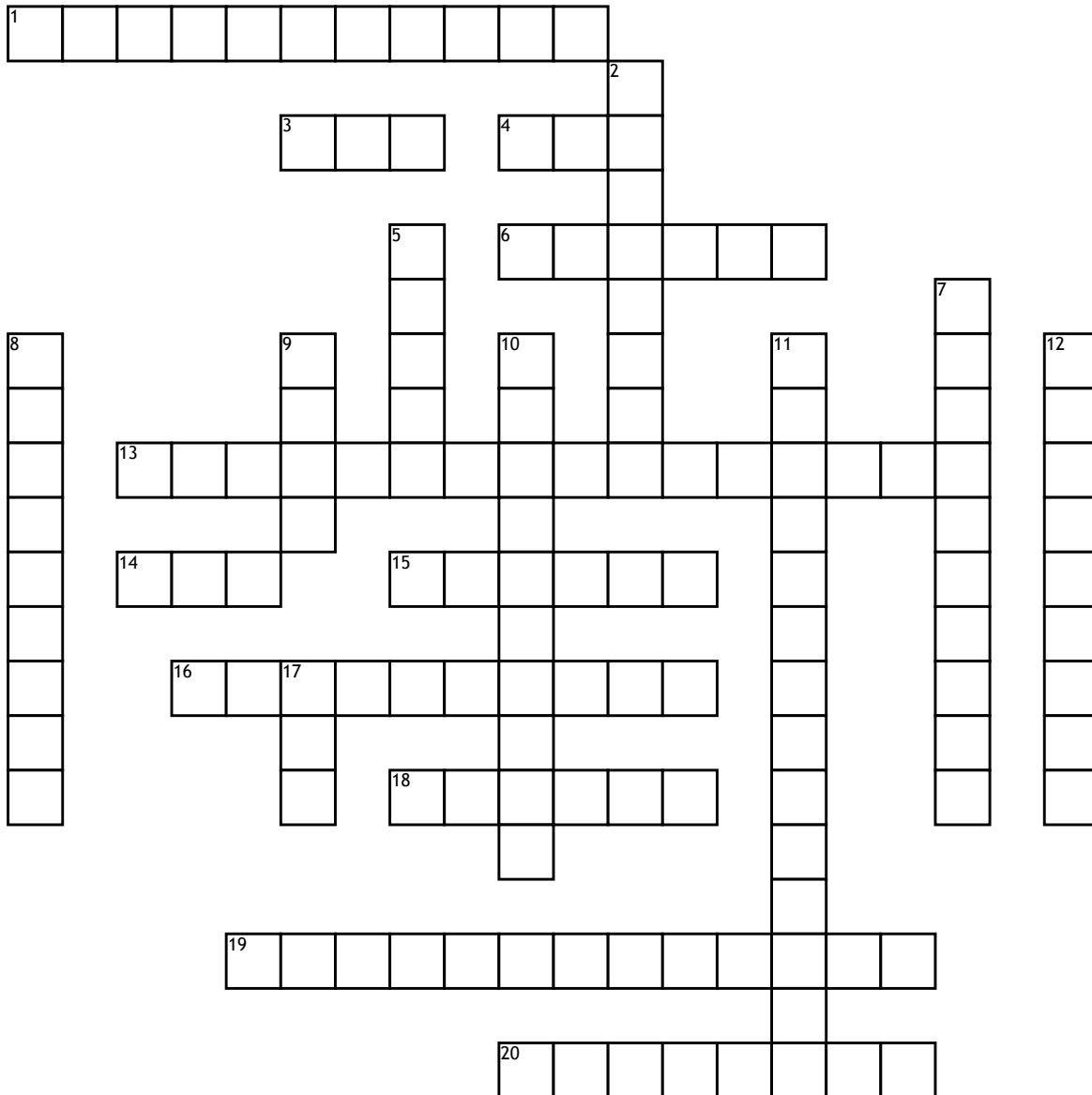


Efficiency & Improvement



Across

1. Sort, set in order, shine, _____, sustain
3. International Organisation for Standardisation
4. Used to measure a product against agreed tolerances
6. Small changes for good & continuous improvement
13. This procedure is 'process' orientated
14. Is a system used for production planning and inventory control
15. According to Belbin, which team role can be prone to provocation and may offend people's feelings?
16. A trait that effective leaders demonstrate

18. Tool used to limit and track physical inventory
 19. Represents input or output on a flow chart
 20. A lean method of producing similar products using cells, or groups of team members, workstations, or equipment
- Down**
2. What does the letter 'a' stand for in teamwork?
 5. Analysing manufacturing processes and/or systems is known as?
 7. The process of arranging, controlling and optimising work and workloads
 8. Graphical representation of a problem solving process

9. Lean manufacturing strategy used to reduce waste in the production process
10. Area used to store any defective/faulty work
11. _____ is (reactive) product oriented, you study the output to identify the problems or defects and work to fix them
12. A test made without warning is called?
17. Describes a management approach to long-term success through customer satisfaction