

**Account Name:**

Influx Entrepreneur

**Failure Mode Effect Analysis and Corrective Actions for:**

Doesn't Meet Customer's Expectations

**Severity:** 3: Serious, Results in injury or impairment requiring professional intervention

**CAPA Severity:** 1.00

**Occurrence:** 5: Frequent, >1 in 1,000 Chance of Occurrence

**CAPA Occurrence:** 3.00

**Detection:** 5: Remote, Nonconformance is not detectable or no controls are in place

**CAPA Detection:** 3.00

**Risk Classification before Mitigation:** R4 Critical Risk 75.00

**Risk Classification after Mitigation:** R1 Negligible Risk 18.00

**Corrective and Preventative Actions Table**

<b>Corrective and Preventive Actions</b>	<b>Severity Credit</b>	<b>Occurrence Credit</b>	<b>Detection Credit</b>
Statement of Work is agreed and signed by the customer		1	
Discovery Call with two representatives to set Expectations of Opportunity and Scope			1
Predetermine Budget for the expectation of Customer	1		
Change orders are started when the customer expects a		0.5	

grander scope than agreed upon			
Determine the Customer does not wish to do the work themselves and desires an external vendor		0.5	
Read Receipts to all emails sent to the customer about project, if not read within 48 hours actually call the customer			0.5
Updates to the customer based on Milestones or Key components are complete or in works			0.5