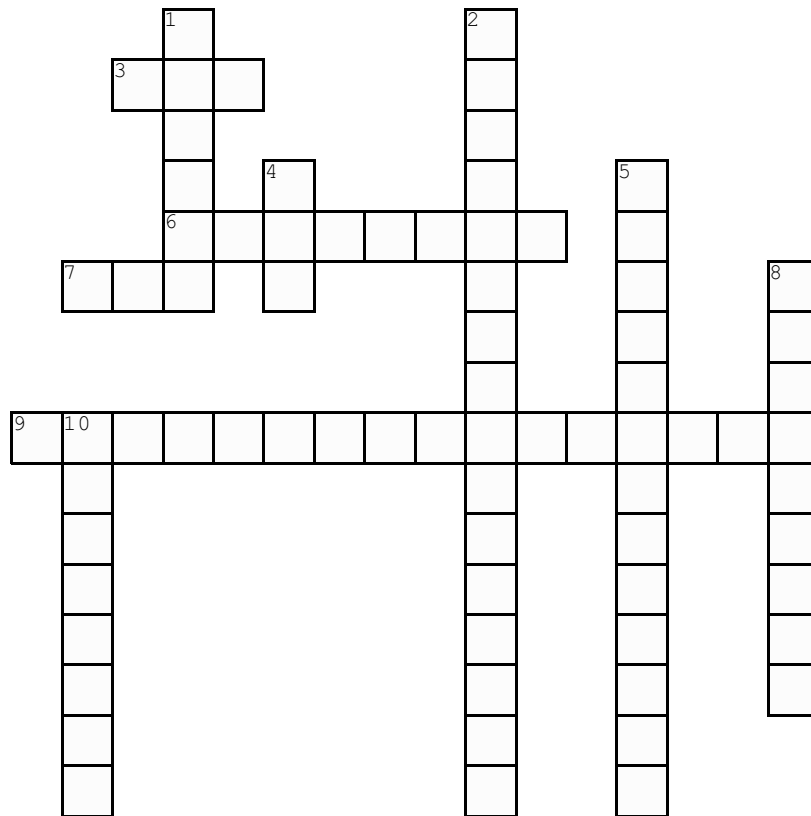


Name: _____

Total Quality management

Complete the crossword below



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Across

3. Quality management software
6. The object should meet the what requirements
7. MN collection of business ptoress focused on consistently meeting customer requirements
9. KJ method comes under

Down

1. Elements of TQM
2. Fishbone diagram is also called as
4. Object Quality standard
5. Points to increase quality and productivity
8. Principle of TQM
10. Root cause of analysis phase