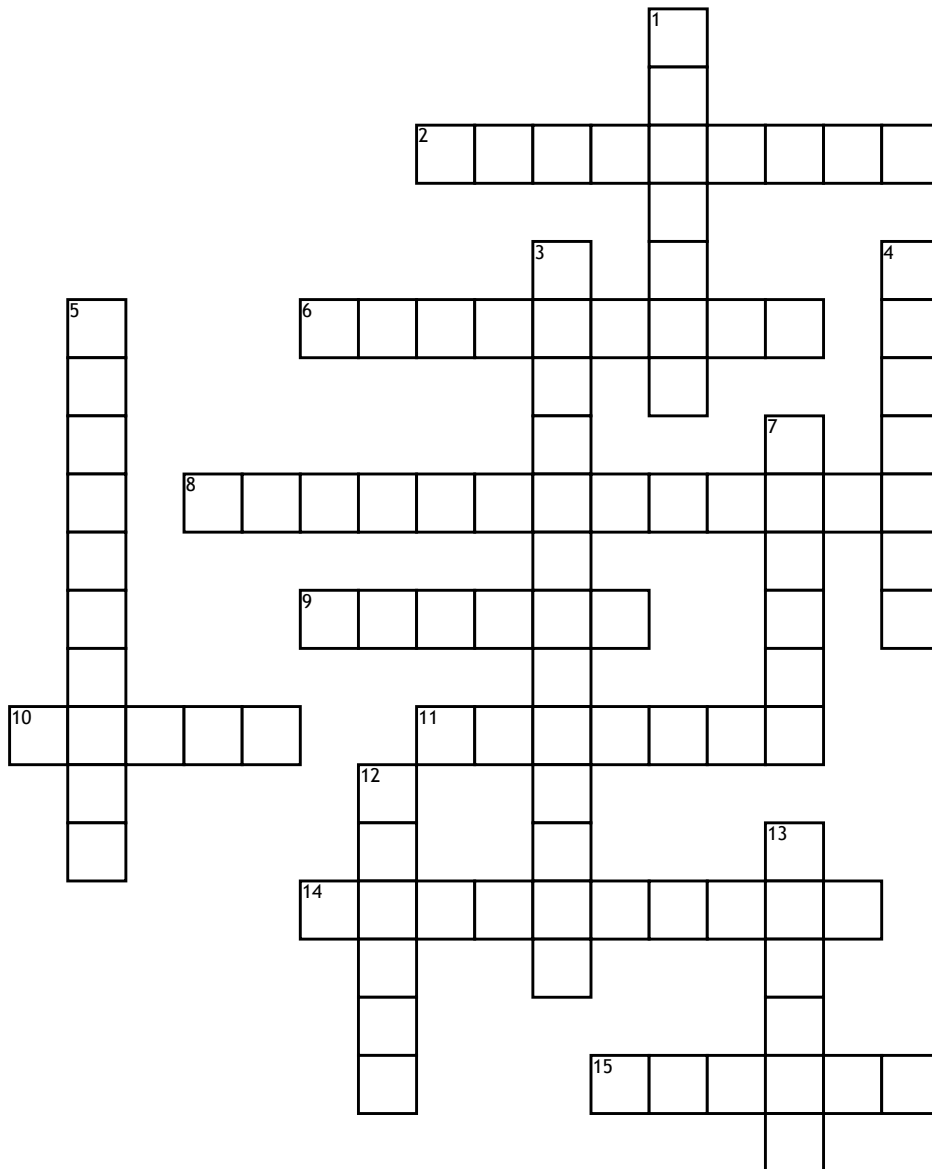


Name: _____

Date: _____

Key Continuous Improvement Terminologies



Across

2. Process Improvement should reduce or eliminate_____.

6. Chart used to graphically represents the frequency, distribution and “centeredness” of a population.

8. Description of the intended target or desired results of Process Improvement

9. roduct, service, or piece of information coming out of, or resulting from, the activities in a process.

10. Any product, service, or piece of information that comes into the process from a supplier.

11. DMAIC phase where process detail is scrutinized for improvement opportunities.

14. Graphic display of the process flow that shows all activities, decision points, rework loops, and handoffs.

15. Any Product or service fails to meet customer requirements.

Down

1. Phase of the DMAIC, where key measures are identified, and data are collected, compiled, and displayed

3. Steps in a process that do not add value to the external customer.

4. Team document defining the context, specifics, and plans of an improvement project; includes business case; problem and goal statements;

5. Measures related to the quantity of resources used in producing the output of a process (e.g., costs of the process, total cycle time, resources consumed, cost of defects, scrap, and/or waste);

7. First phase in the DMAIC Process

12. Quality tool uses a cumulative line to track percentages of each category/bar, which distinguishes the 20 percent of items causing 80 percent of the problem.

13. Japanese business philosophy of continuous improvement of working practices, personal efficiency,