	VISTA PROCESSED FOODS PVT.LTD.	V/QA-CS/F/02 (6.1)	
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1. Complaint History

Customer Name		Date of Complaint	
Product Name		Reported Date	
Batch Code			
Production Date			
Complaint			

2. Root Cause Analysis:

<p>On the receipt of complaint, team has initiated the investigation. Findings of the same are as follows,</p> <p>A. <u>Investigation Part -1- Store Contact/ Visit -</u></p> <p>B. <u>Investigation Part-2- In-Plant -</u></p>

3. Corrective Action:

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4. Conclusion

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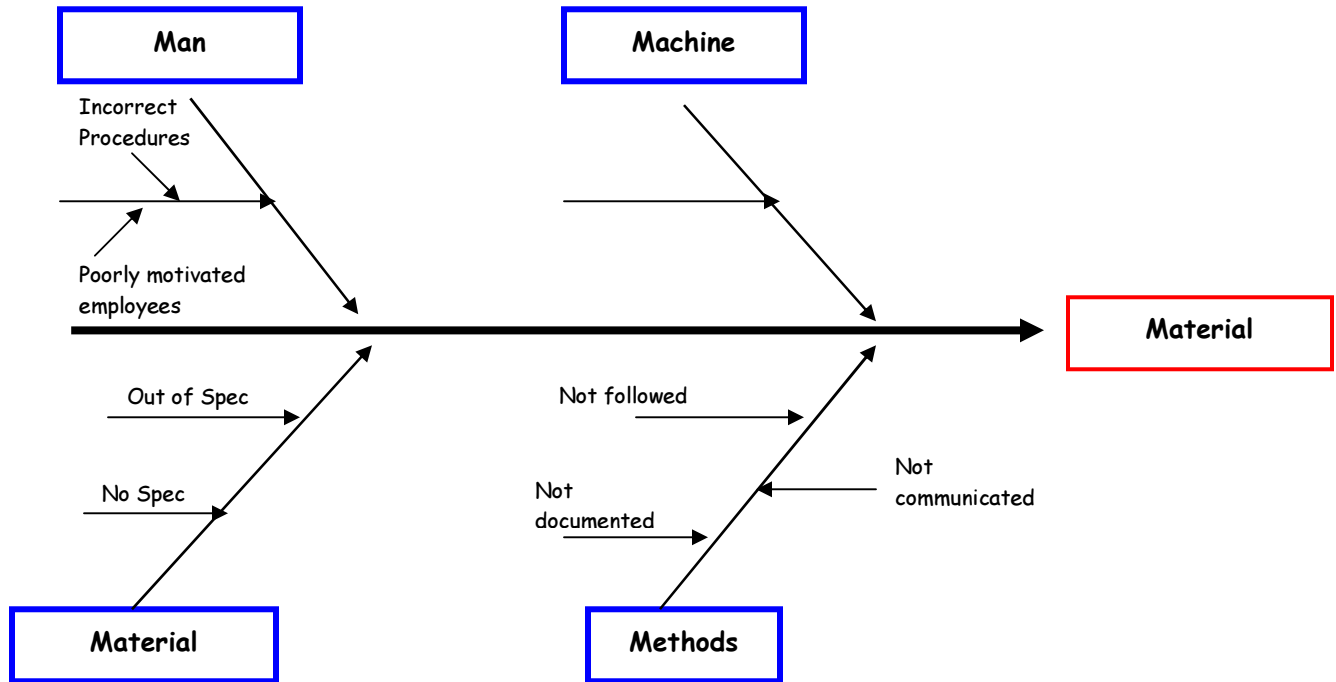
To solve a problem, first recognize and understand what is causing it. A root cause is the most basic reason for an undesirable condition or problem. If the real cause of a problem isn't identified, then actions may be addressing only the symptoms and the problem will continue to exist.

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DOCUMENTATION OFFICER	CUSTOMER SERVICE OFFICER & MR	PLANT MANAGER

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Root cause analysis can be simple, *i.e.*, 'Ask the question "Why" five times'; to complex, *e.g.*, Cause and Effect Diagram (CED). Here is an example of Cause and Effect root cause analysis:



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