

Deming Cooperative Puzzle

ACROSS

1. Competent people, doing their best, know all that there is to know about their work except how to _____ it.
4. He that _____ and is lucky will capture the market.
8. Best efforts and hard work, not guided by _____, only dig deeper the pit that we are in.
9. Responsibility divided between operator and inspector assures _____.
10. A product or service possesses _____ if it helps somebody and enjoys a good and sustainable market.

DOWN

2. Quality is the responsibility of _____.
3. We must focus on education and development of a culture that puts value on _____.
5. Pieces in an assembly line must work together as a _____.
6. A customer expects only what _____ have led him to expect.
7. Knowledge necessary for improvement comes from _____.

(if you get stuck, see Chapter 1 of *The New Economics*)

