

## Deming Cooperative Puzzle

### ACROSS

6. Cure of the deadly diseases will require \_\_\_\_\_ of Western management.
7. Performance appraisals ascribe to people differences that may be caused by the \_\_\_\_\_ that they work in.
8. Empirical evidence is never \_\_\_\_\_.
9. A leader will \_\_\_\_\_ his people on a day-to-day basis.
10. A useful criterion for recognition of outstanding performance is \_\_\_\_\_ year by year, over a period of seven or more years.
11. There must be constant improvement of \_\_\_\_\_ of product and service.
12. \_\_\_\_\_ of management from one company to another annihilates teamwork.
13. One cannot be successful on \_\_\_\_\_ figures alone.

### DOWN

1. Corporate rating of divisions create \_\_\_\_\_ thinking.
2. Figures need to be interpreted with understanding of \_\_\_\_\_.
3. Management by the numbers leads to short-term \_\_\_\_\_.
4. The job of management is \_\_\_\_\_ from the welfare of the company.
5. Improvement of quality is a \_\_\_\_\_.

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

