



**FMEA**

**The Coffee Shop**



## FMEA analysis to reduce product failure.

The Coffee Shop is designing a new coffee beverage and is getting the coffee beans from Colombia. Besides the potential failures to receive the quality and delivery time in the shop, the company has to evaluate their in-house brewing process to prepare the beverage.

Follow the process map and develop one line per process step:

1. Nine steps for the coffee beans delivery.
2. Five steps for the beverage preparation.

Develop the FMEA analysis. Use your creativity to imagine what could go wrong, develop the RPN rates and propose an action plan for the 3 highest RPN

