**Nonconforming Service Report (NSR)** Rev. 0

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Date:** |  | **Reported by:** |  | **Recorded by:** |  |
|  | | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Summarise the reported service nonconformity.** Attach or reference applicable documentation (emails, etc.) | | | |
| **Initial Review:** | Nonconformity affirmed, proceed with investigation  Nonconformity could not be affirmed or replicated; stop and monitor for further occurrences  No nonconformity; stop. | | |
| **Initial Review by:** | |  | **Date**: |

|  |  |  |  |
| --- | --- | --- | --- |
| **Root cause analysis:** | | | |
| **Disposition**  (check all that apply) | Issue Refund  Provide corrected service. Details:  Provide new services. Details:  File CAR; reference CAR #:  Customer waiver. Details:  Other action. Details: | | |
| **Notes**: | |  | |
| **Disposition Approval by:** | |  | **Date**: |
| **Customer**  **Approval by:** | |  | **Date**: |