

Severity Rating Scale

(Should be customized to meet the needs of your company.)

Rating	Description	Definition (Severity of Effect)
10	Dangerously high	Failure could injure the customer or an employee.
9	Extremely high	Failure would create noncompliance with federal regulations.
8	Very high	Failure renders the unit inoperable or unfit for use.
7	High	Failure causes a high degree of customer dissatisfaction.
6	Moderate	Failure results in a subsystem or partial malfunction of the product.
5	Low	Failure creates enough of a performance loss to cause the customer to complain.
4	Very Low	Failure can be overcome with modifications to the customer's process or product, but there is minor performance loss.
3	Minor	Failure would create a minor nuisance to the customer, but the customer can overcome it without performance loss.
2	Very Minor	Failure may not be readily apparent to the customer, but would have minor effects on the customer's process or product.
1	None	Failure would not be noticeable to the customer and would not affect the customer's process or product.