

POTENTIAL FAILURE EFFECTS

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

“WHAT IS THE IMPACT ON THE CUSTOMER IF THE FAILURE MODE IS NOT PREVENTED OR CORRECTED?”

THE FAILURE EFFECTS SHOULD BE AS PERCEIVED BY THE CUSTOMER

EFFECTS OF MULTIPLE FAILURE MODES COULD COINCIDE

EXAMPLE: POTENTIAL FAILURE EFFECTS

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		Call Drops		
	Quality	Bad Connection / Static		
		Lower Decibel In Voice Quality		

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		Lower Decibel In Voice Quality	<ul style="list-style-type: none"> • Customer Dissatisfaction • High AHT 	

ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, DOCUMENT THE POTENTIAL FAILURE EFFECTS OF THE IDENTIFIED FAILURE MODES OF YOUR BUSINESS PROCESS

PAUSE THIS VIDEO, COMPLETE THE ACTIVITY & CONTINUE