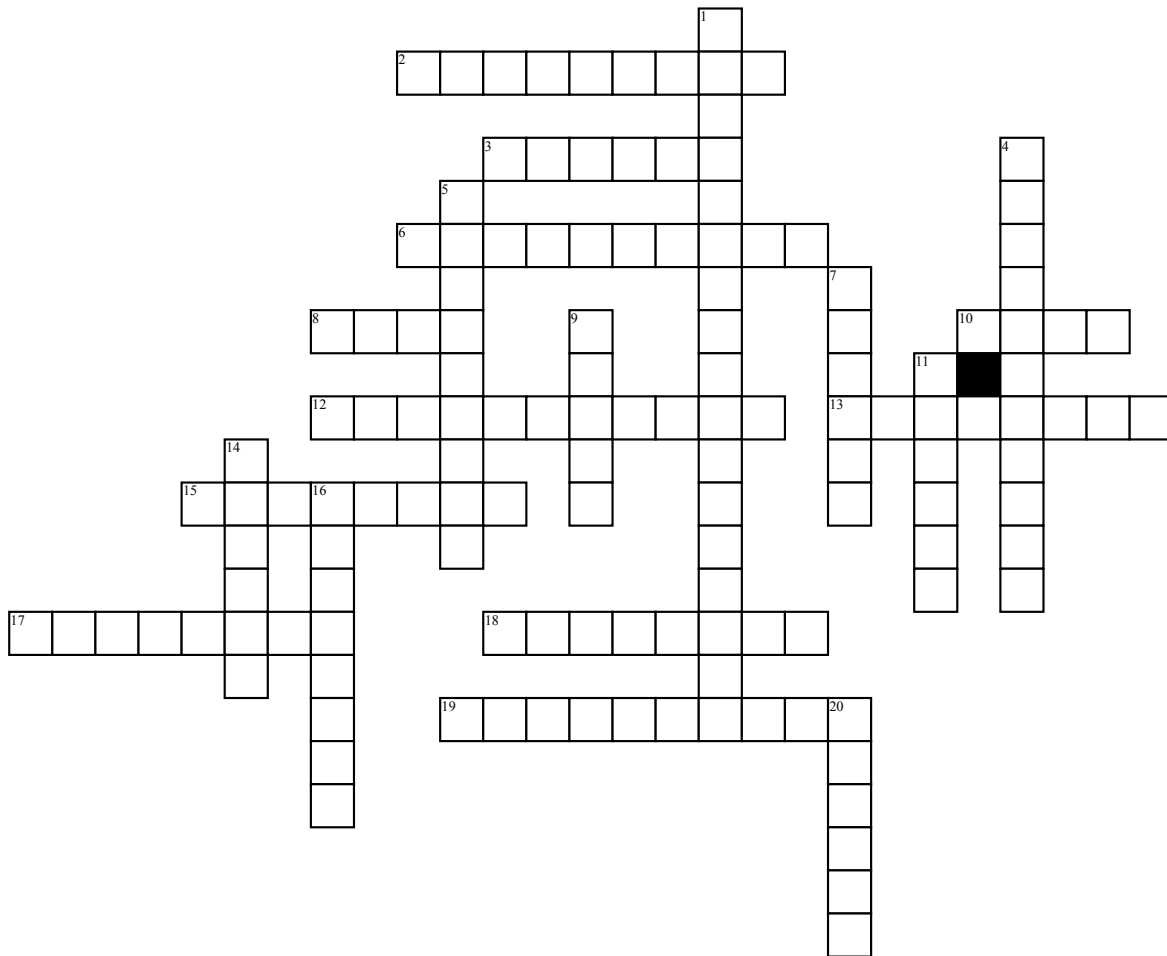


Basics of Operations Management



Across

2. Six Sigma Technology was introduced by
 3. Continuous Improvement is technique of
 6. Key to Chart is provided in
 8. Unevenness in the work is referred as
 10. Measure of Central Tendency
 12. Supply chain Management term was coined by

13. Statistical Sampling was developed by
 15. Also known as the vendor
 17. Production leveling is
 18. Standardization takes place in ____ phrase
 19. Limiting factor in capacity planning system

Down

1. Spread or dispersion of data
 4. Production flow analysis (PFA) is a method of identifying part families that uses data from

5. First Indian steel company to win the Deming Award
 7. Name associated with the phrase "Quality is free"
 9. Customer willing to pay is called as
 11. PDCA is developed by
 14. PERT/CPM was developed in the laboratory of which company
 16. Mistake Proofing is called as
 20. Japanese word which is translated as "Card you can see"