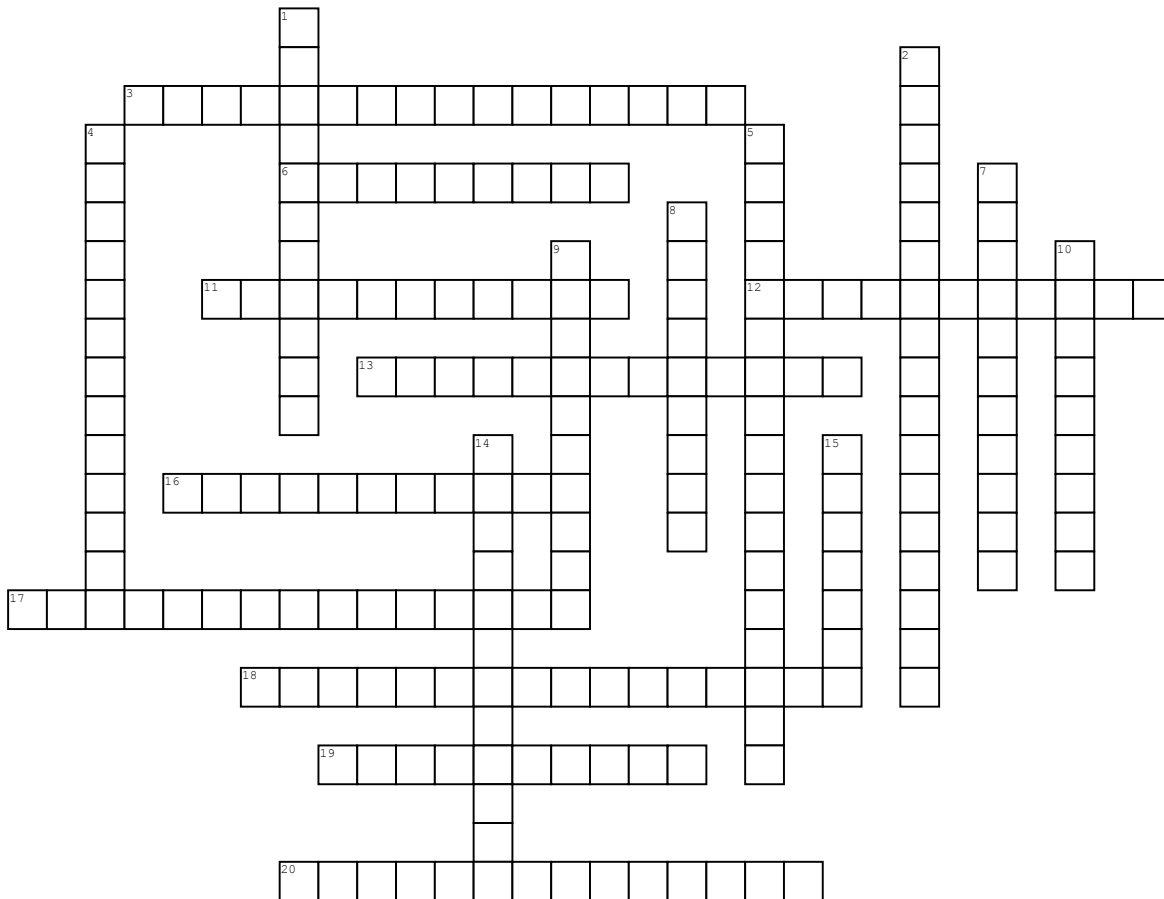


OPERATIONS MANAGEMENT - REVISION 1



Across

3. The design of production or operations in order to maintain quality (7,9).
6. The development of a novel idea.
11. The shift of production from in-house to a supplier.
12. The strategy of adjusting inputs so that outputs match demand (5,6).
13. The variety of responses consumers may have to a service experience.
16. Authorizing employees to make critical decisions about how their work should be done.
17. A production system in which an operation is broken down into distinct processes that are completed on a small number or 'batch' of products at a time (5,10).

18. The complete supply chain dedicated to the reverse flow of goods for return, repair or recycling (7,9).
19. The proportion of effective capacity that is achieved.
20. Obtaining all of one type of product or service from one supplier (6,8).
- ## Down
1. The proportion of design capacity that is actually achieved.
2. A system for managing advanced reservations through pricing and other mechanisms to maximize profitability (7,10).
4. Increasing the scope of a job by assigning more responsibility for the work done (3,10).
5. Potential capacity that can be achieved over a period (9,8).

7. Characteristics of a product or service which directly contribute to winning business from customers (5,6).
8. Any quantifiable item that is stored and used in an operation to satisfy a customer demand.
9. Putting into practice anything new that an organisation has not done before.
10. The physical and psychological setting in which manufacturing is organised and delivered.
14. The physical and psychological setting in which a service experience is organised and delivered.
15. A systematic arrangement of actions design to achieve specific outcomes