

Deming Cooperative Puzzle

ACROSS

2. Measuring instruments must be under statistical _____.
4. Faults from fleeting events are referred to as _____ causes of trouble.
5. Study of a mixture of processes may obscure the chance to _____.
7. Most troubles with service and production lie in the _____.
8. No amount of good workmanship can overcome fundamental faults in the _____.
9. A process that is in statistical control furnishes a rational basis for _____.
12. The action required to eliminate a special cause is _____ from that required to improve the process.
13. Experience without theory teaches _____.
14. Confusion between common and special causes leads to greater _____.

DOWN

1. It is management's job to work with vendors to improve the _____ of incoming materials.
2. A system that is in statistical control has a definable identity and _____.
3. Sometimes a hunch, right or wrong, is sufficient theory to lead to useful _____.
4. The control chart sends signals, which detect existence of a _____ cause.
5. Reduction in the need for _____ is a natural result of statistical control.
6. Common causes are due to chance _____ attributable to the system.
7. A process has a capability only if it is _____.
9. There is no way to know that one will meet specifications unless the _____ is in statistical control.
10. In a state of statistical control, all _____ causes so far detected have been removed.
11. Faults of the system are referred to as _____ causes of trouble

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

