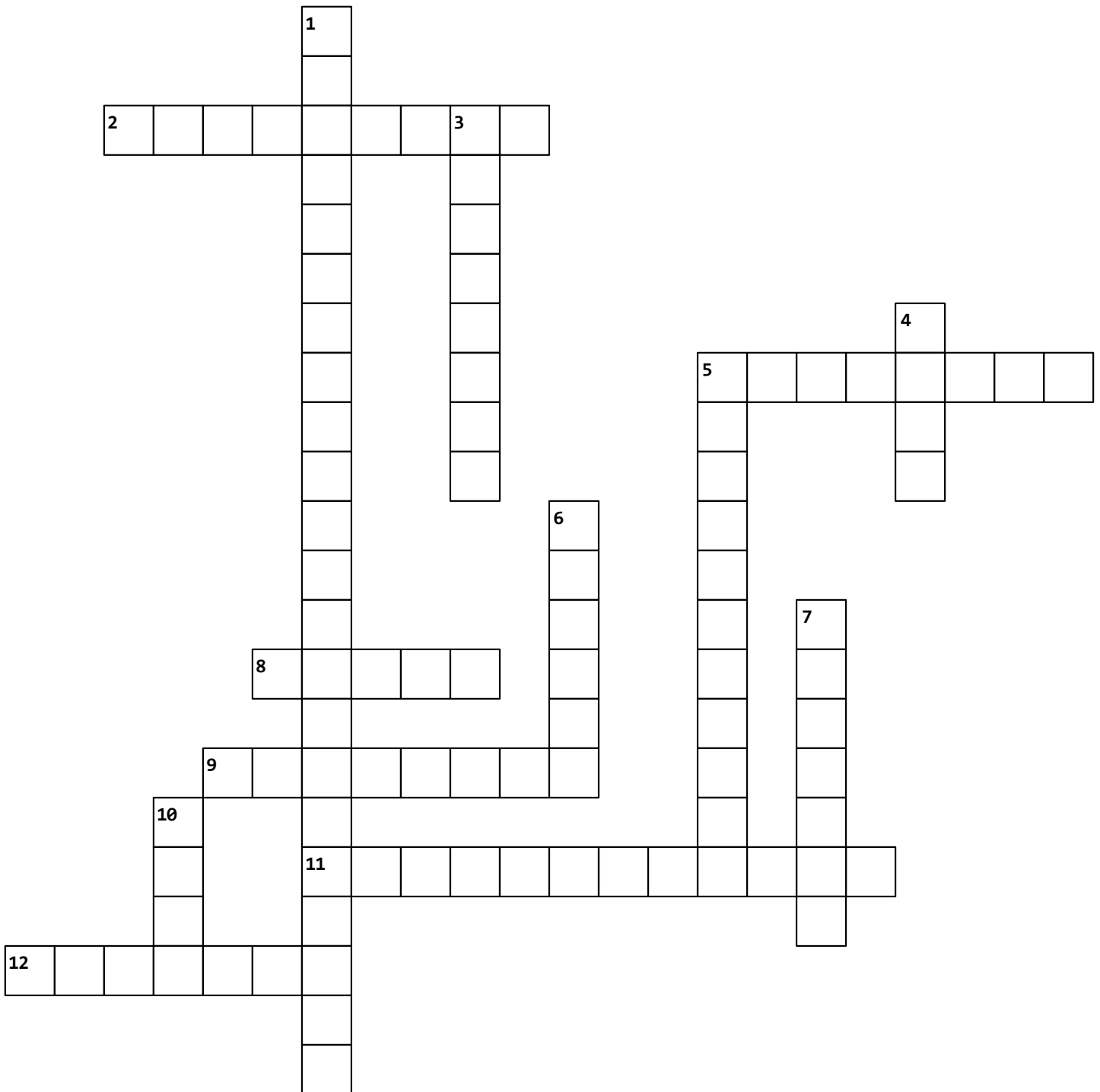


# Quality Management Puzzle



## Across

- 2.** Have a \_\_\_\_\_ approach to problems
- 5.** This person determines the quality of your product

## Down

- 1.** A long term management approach which integrates quality into every part of the company
- 3.** All employees must be \_\_\_\_\_ for TQM to work

**8.** Make decisions on \_\_\_\_\_, not on instinct

**9.** Always have \_\_\_\_\_ on the job for employees

**11.** This rule states that 80% of events are caused by 20% of the causes

**12.** Always look to continually \_\_\_\_\_

**4.** Total quality management means having a \_\_\_\_\_ term plan

**5.** \_\_\_\_\_ with all employees to boost morale and confidence

**6.** This man created TQM

**7.** You must instil \_\_\_\_\_ into every aspect of the business, from the secretary to the sales team

**10.** Drive out \_\_\_\_\_