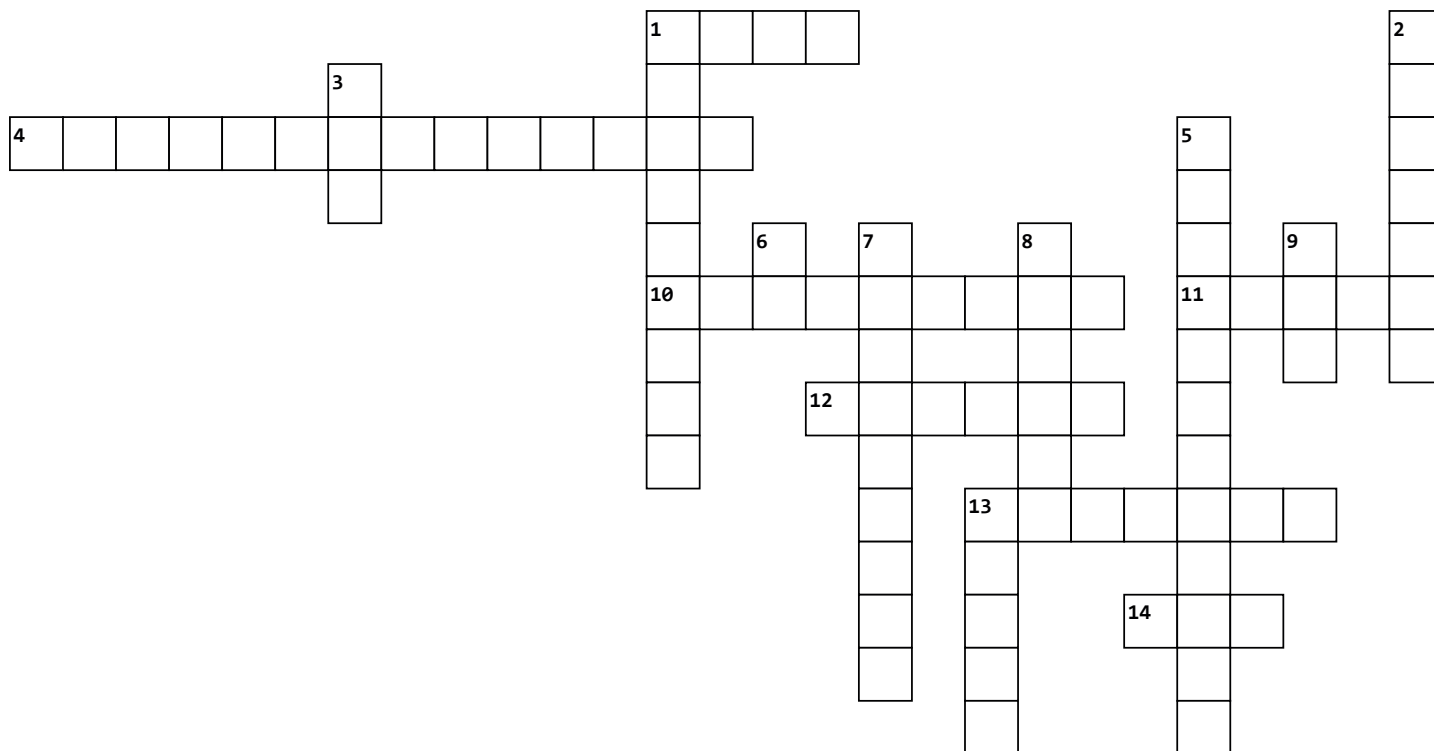


TQM Tools



Across

- 1.** Failure Modes and Effects Analysis, a tool for risk assessment
- 4.** A method of grouping data to identify patterns
- 10.** A bar chart that shows the frequency distribution of data
- 11.** and Effect Diagram A tool to identify root causes of a problem (Ishikawa Diagram)
- 12.** A philosophy of continuous small improvements
- 13.** Chart A tool used to monitor process variation over time
- 14.** Sigma A methodology for reducing defects and improving quality

Down

- 1.** A diagram that represents a process step by step
- 2.** Diagram A plot used to identify relationships between two variables
- 3.** Quality Function Deployment, a tool for translating customer needs into product design
- 5.** Comparing business processes with industry best practices
- 6.** A workplace organization method (Sort, Set in order, Shine, Standardize, Sustain)
- 7.** A mistake-proofing technique to prevent errors
- 8.** Chart A graph that prioritizes problems based on frequency (80/20 rule)
- 9.** Chart A line graph that displays trends over time
- 13.** Sheet A structured form for collecting and analyzing data