

## ItemE – Safety Issue Incident Report

**Date:** 2024-11-28

**Item:** ItemE

**ItemCode:** 100004

### 1. Incident Summary

On **28 November 2024**, a potential safety concern was raised regarding **ItemE (ItemCode 100004)** after several internal quality checks reported irregular odour and slight discolouration in a subset of the incoming batch.

The issue was identified during a routine warehouse inspection before goods were released for distribution.

### 2. Nature of Safety Issue

- Suspicion of **premature spoilage** despite acceptable temperature logs during transit
- **Inconsistent colour** in approximately 4–6% of units tested
- **Odour deviation** detected during physical sample checks
- No indication of packaging damage or contamination from external sources

Quality assurance staff recommended immediate batch isolation pending further evaluation.

### 3. Immediate Actions Taken

- Affected pallets were **placed on hold** and not released to picking teams
- Internal QA performed additional microbial and pH stability tests
- Supplier was notified and asked to review production conditions for the lot in question
- Warehouse teams were instructed to segregate the lot away from outbound staging zones

### 4. Potential Operational Impact

- Temporary **restriction of ItemE availability**, with risk of short-term stock pressure
- Possible delays in customer fulfilment if the unaffected volume is insufficient
- Additional QA workload and potential recall escalation if further issues emerge

### 5. Supplier Follow-Up Requirements

Supplier was asked to provide:

- Full **production batch report** for the affected lot

- **Temperature and handling logs** from origin to port
- Confirmation of any **recent changes** in formulation, packaging, or processing conditions

#### **6. Notes for Future Risk Assessment**

This incident should be logged as part of ItemE's historical quality profile.

Future procurement of ItemE should include:

- verification of batch test documentation before shipping,
- closer monitoring of in-transit handling conditions,