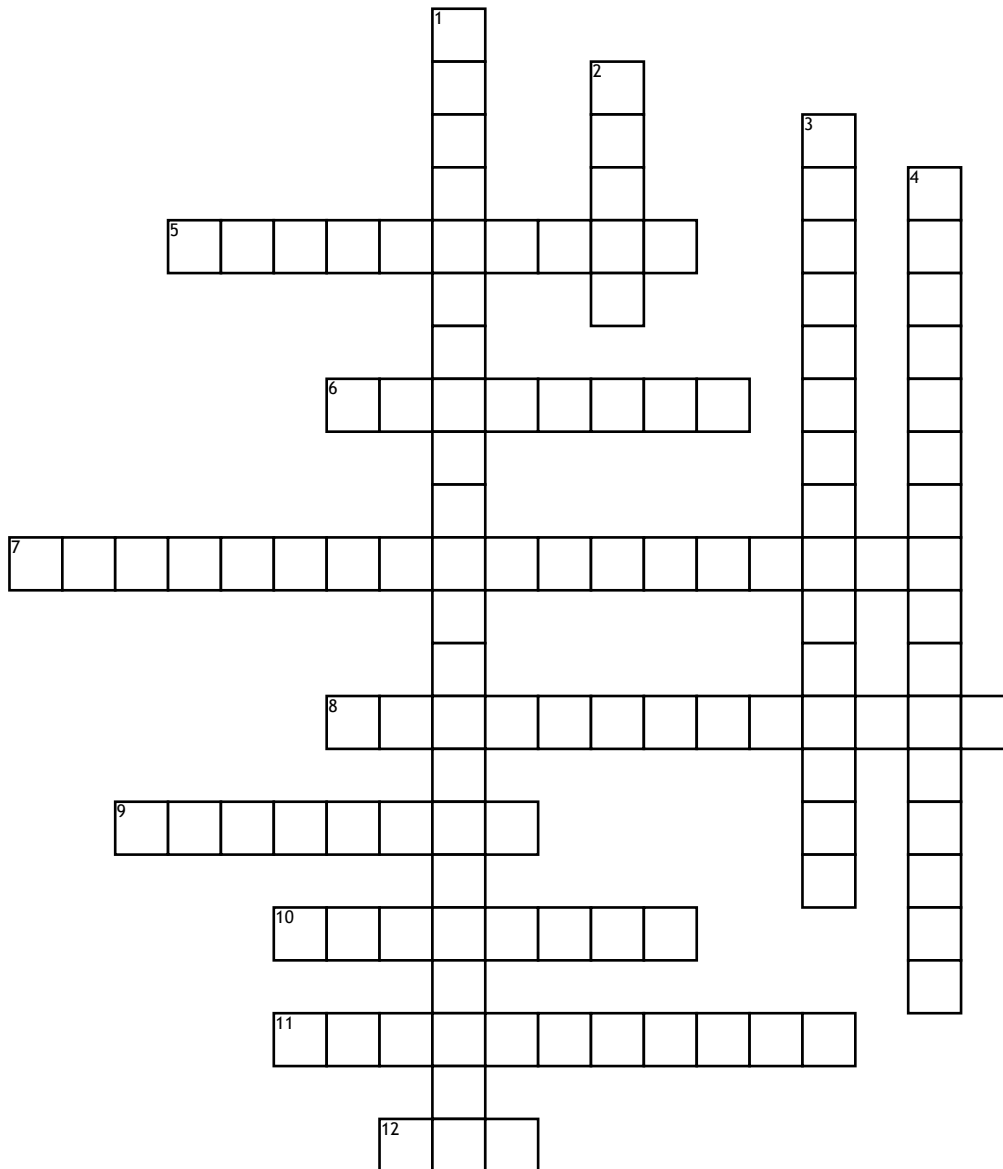


# International Organization of Standardization (ISO)



## Across

5. Unity of purpose and direction

6. First-party audit

7. Enhance capability to create and deliver value

8. Strive to exceed customer expectations

9. Third-party audit

10. \_\_-Based Decision Making

11. Successful organization have an ongoing focus on this

12. Provides coordination and unification of industrial standards

## Down

1. Over 22,000 of these published

2. Required to pass to claim conformance

3. Helps to achieve consistent and predicable results

4. Organization manages its relationships with other parties in order to achieve this