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2020 Quality Month - QDM Crossword

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| **Across**  **3.** Assess, Build, Launch, Evaluate  **4.** A form for recording how many times something ahs been done or has happened.  **6.** A vertical bar graph that depicts the distribution of data, where the height of each bar represents the percentage or frequency of data within a given range.  **10.** A formal document describing a quality improvement project and stating its business objectives.  **12.** Voice of the Customer  **13.** Diagraming tool for organizing observations, facts, ideas, or data into categories.  **15.** Assess the opportunity in order to establish a goal and a team.  **18.** Build understanding of the opportunity, then build ideas for a solution.  **19.** Evaluate to see if the solution really worked.  **20.** Quality Driven Management | **Down**  **1.** Comparison one’s own practices to those of others with the goal of discovering potential improvements.  **2.** A bar chart that has been rearranged to put the categories in order – from the most frequently occurring category to the least.  **5.** A guided group discussion for generating a list of ideas about a topic and for eliciting group involvement.  **7.** Experimenting with a set of ideas.  **8.** A report card on quality. A scorecard is similar to a dashboard, but less graphically oriented.  **9.** An easy-to-read, visual representation of the status of several key variables of a process.  **11.** Launch a solution after careful planning.  **14.** A diagram used to brainstorm possible causes of a failure or variation, and sort the causes into categories.  **16.** A structured series of questions about a topic directed to a targeted group of people for the purpose of gathering information.  **17.** Quality Action Team |