

## Deming Cooperative Puzzle

### ACROSS

2. Patterns of points on a control chart may indicate a \_\_\_\_\_ cause.
4. Sporadic \_\_\_\_\_ will require detective work.
7. A process may be stable, yet turn out \_\_\_\_\_ items and mistakes.
8. One gets powerful leverage on sources of mistakes by tracing the process \_\_\_\_\_.
9. Once you reach statistical control, the problem becomes how to \_\_\_\_\_ the system.
10. A special cause may turn out to be one that can not possibly \_\_\_\_\_, or one that may.
11. The result of tampering is to \_\_\_\_\_ in the future the production of faulty items and mistakes.
12. Worker training worker in succession goes off to the \_\_\_\_\_.

### DOWN

1. Improvement nearly always means reduction of \_\_\_\_\_.
3. Improvement of a stable system requires fundamental change in the \_\_\_\_\_.
5. A process that is in statistical control has a definable \_\_\_\_\_.
6. To take action on the process in response to production of a faulty item is to \_\_\_\_\_ with the process.

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

