



Across

- 5 Histogram relating to the 80/20 principle to rank causes of defects in order (6)
- 7 A Japanese word for continuous improvement and quality philosophy (6)
- 9 Diagram that graphs variables to determine any variable relationship (7)
- 10 Acronym for company providing quality management guidance and certification to continuously improve

the quality of a companies products and services (3)

- 11 In the acronym COQ, the C stands for (4)
- 12 Quality _____ is making sure a project's processes will meet objectives (9)
- 14 Diagram that is used in risk and quality management and shows cause and effect (8)
- 15 A measurable specific value to obtain project standards and how to measure it (6)

- 16 Getting an idea of where to set values from historical values (12)

Down

- 1 Plan Do _____ Act Cycle first defined by Shewart (5)
- 2 Generating ideas with a group of people sharing impulse ideas (13)
- 3 Design of _____ (DOE) (11)

- 4 A chart that helps determine if a process' variation over time is acceptable (7)
- 6 A diagram that visually groups observations (8)
- 8 Quality pioneer that defined quality versus grade (5)
- 9 A kind of sampling that measures a part of the population (11)
- 13 Quality pioneer of Total Quality Management (6)