

Keyword Identification

1. **Complaint:** Extract common words or phrases indicating the nature of the complaint, such as **"oil running"**, **"not installed"**, **"loose"**, **"crushed"**, **"will not stay open"**, etc.

Cause: Identify keywords that describe the root reasons behind the complaint, such as **"leaking"**, **"internal issue"**, **"failed sending"**, **"not included"**, **"poor material"**, etc.

Correction: Identify keywords indicating solutions or fixes, such as **"installed"**, **"tighten"**, **"replacement"**, **"locked"**, **"fixed codes"**, etc.

2. Mapping Keywords to Taxonomy Columns:

- a. **Root Cause:** Keywords related to the primary reason for the issue (e.g., **"crushed"**, **"not installed"**).
- b. **Symptom Condition 1 & Component 1:** Words indicating the first observable issue and related component (e.g., **"loose"**, **"fuel door"**).
- c. **Symptom Condition 2 & Component 2:** Secondary issues and associated components (e.g., **"not installed"**, **"coupler"**).
- d. **Symptom Condition 3 & Component 3:** Tertiary symptoms and related parts (e.g., **"loose"**, **"air duct"**).
- e. **Fix Condition 1 & Component 1:** Initial corrective measures and parts involved (e.g., **"installed"**, **"bolts"**).
- f. **Fix Condition 2 & Component 2:** Further fixes and related processes (e.g., **"missing"**, **"oring"**).
- g. **Fix Condition 3 & Component 3:** Additional or final corrective actions (e.g., **"tighten"**, **"p clips"**).

Summary:

Creating a well-organized taxonomy with relevant keywords from the Complaint, Cause, and Correction columns facilitates the classification of issues into structured categories. This enables better understanding, tracking, and problem-solving within data management. The keywords should be categorized into distinct columns to ensure clarity in identifying the root cause, symptoms, and corrective actions. This organization supports detailed analysis and improved response strategies, optimizing the handling of issues and system reliability.