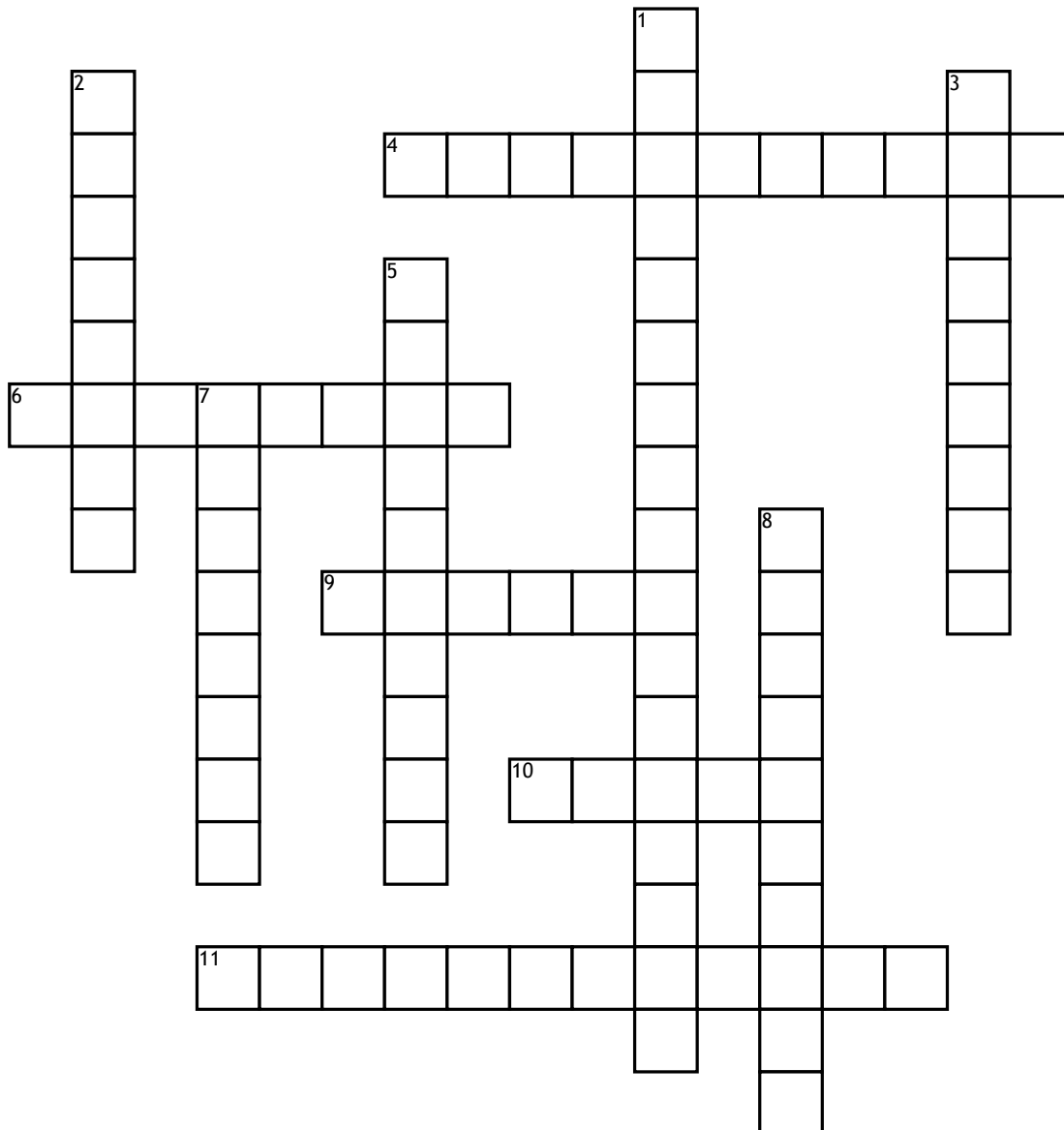


Name: \_\_\_\_\_

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

# Opsword



## Across

4. a tool for communicating the critical relationships and metrics needed to understand and implement the strategy
6. A pattern of increasing variability in the demand from the customer to the retailer to the distributor to the manufacturer, to the supplier to the manufacturer etc.
9. Japanese practice of designing processes and empowering workers to shut down the process when abnormal conditions occur
10. Japanese term that refers to the warning lights on an assembly line that light up when a defect occurs.
11. reducing the number of inventory transactions by relieving (reducing) the inventory count for parts only when the final product is shipped

## Down

1. a cost process system that maintains and processes data on a firm's activities and products. Identifies the activities performed, traces cost to these activities.
2. service quality instrument that measures the gap between customer expectations and perceptions after a service encounter
3. term is used in project management and new product development to suggest that a set of steps is not started until the previous set of steps is complete
5. amount of time a visitor stays on a website and the ability of the website to hold the attention of the visitor
7. It is time between ordering and receiving.
8. science of designing work to be consistent with the capabilities (and limitations) of the human body