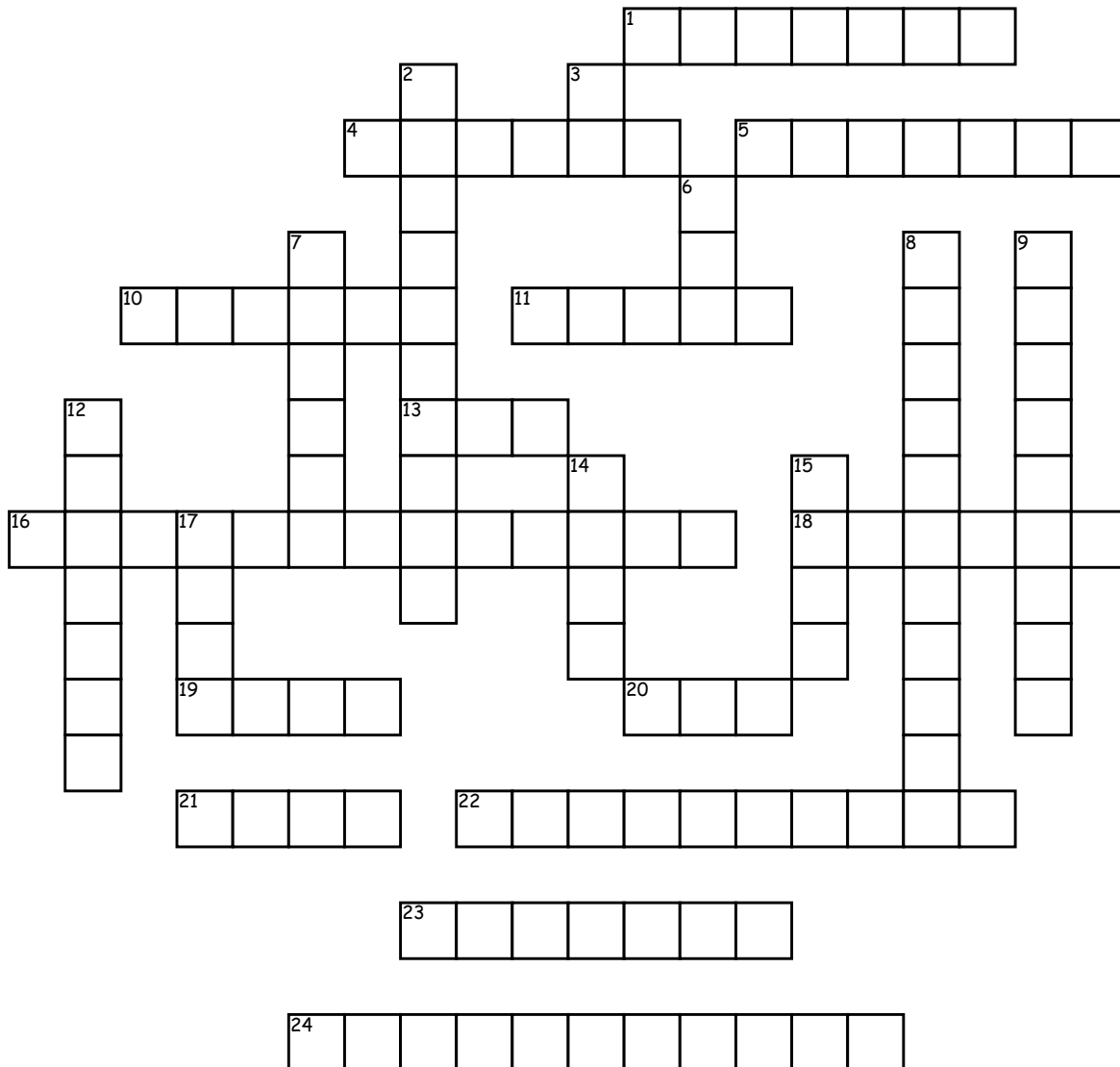


Name: _____

Date: _____

Quality Week Crossword



Across

1. A team has just completed one of the DMAIC steps. As part of the DMAIC methodology, they now have an understanding of the root causes of the problem(s). What phase of the DMAIC process are they completing

4. Harris is committed to exceeding customer expectations the first time by utilizing the HBX operating system and living the Harris

5. The degree to which a set of inherent characteristics of an object fulfils requirements

10. Document stating results achieved or providing evidence of activities performed

11. Process for obtaining objective evidence and evaluating its objectivity to determine the extent to which audit criteria are fulfilled

13. Acronym for Training Within Industry

16. Non-fulfilment of a requirement

18. A team wants to illustrate which defect types are occurring most frequently. What type of chart would they use

19. Shorthand for Harris' version of the automotive industry's

20. Harris culture of continuous improvement and commitment to excellence

21. Shorthand for supplier corrective action request

22. Determining the status of a system, a process, a product, a service, or an activity

23. The chart used to verify in real time whether a process is ok or not

24. A need or expectation that is stated, generally implied or obligatory

Down

2. Confirmation that requirements have been met

3. Person responsible for the quality of my work

6. Shorthand for the documentation package suppliers are required to submit with the initial shipment

7. The cause which is present in the process all the time is known as

8. What process is used to ensure that measurement tools are working properly

9. Result to be achieved

12. A set of interrelated or interacting activities that use inputs to deliver an intended result

14. The effect of uncertainty

15. DPPM/Metric used to measure supplier quality

17. Shorthand for corrective/preventive action