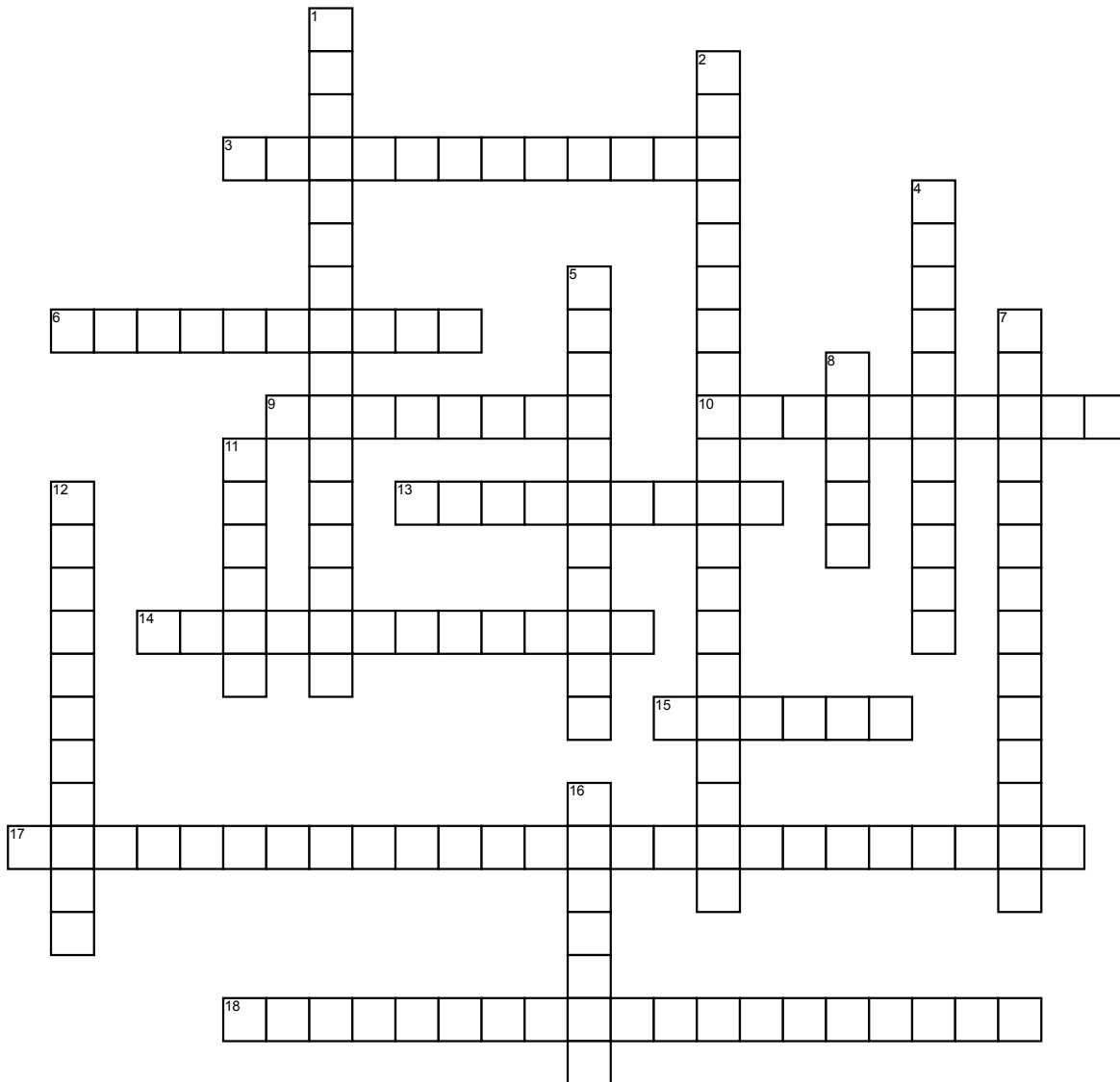


# The Goal



## Across

- 3.** Ahead of the game, looking for changes to make things better  
**6.** Any Resource whose capacity is equal to or less than the demand placed upon it  
**9.** The more heads on a job the better. People have different Opinions and outlooks; someone else may think differently than you ever would  
**10.** The rate at which the system generates money through sales net of variable costs. This corresponds to the value added by the system  
**13.** All the money that system has investing in purchasing things which it intends to sell  
**14.** Willing to embrace the changes, not quite comfortable with changing

- 15.** Hesitant to embrace the changes, not quite comfortable with changing  
**17.** Any misalignment in measurements causes a wide range of destructive tenancies  
**18.** 1. What to change? 2. What to change it to? 3. How to Cause the change?

## Down

- 1.** All the money the system spends in order to turn inventory into throughput  
**2.** Focusing in the right areas we can achieve breakthrough results  
**4.** There is always a chance to recover as long as your organization is still running, the battle is not lost until you stop trying  
**5.** Be active in your quest for knowledge.

- 7.** The staff we have vs the amount of inventory  
**8.** Someone who does not welcome change, stuck in their ways. Not open minded to change  
**11.** Someone holding you back from achieving the goal  
**12.** Be active in your quest for knowledge.  
**16.** Applications/Checks sent out same day, customers that don't have to call back in and completed orders