

<b>For:</b>	(enter customer company name)
<b>At:</b>	(enter project name and/or address)
<b>Service:</b>	(enter type of service provided)

# Issue Resolution Agreement

In the normal course of service, issues may occur where the customer identifies the issue before the supplier does. The following outlines a process for resolving those customer identified issues.

<b>1 Issue Notification</b>	<ul style="list-style-type: none"> <li>Customer will notify supplier of issue needing resolution within <b>[? minutes / hours/ days]</b> after identification</li> <li>Notification will be made by: <b>[in-person, phone, email and/or log book]</b></li> </ul>
-----------------------------	--

<b>2 Response</b>	<ul style="list-style-type: none"> <li>Supplier will respond no later than <b>[? minutes / hours]</b> after customer's notification</li> <li>Supplier will assess the situation to determine corrective actions needed</li> </ul>
-------------------	---

<b>3 Corrective Action</b>	<ul style="list-style-type: none"> <li>Supplier will correct the service issue on arrival if possible</li> <li>Should the correction require additional resources, supplier will research &amp; plan the necessary corrective action(s)</li> </ul>
----------------------------	--

<b>4 Report Back</b>	<ul style="list-style-type: none"> <li>Supplier will notify customer of status of corrective action(s) as either: closed -or- open with action steps &amp; estimated time of completion</li> <li>Report back will be made: <b>[in-person, phone, email and/or log book]</b></li> </ul>
----------------------	--

<b>Agreed &amp; Accepted by:</b>	
(enter customer company name) <hr/> Customer	(enter your company name) <hr/> Supplier
<hr/> Name	<hr/> Name
<hr/> Title	<hr/> Title
<hr/> Date	<hr/> Date