



ACROSS

- 1. A contributing factor (6)
- 5. A type of chart that displays mean, upper and lower control limits to help predict process performance (8)
- 8. Goal (3)
- 10. A structured communication tool (8)
- 12. Social psychologist who studied peer pressure and conformity (4)
- 13. A form of measure defined by the user of the service (5)
- 15. A graphical representation of frequency distribution (9)
- 17. A quality improvement method that relies on the idiom "a chain is only as strong as its weakest link" (6,2,11)
- 19. A measure of the dispersion in a set of data (5)

DOWN

- 2. Useful for understanding variation, can utilise any data type (3,5)
- 3. A tool used to understand cause and effect relationship (8)
- 4. A way of analysing data, based on the original 80:20 equation for wealth distribution (6)
- 6. Useful for understanding whether changes are leading to improvement (11)
- 7. A Japanese engineer, considered the founder of the Toyota Production System (7,4)
- 9. Making a change a permanent part of the system (9)
- 11. A tool to ensure adherence to proven standards of care (9)
- 14. The process of communicating and sharing new ideas and best practice (6)
- 16. A visual management system (6)
- 18. Upset balance (4)

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