

Name: _____

Date: _____

★ New Words

compliance	following all the rules, laws, and standards required for the job — "The factory must show full compliance with safety laws."
deviation	when something does not follow the normal process or procedure — "The company found a deviation from the normal procedure."
root cause	the real reason something went wrong, not just the obvious symptom — "We must find the root cause of the problem, not just treat the symptom."
escalate	to report a serious problem to someone with more authority — "We must escalate any serious problem to the quality manager."
validate	to prove, through testing, that a process or system works correctly — "Please validate the new machine before we use it."
mitigate	to take action to make a risk or problem less serious — "We must mitigate this risk before it becomes a bigger problem."
protocol	an official written plan that explains exactly how to do something — "Please follow the safety protocol at all times."
discrepancy	a difference between two things that should be the same — "We found a discrepancy between the two reports."
accountability	being responsible for your actions and their results — "Every worker has accountability for their own actions."

★ New Words (continued)

risk assessment a process of identifying and judging possible dangers —
"The team completed a risk assessment before starting the project."

remediation the action taken to correct a problem and prevent it
happening again — "The remediation plan will stop this
problem from happening again."

stakeholder a person or group affected by, or interested in, a project's
outcome — "Every stakeholder must agree with the new
plan."

1 True or False

Read the sentence. Write True or False.

1. 'Compliance' means following all the rules and standards required.

2. A 'deviation' means everything followed the normal process perfectly.

3. 'Root cause' means the real reason something went wrong.

4. To 'validate' something means to prove it works through testing.

5. 'Mitigate' means to make a risk more serious.

6. A 'stakeholder' has no interest in a project's outcome.

2 Multiple Choice

Circle the correct answer.

1. We must ___ this serious problem to the manager.
escalate validate mitigate
2. The team will ___ the new system before we use it.
validate escalate mitigate
3. We found a ___ between the two reports.
discrepancy protocol stakeholder
4. Follow the safety ___ at all times.
protocol compliance remediation
5. Every worker has ___ for their own actions.
accountability deviation risk assessment
6. We must ___ this risk before it becomes a bigger problem.
mitigate validate escalate

3 Matching

Match the word (1-6) with its meaning (A-F). Write the letter.

- | | |
|-------------------------|---|
| 1. deviation ____ | A. being responsible for your actions and their results |
| 2. discrepancy ____ | B. a person or group affected by, or interested in, a project's outcome |
| 3. remediation ____ | C. a process of identifying and judging possible dangers |
| 4. risk assessment ____ | D. the action taken to correct a problem and prevent it happening again |
| 5. stakeholder ____ | E. a difference between two things that should be the same |
| 6. accountability ____ | F. when something does not follow the normal process or procedure |

4 Gap Fill

Write the correct word in each gap: *escalate, deviation, validate, risk assessment, root cause.*

1. We must _____ any serious problem to the quality manager.
2. The company found a _____ from the normal procedure.
3. Please _____ the new machine before we use it.
4. The team completed a _____ before starting the project.
5. We must find the _____ of the problem, not just treat the symptom.

5 Sort the Words

Put each word in the correct box: *Documents & Processes, Actions, People & Responsibility.*

**Documents &
Processes**

Actions

**People &
Responsibility**

Word bank: escalate, validate, mitigate, protocol, risk assessment, remediation, accountability, stakeholder

6 Word Order

Put the words in the correct order to make a sentence.

1. problem / this / escalate / must / We / .

2. system / the / validate / will / team / The / .

3. protocol / safety / the / follow / Please / .

4. accountability / has / worker / Every / .

7 Right or Wrong

Is the underlined word used the right way, or the wrong way?

1. We must ESCALATE serious problems to the manager. _____
2. VALIDATE means to prove something works through testing. _____
3. A DEVIATION means everything follows the normal process. _____
4. MITIGATE means to make a problem more serious. _____
5. ACCOUNTABILITY means being responsible for your actions. _____
6. A STAKEHOLDER has no interest in the project. _____

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★ New Words

compliance	following all the rules, laws, and standards required for the job — "The factory must show full compliance with safety laws."
deviation	when something does not follow the normal process or procedure — "The company found a deviation from the normal procedure."
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accountability	being responsible for your actions and their results — "Every worker has accountability for their own actions."
risk assessment	a process of identifying and judging possible dangers — "The team completed a risk assessment before starting the project."
remediation	the action taken to correct a problem and prevent it happening again — "The remediation plan will stop this problem from happening again."
stakeholder	a person or group affected by, or interested in, a project's outcome — "Every stakeholder must agree with the new plan."

1 True or False

Read the sentence. Write True or False.

- | | |
|--|--------------|
| 1. 'Compliance' means following all the rules and standards required. | True |
| 2. A 'deviation' means everything followed the normal process perfectly. | False |
| 3. 'Root cause' means the real reason something went wrong. | True |
| 4. To 'validate' something means to prove it works through testing. | True |
| 5. 'Mitigate' means to make a risk more serious. | False |
| 6. A 'stakeholder' has no interest in a project's outcome. | False |

2 Multiple Choice

Circle the correct answer.

- We must ___ this serious problem to the manager.
escalate validate mitigate
- The team will ___ the new system before we use it.
validate escalate mitigate
- We found a ___ between the two reports.
discrepancy protocol stakeholder
- Follow the safety ___ at all times.
protocol compliance remediation

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5. Every worker has ___ for their own actions.
accountability deviation risk assessment
6. We must ___ this risk before it becomes a bigger problem.
mitigate validate escalate

3 Matching

Match the word (1-6) with its meaning (A-F). Write the letter.

- | | |
|---------------------------|---|
| 1. deviation -> (F) | A. being responsible for your actions and their results |
| 2. discrepancy -> (E) | B. a person or group affected by, or interested in, a project's outcome |
| 3. remediation -> (D) | C. a process of identifying and judging possible dangers |
| 4. risk assessment -> (C) | D. the action taken to correct a problem and prevent it happening again |
| 5. stakeholder -> (B) | E. a difference between two things that should be the same |
| 6. accountability -> (A) | F. when something does not follow the normal process or procedure |

4 Gap Fill

Write the correct word in each gap: escalate, deviation, validate, risk assessment, root cause.

- We must _____ any serious problem to the quality manager. **(escalate)**
- The company found a _____ from the normal procedure. **(deviation)**
- Please _____ the new machine before we use it. **(validate)**
- The team completed a _____ before starting the project. **(risk assessment)**
- We must find the _____ of the problem, not just treat the symptom. **(root cause)**

5 Sort the Words

Put each word in the correct box: Documents & Processes, Actions, People & Responsibility.

Documents & Processes

protocol
risk assessment
remediation

Actions

escalate
validate
mitigate

People & Responsibility

accountability
stakeholder

6 Word Order

Put the words in the correct order to make a sentence.

- problem / this / escalate / must / We / .
-> We must escalate this problem.
- system / the / validate / will / team / The / .
-> The team will validate the system.
- protocol / safety / the / follow / Please / .
-> Please follow the safety protocol.

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4. accountability / has / worker / Every / .
-> **Every worker has accountability.**

7 Right or Wrong

Is the underlined word used the right way, or the wrong way?

1. We must ESCALATE serious problems to the manager.
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Right
Right
Wrong
Wrong
Right
Wrong