

# SEVERITY

Business Function	Process step	Potential failure mode	Potential failure effects	SEV
Which Functional Department?	What is the step?	In what ways can the step go wrong?	What is the impact on the customer if the failure mode is not prevented or corrected?	10

**ASSESSMENT OF THE SERIOUSNESS OF THE EFFECT OF THE POTENTIAL FAILURE MODE**

**SEVERITY APPLIES ONLY TO THE EFFECT OF THE FAILURE**

**SEVERITY VALUE DOESN'T CHANGE IN FMEA UNLESS SPECIFIC DESIGN CHANGES ARE MADE IN YOUR BUSINESS PROCESS**

# EXAMPLE: SEVERITY RATING

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	Quality	Bad Connection /Static	<ul style="list-style-type: none"> <li>• Customer/Agent dissatisfaction</li> <li>• High Resolution Time</li> <li>• SLA Misses</li> <li>• Incorrect Resolution</li> <li>• Increase in Cost / loss in Revenue</li> </ul>	
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## **ACTIVITY: CREATE YOUR FMEA**

**IN YOUR FMEA DOCUMENT, IDENTIFY AND DOCUMENT THE SEVERITY RATING FOR EACH FAILURE MODE**

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

**PAUSE THIS VIDEO, COMPLETE THE ACTIVITY & CONTINUE**