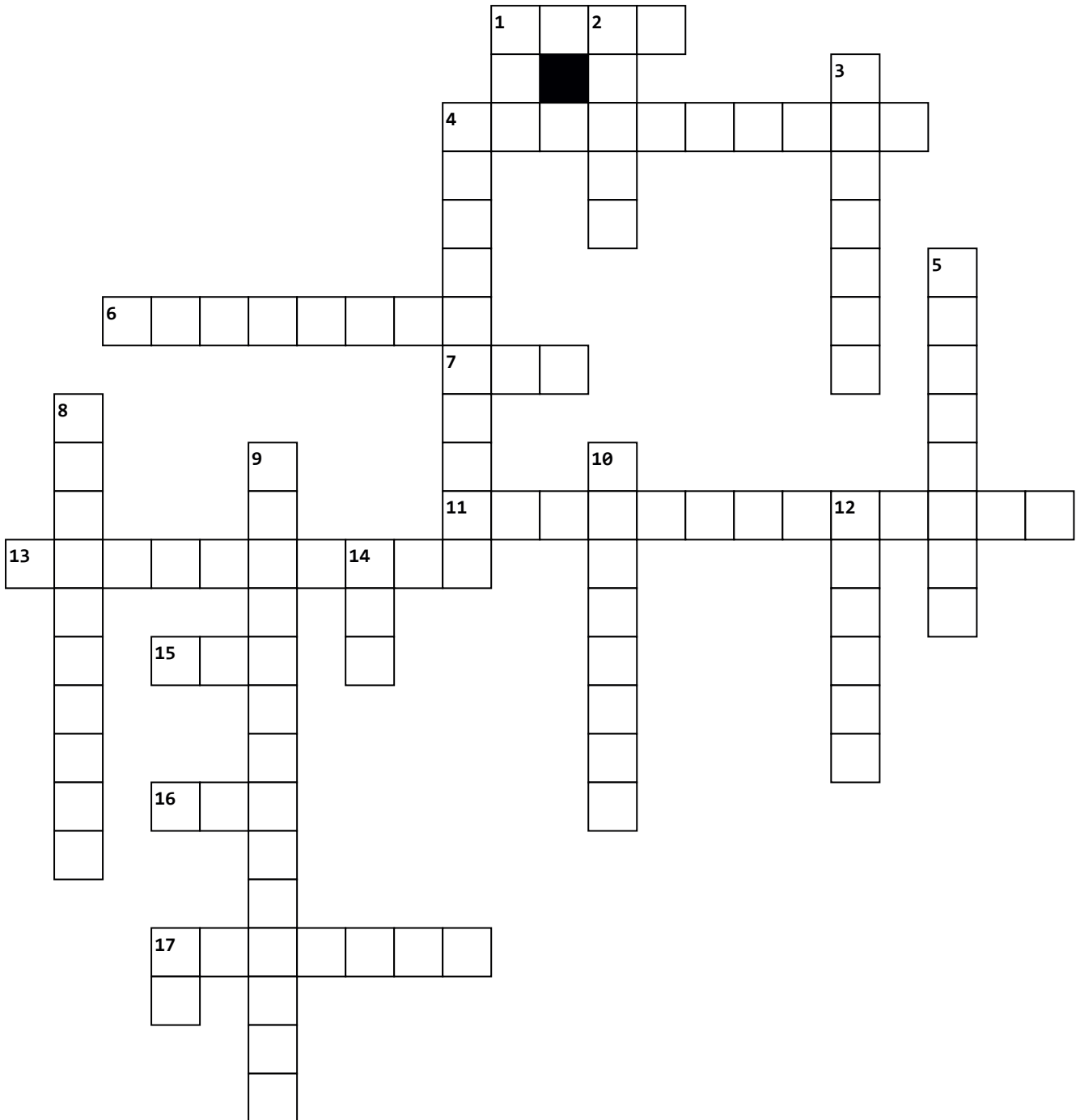


# QUALITY SYSTEMS



## Across

- 1.** 16949 A quality management standard for the automotive industry
- 4.** Improvement Ongoing efforts to improve processes, products, or services
- 6.** Audit An assessment conducted within an organization to ensure compliance
- 7.** 9001 A standard for quality management systems focused on customer satisfaction
- 11.** A process where an organization meets the requirements of a standard

## Down

- 1.** 20000 A standard for IT service management systems
- 2.** Quality Management A holistic approach to long-term success through customer satisfaction
- 3.** Audit A systematic examination of a quality management system
- 4.** Adherence to quality and regulatory requirements
- 5.** Evaluation A process to assess and approve suppliers based on quality performance

**13.** Action Measures taken to prevent potential nonconformities before they occur

**15.** 14001 A standard for environmental management systems

**16.** 45001 A standard for occupational health and safety management systems

**17.** Manual A document outlining the structure of an organization's quality management system

**8.** Action Steps taken to eliminate the cause of a detected nonconformity

**9.** A failure to meet quality system requirements

**10.** Operating Procedure A detailed document describing how tasks should be performed consistently

**12.** A quality management system standard for the aerospace industry

**14.** 22000 A standard for food safety management systems

**17.** 9000 A quality system standard developed for the automotive industry (now replaced)