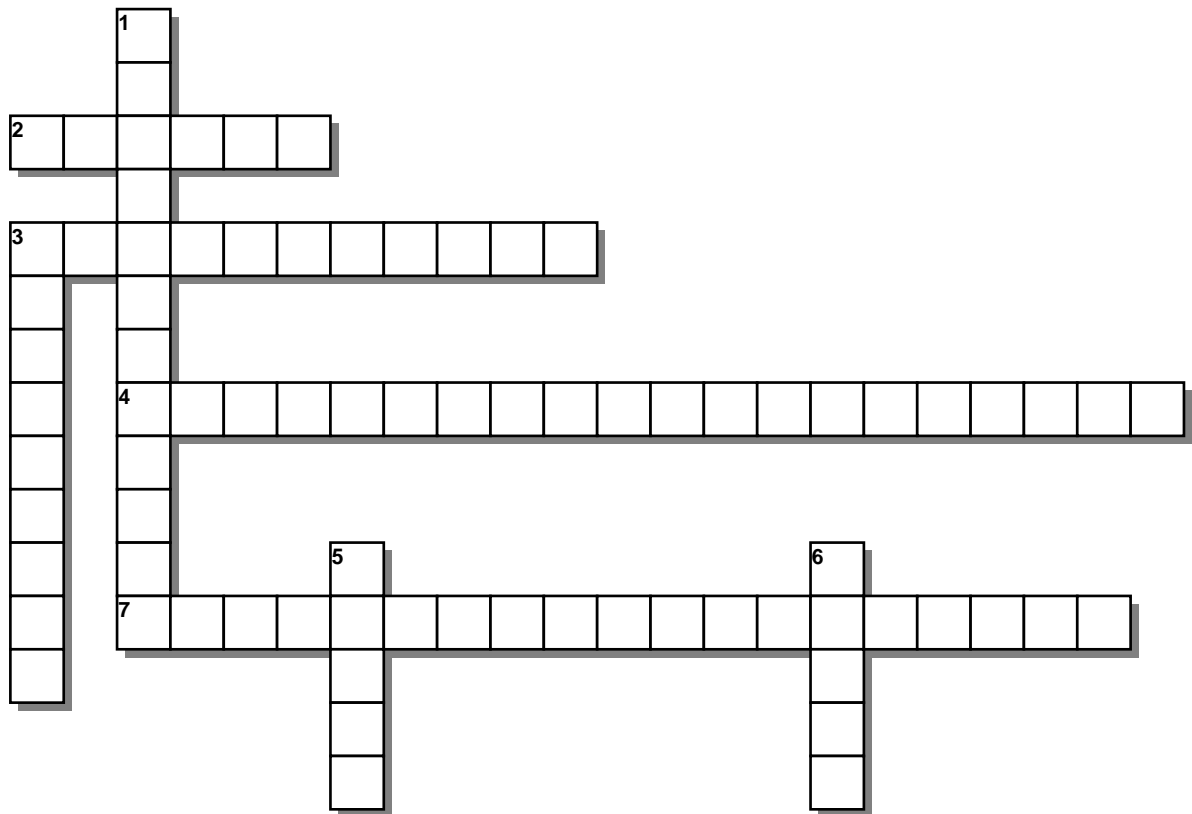


Tarmac



Across

2 - A concise summary in words, setting out what an organisation is striving to achieve

3 - These people work with managers to ensure that operators apply procedures and practices consistently

4 - A strategic element that enables an organisation to compete more effectively than its rivals

7 - The person who discovered tarmac by accident

Down

1 - The development of performance standards based upon the most efficient practices within an organisation

3 - When a colleague works alongside another colleague or manager, watching them to learn what to do.

5 - Tarmac has defined its five big goals by this mnemonic

6 - The number of businesses which make up the Tarmac Group

Possible Answers:

DREAM, Edgar Purnell-Hooley, Three, best practice, competitive advantage, shadowing, supervisors, vision