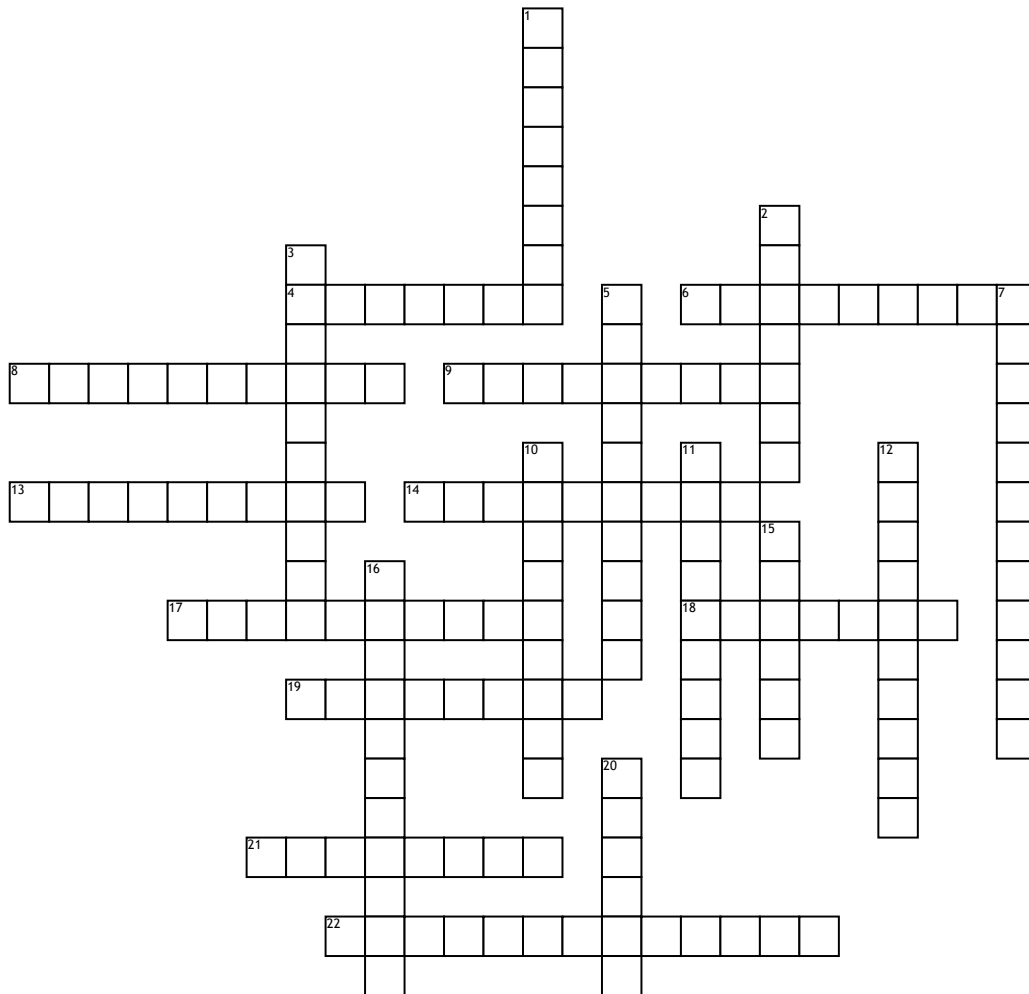


Product and Service Development/Quality



Across

4. Quality _____ involves the activity of measuring quality performance and comparing it with specification requirements as a basis for controlling output quality levels.
6. A supplier whose quality control system has proven to be highly reliable, thus eliminating the need for incoming inspection
8. BMP = Best _____ Practices
9. Quality _____ is a management function that includes establishing specifications that can be met by suppliers; utilizing suppliers that have the capability to provide adequate quality within those specifications; applying control processes that assure high-quality products and services; and developing the means for measuring the product, service and cost performance of suppliers and comparing it with requirements
13. A diagram of values being measured versus the frequency with which each occurs - depicted by a bell-shaped curve.
14. A standard or point of reference used in measuring or judging an organization's performance according to selected criteria
17. Test procedures that lead to formal acceptance of a new or changed product, process or system. _____ Testing
18. The _____ inspections occur, the more likely the problems and service issues will be corrected.
19. Customers within the organization receiving goods or services; to include the person at the next step in a process

21. Cause and effect diagram that captures all the possible causes of a problem in a format designed to show their relationships to the problem (the effect) and to each other. The diagram resembles the skeleton of a fish, and is sometimes called a fishbone chart.

22. GMP = Good _____ Practices

Down

1. Customers that are the bill-paying receivers of work
2. LTPD = Lot tolerance _____ defective is the level of poor quality that is included in a lot of goods.
3. AQL = _____ Quality Level represents the process limit of a measured attribute averaged from a series of satisfactory lots. Typically used for sample inspection
5. SLAs = Service Level _____ that defines the scope of work, sets the expectations and defines the relationship of the buyer and service provider. It typically addresses what the provider is promising, how it will perform, the metrics and means of measurement, the consequences in the event of failure to perform, and any longer-term aspects of the agreement.
7. Individuals or organizations that fail to meet the standards established by a supply management organization and are barred from competing for that organization's business

10. A balanced _____ is a performance management system that links performance measures to each other and to the organization's vision and strategy

11. A group of suppliers that an organization has determined to meet its expectations for quality, delivery and/or price and that are able to respond to unexpected changes. Organization often establishes master price agreements.

12. The following 8 principles provide the foundation for ISO 9000:2005 (perhaps the most common supplier registration standard used worldwide): Customer focus, _____, Involvement of people, the process approach, a systems approach to management, continual improvement, factual approach to decision-making, and mutually beneficial supplier relationships

15. A _____ consists of a series of items (or questions) that are designed to capture perceptions. It is used by marketers and supply management professionals in determining areas of strength and areas for improvement in quality systems.

16. SPC = _____ Process Control

20. Control _____ - These graphs or diagrams are used in statistical process control to record, measure and analyze variations in processes to determine whether or not outside influences are causing a process to "go out of control."

Word Bank

Manufacturing	Benchmark	Earlier	Statistical	Percent	Management
Agreements	Scorecard	Ishikawa	Control	Assurance	Charts
Certified	Acceptance	Disqualified	Leadership	External	Histogram
Internal	Acceptable	Preferred	Survey		