

Crisis Management & Product Recall

- Management of incidents, product withdrawal and product recall
 - Natural Disasters: Earthquakes/Floods/Fire
 - Utility Breakdowns: Power Outage/Gas/Water Stoppages
 - Disruption to communication and absence of key staff members
 - Malicious contamination or sabotage
 - Product withdrawal, market withdrawal, stock recovery and product recall
- Product withdrawal, market withdrawal, stock recovery and product recall definitions
- Product Recall Plan – Objective and team
- Recall Procedure
 - Complaint
 - Communication & notification
 - Classifications
 - Roles & responsibilities
 - Control of recalled product
 - Cost recovery
 - Monitoring/effectiveness checks
- Templates
- Additional Resources

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