

Product Recall Standard Operating Procedure

It is recommended that a company develop a standard operating procedure (SOP) for a product recall. This SOP should include:

- Identification and assessment of an issue
- Recall or withdrawal
- Conducting a recall
- Level of recall
- Scope of recall
- Notifying PR company to act as spokesman
- Identifying food businesses who have received recalled food
- Notifying FSANZ and home state
- Information requirements
- Commercially sensitive information
- Notifying customers and the public
- Retrieving food product
- Food product disposal
- Post recall reporting
- Interim report
- Final report

See: Food Standards Australia New Zealand 2014 ISBN 978-0-642-34584-4