**SOP OF PRODUCT RECALL**

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| **DEPARTMENTS** | IHC | **DATE OF IMPLEMENTATION** | 1 January 2020 |
| **PROCESS OWNER** | Head of Committee | **DOCUMENT REFERENCES** | HAS/MANUAL/RECALL/O1- 2020 |

### **PURPOSE**

i. To implement a prompt withdrawal of items that are not conforming with Shariah and JAKIM requirements.

ii. To conduct analysis of effectiveness of recall activities.

### **SCOPE**

The procedure applicable to:

i. All customers and any other party involved throughout the halal process.

### **TYPES OF PRODUCT RECALL**

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| **Type** | **Stage** | **Description** |
| **Class I** | SERIOUS | Immediate action  · Detection of non-halal ingredients.  · Every item should be restrained within 24 hours after the issue has been identified. |
| **Class II** | MAJOR | Urgent action  · Minor or unlikely halal risk issues.  · Every item should be restrained within 72 hours after the issue has been identified. |

### **PROCEDURES**

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| **No.** | **Description** | **Task** |
| 1. | i. Prepares Halal product recall report and shall be verified and endorsed by the chairman.  ii. Issued the complaint and immediately notified the operation section.  iii. Held a meeting and determined the class of product recall.  iv. Instruct each department for records related to the matter. | **Halal Department** |
| 2. | i. Inspect from the initial to the end of the process.  ii. Identify the issue of non-confirmative.  iii. Monitor the product recall. | **IHC** |
| 3. | i. Notify relevant parties involved about the recall.  ii. Do the quantity reconciliation.  iii. Public announcement (if applicable). | **Marketing Department** |