

## Deming Cooperative Puzzle

### ACROSS

1. Common causes of loss arise from the \_\_\_\_\_ itself.
4. Costs and benefits are difficult to \_\_\_\_\_ in dollars.
5. A numerical goal without a \_\_\_\_\_ to enable it to happen is useless.
6. Some points of a group must lie above the \_\_\_\_\_ of the group.
7. Before experimenting, make use of \_\_\_\_\_ information.
9. No one knows the \_\_\_\_\_ of a defective item that reaches a customer.

### DOWN

1. One should study a process with use of the \_\_\_\_\_ cycle, often referred to as the PDSA cycle.
2. A quality characteristic under control is \_\_\_\_\_.
3. Not all points will lie on the \_\_\_\_\_.
8. Talking to those people with above average numbers of defects will \_\_\_\_\_ improve performance.

(if you get stuck, see Chapter Thirteen of *Out of the Crisis*)

