**Across**

7. quality \_\_\_ prevents errors

9. a conflict management approach which usually results in a lose-lose situation

12. a metric which calculates the actual cost of work completed within a given time period

15. this type of identification process determines everyone involved in the project or affected by it

22. title of the facilitator in scrum teams

24. document which formally authorizes a project

26. multi-team structure which uses a small group of Subject matter experts to guide the entire project

28. a two-week cycle of a Scrum project

29. in MBTI, the dimension relating to the manner in which you gather information

31. this type of chart identifies the most common causes of problems

32. this type of communication is based upon user request

33. a tool used to monitor problems that need resolution

34. according to the Tuckman model, a phase of team building when conflicts run high

35. the name of the inventor of fishbone diagrams

**Down**

1. a PMLC which splits tasks into concurrent swimlanes

2. a conflict management approach which usually results in a win-win situation

3. a conflict management technique which uses an unbiased third person to resolve issues

4. retrospective, daily scrum meeting, and planning sessions are all types of scrum \_\_\_\_

5. a data-driven measure of performance

6. an Agile philosophy which highlights creation testing and immediate installation of project deliverables

8. a common cause of team conflict

10. a multi-team practice which utilizes a dedicated person to handle meetings and other admin duties

11. formal process which describes when and how official project documents may be modified

13. team performance evaluations are performed within this process group

14. a chart used within Agile PMLCs to depict work completed as well as still to be done

15. a form of Agile PM which uses a facilitator rather than a Project Manager

16. a process which analyzes a completed project in terms of adherence to procedures

17. a PMLC best used when both goals and solutions are unclear

18. a document used to obtain proposals from prospective suppliers

19. this type of report describes recent team accomplishments

20. a tool used to identify specific reasons why a person would interact with the system

21. an installation approach which cuts off the old system and starts up the new at a specified point in time

23. a TPM approach without any feedback loops

25. overdependence upon particular suppliers is a drawback of this practice

27. a PMLC best used when goals are known but solutions are unclear

30. best structure to use for large scale Agile projects

