



“Root Cause” Report

General Information (to be completed by customer)

Name / Title	
Company Name	
Company Address	
City/State/Zip Code	

Phone #	Fax #	e-Mail Address
Date:	Month:	Year:
Bill of Lading:	Date of Occurrence:	Date of Submission:

Define Problem (to be completed by the customer)

<p>Which Anderson Cargo Representative(s) have you been working with?</p>
<p>What are the specific problems and/or challenges you have been experiencing?</p>
<p>In what ways did this effect your shipment?</p>
<p>From your viewpoint what specific factors contributed to this problem?</p>
<p>*** An interdepartmental “query” will take place over the 36 hours – please wait for a more detailed response and a report of corrective action.</p>

“Root Cause” Report (to be completed by Anderson Cargo)

Investigative Action

Identification of “Root Cause”

Summary of Corrective Action

Customer Service Follow-through