



WHAT IS THE OCCURRENCE RATING?

OCCURRENCE

Business Function	Process step	Potential failure mode	Potential causes	<div>O</div> <div>C</div> <div>C</div>
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

OCCURRENCE IS HOW FREQUENTLY THE SPECIFIC FAILURE IS PROJECTED TO OCCUR

THIS MUST BE DONE FOR EVERY FAILURE LISTED

REDUCTION IN OCCURRENCE RANKING MUST ONLY COME FROM A DIRECT CHANGE IN THE BUSINESS PROCESS

EXAMPLE: OCCURRENCE RATING

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Technology (Voice)	Connectivity	No calls	<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. 	
		Call Drops	<ul style="list-style-type: none"> • Fluctuation in trunks at local end or from Service Provider end 	
	Quality	Bad Connection /Static	<ul style="list-style-type: none"> • Faulty headsets • Faulty QD chord • Errors on trunks either at local or from SP end • Phone Issue at Caller's end 	
		Lower Decibel In Voice Quality	<ul style="list-style-type: none"> • Improper routing at PG end. 	

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ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, IDENTIFY THE OCCURRENCE RATING FOR EACH FAILURE MODE

DOWNLOAD AND REVIEW THE RATING SCALE FROM ATTACHED RESOURCES FOR MANUFACTURING/SERVICE INDUSTRIES