

Food Product Recall Checklist

Prepared by:



If you needed to remove a product from the market right now, would you be able to do it?

If a supplier advised you that an ingredient or package they have sold you is unsafe, and you have used the ingredient or package to make a product, would you be able to identify that product(s) and remove it from the market?

Recalls happen. Be prepared to protect your reputation - and your financial situation - with this handy checklist.

___ Documented Recall Team

Your team should include people responsible for: decision making, quality assurance / technical advisory, media communication, complaint investigation, contacting accounts, CFIA contact, legal counsel

___ Complaint File

There are three main parts to the complaint file:

1. Recording of the initial complaint information
2. Investigating the complaint and recording the findings
3. Taking action based on the investigation findings

___ Quick Access to Information

An ERP solution allows for quick access to critical information about products, manufacturing processes, location of items in the supply chain, and contacts of people that must be engaged during a product recall.

___ Ability to Locate Any Item in Supply Chain

An ERP solution allows traceability, (along with barcodes and RFID) right down to a specific basic ingredient along the supply chain. Link production and quality management testing to identify what other products may be a risk because they were produced with the same equipment or production method.

___ Actionable Transparency and Open Communications

Communicating openly with suppliers, customers and government agency will also minimize the impact of a food product recall. ERP users can easily email documents, alerts, instructions (i.e. – how/where to dispose of products, etc.), and updates, in either bulk or individual emails to contacts directly from the software's interface. Plus, in case it's necessary for a faster recall, manufacturers can also temporarily open access to product location information by authorizing external users, like suppliers or customers, to access and pull information from their systems.

___ Recall Contact List - Canadian Food Inspection Agency (CFIA) Notification

If you suspect that you have sold an unsafe or violative food product to another manufacturer, distributor, and/or retailer, contact the CFIA immediately.

___ Documented Recall Procedures

1. The recommended CFIA step-by-step procedure is as follows:
2. Assemble the Recall Management Team
3. Notify the CFIA
4. Identify all products to be recalled
5. Detain and Segregate all products to be recalled which are in your firm's control
6. Prepare the Press Release (if required)
7. Prepare the Distribution List
8. Prepare and distribute the Notice of Recall
9. Verify the effectiveness of the recall
10. Control the recalled product(s)
11. Decide what to do with the recalled product(s)
12. Fix the cause of the recall if the problem occurred at your facility

At the end of the day, a company will be judged on how it was prepared to deal with the recall and how it acted when things began going sour. A company that is prepared with tools and procedures for a stealthy recall signals to customers and supply chain partners that it values their relationships. Being able to quickly track and remove defective problems and communicate transparently along the way can significantly soften the impact a company feels after a product recall, be those financial or to the brand reputation.

About The Answer Company

The Answer Company is a leading supplier of business management software and technology consulting services. Since 1995, it has been helping businesses answer the difficult questions with regards to investments in technology and information systems. Working from offices across Canada, they serve national & international clients with a wide range of ERP solutions and numerous complimentary solutions that are powerful & flexible, and backed by industry expertise. The Answer Company's goal is to make businesses more successful at what they do and gain confidence to make profitable moves in their respective industries.

Copyright and Legal Disclaimer:

This publication is protected by copyright laws and international treaties, and is copyrighted by The Answer Company. This document may not be reproduced or posted on another website beyond The Answer Company's, or Sage, without prior written consent of The Answer Company. Unauthorized reproduction of this publication or any portion of it may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent necessary to protect the rights of the publisher. All information contained in this document is current as of publication date. Opinions reflect judgment at the time of publication and are subject to change without notice. All information is from sources The Answer Company considers reliable, but is not warranted by the publisher.

© 2019 The Answer Company. All rights reserved. All other trademarks are the property of their respective owners.

www.theanswerco.com

Head Office

502 - 233 Nelson's Crescent
New Westminster, BC, V3L 0E4
Ph: 604-473-9166
Fax: 604-473-9115

tel. 1.866.670.6686

Offices also in:

Calgary, Edmonton, Winnipeg,
and Toronto.

info@theanswerco.co



@theanswerco