Service Recovery Action Plan Template

1. Incident Information

Date of Incident

Location/Department

Reported By

Incident Description

2. Root Cause Analysis

Identification of Root Cause(s)

3. Action Steps

Step #	Action Description	Responsible Person	Deadline	Status
1				Pending ▼
2				Pending ▼
3				Pending ▼

4. Communication and Follow-Up

Stakeholders to Inform

Follow-Up Plan

5. Review and Approval

Prepared By

Approved By

Date of Review