Deming Cooperative Puzzle

ACROSS

1. Competent people, doing their best, know all that there is to know about their work except how to __________ it.

4. He that ________ and is lucky will capture the market.

8. Best efforts and hard work, not guided by __________, only dig deeper the pit that we are in.

9. Responsibility divided between operator and inspector assures ________.

10. A product or service possesses __________ if it helps somebody and enjoys a good and sustainable market.

DOWN

2. Quality is the responsibility of __________.

3. We must focus on education and development of a culture that puts value on __________.

5. Pieces in an assembly line must work together as a __________.

6. A customer expects only what ________ have led him to expect.

7. Knowledge necessary for improvement comes from __________.

(if you get stuck, see Chapter 1 of The New Economics)