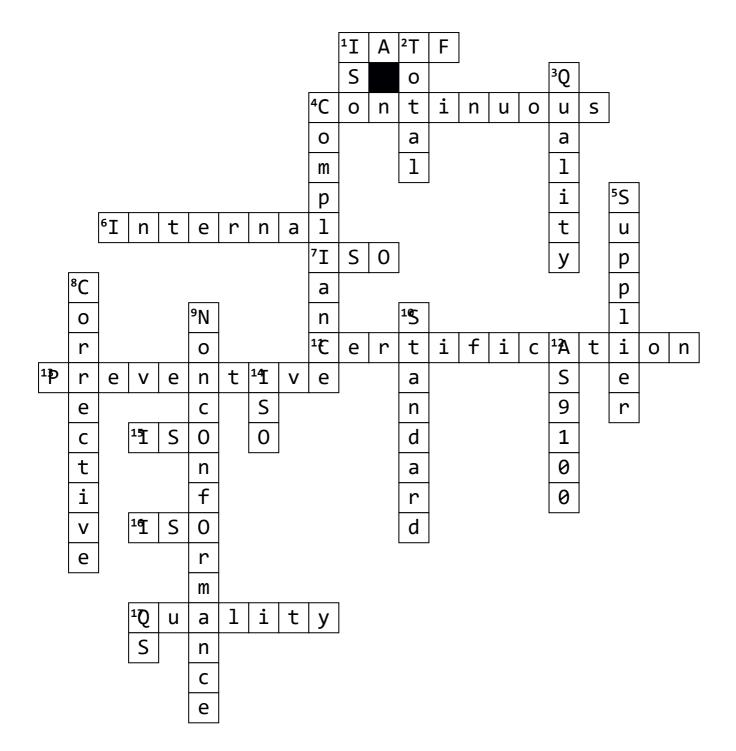
## **QUALITY SYSTEMS**



## 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)