



## “Root Cause” Report

### General Information (to be completed by customer)

<b>Name / Title</b>	
<b>Company Name</b>	
<b>Company Address</b>	
<b>City/State/Zip Code</b>	

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

### Define Problem (to be completed by the customer)

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

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

**Investigative Action**

**Identification of “Root Cause”**

**Summary of Corrective Action**

**Customer Service Follow-through**