



WHAT ARE THE COMPONENTS OF STAGE 01: IDENTIFYING THE FAILURE & SPECIFYING OF IT?

THE 6 STAGES OF FMEA?

1

IDENTIFYING THE FAILURE AND SPECIFYING THE SEVERITY OF IT

- a. Discuss different steps and activities
- b. Brainstorm potential failure modes
- c. Document potential failure effects
- d. Assign a severity ranking to each failure mode

2

SPECIFYING THE OCCURRENCE OF FAILURE

- a. Identify potential causes of each failure mode
- b. Assign an occurrence ranking

3

SPECIFYING THE DETECTABILITY OF FAILURE

- a. Identify the current process controls of each failure mode
- b. Assign a Detection rating

4

QUANTIFYING RISK

- a. Calculate Risk Priority number for each failure mode

5

CORRECTING HIGH RISK SITUATIONS

- a. Document recommended actions
- b. Assign the responsibility and target date for eliminating or mitigating high risk/high severity failure modes

6

RE-EVALUATING THE RISK

- a. After completing the identified actions, document the specific actions
- b. Revise the severity, occurrence and detection ratings
- c. Calculate the new RPN number

COMPONENTS OF STAGE 01

Business Function	Process step	Potential failure mode	Potential failure effects	SEV	Potential causes	OCC
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

THE BUSINESS FUNCTION

Business Function	Process step	Potential failure mode	Potential failure effects	SEV
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

DOCUMENT THE FUNCTIONAL DEPARTMENT THAT IS BEING DISCUSSED FOR A FAILURE MODE

YOU WILL NOT ENTER A PRODUCT OR STEP OF THE FAILURE MODE

ENTER A DESCRIPTION OF THE PROCESS THAT IS BEING ANALYZED

EXAMPLE: THE BUSINESS FUNCTION

Business Function	Process step	Potential failure mode	Potential failure effects	S E V
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

EXAMPLE: THE BUSINESS FUNCTION

Business Function	Process step	Potential failure mode	Potential failure effects	S E V
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
Technology (Voice)				

ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, WRITE THE NAME OF YOUR BUSINESS PROCESS

PAUSE THIS VIDEO, COMPLETE THE ACTIVITY & CONTINUE

THE PROCESS STEP

Business Function	Process step	Potential failure mode	Potential failure effects	S E V
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

DOCUMENT THE STEP OF THE FAILURE MODE

“WHEN CREATING YOUR FMEA, PLEASE KEEP A PROCESS MAP OF YOUR IN-SCOPE BUSINESS PROCESS HANDY”

USING A PROCESS MAP IS OPTIONAL & NOT MANDATORY

EXAMPLE: THE PROCESS STEP

Business Function	Process step	Potential failure mode	Potential failure effects	S E V
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
Technology (Voice)				

EXAMPLE: THE PROCESS STEP

Business Function	Process step	Potential failure mode	Potential failure effects	S E V
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
Technology (Voice)	Connectivity			
	Quality			

ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, DOCUMENT THE HIGH LEVEL PROCESS STEPS OF YOUR BUSINESS PROCESS

KEEP THE PROCESS STEPS SIMPLE AND UPTO 3 TO 4 STEPS ONLY

PAUSE THIS VIDEO, COMPLETE THE ACTIVITY & CONTINUE

POTENTIAL FAILURE MODE

Business Function	Process step	Potential failure mode	Potential failure effects	SEV
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

IDENTIFY IN WHAT WAYS CAN THE STEP GO WRONG?

DOCUMENT EVERY FAILURE MODE, BUT LIMIT ONE FAILURE MODE TO EACH ROW OF YOUR FMEA WORKSHEET

EXAMPLE: POTENTIAL FAILURE MODE

Business Function	Process step	Potential failure mode	Potential failure effects	S E V
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
Technology (Voice)	Connectivity			
	Quality			

EXAMPLE: POTENTIAL FAILURE MODE

Business Function	Process step	Potential failure mode	Potential failure effects	SEV
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
Technology (Voice)	Connectivity	No calls		
		Call Drops		
	Quality			

EXAMPLE: POTENTIAL FAILURE MODE

Business Function	Process step	Potential failure mode	Potential failure effects	SEV
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
Technology (Voice)	Connectivity	No calls		
		Call Drops		
	Quality	Bad Connection /Static		
		Lower Decibel In Voice Quality		

ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, THINK ABOUT THE FAILURE MODES OF YOUR BUSINESS PROCESS. DOCUMENT THEM.

LIMIT THE FAILURE MODES TO A MAX. OF 6 TO 7 ONLY FOR THE PURPOSE OF THIS EXERCISE

PAUSE THIS VIDEO, COMPLETE THE ACTIVITY & CONTINUE