### Across

2. **JOB**—Making one thing at a time  
3. **SPECIALISATION**—Like Division of Labour  
8. **INERTIA**—Difficult to move  
9. **CAPITAL**—Goods used to help make other goods or services  
12. **INTERDEPENDENT**—Firms depend on each other  
14. **BATCH**—Combination of two production methods  
15. **TQM**—Aiming for perfection  
16. **KANBAN**—Japanese for signboard.  
19. **IMMOBILITY**—People who are over-specialised suffer from occupational...  
20. **SECONDARY**—Manufactures Goods  
21. **STATISTICAL**—Method of Quality Assurance

### Down

1. **RATIONALISATION**—reorganising for greater efficiency  
2. **JIT**—Keep stock to absolute minimum  
4. **CONSUMER**—Goods that go straight to the customer  
5. **PRIMARY**—Produces raw materials  
6. **KAIZEN**—Continuous improvement  
7. **JIC**—Make sure you have enough stock with buffers  
10. **LEAN**—Use as little as possible  
11. **TERTIARY**—Provides services  
13. **TEAM**—Work in a .... to keep workers interested  
17. **ASSEMBLY**—Quick but dull line  
18. **FLOW**—Making lots of identical products