

OBJECT		DEVIATION (FAULT)
What is the problem? Be specific. Write it as 1 object with 1 deviation.		
IS (Facts only)	BUT NOT (Facts only)	WHY NOT? (Assumptions allowed)
What is the most specific thing you are having a problem with? (Name, ID, serial number)	What other similar objects could have the same fault, but do not?	Why do we have a problem with this specific object and not with the others?
What is wrong with this object? (fault) (Be as specific as possible)	What other similar faults could be observed with this object, but is not?	Why do we have this specific fault and not the other similar faults?
Which users are having this problem? (Remember, factual only)	Which users could be experiencing the same fault, but do not?	Why are these users having the problem and the other users not?
Geographically , where are the users when the fault is noticed? (Question to the void)	Geographically , where else could users have experienced this fault but they do not?	Why do we have the problem at this location and not the other locations?
Where is the fault located on the object? (When possible, otherwise n/a)	Where else could the fault be located on the object, but is not?	Why is the fault specifically located at that place and not at any other place on the object?
At what time and date was the fault first noticed? (As specific as possible)	When could the fault have been noticed first, but was not?	Why did the problem occur at this specific time and not any other time?
What is the pattern of occurrences? (Continuously, Randomly, Periodically)	What could the pattern of occurrences be, but is not?	Why this pattern and not any of the other patterns?
What were you doing when the fault was first noticed? (If you were using the object)	What could you have been busy with when the fault was first noticed, but was not?	Why is the fault noticed at this particular stage of work and not at any other stage of work?
In which phase of the operation was the fault first noticed? (Start-up, normal operation)	In which phase of the operation could you have first noticed the fault, but you did not?	Why was the fault noticed at this phase of the operation and not at any other phase in the operation?