



**WHAT ARE THE
ACTIONS
RECOMMENDED?**

WHAT ARE THE ACTIONS RECOMMENDED?

AFTER ADDING A RISK PRIORITY NUMBER, DISCUSS THE CORRECTIVE ACTIONS FOR FAILURE MODES

BEGIN WITH THE FAILURE MODE WITH THE GREATEST RPN AND WORKING IN DESCENDING ORDER TO RPN

FAILURE MODES WITH HIGH SEVERITY CRITERIA SHOULD BE EXAMINED WITH THE LEAD GROUP OF FAILURE MODES

WHAT ARE THE ACTIONS RECOMMENDED?

THE PURPOSE OF THE RECOMMENDED ACTIONS IS TO REDUCE FAILURE MODES THAT HAVE HIGH RISK PRIORITY NUMBERS:

**INCREASE IN PROCESS
VALIDATION ACTIONS
RESULTS IN REDUCTION OF
DETECTION RANKING**

**REDESIGNING THE
PROCESS HELPS MITIGATE
POTENTIAL CAUSES &
REDUCES THE
OCCURRENCE RANKING**

**A PROCESS LEVEL REVISION
CAN BRING ABOUT A
REDUCTION IN THE
SEVERITY RANKING**

**ENTER "NONE" IF THERE ARE NO RECOMMENDED ACTIONS
AVAILABLE TO REDUCE ANY OF THE RANKING CRITERIA**

EXAMPLE: ACTIONS RECOMMENDED

Business Function	Process step	Potential failure mode	Actions recommended
Which Functional Department?	What is the step?	In what ways can the step go wrong?	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.
Technology (Voice)	Connectivity	No calls	
		Call Drops	
	Quality	Bad Connection /Static	
		Lower Decibel In Voice Quality	

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	Quality	Bad Connection /Static	<ul style="list-style-type: none"> • Supervisors to replace faulty headset as well as the cord • Voice and Telecom Team to follow Asset maintenance procedure for trunk issues
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		Call Drops	<ul style="list-style-type: none"> • Timely review of Escalation Matrix • Increase Awareness to follow Escalation Matrix
	Quality	Bad Connection /Static	<ul style="list-style-type: none"> • Supervisors to replace faulty headset as well as the cord • Voice and Telecom Team to follow Asset maintenance procedure for trunk issues
		Lower Decibel In Voice Quality	<ul style="list-style-type: none"> • The telephony team to work with the vendor to identify the root cause of the problem • Regular Asset Maintenance

ACTIVITY: CREATE YOUR FMEA

CREATE SUITABLE ACTIONS THAT WILL HELP IN REDUCING THE OCCURRENCE, INCREASING THE DETECTABILITY

THERE MAY BE CERTAIN ACTIONS THAT MAY HAVE IMPACT ON SEVERITY AS WELL. BUT IN MY EXPERIENCE THOSE WILL BE RARE

GO AHEAD AND HAVE THESE ACTIONS DOCUMENTED IN YOUR FMEA TEMPLATE