

# QM 3.7 Product Recall and Withdrawal Procedure

## Introduction

The company has established, documented and implemented a Product Recall and Withdrawal Procedure for the operation which is maintained in order to ensure products found to have major defects are withdrawn from the market in an efficient manner to minimise the risk to the consumer.

## Scope

The scope of this Procedure includes all products handled by the organisation.

## Procedure

This procedure details the action that should be taken if for any reason a defective product reaches a customer. The action taken would depend upon the nature of the defect. A customer is defined as anyone who receives any product that is sold by the company.

Should non-conforming product be delivered to a customer causing a potential product recall then this is reported immediately to Operations Manager. The Operations Manager assesses the situation and may chose to contact the customer for a concession or if the non-conformity relates to a safety hazard outside of acceptable limits instigate the Initial Procedure of a Product Recall.

The handling of customer complaints is categorized into non-critical and critical. Non-Critical Quality complaints from customers are directed to the Customer Services Manager who co-ordinates the customer response with the Quality Manager.

Critical or Serious complaints such as a claim of alleged injury or dangerous product are notified to the Operations Manager who will instigate an immediate investigation which may involve crisis and product recall

A Critical Complaint is defined as an unsafe product with an aspect of the product that will result in injury or illness to the customer.