

# LOT recall

## 10 steps to success!



# 1



## TEAM

Identifying recall team members and assigning recall duties enables the recall procedures to be conducted quickly and smoothly. The recall program should also identify the person who will coordinate the recall.

# 2



## COMPLAINT FILE

When a complaint is received, it is important to record the details and start an investigation either at your plant or your distribution facility. Early action on your part may enable you to identify potentially unsafe products and correct problems.

# 3



## CONTACT LIST

If you have sold or distributed an unsafe or violative food product, it is your duty to contact your regulatory agency immediately, as they can assist with the investigation and the collection of information to help make the right decision.

# 4



## PRODUCTION AMOUNTS

A company must ensure that as much of the affected product as possible is removed from the marketplace. Having an accurate record of how much product has been sold, and how much is still on the premises, helps ensure that all customers are notified of the recall. This means documenting the amount of each lot of each product manufactured.

# 5



## TRACEABILITY

Traceability of products involves record-keeping procedures that provide you with the information of products that have been received and distributed. Additional traceability procedures that show the route a raw material took from the supplier through production to the final product, and then on to customer/distributor are necessary.

# 6



## SHIPPING / SALES RECORDS

Maintaining accurate shipping and/or sales records is crucial because they can enable a company to limit the recall to only the customers who received the affected products.

## LOT RECALL TOOLS



Coolearth Business Intelligence



Coolearth Lot Recall



Coolearth Inspec QA-QC

# 7



## RECALLED RECORDS

It is beneficial to develop recall product records to ensure that recalled products are controlled and do not get into the hands of customers. Such records should include the name of the product being recalled, the amount, the date the product has been recalled and the corrective action taken for each product.

# 8-9



## PROCEDURES EFFECTIVENESS

A company recalling a product is responsible for notifying all customers who bought the affected products. They should also verify that all customers have stopped the distribution of the affected products, and that all recalled products have been returned to the processors' or distributors' control or other designated area as instructed in the recall notification.

# 10



## MOCK RECALL

Mock recalls test a company's ability to recall products without actually recalling them. Mock recalls are strongly suggested and should be tested on a regular basis. The goal is to be able to identify every affected lot, know exactly where it is at any point in the process, and know who to contact to bring it back. A mock recall can be an eye-opener: some processors discover that they are not as prepared as they thought.

