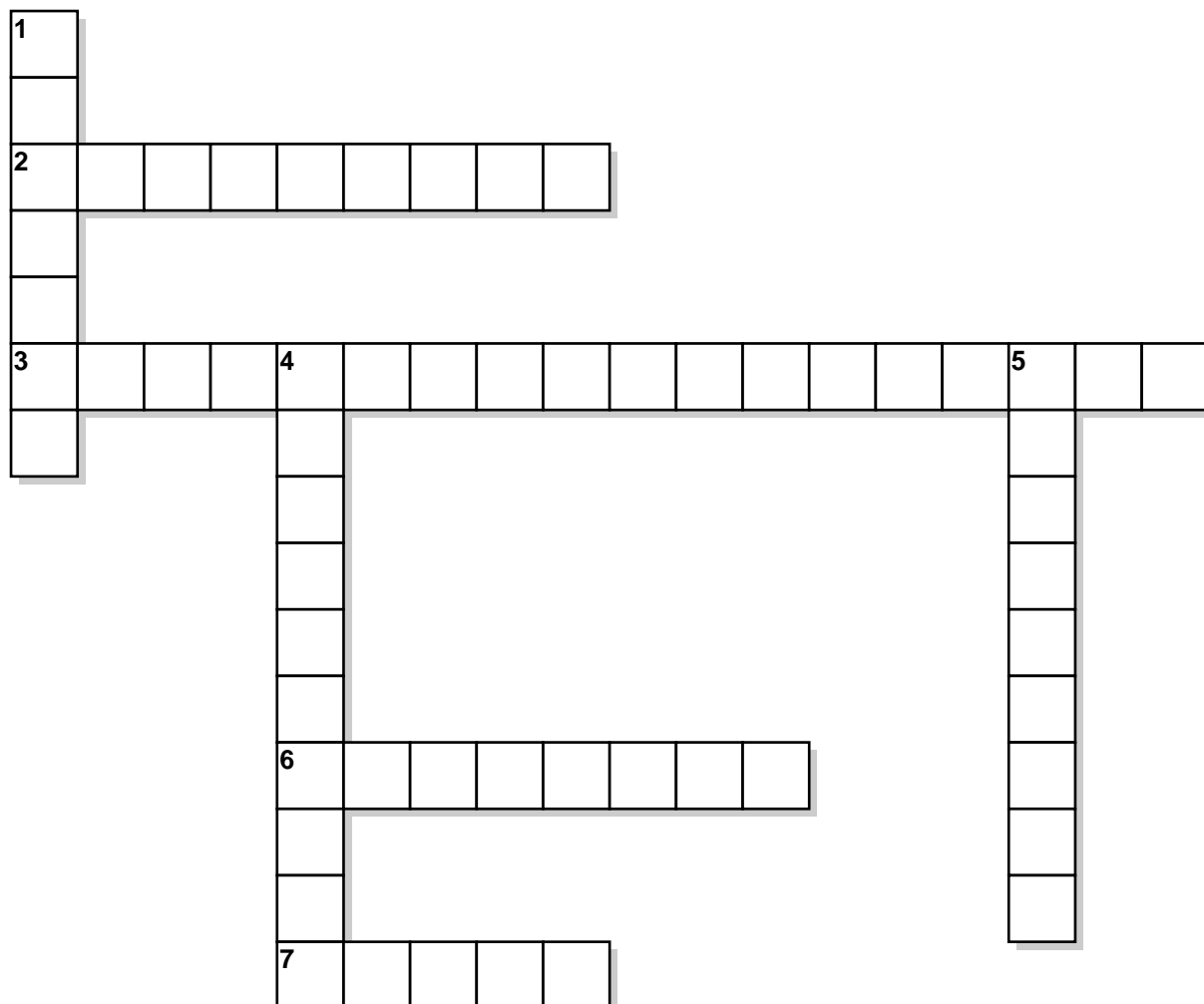


TNT**Across**

- 2 'Sure we can' appears on all TNT vehicles as this is their _____
- 3 A distinct part of an organisation specialising on a particular business activity
- 6 TNT's customer promise is part of its key _____
- 7 These objectives are designed to ensure that everyone understands what is required and when

Down

- 1 TNT's _____ is a statement that reflects the principle business aims.
- 4 A method used by managers at TNT to find out what employees' needs and aspirations are
- 5 To achieve profitable growth' is TNT's main _____

Possible Answers:

Appraisals , Mission, Objective, Operating divisions, SMART , Strapline, Strategy