



WHAT IS THE DETECTABILITY RATING?

DETECTABILITY

Business Function	Process step	Potential failure mode	Current process controls	DET
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

ASSESSMENT THAT THE PROPOSED PROCESS CONTROL STEP WILL DETECT A POTENTIAL WEAKNESS OR SUBSEQUENT FAILURE MODE

NEVER ASSUME THAT DETECTION RANKING IS LOW BECAUSE OCCURRENCE IS LOW

RANKING SYSTEMS SHOULD BE AGREED ON BY THE ENTIRE TEAM

EXAMPLE: DETECTABILITY RATING

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
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 trunk local end or from Service Provider end 	
	Quality	Bad Connection /Static	<ul style="list-style-type: none"> • Faulty headsets • Faulty QD chords • Errors on trunks either 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. 	

Ability to Detect Rating:

- 1 - 100%
- 2 - 99%
- 3 - 95%
- 4 - 90%
- 5 - 85%
- 6 - 80%
- 7 - 70%
- 8 - 60%
- 9 - 50%
- 10 - less than 50%

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Technology (Voice)	Connectivity	No calls	<ul style="list-style-type: none"> • Continuous Monitoring of CMS link • Monitoring of session running on CMS for PG • Any issue with PG, Technology will escalate to telephony team for resolution 	
		Call Drops	<ul style="list-style-type: none"> • Monitoring the status of the trunks & alarms on PBX 	
	Quality	Bad Connection /Static	<ul style="list-style-type: none"> • Supervisors to replace faulty headset/QD chord • Voice team & telecom team to take care if any thing related to trunk or SP end 	
		Lower Decibel In Voice Quality	<ul style="list-style-type: none"> • Telephony team to take care of this 	

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ACTIVITY: CREATE YOUR FMEA

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

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