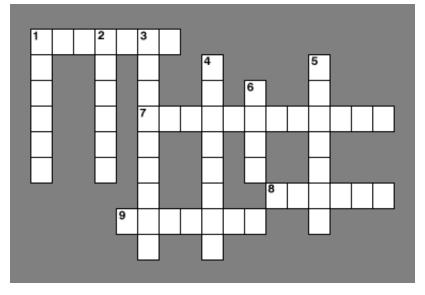
## **Deming Cooperative Puzzle**

## ACROSS

- 1. Measurement of productivity does not \_\_\_\_\_ productivity.
- 7. In statistical control, there is an \_\_\_\_\_ process.
- 8. Quality should be aimed at the present and
- 9. It may cost as much to \_\_\_\_\_ a defect as to make the product in the first place.

## DOWN

- 1. Quality begins with the \_\_\_\_\_, which is fixed by management.
- 2. Improvement of quality leads to less \_\_\_\_\_, higher productivity, and lower costs.
- 3. Productivity improves as \_\_\_\_\_\_ is reduced.
- 4. The \_\_\_\_\_ is the most important part of the production line.
- 5. Productivity increases as \_\_\_\_\_ improves.
- 6. Low quality means \_\_\_\_\_ costs.



## (if you get stuck, see Chapter One of Out of the Crisis)