

Deming Cooperative Puzzle

ACROSS

2. Around 1942 in the USA statistical methods had taken fire, but management did not know their _____, so efforts died out.
6. In Japan in the 1950s conferences with top _____ were held.
7. In the USA there were many barriers that robbed workers of their _____ of workmanship.
9. A hurdle in Japan was the general supposition that it would be impossible to _____ with industry in America and Europe.
10. Top management in Japan became convinced that _____ was vital for export.

DOWN

1. Early on people put out fires, not perceiving the necessity to improve _____.
3. Consumer research, with methods of _____, began in Japan in 1951.
4. Early efforts to reach management by inviting them to courses were _____.
5. Small groups of workers may work on _____ of the system.
8. Disjointed efforts will have no national _____.

(if you get stuck, see the Appendix to *Out of the Crisis*)

