

Keyword Identification:

Complaint: Extract common words or phrases indicating the nature of the complaint, such as "breakdown", "error", "failure", "malfunction", "issue", etc.

Cause: Identify keywords that describe the root reasons behind the complaint, such as "design flaw", "software bug", "wear and tear", "misconfiguration", "user error", etc.

Correction: Identify keywords indicating solutions or fixes, such as "repair", "update", "replace", "calibrate", "restore", etc.

2. Mapping Keywords to Taxonomy Columns:

Root Cause: Keywords related to the primary reason for the issue (e.g., "software bug", "design flaw").

Symptom Condition 1 & Component 1: Words indicating the first observable issue and related component (e.g., "system crash", "display failure").

Symptom Condition 2 & Component 2: Secondary issues and associated components (e.g., "slow performance", "network error").

Symptom Condition 3 & Component 3: Tertiary symptoms and related parts (e.g., "power loss", "hardware failure").

Fix Condition 1 & Component 1: Initial corrective measures and parts involved (e.g., "software patch", "part replacement").

Fix Condition 2 & Component 2: Further fixes and related processes (e.g., "firmware update", "system recalibration").

Fix Condition 3 & Component 3: Additional or final corrective actions (e.g., "service call", "component swap").

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.