

Log every return visit to correct work that was reported complete. Review the log each month to find the most common causes.

Month / year

Prepared by

Location / team

Date	Job no.	Technician	Original repair	What was found on return	Cause	Cost

Cause codes: A = symptom fixed but not the cause. B = repair not tested before leaving. C = workmanship or installation error. D = defective part. E = customer expected something different. F = other.

Total callbacks

Completed jobs

Callback rate (callbacks / jobs x 100)

Total cost

Actions for next month