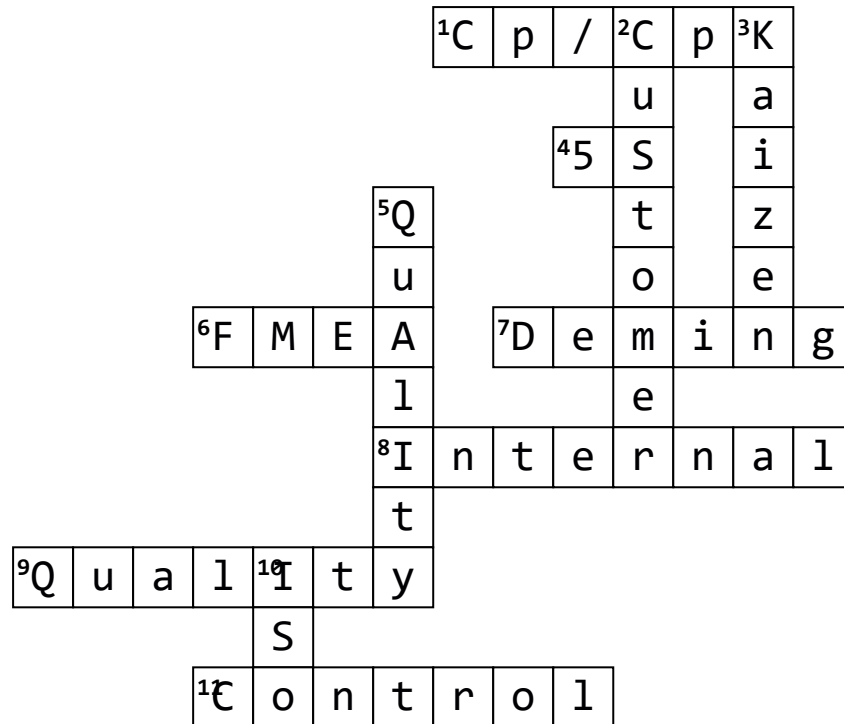


# Total Quality Management



## Across

- 1.** A statistical process control technique used to assess process capability
- 4.** A workplace organization methodology consisting of five steps: Sort, Set in order, Shine, Standardize, Sustain
- 6.** A systematic approach to identifying potential failures in a product or process
- 7.** A famous quality guru who introduced the 14 Points for Management
- 8.** Audit A type of audit conducted within an organization to ensure compliance with quality standards
- 9.** Loss Function A method developed by Genichi Taguchi that quantifies the cost of variation in quality
- 11.** Chart A statistical tool used to monitor process stability over time

## Down

- 2.** Focus A key principle of TQM that focuses on customer needs and expectations
- 3.** A Japanese philosophy of continuous improvement in all business functions
- 5.** Circle A strategy that involves employees in quality improvement through small group discussions
- 10.** 9001 An international standard for quality management systems, revised in 2015