



Answer key
QUALITY CROSSWORD

1. **pareto** Italian economist, developed 80/20 rule
2. **november** Month of Quality
3. **benchmark** Technique in which the companies measures its performance against that of best in class companies
4. **ppap** Part approval process in automotive
5. **deming** "In God we trust, all other must bring data"
6. **taguchi** Japanese statistician, whose quality definition stressed the losses associated with a product - Any variation from customer requirements represents a loss to customers and company
7. **juran** Quality guru that widely credited for adding the human dimension to quality management
8. **ishikawa** cause-effect or fishbone diagram
9. **iso** Family of international standards designated to help organization to ensure they meet the requirements of customers and stakeholders
10. **sigma** Six
11. **mmogle** The global standard of logistics
12. **pdca** a management method used in business for the control and continuous improvement of processes and products - also named Deming cycle
13. **flowchart** Picture of the process
14. **audit** evaluate supplier
15. **qrqc** Quick response quality control
16. **quality** Meets or exceeds expectations