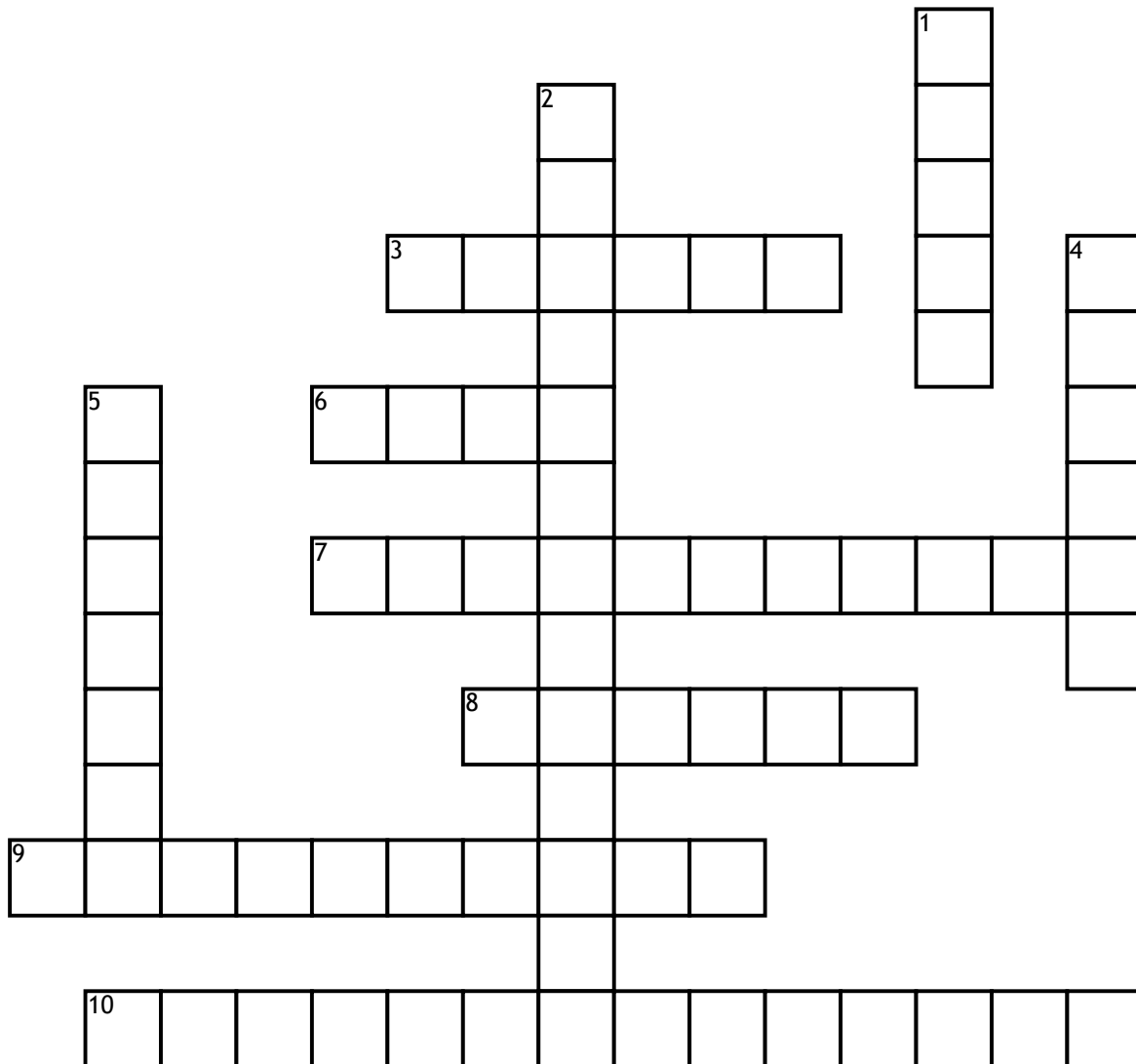


CI Puzzle



Across

3. To modify or transform.
6. The first sequence of steps used to improve a situation - hint PDCA.
7. To make a basic change in a system or organization.
8. New data management system in Servco's future.
9. A cycle of successive events or changes.

10. Japanese term to "go to the source and see".

Down

1. A method to drill down to the root cause of a problem-hint begins with "5".
2. A method of problem solving where a group shares ideas.
4. Toyota term for continuous improvement.
5. An aim or goal to strive for.