

## Deming Cooperative Puzzle

### ACROSS

1. Price alone is not a determinant of \_\_\_\_\_ or performance.
3. The cost of production is the same for \_\_\_\_\_ product or service as it is for good.
5. Customers may be eager to work with \_\_\_\_\_ to improve service.
7. Uniformity enables the user to \_\_\_\_\_ what to expect.
8. If breakdowns are independent, not chain reactions, they will form a \_\_\_\_\_ distribution.
9. Improvement of the system is the responsibility of \_\_\_\_\_.

### DOWN

2. Workers need to \_\_\_\_\_ what their jobs are.
4. Tests one at a time run the risk of failure to observe \_\_\_\_\_ between the factors.
6. Often, with some knowledge, improvements can take place with the \_\_\_\_\_ employees.

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

