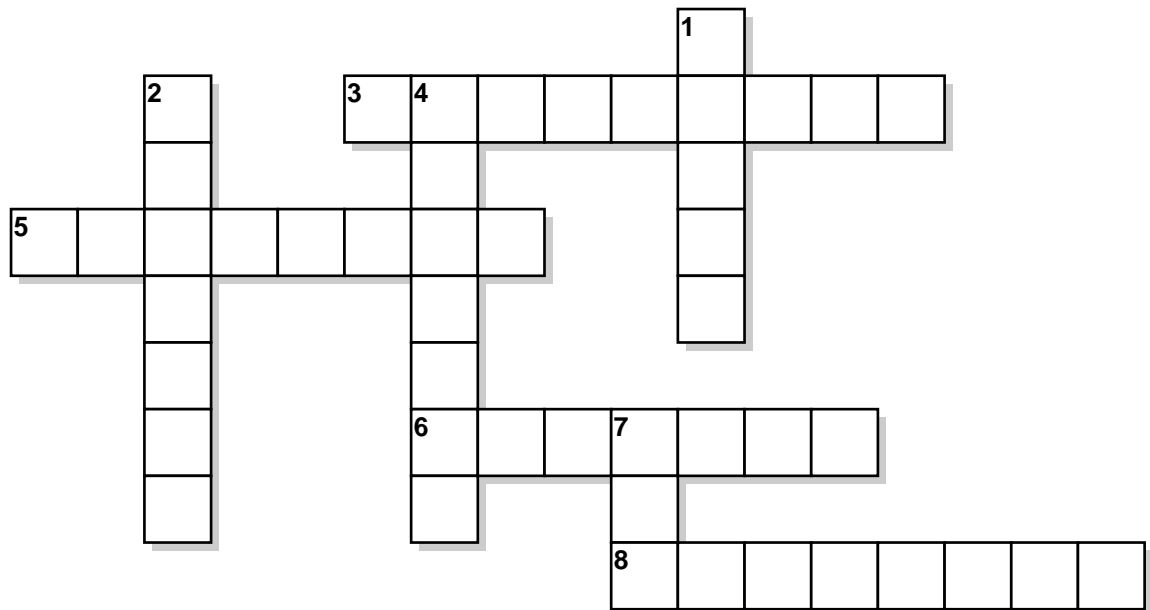


Zurich - Quality



Across

- 3 Quality _____ is when quality is measured at every stage of the process
- 5 One of Zurich's core values
- 6 Quality _____ is when quality is measured at the end of a process
- 8 Zurich actively manages and _____ the quality of the service it provides

Down

- 1 Many benefits of quality service add _____ within the business
- 2 Can be described as 'fit for purpose'
- 4 Delivering quality customer _____ is at the heart of everything it does
- 7 'Right first time'