

Deming Cooperative Puzzle

ACROSS

1. An operational definition brings clarity in _____.
3. No one should be blamed for _____ that he can not govern.
4. It is possible to have statistical control, but unsatisfactory _____.
5. One objective is to accomplish greater _____ of performance of a system.
8. Even after statistical control is achieved, it may be _____.
10. Inspection is not 100% _____.
11. Allocation of interviewers to sampling units should be by use of _____ numbers.
12. Where there is fear, there will be _____ figures.

DOWN

1. A _____ can reveal which people if any are out of control with respect to the group.
2. Overall _____ will depend on changes in the system.
6. Repeated measurements of the _____ item over a period of time must show statistical control to qualify as a method of measurement.
7. In training, once a person has reached a state of statistical control, further _____ by the same method will accomplish nothing.
9. A leader has responsibility to improve the _____.

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

