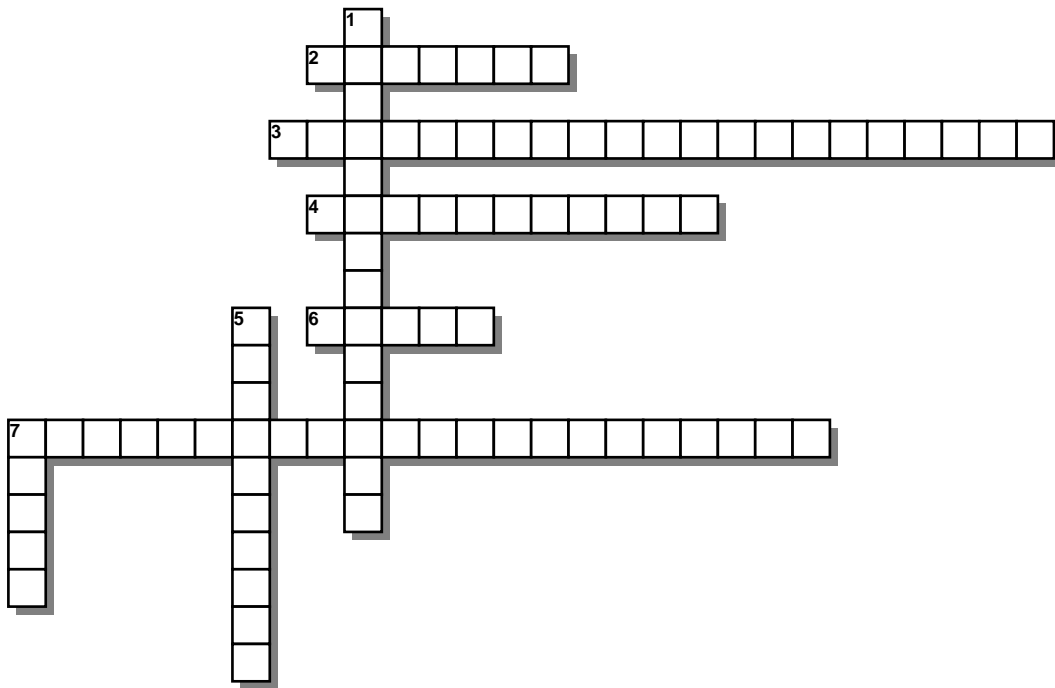


Legal Services Commission



Across

2 - The Legal Services Commission is this type of organisation

3 - An ongoing process of seeking to make improvement to company practice

4 - Research that is carried out for the first time to meet a specific objective

6 - The examination of the operations and records of a company, or other legal entity, by an independent person

7 - A management system designed to eliminate defects and meet customer requirements first time every time

Down

1 - The Legal Services Commission has used principles from this to cut down on wasteful expenditure

5 - Small groups of people used as part of a process of research to elicit feedback

7 - The number of parties involved in the Legal Services Commission's process

Possible Answers:

audit, continuous improvement, focus group, lean production, primary data, service, three, total quality management