



Product Recall and Withdrawal Procedure

Introduction

The company has established, documented and implemented a Product Recall and Withdrawal Procedure for the operation which is maintained to ensure products found to have major defects are withdrawn from the market in an efficient manner to minimise the risk to the consumer.

Scope

The scope of this Procedure includes all products handled by the organisation.

Procedure

This procedure details the action that should be taken if for any reason a defective product reaches a customer. The action taken would depend upon the nature of the defect. A customer is defined as anyone who receives any product that is sold by the company.

Should non-conforming product be delivered to a customer causing a potential product recall then this is reported immediately to Operations Manager. The Operations Manager assesses the situation and may choose to contact the customer for a concession or if the non-conformity relates to a safety hazard outside of acceptable limits instigate the Initial Procedure of a Product Recall.

The handling of customer complaints is categorized into non-critical and critical. Non-Critical Quality complaints from customers are directed to the Customer Services Manager who co-ordinates the customer response with the Quality Manager.

Critical or Serious complaints such as a claim of illegal product, alleged injury or dangerous product are notified to the Operations Manager who will instigate an immediate investigation which may involve crisis and product recall

A Critical Complaint is defined as an illegal or an unsafe product with an aspect of the product that will result in injury or illness to the customer.

Non-Critical complaint is usually a Quality Defect which is defined as any attribute that is not to the specification of the customer and includes such things as poor packaging, labelling or date coding, or any product that will spoil before the Best Before date on the pack.

Information may come from many sources including, an individual consumer, an enforcement agency or retailer. The most important first action is to ensure as much information is gathered as accurately as possible.

Document Reference **Product Recall and Withdrawal Procedure QM 3.7**

Revision 1 1st February 2017

Owned by: Quality Manager

Authorised By: Managing Director





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Receipt of External Information

Wherever the initial communication comes from, the following questions must be asked by the recipient to ascertain:

1. Product name, including pack size.
2. Batch number, product code, delivery date.
3. Name of person reporting fault - position, organisation, telephone number, address.
4. Nature of fault.
5. Where found.
6. Details of any action taken by complainant.

The information must be passed immediately to the Customer Services Manager who assesses if the complaint is Critical or Non-Critical. Critical Complaints are immediately referred to the Operations Manager or in his nominated deputy who will complete a Product Incident Log. An accumulation of an unusual number of Non-Critical Complaints within a short time period will also be referred to the Operations Manager.

Initial Procedure

1. The Operations Manager will discuss the matter immediately with the Managing Director. No decisions are to be taken by anyone until the Operations Manager and the Managing Director have been informed (or nominated deputies if they are absent).
2. The problem will be defined, including verification of the product defect and the extent of product affected.
3. If a potential recall is likely, the Operations Manager and the Managing Director will assemble the product recall team and classify the nature of the recall.
4. A product recall can only be approved by the Managing Director and in his absence his nominated deputy.
5. The Product Recall Team will comprise of:-

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