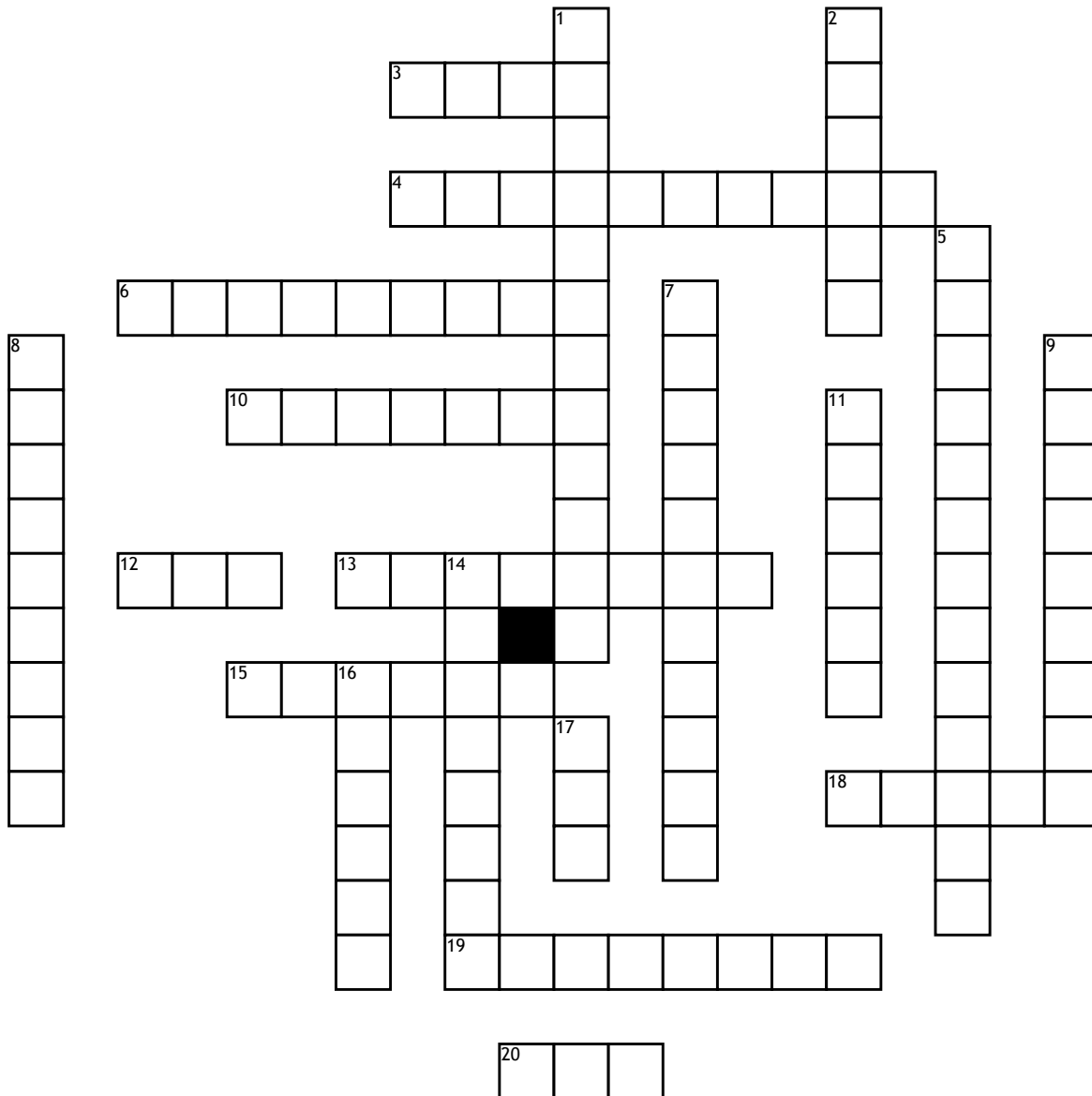# 2020 Quality Month - QDM Crossword

Across

3. Assess, Build, Launch, Evaluate
4. A form for recording how many times something ahs been done or has happened.
6. A vertical bar graph that depicts the distribution of data, where the height of each bar represents the percentage or frequency of data within a given range.
10. A formal document describing a quality improvement project and stating its business objectives.
12. Voice of the Customer
13. Diagraming tool for organizing observations, facts, ideas, or data into categories.
15. Assess the opportunity in order to establish a goal and a team.

18. Build understanding of the opportunity, then build ideas for a solution.
19. Evaluate to see if the solution really worked.
20. Quality Driven Management

Down

1. Comparison one's own practices to those of others with the goal of discovering potential improvements.
2. A bar chart that has been rearranged to put the categories in order – from the most frequently occurring category to the least.
5. A guided group discussion for generating a list of ideas about a topic and for eliciting group involvement.
7. Experimenting with a set of ideas.

8. A report card on quality. A scorecard is similar to a dashboard, but less graphically oriented.
9. An easy-to-read, visual representation of the status of several key variables of a process.
11. Launch a solution after careful planning.
14. A diagram used to brainstorm possible causes of a failure or variation, and sort the causes into categories.
16. A structured series of questions about a topic directed to a targeted group of people for the purpose of gathering information.
17. Quality Action Team