Recall Checklist

-Not all items will be applicable to all firms, but this checklist, while not exhaustive, can be used as a general guide to help assure you are covering the proper bases as the recall proceeds

- o Has the recall plan been activated?
    - o Has the recall team been assembled to evaluate the situation; has leadership been engaged, as appropriate?
- o Has a health hazard evaluation been conducted, so that a recall classification can be proposed?
- o Has FDA, USDA, or the appropriate regulatory agency been notified through the proper channels and within the appropriate timeframe (24 hours for FDA and USDA)?
- o Has suspect product under your control been put on "hold"?
- o Has all suspect product been accounted for (including rework, samples, donations, etc.)?
    - o Has a root cause investigation been initiated and is it being properly documented?
- o Do records/ documentation support the determination of the scope of the problem?
- o Has a company spokesperson been identified and has the company policy on speaking to the media been shared with employees?
- o Has the recall insurance broker been notified?
- o Has product disposition been determined?
- o Have customer communications been drafted, approved, and sent?
- o Has appropriate information been communicated to plant/company employees?
- o Has legal counsel been contacted if needed?
- o Has a call center been set up if needed (e.g., when many customer calls are expected)?
- o Has information about the recall been made available on the company's website?
- o Has a plan for product replacement been determined?

Detailed information, including template communications, forms, and other handy tools, are provided in the recently revised GMA publication "Successfully Managing Product Recalls and Withdrawals", available from the GMA online bookstore (http://www.gmaonline.org/forms/store/ProductFormPublic/search?action=1&Product_productNumber=P-34L%202014)