



## KEY

**ANOVA** – Analysis of variance

**CCR** – Critical customer requirements

**CBR** – Case-based reasoning

**DOE** – Design of experiments

**FMEA** – Failure mode and effects analysis

**RACI** – Responsible, accountable, consulted and informed\*

**SIPOC** – Suppliers, inputs, process, outputs and customers\*\*

**SOP** – Standard operating procedure

**SPC** – Statistical process control

**TPM** – Total productive maintenance

**VOC** – Voice of the customer

\* A RACI chart is a matrix of all the activities or decision-making authorities in an organization matched against all of the roles. At each intersection of activity and role, it is possible to assign somebody as Responsible, Accountable, Consulted or Informed.

\*\* A SIPOC diagram defines a scope of work and identifies the potential gaps between what a process expects from its suppliers and what customers expect from the process.