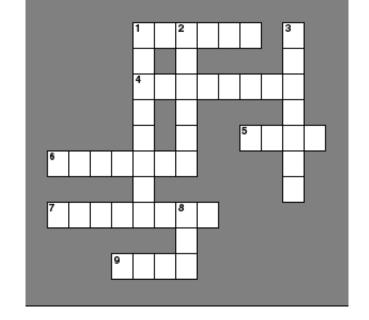
Deming Cooperative Puzzle

ACROSS

- 1. Common causes of loss arise from the _____ itself.
- 4. Costs and benefits are difficult to _____ in dollars.
- 5. A numerical goal without a _____ to enable it to happen is useless.
- 6. Some points of a group must lie above the _____ of the group.
- 7. Before experimenting, make use of ______ information.
- 9. No one knows the _____ of a defective item that reaches a customer.

DOWN

- 1. One should study a process with use of the ______ cycle, often referred to as the PDSA cycle.
- 2. A quality characteristic under control is _____
- 3. Not all points will lie on the _____.
- 8. Talking to those people with above average numbers of defects will _____ improve performance.



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