

IMPROVING BANK CALL CENTER OPERATIONS | Exercise 3 | FMEA(Failure Mode Effective Analysis)**Exercise 3 :****FMEA**

Identify potential failure modes and their effects for the solutions proposed in Exercise 2 using learning on FMEA.

Failure Mode and Effect Analysis (FMEA) is a systematic method for identifying possible failures that pose the greatest overall risk for a process or service which could include failures in design, manufacturing or assembly lines. A process analysis tool, it depends on identifying:

>**Failure mode:** One of the ways in which a product can fail; one of its possible deficiencies

>**Failure Effect:** The consequences of a particular mode of failure

>**Analysis of the Failure mode:** Its severity, occurrence and chance of detection.

Solution	Potential Failure mode	Potential Failure effect	Severity	Occurance	Detection	RPN
Proper Man Power	Representative not available	Annoyed customer	9	3	6	162%
Standard Operating Procedure	Incorrect resolution provided	Dissatisfied customer	8	6	8	384%
Obsolete Technologies	Network/server Issue	Call drops	10	4	5	160%
Training	Improper guidance	Annoyed customer	8	2	5	100%
Knowledge Base Maintainance	Inexperience/More hold time	Annoyed customer	9	5	3	135%

Conclusion:

Detailed analysis was carried out on the questions mentioned as per six sigma practices and detailed expalnation was provided. Six sigma seeks to improve process quality by removing causes of defects and minimizing variability. Proper resolution of problems can be achieved by following Six sigma methodologies.