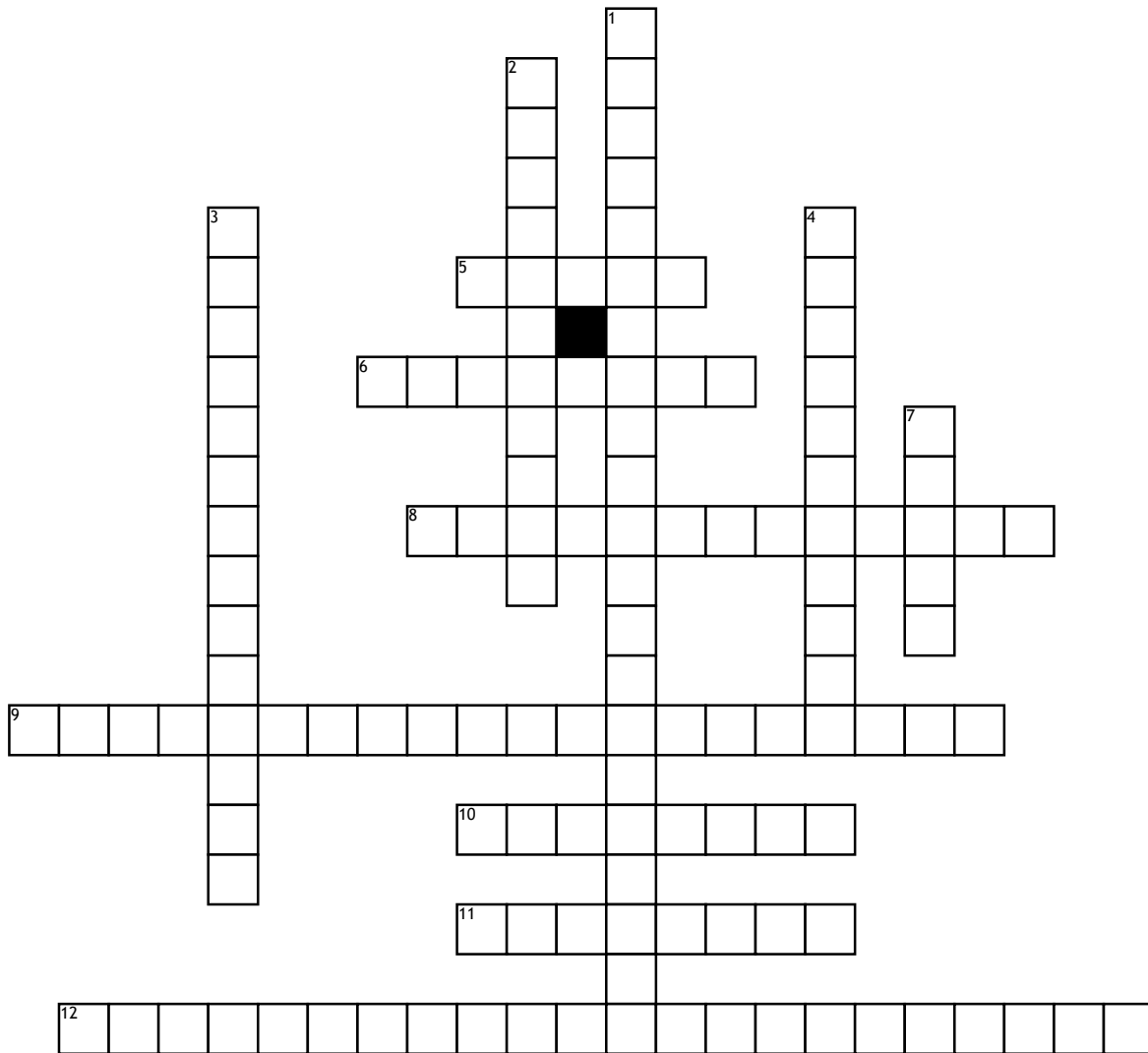


# ISO Crossword



## Across

5. The letters ACT stand for Ask, Check in and
6. Where can you find our current wait time?
8. Continuously improving processes and activities to achieve overall quality, ensuring contractual compliance and customer satisfaction.
9. What does ASA stand for?

10. Type of client that includes Maximus departments and co-workers.
11. Type of client that calls in to us.
12. What information can you keep on your sticky notes?

## Down

1. A constant and ongoing effort to improve our services

2. Examples of continuous improvement are skill building activities, refresher training, internal audits and
3. What is it called when an auditor finds a potential issue?
4. Where can you find how many calls we took in Individual last Nov. Dec. and Jan.?
7. When do you clear your Cache & download history?