

# Product recall planning guide

## The Society - A Strategic Approach to Managing Product Recalls



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### Product Recall Checklist

Accordingly, every effort is made to avoid recall situations by continually elevating quality standards and tightening process controls. Your recall team should discuss these options and determine which communication avenues would be best for your company according to each risk classification and distribution level.

### Recall Guidance

A recall program should contain a contact list with the names, phone and fax numbers of the appropriate regulatory agencies. In the event that one of your products harms a customer or other stakeholder, they can sue your business, leading to costly legal fees and settlements that can easily amount to six figures or more. A well-designed recall plan will help to effectively locate the recalled product, remove it from the market, and locate the source of error in the product.

### What is a Product Recall? Quality Recall Process

Consumers who have already purchased the product must be notified of its recall, but they are left with the option to either return it for a refund or simply discard the product at their convenience. Having a product recall plan is half the battle. Before you find yourself in a serious product recall situation, consider setting a recall plan into action. This will allow the recall team to classify the recall and determine its urgency.

### A Strategic Approach to Managing Product Recalls

A Recall Plan is not something that is done once and put on a shelf hoping that it will never need to be used.

### A Strategic Approach to Managing Product Recalls

In most cases, though, the culprit is, in fact, a faulty product. You will need to provide them with a recall submission containing various details about the recall. Because a recall can have dire consequences for a company, one might think it would not be necessary to motivate a recall team.

### What is a Product Recall? Quality Recall Process

For example, it is important to have a toll-free customer-service line operated by people who understand how to react and who know to whom they should report if they hear that a product is defective. Recall is the act of officially summoning someone or something back to its place of origin.

## **Product Recall**

If an investigation indicates a product fails to comply with standards or creates a substantial risk of injury, then a formal report to the CPSC or other governmental agency may be required. But hindsight can become foresight when organizations acknowledge the possibility of a recall, particularly in their TQM and new-product development processes. If recall action is warranted, the response team should also determine the announcement who will make it; when and where; who should be notified; and what the script will be and coordinate the field response program who will be accepting the faulty products; how the company plans to monitor the products that have been returned; and who will be providing repairs or replacements.

### **What is a Product Recall? Quality Recall Process**

Food and Drug Administration: Industry Guidance. It might be the senior vice president for marketing, another senior vice president, or even the CEO, depending on the size of the company, its organizational structure, and its individual circumstances. The company was able to avert a market backlash, in large part thanks to its quick and effective management of the situation.

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