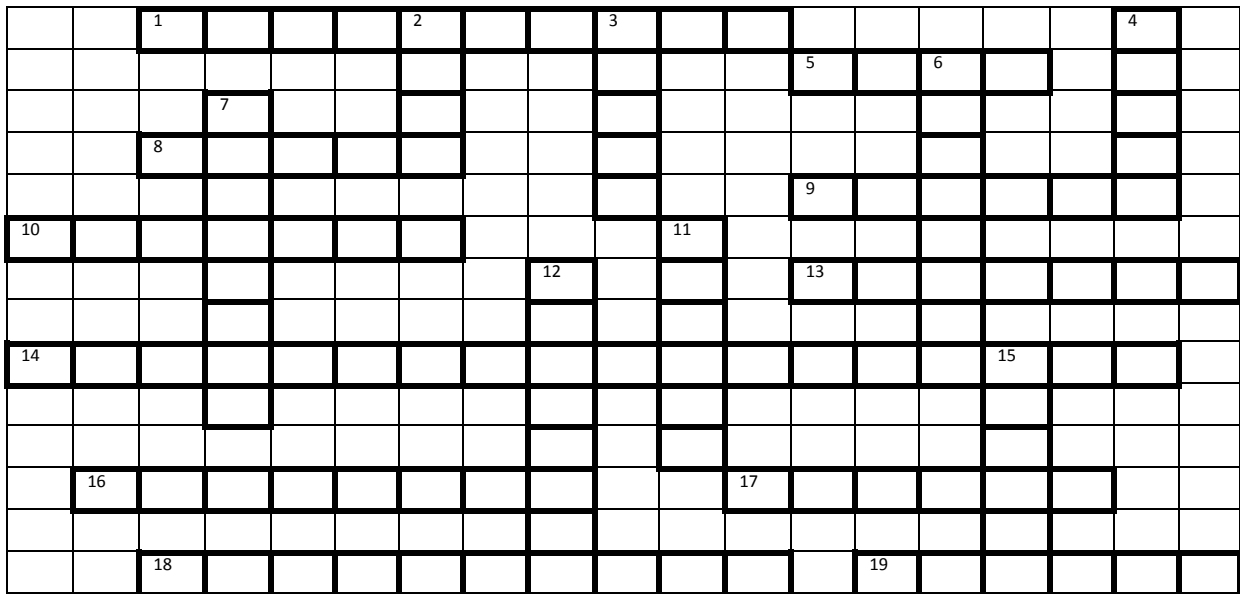


Christmas Crossword 2017



Across

- 1 – Something that limits or restricts the flow within your system (10)
- 5 – First part of the cycle of learning and improvement (4)
- 8 – Assurance mechanism to check your performance against a gold standard (5)
- 9 – A structure, process or cultural norm that has a major effect on the outcome of interest (6)
- 10 – Monitoring your system and taking corrective action when necessary (7)
- 13 – One of the most important times to reflect, learn and move on (7)
- 14 – A way to predict future performance based on previously observed values (4, 6, 8)
- 16 – A quality improvement methodology first developed at Motorola in the 1980's (3, 5)
- 17 – Italian economist who developed the 80/20 rule (6)
- 18 – The most important part of the Plan section in the PDSA cycle (10)
- 19 – Quality improvement leader who said “all anyone asks for is a chance to work with pride” (6)

Down

- 2 – A description of the rate at which a finished product needs to be completed in order to meet customer demand (4)
- 3 – Product, service or material obtained from suppliers in order to produce the outputs delivered to customers (5)
- 4 – Quality improvement work requires sharing and ceding of this by leaders (5)
- 6 – Organising ideas into groups based on similarity (8)
- 7 – Your aim statement should demonstrate the voice of the (8)
- 11 – A circumstance, agent or action that can lead to or increase risk (6)
- 12 – American physicist, engineer and statistician whose work helped recognise the importance of variation in process control (8)
- 15 – A group of interdependent processes and people that together perform a common mission (6)