Process									Actions			Results			
Process Steps or Product Functions	Potential Failure Mode	Potential Effects of Failure	Severity (1-10)	Potential Cause(s) of Failure		Current Controls	Detection (1-10)	Risk Priority Number (RPN)	Recommended Action	Responsibility and Target Completion Date	Action Taken	Revised Severity (1-10)	Revised Occurrence (1-10)	Revised Detection (1-10)	Revised Risk Priority Number
phone	on or after fifth ring	Customer hangs up + customer becomes disgruntled + loss of current sale + loss of future sales + interruption to flow of pizza making process		Can't hear phone		Ringer set to "loud" + music in seating area not to exceed a "4" setting + staff training	5	105	Remove seating area music from order area	17th, 2009	Same	7	3	2	42
				Phone too far to reach in time		Taped- off spot for phone + end-of- shift area clean-up require- ment	7	392	Buy wireless phone headset system		Too expensive, deferred to next quarter's budget	7	8	7	392
			3	Staff tied up in work that cannot be interrupted	**	One available staff member always assigned to phone duty only	3	105	None	None	None	7	.5	3	105
Identify store location															
Determine if pick-up or delivery															