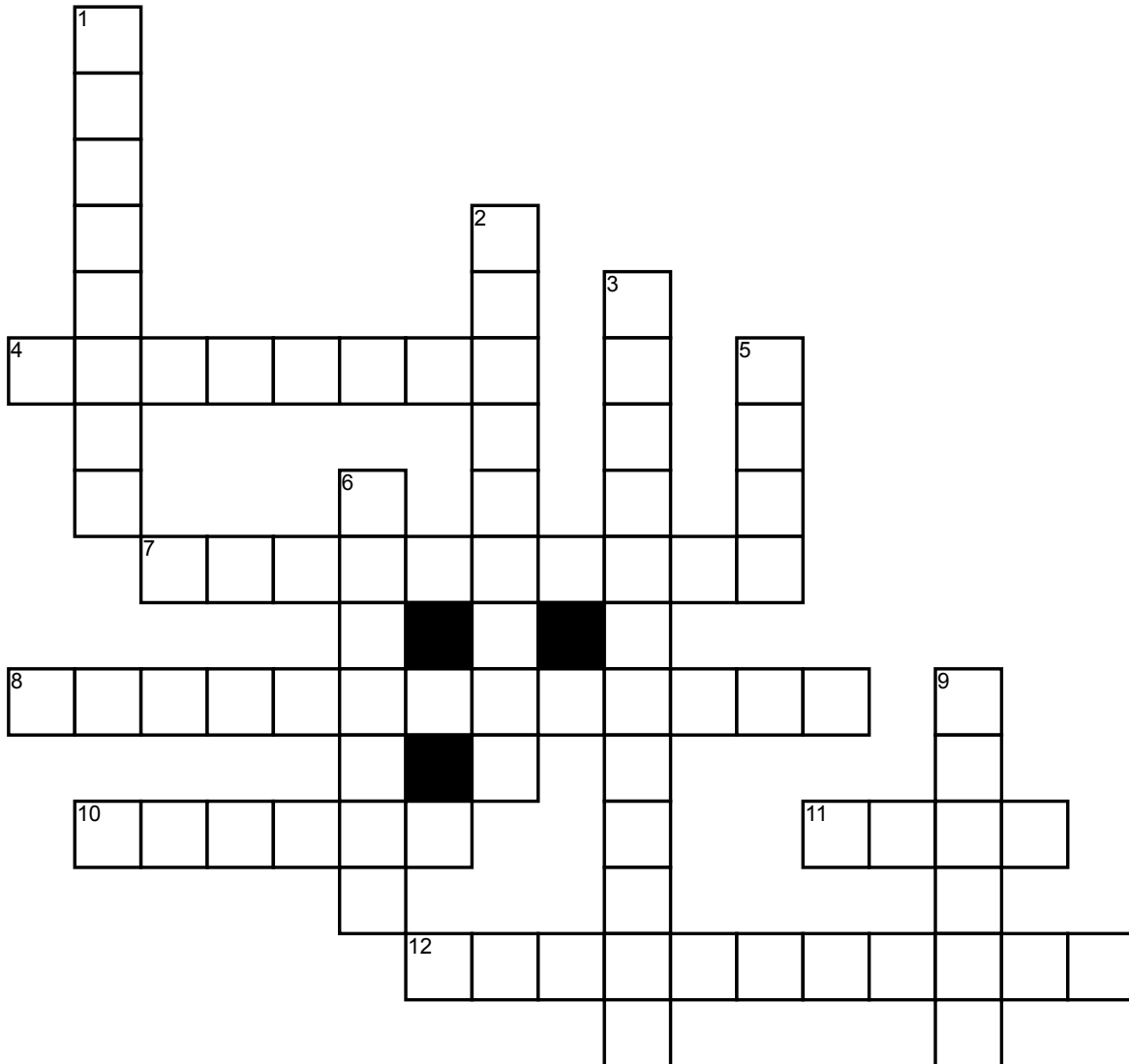


# DISRUPTIVE INNOVATIONS



**Across**

- 4. An act of assuming control of something
- 7. To surpass in a competitive situation
- 8. In accordance with its wishes
- 10. To interest or attract someone
- 11. To invent a new word or phrase

**12.** Providing with excessive service

**Down**

- 1. As soon as or whenever required
- 2. A method of transmitting or receiving data over a computer network as a continuous flow.
- 3. A business analysis perspective that describes social and technical resources within and between businesses
- 5. The part of something that is central to its existence
- 6. A specialist in a particular branch of study
- 9. Conducted or responding by email