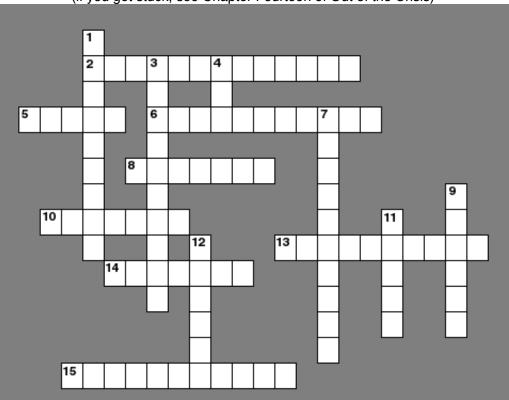
Deming Cooperative Puzzle

ACROSS

- 2. Management must remove the _____ causes of trouble that make it impossible to produce good work.
- 5. Piece work robs the employee of his right to do work that he can be _____ of.
- 6. Special causes can be detected only with the aid of proper ______ techniques.
- 8. Defects beget _____.
- 10. Rework stifles _____
- 13. Control charts tell the operator when to take action to improve the ______ of work, and when to leave it alone.
- 14. There is no _____, no capability, except in statistical control.
- 15. Exhortations and platitudes are not very effective instruments of ______.

DOWN

- 1. Tighter specifications can be realized economically only by _____ of some of the common causes of trouble.
- 3. Quality by _____ never works.
- 4. It is unacceptable to hand a worker specifications that he can ____ meet.
- 7. When a process has been brought into statistical control, it has a definite _____
- 9. Defects sent into production cause trouble at _____ stages of production.
- 11.Operational definitions help distinguish what is right and what is _____.
- 12. A system of quality control should ______ the number of fires.



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