



THE ANSWER COMPANY

Food Product Recall Checklist

Recalls happen. Often the problem can be outside of your control. When your whole team are at panic stations, it can be difficult to know what you should do, in what order, to make the recall process as quick and frictionless as possible. If you are using an ERP solution already, many of the tools you'll need for recalling goods are already available to you.

This checklist has two parts: the first outlines considerations you take into account before a recall happens. It's best to get working on these points as soon as possible. They will make sure you're best prepared for the worst case scenario. It also touches on the ways your ERP can aid you in handling a recall. The second part of the resource is a step-by-step procedure, as recommended by the CFIA, that can help you work through a recall as it happens.

Part I: Getting Prepared

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

While you may not need this until a recall occurs, it's best to understand what is included and how to prepare one when the time comes. There are three main parts to the complaint file:

- Recording of the initial complaint information
- Investigating the complaint and recording the findings
- 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.

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Part II: Action Plan

The recommended CFIA step-by-step procedure is as follows:

- Assemble the Recall Management Team
- Notify the CFIA
- Identify all products to be recalled
- Detain and Segregate all products to be recalled which are in your firm's control
- Prepare the Press Release (if required)
- Prepare the Distribution List
- Prepare and distribute the Notice of Recall
- Verify the effectiveness of the recall
- Control the recalled product(s)
- Decide what to do with the recalled product(s)
- 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.