

INCIDENT CAPTURE FORM - SERVICE EXAMPLE

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INCIDENT IDENTIFICATION

ID: INC-SV-001 Date: 01/15/2025 Priority: M Status: In Progress Category: Service Quality Owner: Lisa Anderson

WHAT - What happened?		WHO - Who is involved?		WHEN - When?		WHERE - Where?	
Title:	Extended wait time	Reported:	Manager R. Davis	Occurred:	01/15/2025, 9:00-11:00	Location:	Downtown Branch
Description:	Avg wait 25 min (SLA: 15 min) durin...	Affected:	~40 customers affected	Discovered:	01/15/2025, 9:45 AM	Process:	Counter 1-4
Symptoms:	3 walkouts	Responsible:	Front Desk / Staffing	Duration:	2 hours	Product:	All walk-in services

WHY - Why is it a problem?		HOW - How discovered?		HOW MUCH - Extent?	
Impact:	SLA breach	Detection:	Customer complaint	Quantity:	~40 customers
Risk:	Medium - reputation	Point:	During service	Cost:	\$1,500 lost revenue
Customer:	Lost business	Frequency:	Recurring Mondays	Scope:	Branch-wide

PHOTO DOCUMENTATION

Photo 1

Photo 2

IMMEDIATE CONTAINMENT ACTIONS

Action 1:	2 additional staff called
Action 2:	Priority callbacks offered
Action 3:	Schedule reviewed

APPROVAL & SIGNATURES

Reported:	R. Davis	Date:	01/15/2025
Reviewed:	L. Anderson	Date:	01/15/2025
Approved:	J. Thompson	Date:	01/15/2025