

<b>SRI</b>	ISO 9001: 2015 Quality Management System Quality Procedure Manual		
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Title : Procedure for Product Recall			

## 17.0 Procedure for Product Recall

17.1 Purpose : To define the product recall procedure to ensure efficient product withdrawals are carried out for the product non conformances that are deemed serious quality issue from technical point of view

17.2 Scope : Covers Product recalls.

17.3 Responsibility : Detailed Below

17.4 Authority : Head of the System and Process

### 17.5 Procedure

No	Steps	Responsibility	Document
17.5.1	<p>Upon receiving a complaint or on identifying a non conformance which could possibly have impacted already to dispatched products the risk and hazards involved shall be classified as following steps.</p> <p><b>Step 1</b> Detection of a situation where there is a reasonable probability that use of a product will cause adverse effect due to a technical fault of a tire or tube.</p> <p><b>Step 2</b> Product is delivered to customer with a Serious error in the product marking and detected after delivery</p> <p><b>Step 3</b> Wrong Product type is delivered to customer with an error occurred at the loading stage or bundling stage and identified after delivery</p>	International Marketing Manager	Customer Complaints
17.5.2.0	Issues to be evaluated as the above steps of product recall. Then the complaint should be handled according to the procedure for control of non-conforming products.	Team consists with Senior Marketing Manager, Head of Systems and process Senior, Senior Technical Manager Senior Design Engineer	Product Recall form

If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	

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No	Steps	Responsibility	Document
17.5.3.0	<p>On identifying issues on the above steps the Senior Technical Manager shall notify all participant ( relevant ) parties to investigate the complaint and obtain the following information.</p> <ul style="list-style-type: none"><li>• The product's identity including manufacturing date and invoice numbers.</li><li>• The reason for the removal or correction and details about when and how any deficiency was discovered.</li><li>• Determine the identification marks, dates, labels and other means by which the customer can identify the product.</li><li>• How much of the product has been produced and during what time span.</li><li>• Results of any laboratory testing of samples from the suspect product.</li><li>• The process or raw material deficiency and the procedure for traceability.</li><li>• The degree to which the product's deficiency is obvious to the customers.</li><li>• Which customers received the products.</li><li>• An estimate of how much of the product is in distribution channels and how long it has been there.</li><li>• The geographical area of distribution.</li><li>• How can the product be distinguishable from other items so that good products continues to be made available to customers.</li></ul>	Senior Technical Manager	"

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No	Steps	Responsibility	Document
17.5.4.0	Decision & alert for a product recall in consultation with Director.	Senior international Marketing Manager	"
17.5.5	Obtain approval from Managing Director, Technical Director	Head of the systems and process	"
17.5.6	In the event of the above step 1 , 2 or 3 recall, the company shall protect the interests of the customers and company and inform relevant critical information to customer that may require recall	Senior international Marketing Manager	"
17.5.7.0	<p>The Senior International Marketing Manager can monitor the following on a daily basis until all reasonable efforts have been made to remove or correct the product.</p> <ul style="list-style-type: none"> <li>• Customer or Number of customers notified of the recall, the date and method of notification.</li> <li>• Customer of number of customers responding to the recall communication and the quantity of product in their possession.</li> <li>• The quantity of product returned to company control.</li> <li>• The number of customers not responding.</li> <li>• The quantity of product under company control</li> <li>• Reconciliation of product after Complete Verification</li> </ul>	Senor marketing Manager and the Sector Manager	"
17.5.8.0	Withdrawal or Recall of particular Brand form Customer stores will be managed by the Customer	Customer	
17.5.9.0	The disposal of recalled products shall be fully documented and reconciliation process of product is verified against production records	COP Manager	

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No	Steps	Responsibility	Document
17.5.10.0	The Senior Technical Manager with the assistance of production staff shall prepare a report on the occurrence of product recall including information described in 3.0and the same shall be submitted to the management review meeting	COP Manager	"
17.5.11.0	A summary of monitoring activities carried out for recalled product shall submitted for further discussion at the Management Review	Head of the system and Process	"

Reference: Customer Complaint Form –

Product Recall Form –

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