1. SCOPE
2. This procedure applies to the Recall Team at Tijule Company Limited, which includes the Managing Director, Sales and Marketing Representative, Quality Control Officer, Food Safety Team Leader, Food Safety Coordinator, Production Manager, Factory Manager & Secretary. Mock Recall ideally should be completed within four hours.
3. PURPOSE
4. The purpose of this procedure is to assess the effectiveness and efficiency of the Withdrawal Procedure’s ability in identifying the location of its product within the supply chain and also to determine the source of the Raw Material involved in the production of that product.
5. DEFINITIONS
6. Mock Recall Team;
7. Managing Director
8. Sales and Marketing Rep,
9. Quality Control Officer
10. Food Safety Team Leader
11. Food Safety Coordinator
12. Production Manager
13. Factory Manager.
14. Secretary
15. **Canned Products**

Each cook is defined as a batch. There can be multiple cook representing separate codes in one day.

1. **Bottled Products/Baked Products**

Each day’s production of the same product is defined as a batch with a specific code.

1. PROCEDURE
2. **Responsibility**

Food Safety Team Leader

* 1. The Food Safety Team Leader initiates a mock recall at least two times per year, by selecting one or more current or recently produced orders from the planning schedule. The amount of product can be the entire order, selected boxes/pallets, or product produced over a range of time.
  2. The Food Safety Team Leader informs the Factory Manager and Sales and Marketing Representative that a mock recall is being conducted.
  3. The Food Safety Team Leader writes down the beginning time (hour and minute) of the mock recall on the Mock Recall Form
  4. Give batch code to Factory manager.
  5. Receive feedback from Factory Manager and Sales and Marketing Representative with the reconciled figure.
  6. List the time on the Mock Recall form.

1. Factory Manager/Production Manager
2. Contact Production Manager to get the quantities produced and to determine if all the finished goods have been sent to the warehouse.
3. Contact Warehouse Supervisor to determine what is in stock what was sold and to which customer.
4. The Factory Manager/Production Manager uses the following checklist to ensure all necessary files are retrieved for an effective Mock Recall in a timely manner:
5. Production Records
6. Receival Records-Labels, Bags
7. Receival Monitoring Form
8. CCP Records
9. Product Material Sheets
10. Sanitation Records
11. Certificate of Analysis
12. Packaging Slip/Shipping Records
13. Maintenance Records
14. Production Manager/Stores Supervisor
15. Production Manager provides information on the raw material received for the batch under investigation.

1. RECORDS

Mock Recall Form

[..\..\..\FORMS\MS Forms\Mock Recall Form\Mock Recall Form.docx](../../../FORMS/MS%20Forms/Mock%20Recall%20Form/Mock%20Recall%20Form.docx)

1. REFERENCES

Customer Complaint Procedure

[..\Customer Complaint\CustomerComplaint.docx](../Customer%20Complaint/CustomerComplaint.docx)

Packaging Slip

[..\..\..\FORMS\Blank Packing Slip.docx](../../../FORMS/Blank%20Packing%20Slip.docx)

Traceability Procedure

[..\Traceability\traceability.docx](../Traceability/traceability..docx)

Letters to Distributor

[..\..\..\Letters to Distributor](../../../Letters%20to%20Distributor)

Emergency Contact List

[..\..\..\Emergency Contacts\Emergency Contacts.docx](../../../Emergency%20Contacts/Emergency%20Contacts.docx)

1. DOCUMENT CONTROL INFORMATION
2. APPROVAL AUTHORITY

|  |  |  |  |
| --- | --- | --- | --- |
| Authored by; | REVISED BY | APPROVAL BY | DATE |
| Owen Glave and Food Safety Team |  | Food Safety Team | May 28, 2015 |