FMEA Example - Failure Mode and Effects Analysis:

Process Step	Potential Failure Mode	Potential Failure Effect	Severity (S)	Potential Causes	Occurrence (O)	Current Process Controls	Detection (D)	RPN	Recommended Actions	Responsibility and Target Completion Date	Severity (S)	Occurrence (O)	Detetction (D)	RPN
											Action Results			
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?	How severe is the effect on the customer?	What causes the step to go wrong (i.e., how could the failure mode occur)?	How frequently is the cause likely to occur?	Whatt are the existing controls that either prvent the failure mode from occurring or detect it should it occur?	How probable is detection of failure mode or its cause?	Risk priority number calculated as S x O x D	What are the actions for reducing the occurence of the cause or for improving its detection? Provide actions on all high RPNs and on severity of 9 pr 10	Who is responsible for what? What is the expected date of completion of action plan? Or when you are planning to complete the planned action?	Severity (S)	Occurrence (O)	Detetction (D)	RPN
Prepare RL Call	Not all modules are accounted for (RL/No RL)	Library can't stand over process	7	Admin not engaging	4	None	10	280	Motor # active modules no accounted for	Collections {prior to sending out call}	7	4	1	28
Communicate RL Call	Academics don't engage	Don't have RL for modules	7	May not open mail, mail may not reach right person, email may not be engaging	5	None	10	350	Monitor # emails opened and #links clicked through - follow up with School-level stats to incentivise engagement	CCL's {first week of term}	7	4	3	84
RL Exchange	Academics don't engage	Don't get RL and unhappy academics	8	List already provided but not available via library	7	None	10	560	Monitor:# items per school V% of items with code. Manage expectations in initial communications: # RL items + % with codes as concrete context per school	Collections {prior to sending out call and as required for CLL's follow ups}	5	7	7	245
Material Procurement	Late in-process communications	Unhappy academics and loss of trust	3	Backlog of orders	3	Report to management for support upon occurrence	1	9						0
	Books not bought	Not enough books for students and unhappy academics	9	Order cancelled or book not available	2	None	10	180	Communicate cancelled or unavailable orders to academics	Collections {as occurs}	5	2	1	10
			9	Other modules using book but haven't provided RL	2	Include usage information in buying decision	9	162	Manage expectations in initial communications: # RL items + % with codes as concrete context per school	Collections {as part of original call and follow ups by CLL's}	5	2	9	90