



WHAT IS A PROCESS FMEA?

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Business Function	Process step	Potential failure mode	Potential failure effects	SEV	Potential causes	OCC	Current process controls	DET	RPN	Actions recommen
Which Functional Department?	What is the step?	In what ways can the step go wrong?	What is the impact on the customer if the failure mode is not prevented or corrected?	10	What causes the step to go wrong? (i.e., How could the failure mode occur?)	10	What are the existing controls that either prevent the failure mode from occurring or detect it should it occur?	10	1000	What are the action reducing the occurrence cause or for improv detection? You should actions on all high RPNs severity ratings of 9 d
		No calls	<ul style="list-style-type: none"> • Loss of Business • Client Dissatisfaction • Impact on Repeat Business • Impact on Revenue • Communication Breakdown 	8	<ul style="list-style-type: none"> • CMS link failure • Issues with PG (Peripheral Gateway) server for incoming calls • Issues with outbound calls which are routed through PG. • For outbound calls: Issues with the trunks, either from SP end or from local end. 	7	<ul style="list-style-type: none"> • Continuous Monitoring of CMS link • Monitoring of session running on CMS for PG • Any issue with PG, Technology will escalate to GS telephony team for resolution 	3	168	<ul style="list-style-type: none"> • Voice DR Infrastru • Appropriate Notific procedure (Escal Matrix) • Awareness trainin Escalation Matrix to rung of frontlin supervisors
	Connectivity		<ul style="list-style-type: none"> • Loss of Business • Client Dissatisfaction 							• Timely review of Esc

IDENTIFIES FAILURE MODES BY RANKING FAILURES

HELPS ESTABLISH PRIORITIES AS PER THE RELATIVE EFFECT ON THE INTERNAL OR EXTERNAL CUSTOMER

ESTABLISH CONTROLS FOR OCCURRENCE REDUCTION AND INCREASING DETECTION OF IDENTIFIED FAILURE MODES

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**POTENTIAL
FAILURE MODE**

CALL DROPS

**KEY
ACTIONS**

**ESTABLISH EFFECTIVE
CONTROLS FOR
OCCURRENCE REDUCTION
AND EASY DETECTION**

WHAT IS A PROCESS FMEA?

POTENTIAL FAILURE MODE

**A FEW CALL DROPS ARE
OBSERVED**

KEY ACTIONS

**LOG A TICKET WITH YOUR
SERVICE PROVIDER**

**MULTIPLE CALL DROPS ARE
OBSERVED**

**CALL SERVICE PROVIDER | LOG
A TICKET WITH HIGH SEVERITY
RATING**

**PROCESS FMEA IS USED FOR BUSINESS AS USUAL ALREADY
ESTABLISHED BUSINESS OPERATIONS**