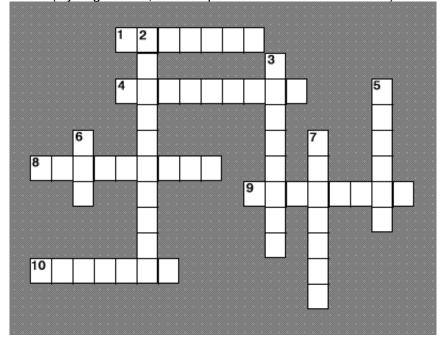
Deming Cooperative Puzzle

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*)