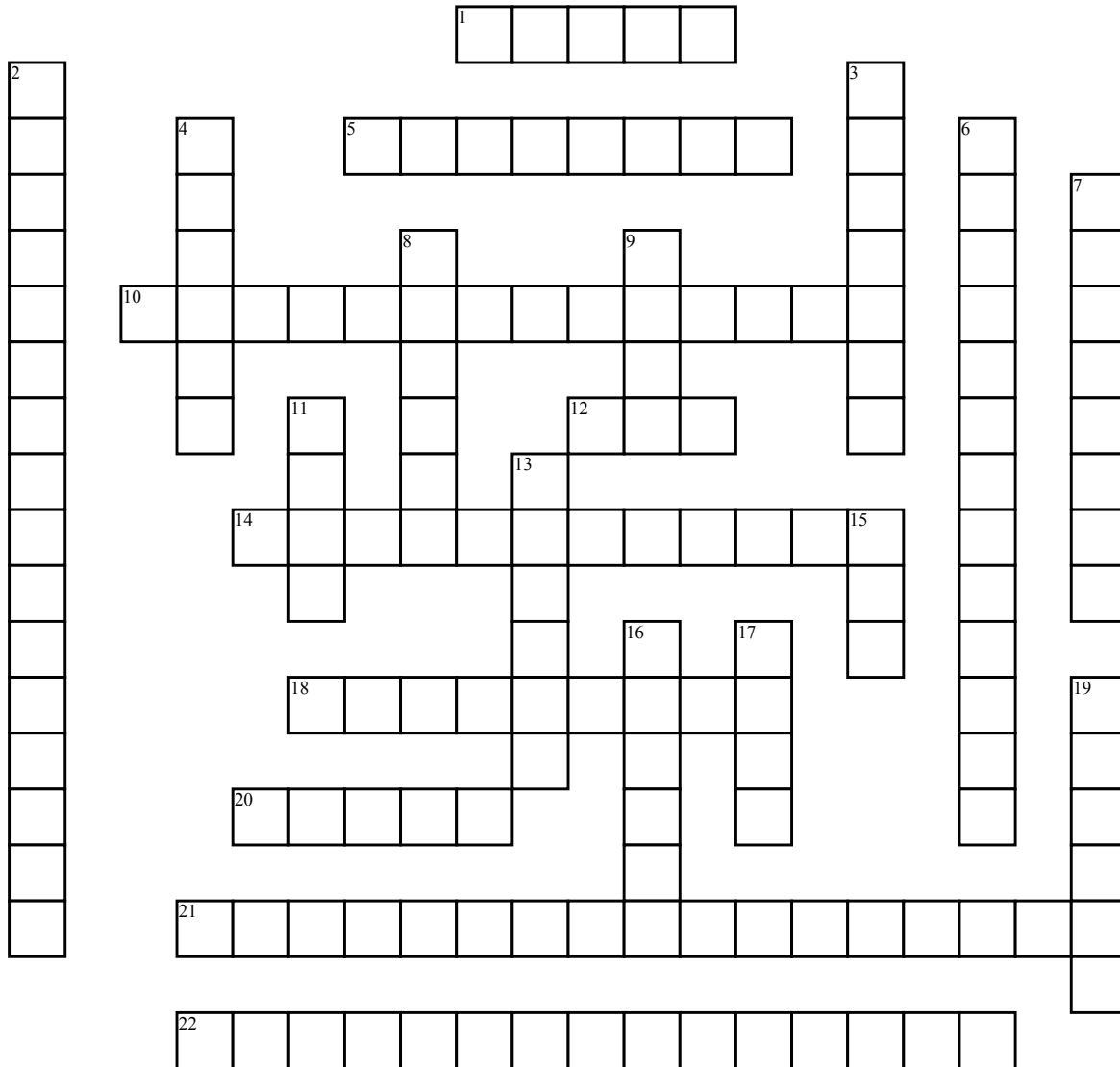


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Supply Chain Terminolgy



## Across

1. What is Muda

5. The process of working collaboratively with a group of people in order to achieve a goal

10. What the customer is willing to pay for

12. Replenishment services that met the needs of the customers by providing them with the correct types and quantities of supplies or other items, at the proper time and in the proper location

14. An agreed upon set of procedures or steps to complete a process

18. The time from when an operation begins, to when it ends

20. This is where the work occurs

21. Amount of time that does not directly produce goods or services, or goods are not actively being worked on

22. A tool used to observe and document what work looks like and eliminate waste

## Down

2. Tool that is used to show movement and help eliminate unnecessary action to make work more efficient

3. A way of treating or thinking about something or someone; exhibiting care, concern, or consideration for the needs or feelings of another

4. A product is known to have a defect

6. To go to the gemba and see the work being performed

7. Leveling out the workload

8. A method for managing the creation of products with an emphasis on continual delivery while not overburdening the development team

9. A method of testing and perfecting a process

11. A routine sequence of events that create muscle memory

13. The philosophy of continuous improvement

15. A quantifiable measure used to evaluate the success of an organization, employee, etc. in meeting objectives for performance.

16. Intelligent automation

17. To provide perfect value to the customer through a perfect value creation process that has zero waste.

19. When you acknowledge your own mistakes and pledge to improve