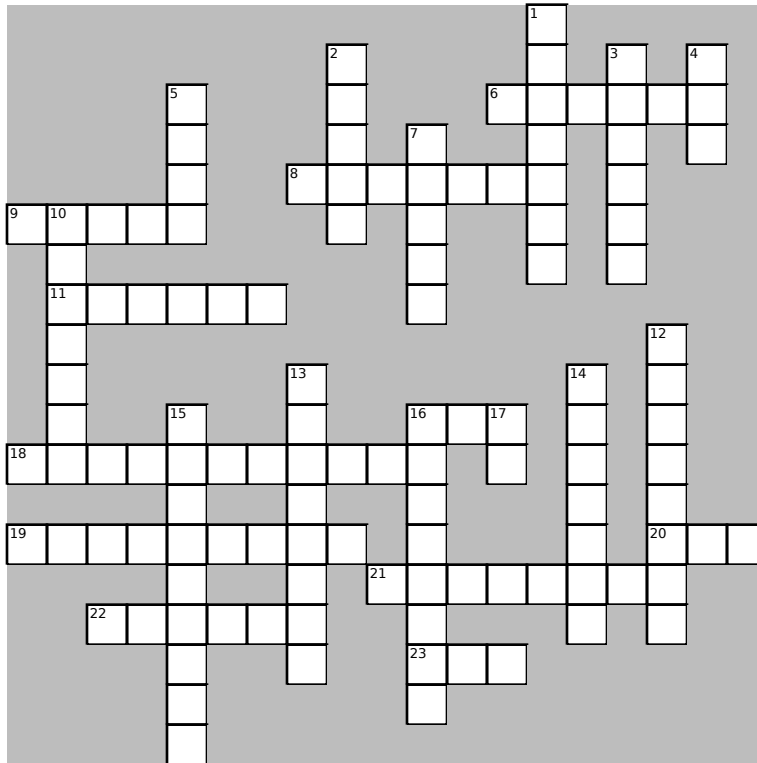


Quality

Pro QC International



- Across
- 6 80/20
 - 8 Based his methods on the idea that any variation from customer requirements represents a loss to customers and the company
 - 9 Six
 - 11 In acceptance sampling, one or more units of product (or a quantity of material) drawn from a lot for purposes of inspection to reach a decision regarding acceptance of the lot
 - 16 Refers to all costs involved in the prevention of defects, assessments of process performance and measurement of financial consequences
 - 18 Those on whom an organization's activities have an impact
 - 19 Picture of a process
 - 20 Family of international standards designed to help organizations ensure they meet the needs of the customers and other stakeholders
 - 21 Cause-and-effect diagram
 - 22 Teachings and philosophy are best illustrated by examining the results they produced when adopted by Japan
 - 23 Global community of experts and the leading authority on quality

- Down
- 1 Meets or exceeds expectations
 - 2 Quality guru that is widely credited for adding the human dimension to quality management.
 - 3 Planet & profit are the other two, as it relates to CSR
 - 4 The expressed requirements and expectations of customers relative to products or services
 - 5 Deming recommended business processes be placed in a continuous loop (cycle) so that managers can identify and change the parts of the process that need improvement
 - 7 Evaluate suppliers
 - 10 Prior to shipment, verify that finished goods conform to specifications
 - 12 A source of materials, service or information input provided to a process.
 - 13 Established by the U.S. Congress in 1987 to raise awareness of quality management
 - 14 An organization's purpose
 - 15 A technique in which a company measures its performance against that of best in class companies
 - 16 A defect noted that poses the possibility of causing injury or harm
 - 17 Observation techniques and activities used to fulfill requirements for quality