

## Deming Cooperative Puzzle

### ACROSS

6. The transformation is the job of \_\_\_\_\_.
8. People \_\_\_\_\_ in different ways.
9. We should \_\_\_\_\_ constantly the system of production and service.
10. Management must create constancy of \_\_\_\_\_.
11. Short-term profits are no index of \_\_\_\_\_.
13. We need to drive out \_\_\_\_\_, so that everyone may work effectively.
14. An organization needs people that are improving with \_\_\_\_\_.
15. The \_\_\_\_\_ is the most important part of the production line.
16. Slogans, exhortations and targets ignore the fact that most of the problems belong to the \_\_\_\_\_.
17. There is need for \_\_\_\_\_ of effort.
18. Best efforts are not \_\_\_\_\_.

### DOWN

1. Experience alone, without \_\_\_\_\_ teaches nothing.
2. The aim of supervision should be to \_\_\_\_\_ people and machines to do a better job.
3. We must cease \_\_\_\_\_ on mass inspection.
4. Inspection does not improve \_\_\_\_\_.
5. We need to remove barriers to \_\_\_\_\_ of workmanship.
7. We need to break down \_\_\_\_\_ between departments.
8. Quotas should be replaced with \_\_\_\_\_.
12. Our aim in awarding business should be to minimize \_\_\_\_\_ cost.

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

