



WHAT ARE THE CURRENT PROCESS CONTROLS?

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Which Functional Department?	What is the step?	In what ways can the step go wrong?	What are the existing controls that either prevent the failure mode from occurring or detect it should it occur?	10

DESCRIPTIONS OF CONTROLS THAT EITHER PREVENT THE FAILURE MODE FROM OCCURRING OR DETECT IT IF IT SHOULD OCCUR

MAY INCLUDE PREVENTION MEASURES, PROCESS VALIDATION AND VERIFICATION

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THERE ARE THREE TYPES OF PROCESS CONTROLS:



**PREVENT THE FAILURE
MODE FROM OCCURRING /
REDUCE THE RATE OF
OCCURRENCE**

**DETECT THE CAUSE &
LEAD TO CORRECTIVE
ACTIONS**

**DETECT ONLY THE
FAILURE MODE**

IF FIRST METHOD IS EMPLOYED, THE OCCURRENCE RANKING MAY BE CHANGED ON THE FOLLOWING VERSION OF THE DOCUMENT

TO IMPROVE THE OCCURRENCE RATING FOR FAILURE MODE, THE PROCESS CONTROL MUST BE EMPLOYED

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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"> • Telephony team to take care of this 	

ACTIVITY: CREATE YOUR FMEA

IN YOUR FMEA DOCUMENT, LIST DOWN THE CURRENT PROCESS CONTROLS OF EACH FAILURE MODE THAT YOU HAVE DOCUMENTED