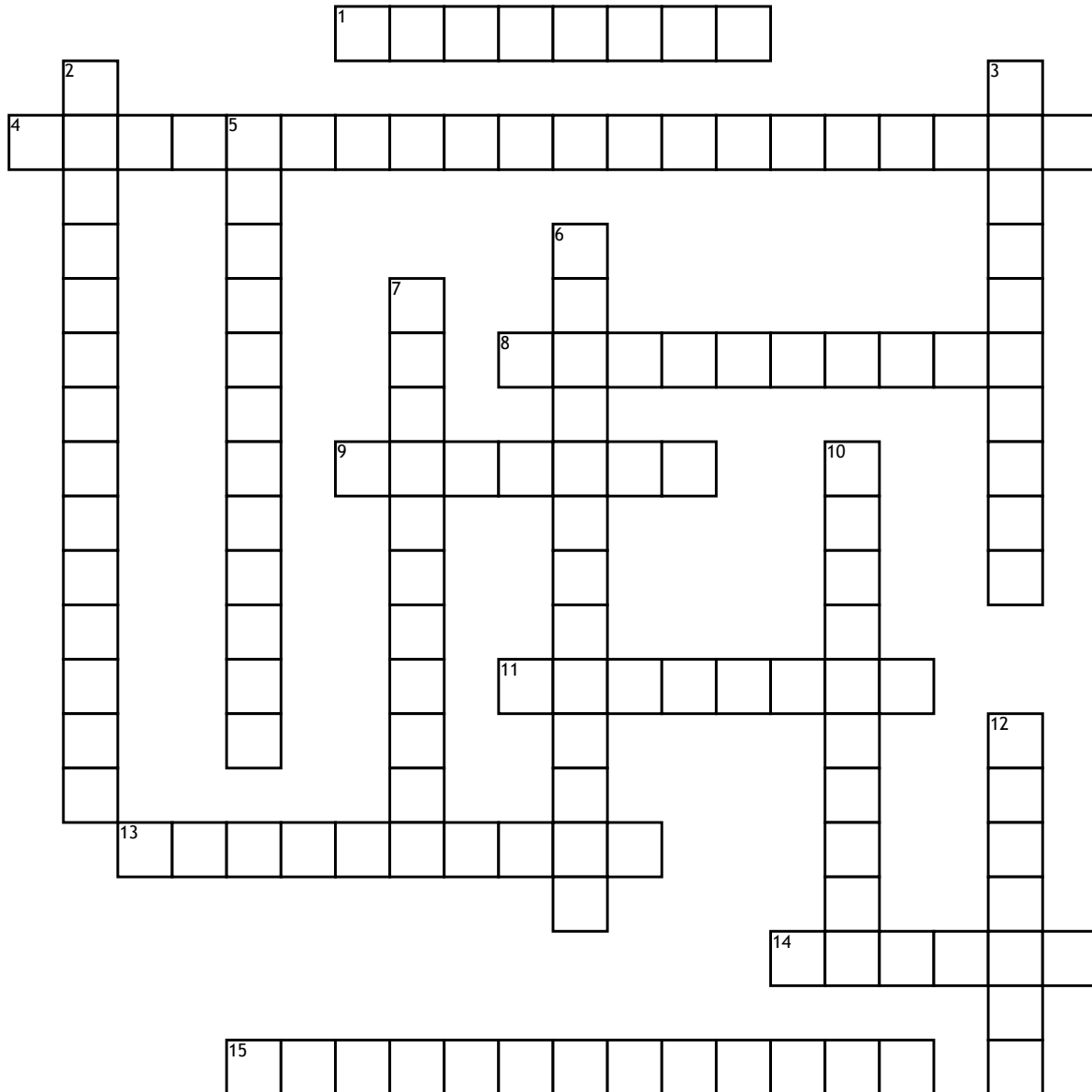


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# ISO 10015



## Across

1. Process to provide and develop knowledge, skills and behaviours to meet requirements

4. Customer's perception of the degree to which the customer's requirements have been fulfilled

8. Coordinated activities to direct and control an organization

9. Degree to which a set of inherent characteristics fulfils requirements

11. Binding agreement

13. Demonstrated ability to apply knowledge and skills

14. Set of interrelated or interacting elements

15. Extent to which planned activities are realized and planned results achieved

## Down

2. Part of quality management focused on fulfilling quality requirements

3. Application of knowledge, skills, and behaviours in performance

5. Group of people and facilities with an arrangement of responsibilities, authorities and relationships

6. Overall intentions and direction of an organization related to quality as formally expressed by top management

7. Need or expectation that is stated, generally implied or obligatory

10. Relationship between the result achieved and the resources used

12. Set of interrelated or interacting activities which transforms inputs into outputs