

Deming Cooperative Puzzle

ACROSS

1. Measurement of productivity does not _____ productivity.
7. In statistical control, there is an _____ process.
8. Quality should be aimed at the present and _____.
9. It may cost as much to _____ a defect as to make the product in the first place.

DOWN

1. Quality begins with the _____, which is fixed by management.
2. Improvement of quality leads to less _____, higher productivity, and lower costs.
3. Productivity improves as _____ is reduced.
4. The _____ is the most important part of the production line.
5. Productivity increases as _____ improves.
6. Low quality means _____ costs.

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

