



WHAT IS A RISK PRIORITY NUMBER (RPN)?

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Business Function	Process step	S E V	O C C	D E T	R P N	Actions recommended	Responsibility (target date)
Which Functional Department?	What is the step?	10	10	10	1000	What are the actions for reducing the occurrence of the cause or for improving its detection? You should provide actions on all high RPNs and on severity ratings of 9 or 10.	Who is responsible for the recommended action? What date should it be completed by?

BY DEFINITION THE RISK PRIORITY NUMBER IS:

$$\underline{\mathbf{RPN = (S) \times (O) \times (D)}}$$

WHERE S = SEVERITY, O = OCCURRENCE & D = DETECTION

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RELATIVE MEASURE OF OPERATIONAL RISK

VALUES CAN RANGE FROM 1 TO 1000

THESE VALUES HELP TO RANK ORDER THE FAILURE MODES

FAILURE MODES WITH HIGH RPN SHOULD BE ACTIONED

FAILURE MODES WITH HIGH SEVERITY SHOULD ALSO BE ACTIONED

EXAMPLE: RISK PRIORITY NUMBER (RPN)

Business Function	Process step	Potential failure mode	S E V	O C C	D E T	R P N
Which Functional Department?	What is the step?	In what ways can the step go wrong?	10	10	10	1000
Technology (Voice)	Connectivity	No calls	8	7	3	
		Call Drops	8	2	1	
	Quality	Bad Connection /Static	5	4	1	
		Lower Decibel In Voice Quality	3	4	1	

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Which Functional Department?	What is the step?	In what ways can the step go wrong?	10	10	10	1000
Technology (Voice)	Connectivity	No calls	8	7	3	168
		Call Drops	8	2	1	
	Quality	Bad Connection / Static	5	4	1	
		Lower Decibel In Voice Quality	3	4	1	

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Which Functional Department?	What is the step?	In what ways can the step go wrong?	10	10	10	1000
Technology (Voice)	Connectivity	No calls	8	7	3	168
		Call Drops	8	2	1	16
	Quality	Bad Connection /Static	5	4	1	
		Lower Decibel In Voice Quality	3	4	1	

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Which Functional Department?	What is the step?	In what ways can the step go wrong?	10	10	10	1000
Technology (Voice)	Connectivity	No calls	8	7	3	168
		Call Drops	8	2	1	16
	Quality	Bad Connection /Static	5	4	1	20
		Lower Decibel In Voice Quality	3	4	1	12

ACTIVITY: CREATE YOUR FMEA

**IN YOUR FMEA DOCUMENT, IT IS NOW TIME TO USE THE FORMULA
AND CALCULATE THE RPN NUMBER**