The last class we finished with process solving steps ok man of the details topic and after that we also started off with something called as. Why. Why analysis of 5 why analysis ok bye simple tool ok which is a daily usable tool is completed with that and we also learnt to terms like. Containment action preventive action corrective action exactra. Ok so today we will be beginning with fmv as i said it quickly go through what we done. As usual and then we will start off with opinion. So i already. Not with you. Yes no. Yes. Expect this from everybody. Ok. Repeatedly telling you all to keep your nose. Penis to understanding what is problem problem solving steps in process solving steps you can i have somebody will quickly like through what we done in each stage ok even though we may not get into the examples again because i put down the examples also in the ppt store once you get this you can you know record. But you will quickly record what will be done this you can answer from what you britain. Ok so you have four steps detailed steps that you done the first step is problem definition so what you do or what happens in the stage anybody. What can i hear what do you conduct this. Why do you have to do the something called as process solving steps why. Anybody. Affect the delivery man if you don't solve the problem. Such right. Very good girls whatever you have promised your client you are not able to meet that. Ok so that is the reason you are trying to see how can i resolve the issue that could be the impact of the asali deviation or it could be that it's not being meant exactra ok sometimes it also could be that you are seeing the cost is rising because of some