

Deming Cooperative Puzzle

ACROSS

2. Management must remove the _____ causes of trouble that make it impossible to produce good work.
5. Piece work robs the employee of his right to do work that he can be _____ of.
6. Special causes can be detected only with the aid of proper _____ techniques.
8. Defects beget _____.
10. Rework stifles _____.
13. Control charts tell the operator when to take action to improve the _____ of work, and when to leave it alone.
14. There is no _____, no capability, except in statistical control.
15. Exhortations and platitudes are not very effective instruments of _____.

DOWN

1. Tighter specifications can be realized economically only by _____ of some of the common causes of trouble.
3. Quality by _____ never works.
4. It is unacceptable to hand a worker specifications that he can _____ meet.
7. When a process has been brought into statistical control, it has a definite _____.
9. Defects sent into production cause trouble at _____ stages of production.
11. Operational definitions help distinguish what is right and what is _____.
12. A system of quality control should _____ the number of fires.

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

