

## Deming Cooperative Puzzle

### ACROSS

2. The magnitudes of the most important losses from action or inaction by management are \_\_\_\_\_.
7. Ranking people comes from failure to understand \_\_\_\_\_ from common causes.
9. There must be a \_\_\_\_\_ to achieve an aim.
11. Judging people does not help them to do a \_\_\_\_\_ job.
12. Education, industry, and government should interact as \_\_\_\_\_.
13. Performance of the individual can \_\_\_\_\_ be measured, except possibly on a long-term basis.
14. Management requires \_\_\_\_\_ term thinking.

### DOWN

1. When salesmen are on commission, focus is on sales; when on salary, focus is on the \_\_\_\_\_.
3. Reward for good performance may be the same as reward to the \_\_\_\_\_ for a pleasant day.
4. The merit system destroys \_\_\_\_\_.
5. It is important to work on the \_\_\_\_\_ that produced the fault, not on him that delivered it.
6. Apparent performance of an individual is actually attributable mostly to the \_\_\_\_\_.
8. The most important application of the principles of statistical control of quality is in the management of \_\_\_\_\_, and the whole system.
10. A flow diagram of an organization shows how each component \_\_\_\_\_ on the others.

(if you get stuck, see Chapter 2 of *The New Economics*)

