

Name: _____

Date: _____

Quality Management

O Y J V N E X U V Y N M W L H T S D Y P R J U V
R T R L F E U U Z J B T F X E N H E C R M G G W
P I H S R E D A E L M P O P T E Z E L O G M Q A
N L M X W C G E L G I T C F W M Q P R C C R V M
B A U B I Q V P S O Q D U Y Y E I S U E S A E K
L U M C S C Y W Y U R E S Q A V N Y G S S K E G
C Q O S R H C L E V I T F F Z O I R L S E J C X
X S R W M F Z X K D J D N Z A R D E I E C J I U
T S P Z P C N E C Z Y B I O M P M V R S O V R U
E N K S Y S P L W T I I N K C M N I E O R U P T
N B Z Q P T M L I D P Y R E S I I L M H P I E P
O B L G Q E I L M Z V A P U L L K E O O Y R J I
I T G I X I I R D M G J B K O A G D T G S V U D
T H H F L B C H A X T N N N F U V X S A U T C N
C C K Y A Y V R A V C M P C R N Y Y U I E G O K
U U B I E T F O T V N K G I Y I Q L C T U N S A
D H L O F R I E G Q O J I Y J T E H Q I L N T W
O E I E O P V F B F M I R O W N D J B T A C Q H
R Y E A Q O A A O C V B D X U O M B W D V V U T
P H V W I G G F Y R N F L A I C G S M H N N A X
O B R S E L I W H I P A M J B L O U R W S V L E
C X A I U J M L O O T A L P K L V X D M F C I L
F M A T B C P H F M P N B J F P E L W Y G A T B
I H F W M I J P T R X E E Q O O D Q Q M J D Y K

CONTINUAL IMPROVEMENT
RELIABILITY
AVOIDABLE
CONTROL
PROFIT
PLATO
COST

DELIVERY SPEED
LEADERSHIP
PROCESSES
PROCESS
VARIETY
PRICE
TQM

COST QUALITY
PRODUCTION
CUSTOMER
QUALITY
FOCUS
VALUE