# 1. Introduction

# 2. Responsibilities

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# 3. OOS Identification and Notification

# 4. OOS Investigation

# 5. OOS Communication

# 6. Corrective and Preventive Actions (CAPA)

# 7. Backorder Management

# 8. Product Recall (if applicable)

# 9. Recordkeeping

# 10. Training

# 11. Review and Update