

# Make Quality Happen

U O L K A N B A N X O P N B S W Q  
V S N Z Y R A K P E Y M Z Q Z M X  
Q W J E P F M Z C Q D Z R H X L F  
Z F B S N L G V N E Z S B K O N R  
H D W E U Z I N G E N B Q W L E T  
P P E C M C S V G S N E G D J Z L  
T W F T F W O J V U E O L J F I R  
E C I A M D Y F H I I F B T Z A X  
Q O C P W Z C C R K P O Q H T K M  
K R Q E N A E L K E K B J A S O U  
T O F Z R Y O F F D M Z O Z B I B  
F T B K T Y Z A U L D O B Z J E F  
C H K D U F I D H E N I T B D Z K  
C T Y R L T R A M S P G N S N U H  
Q A A N D O N J P R V A V H U J J  
O Y C G K X X F L K U J D K X C H  
Q U A L I T Y R D W H G R T O V V

Customer Focus

Bottleneck

Fishbone

Quality

Kaizen

Kanban

SMART

DMAIC

Andon

Sigma

Lean

KPI