International Organization of Standardization

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| T | Q | Y | O | A | Q | M | F | N | E | P | A | E | P | L | Y | F | F | E | J | D | F | R | R |
| Z | N | P | S | V | L | G | C | G | P | R | W | G | V | K | N | Y | J | P | X | U | S | T | U |
| I | R | E | C | O | R | D | C | O | N | T | R | O | L | A | R | B | N | U | S | C | N | Y | A |
| F | Q | Q | M | Q | R | Y | N | N | S | R | F | S | V | G | G | Z | U | L | O | N | J | H | X |
| K | O | Z | U | E | C | I | O | N | A | L | P | C | I | G | E | T | A | R | T | S | Z | K | J |
| T | M | E | I | A | V | L | S | K | O | Z | Q | H | I | F | G | G | E | U | T | I | O | S | P |
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| E | E | X | I | B | T | I | R | R | B | O | D | L | V | M | A | X | B | C | P | M | V | O | B |
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| G | O | D | O | V | M | G | R | Y | M | N | S | M | D | H | M | M | R | D | S | H | Q | E | B |
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   STRATEGIC PLAN       SCORECARD       PROCESS IMPROVEMENT       DOCUMENT CONTROL       CORRECTIVE ACTION       INTERNAL AUDITS       ISO       MISSION       PDSA       PREVENTATIVE ACTION       QMS       QUALITY MANAGEMENT SYSTEM       QUALITY MANUAL       RECORD CONTROL       RISK BASED THINKING       SCOPE OF SERVICE       TEAMWORK       TOP MANAGEMENT       VALUES       VISION