

Name: _____

Date: _____

Quality Week

V Y Y K Y R W X O C C U S T O M E R V O I C E N
K K R V V Z O Q U A L I T Y C O N T R O L N T P
H N V G B G P A H J C O N T R O L Q P J J P B S
C U S T O M E R F O C U S E A N D Q U A L I T Y
W D H D E F I N E W K D B B K J A Y M X X W Q Y
X F B L A C K B E L T C Y R G S W Y J Z M F D O
D G Z L W T F Z B Y G U K Z R U Q B O J B I X N
D X A K W X W K O Y D S E O E L B H P I J H R H
J F O S N F Y J Y R M T W J E R U F M L D I X I
A N A L Y Z E G Q G U O L Z N S S U R I H I K K
M G Q T T K T X Q D N M S M B I I C A K L M D K
M S E L B V Y L M Y F E D E E G N P U U A P M Y
E P F S H D M C P K M R T H L M E C O G M R A N
A J X K G T E B F A O V D T T A S D G X G O I U
S I T P R O C E S S V O I C E S S S G E P V C U
U V X P R V Z L W H B I A J H C V O F R J E R C
R Y E L L O W B E L T C Q V W O O V D X B B V Q
E J T Z F X L K O C U E J J G R I D E F E C T S
L E H Z I S O V M V M I A P Q E C F Z G Q D E W
E M H P R H F E K F D E J I V Z E P Y E M G T P
A A E Q F J X W H I T E B E L T L N B U K U N D
N G J C O N T I N U O U S I M P R O V E M E N T
K M P B C A B L Q U A L I T Y A S S U R A N C E
D B R T A C V Z Q U A L I T Y W M Y M J I A M A

CUSTOMER FOCUSE AND QUALITY

Quality Control

CUSTOMER VOICE

SIGMA SCORE

WHITE BELT

DEFECTS

QUALITY

LEAN

CONTINUOUS IMPROVEMENT

BUSINESS VOICE

PROCESS VOICE

BLACK BELT

ANALYZE

IMPROVE

DEFINE

ISO

Quality Assurance

Customer VOICE

YELLOW BELT

GREEN BELT

CONTROL

MEASURE

DMAIC

NPS