



**WHAT ARE THE
POTENTIAL CAUSES?**

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Business Function	Process step	Potential failure mode	Potential causes	O C C
Which Functional Department?	What is the step?	In what ways can the step go wrong?	What causes the step to go wrong? (i.e., How could the failure mode occur?)	10

ASK THE QUESTION, “WHAT CAUSES THE STEP TO GO WRONG?”

EVERY POSSIBLE POTENTIAL CAUSE FOR EACH FAILURE MODE SHOULD BE LISTED AS COMPLETELY AND CONCISELY AS POSSIBLE

AMBIGUOUS PHRASES SHOULD NOT BE USED

EXAMPLE: POTENTIAL CAUSES

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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"> • Improper routing at PG end. 	

ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, LIST DOWN THE POTENTIAL CAUSES OF EACH FAILURE MODE