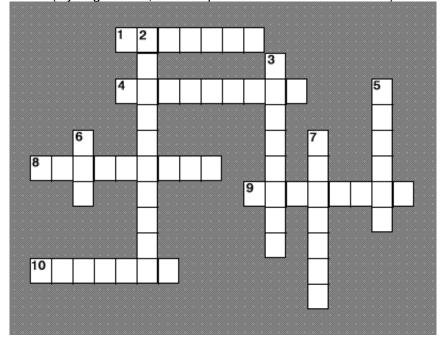
## **Deming Cooperative Puzzle**

## ACROSS

- Competent people, doing their best, know all that there is to know about their work except how to \_\_\_\_\_\_ it.
- 4. He that \_\_\_\_\_ and is lucky will capture the market.
- 8. Best efforts and hard work, not guided by \_\_\_\_\_, only dig deeper the pit that we are in.
- 9. Responsibility divided between operator and inspector assures \_\_\_\_\_.
- 10. A product or service possesses \_\_\_\_\_\_ if it helps somebody and enjoys a good and sustainable market.

## DOWN

- 2. Quality is the responsibility of \_\_\_\_\_.
- 3. We must focus on education and development of a culture that puts value on
- 5. Pieces in an assembly line must work together as a \_\_\_\_\_.
- 6. A customer expects only what \_\_\_\_\_\_ have led him to expect.
- 7. Knowledge necessary for improvement comes from \_\_\_\_\_.



## (if you get stuck, see Chapter 1 of *The New Economics*)