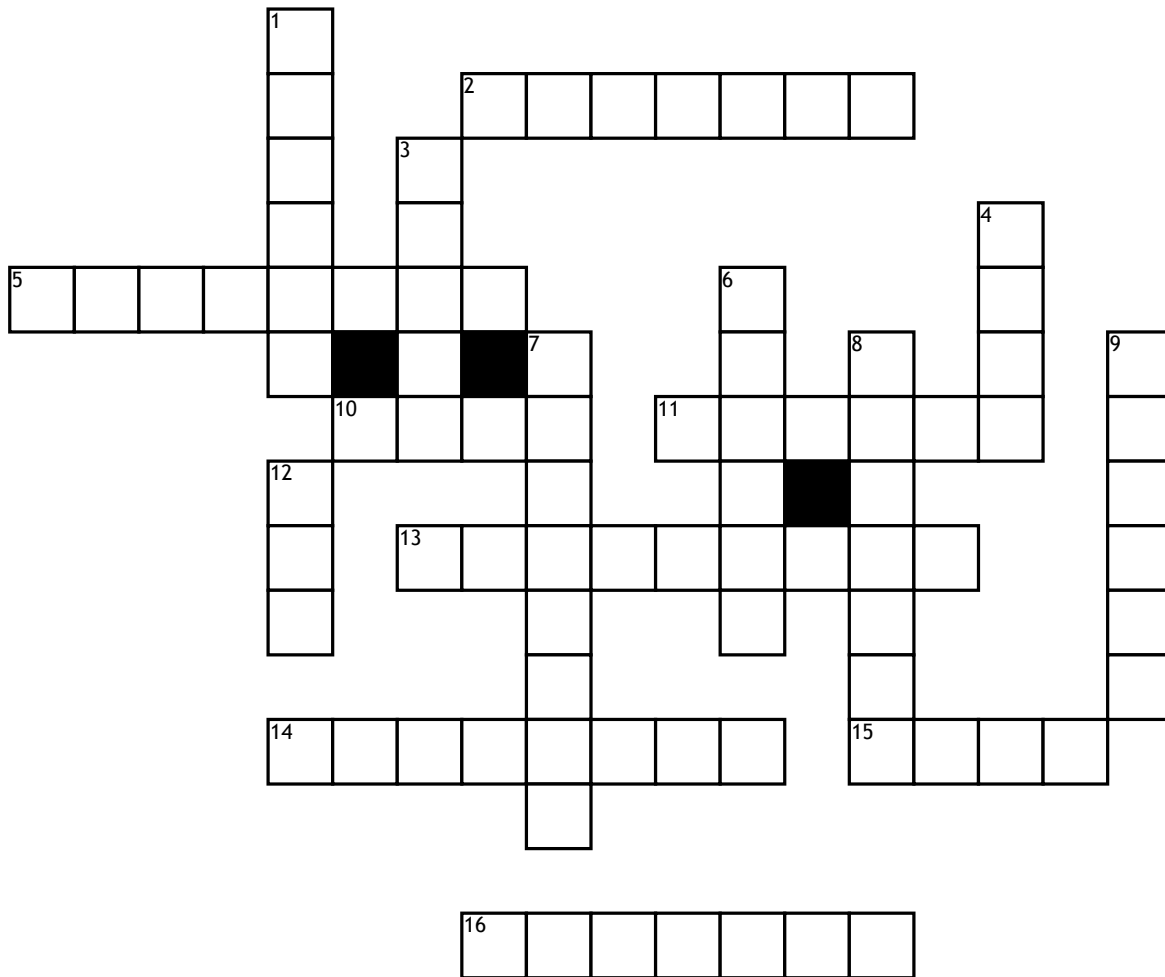


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# BPG



## Across

2. Compare two variables using this kind of chart.

5. When this is achieved, a product or process is statistically error-free.

10. Use this type of analysis to identify three types of customer requirements.

11. The best way to avoid errors and defects is to build quality into the product.

13. Use this type of diagram to "see" how work flows through an area

14. This fish-shaped diagram helps identify possible root cause reasons for a problem.

15. Track information overtime using this kind of graph

16. This simple process is ideal for identifying the root cause of a problem.

## Down

1. Planning process to identify and achieve key performance breakthroughs in an organization.

3. Take this kind of a walk when you want to find opportunities for improvement.

4. An activity that adds no value

6. this means continuous improvement

7. A device or procedure that can prevent or find errors.

8. Use this type of chart to compare performance before and after changes.

9. A chart that helps identify priorities.

12. Acronym for a project planning process that focuses on activities