

Deming Cooperative Puzzle

ACROSS

1. Statistics on accidents show figures, not root _____.
5. Tests of components cannot provide the type and cost of _____ that will be required in service.
8. No system, whatever be the effort put into it, will be free of _____.
9. Due care in manufacture cannot be defined _____, hence any requirement of due care can have no legal force.
10. There is no such thing as arrival _____ on time.
11. The purpose of a sign along the road should be to _____ the stranger to find his way.

DOWN

1. Accidents that arise from _____ causes will continue to happen with their expected frequency and variations until the system is corrected.
2. The problem is to discover whether the cause of an unfavorable outcome lies in the system, or may be ascribed to some _____ cause.
3. Performance can be judged only by statistical study of _____ records.
4. _____ performance of service would reduce the cost of living.
6. Tests of components cannot provide assurance that they will work _____ satisfactorily as a system in service.
7. Tests of components cannot provide the average run between _____ of the system.

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

