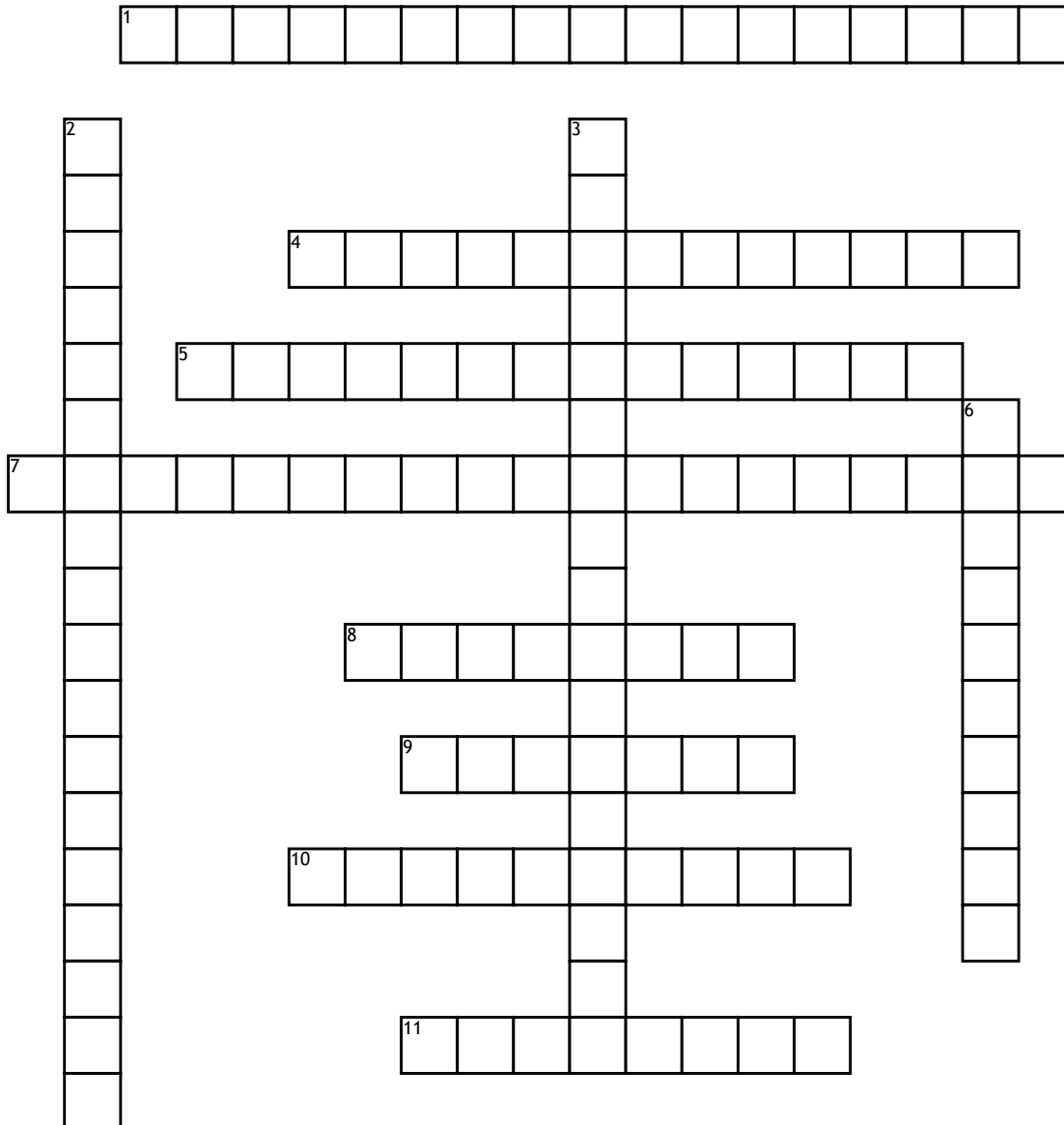


# CSCP Module 1



**Across**

- 1. A database maintenance term used in the context of relational databases, which helps to minimize the duplication of information or safeguard the database against certain types of logical or structural data anomalies. It is often used when merging data from one or more databases.
- 4. Sifting through a database to find and fix mistakes such as misspelling, missing information, and false data.
- 5. Net income for the previous 12 months divided by total assets.
- 7. An analysis of a competitor that includes its strategies, capabilities, prices and costs.
- 8. The process of identifying a company that provides a needed good or service.
- 9. A system for collecting, measuring, and comparing a measure to a standard for a specific criterion for an operation, item, good, service, business, etc. A performance measurement system consists of a criterion, a standard, and a measure.

- 10. The functions within a company that add value to the goods or services that the organization sells to customers and for which it receives payment.
- 11. The flow of information back into the control system so that actual performance can be compared with planned performance.

**Down**

- 2. The use of computer and telecommunication technologies to conduct business via electronic transfer of data and documents.
- 3. A list of financial and operational measurements used to evaluate organizational or supply chain performance. The dimensions of this tool might include customer perspective, business process perspective, financial perspective, and innovation and learning perspectives. It formally connects overall objectives, strategies, and measurements. Each dimension has goals and measurements.
- 6. Software that interconnects incompatible applications software and databases from various trading partners into decision-support tools such as ERP.