

RATING	DEGREE OF SEVERITY	PROBABILITY OF OCCURRENCE		ABILITY TO DETECT	
			Frequency ( 1 in ... )		Detection certainty
1	Customer will not notice the adverse effect or it is insignificant	Likelihood of occurrence is remote	1,000,000	Sure that the potential failure will be found or prevented before reaching the next customer	100%
2	Customer will probably experience slight annoyance	Low failure rate with supporting documentation	20,000	Almost certain that the potential failure will be found or prevented before reaching the next customer	99%
3	Customer will experience annoyance due to the slight degradation of performance	Low failure rate without supporting documentation	5,000	Low likelihood that the potential failure will reach the next customer undetected	95
4	Customer dissatisfaction due to reduced performance	Occasional failures	2,000	Controls may detect or prevent the potential failure from reaching the next customer	90
5	Customer is made uncomfortable or their productivity is reduced by the continued degradation of the effect	Relatively moderate failure rate with supporting documentation	500	Moderate likelihood that the potential failure will reach the next customer	85
6	Warranty repair or significant manufacturing or assembly complaint	Moderate failure rate without supporting documentation	100	Controls are unlikely to detect or prevent the potential failure from reaching the next customer	80
7	High degree of customer dissatisfaction due to component failure without complete loss of function. Productivity impacted by high scrap or rework levels.	Relatively high failure rate with supporting documentation	50	Poor likelihood that the potential failure will be detected or prevented before reaching the next customer	70
8	Very high degree of dissatisfaction due to the loss of function without a negative impact on safety or governmental regulations	High failure rate without supporting documentation	20	Very poor likelihood that the potential failure will be detected or prevented before reaching the next customer	60
9	Customer endangered due to the adverse effect on safe system performance with warning before failure or violation of governmental regulations	Failure is almost certain based on warranty data or significant DV testing	10	Current controls probably will not even detect the potential failure	50
10	Customer endangered due to the adverse effect on safe system performance without warning before failure or violation of governmental regulations	Assured of failure based on warranty data or significant DV testing	2	Absolute certainty that the current controls will not detect the potential failure	< 50