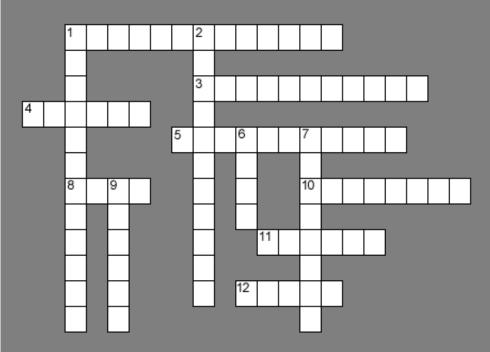
## **Deming Cooperative Puzzle**

## ACROSS

- 1. An operational definition brings clarity in \_\_\_\_\_.
- 3. No one should be blamed for \_\_\_\_\_\_ that he can not
  - govern.
- 4. It is possible to have statistical control, but unsatisfactory \_\_\_\_\_
- 5. One objective is to accomplish greater \_\_\_\_\_ of performance of a system.
- 8. Even after statistical control is achieved, it may be \_\_\_\_\_.
- 10. Inspection is not 100%
- 11. Allocation of interviewers to sampling units should be by use of numbers.
- 12. Where there is fear, there will be \_\_\_\_\_ figures.

## DOWN

- 1. A \_\_\_\_\_ can reveal which people if any are out of control with respect to the group.
- 2. Overall \_\_\_\_\_\_ will depend on changes in the system.
- 6. Repeated measurements of the \_\_\_\_\_ item over a period of time must show statistical control to qualify as a method of measurement.
- 7. In training, once a person has reached a state of statistical control, further \_\_\_\_\_ by the same method will accomplish nothing.
- 9. A leader has responsibility to improve the \_\_\_\_\_.



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