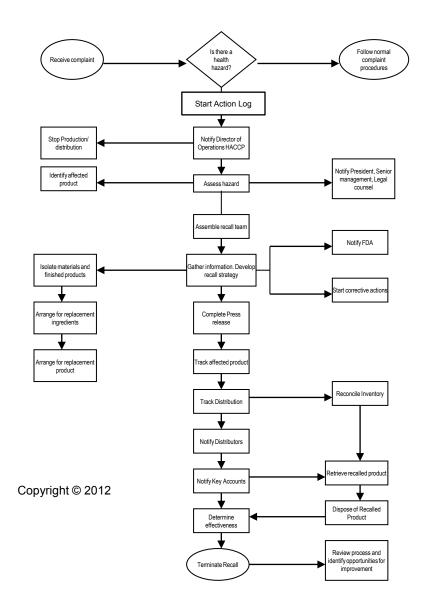
# Food Manufacturing Mock Recall (Team) Exercise<sup>®</sup>

**Practical Application Exercise** 

Mock Recall/Traceability

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## Recall Process Flow Diagram – Key Activities



#### **Recall Activities Checklist For Crisis Team Lead** Completed By:

Date:

Steps	Procedures	Completed By
1	Verification of test results, customer complaints and other information to determine potential health hazard	
2	Recall log started to record decisions, actions and rationale	
3	Notified Executive Leadership	
4	Notified FDA for classification of recall	
5	Notified Director of Operations	
6	Press Release form filled in and sent to Crisis Management Team for review and release within 2 hours	
7	Recall Summary and Evaluation Form completed	
8	Crisis Management Team kept informed of all actions taken	
9	Fill out Mock Recall Results and Review Form	
10	Mock Recall Forms and crises management logs filed	

#### **Recall Procedures Checklist For HACCP Coordinator** Date:

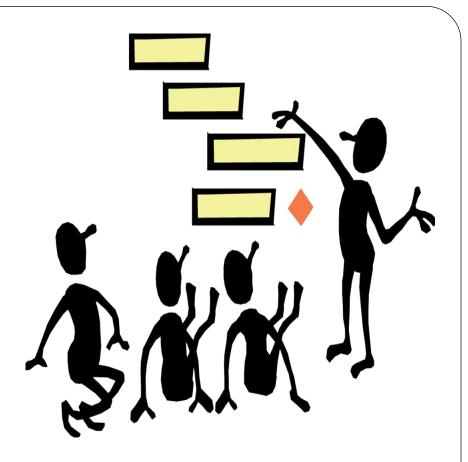
Completed By:

Steps	Procedures	Completed By
4	Separated and isolated all affected batches of ingredients/products – put On Hold	
	signs and log information	
2	Investigated and gathered all records of raw materials, mixing sheets, production	
2	sheets, lot identification and test results	
3	Completed product identification using the Recall Product Information Form	
4	Determined product distribution and identified affected customers and completed	
4	Customer Distribution Record Form	
5	Set up appropriate test program to provide technical information and analytical	
5	support using in-house lab and 3 <sup>rd</sup> party lab	
6	Logged and verified product return and isolation	
7	Supervised corrective actions and disposition of the recalled product	
8	Completed Product Return Form	

#### **Recall Procedures Checklist For Recall Coordinator** Completed Pur Data

complete	ed By: Date:	
Steps	Procedures	Completed By
1	Advised recall committee and director of operations of product recall, assemble	
	team	
2	Coordinated and verified implementation of recall activities and communications	
	including: cause of problem and corrective action	
3	Completed Recall Procedures Checklist Form	
4	Completed and sent out Urgent Product Recall Form	
5	Reviewed production requirements and available staffing to replace product	
6	Arranged for product replacement for the customer	
7	Ensured that corrective action is effective and communicated to all supervisors to	
1	prevent reoccurrence of recall	
8		

# SET TEAM GOALS FOR EXPECTED OUTCOME, KEY EXPECTATIONS FOR THIS EXERCISE



- Swiftly identify 100% of affected product
- Develop Team Strategy
- Learn from the Exercise
- Strengthen Recall Plan

### \*\*\* MOCK RECALL EXERCISE \*\*\*

Factory Team:

At <u>09:05 am</u> we have received notification from the FDA that they have received multiple reports of illness tied to a recent shipment of cheese Danishes manufactured in our Salt Lake factory with a manufacture code date of:

### BEST IF PURCHASED BY 03/09/13, 249-32 002 21:31 2LAP

Preliminary cultures have come back presumptive for Listeria Monocytogenes.

We must assume that any product from this run CIP to CIP is suspect. Please commence "MOCK" recall exercise for the finished product associated to this product run CIP to CIP including all lots produced.

Candy Dweyer, Corporate QSM Dandy Danishes 129 Anytown, RI USA candy@dandy.com C:510.555-7825 P: 510-555-1395.

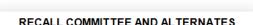
Copyright © 2012

# The "SCENARIO"

Code Date above decoded for purpose of exercise: (Julienne date 249 = Sept 6, 2012 at 21:31pm – factory 32, line 2, wrap line 2)

# FIRST STEPS

- 1. **START THE CLOCK** (Based on Scenario Announcement)
  - Two Hour Goal
  - Four Hour Maximum
- 2. COORDINATE YOUR TEAM
- 3. IDENTIFY A RECORD KEEPER
- 4. LOCATE TRACE PROCEDURE/FORMS
- 5. START ACTION LOG
- UTILIZING LOT CODE, IDENTIFY PRODUCTION DATE
- 7. COLLECT PRODUCTION DOCUMENTS INCLUDING LOT CODE RECORD FOR EACH INGREDIENT\*



Contact	Function	Home Phone	Cell Phone
	Recall		
	Coordinator		
	Alternate		
	Technical Staff		
	Alternate		
	Deschartion		
	Production/ Supply Chain		
	Alternate		
	7 atomato		
	Distribution		
	Alternate		
	Sales/Marketing		
	Alternate		
	Purchasing		
	Alternate		
	Finance		
	Alternate		
	Legal/PR		
	Alternate		
	Customer		
	Services Alternate		
	Alternate		



### The president of the company calls ......

"We have never had a pathogen outbreak in the 25 year history of our Company what went wrong?"

As the Quality Manager with Food Safety ownership you are in the cross hairs.

- Your company recently added cheese Danishes to the product line.
- In order to expand into this new product line you needed to update the HACCP ingredient Hazards Analysis and add a new HACCP study as this was a new production line to your facility which was rated at medium risk while all others were low risk.
- You attended a Micro in Foods Symposium last year in preparation for this development task to learn of the risks and critical limits to mitigate.
- What might you have learned about Listeria Monocytogenes and other soft cheese? Do they have a special food safety risk? Did you capture this in your risk assessment and hazards analysis?

## Is this what you should be focusing on right now?

Stay on point!

Assure Senior Management that root cause analysis to determine cause and initiate preventative action will be a part of your investigation, however minimizing exposure for the company and eliminating the risk of injury to the public is your fiduciary and primary.

Start the investigation and don't be derailed by others' priorities or objectives. There will be time after removing the risk to identify root cause and develop corrective and preventative measures.

In an actual RECALL, an event of this nature would be a CLASS I recall if the product had made it to the consumer shelves. You will have an FDA officer in your factory to "assist" with the investigation shortly – timing depends on how far away they live.

## What documents do I need to perform a Mock Recall-Traceability Exercise?

Pre-pasteurization	Post-Pasteurization	

#### Exercise Date:

Ingredient Name	Date:
Ingredient Number	Fi
Supplier	Fi
Selected Lot Number	Se

Start Time:	Finished Time:
Date Ingredient Received	
Amount of Ingredient Received (Ibs.	, gallons, etc.)
Amount of Ingredient Still In-house	(lbs., gallons, etc.)

Amount of Ingredient Consumed (lbs., gallons, etc.)

Lot Code of Finished Product	Quantity of Ingred Finished Product
NE 0	
YES	NO
YES	NO
YES	NO
	Finished Product

Finished Product Name
Finished Product SKU Number
Selected Finished Product Lot Number

S	art Time:	Finished Time:
	Amount of Product Produced (cas	ses)
	Amount of Product Shipped (case	s)
	Amount of Product In-house (case	es)
	Percentage of Product Found	

	D		(
Time Less Than 4 Hours:	YES	NO	
% Recovered:	120		
Documentation Adequate:	YES	NO	
Trace Successful:	YES	NO	
Trace Exercise Completed By:			
Conclusions:			

#### **Recalled Reconciliation Report**

Date:	Recall Class:
Time:	Product Code:
ProductName:	Code Date:
Production Date:	
Reason for Recall:	

PRODUCTS CONTAINING RAWINGREDIENT OF RECALLED PRODUCT

	No. of Cases Rework Used	Product Code	Production Date	Code Date	No. of Cases Produced
F					
þ					

#### Recalled Product Customer Distribution Record RC-3

ProductName:	Product Code:
Production Date:	Code Date:

#### No. Cases Produced:\_

•	Customer	Customer	Order No.	Date	No. Cases	No. Cases
			order no.			
	Name	No.		Shipped	Shipped	Returned
ų						l
Ì						
Ì						
Ì						
Ì						

Date: \_\_\_

Filled in by: Receiver

Verified by: \_\_\_\_\_

# NEXT STEP – PERFORM MOCK EXERCISE

## UTILIZING LOT NUMBER FROM IMPLICATED PRODUCT

- a) Identify exactly how much product was manufactured from the start of run to end of run.
- b) Identify how much product was lost to waste
- c) Identify if any product samples were retained
- d) Identify if any product was consumed in CCP verification tests.
- e) Identify how much product was transferred from production to distribution

$$(\mathsf{B} + \mathsf{C} + \mathsf{D} + \mathsf{E}) = \mathsf{A}$$

- iv. Identify where all product was shipped, again, remember any sales samples which may have gone out.
- v. (**Mock**) contact all logistics carriers who delivered product to determine if any loads on hold or still in transit. Obtain physical count
- vi. (**Mock**) contact all distribution warehouses that may have identified lot code in inventory. Obtain physical count.
- vii. Contact all route drivers\* for DSD (Direct Store Delivery) have them (**Mock**) contact their customers to physically check shelves for any effected product.

\* it is critical that sales be involved in mock recall exercises as they are the faces on the front line with customers. It is also critical that they understand this is a MOCK exercise. Table top exercises are recommended in the initial training phase.

CHIPPER'S SIGNATURE	TOTAL NO. OF PIECES			 _						64 CASES 30# SWEET CREAM BUTTER (REFRIGERATED CARGO MAINTAIN		48 CASES 50# CREAM CHEESE (REFRIGERATED CARGO MAINTAIN >35<40)	This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and see in proper condition for transportation according to the applicable regulations of the Department of Thansportation.	PACKAGES For S4-hour emergency response, cal:	IO. AND TYPE TYPE OF PACKAGE, DESCRIPTION OF ARTICLES, SPECIAL MARKS, AND EXCEPTIONS	NYK LOGISTICS	01-		DANDY DANISHES	-	Second Second	ANYTOWN, CA USA		whype and analytic to the weight in the weig	sequencement, index, compart, editories is inclusively, which wait save for any term in the inclusion fragment in the inclusion of the problem of the inclusion of the problem of the prob	STRATISHT BILL OF LADING - SHORT FURM - URIGINAL - NOT REGULATION 8TD, 254 (REV. 62005) INCEIVED, watert to be considered on and with it what on the date of he wave of the life of Lading the proper	DAIGHT BILL OF LADING SUODT FORM OBL
05/73/2012	8									RATED CARGO MAINTAIN ~		CARGO MAINTAIN >35<40)	basified, described, packaged, marked and g to the applicable regulations of the	ARTICLES	, SPECIAL MARKS, AND EXCEPTIONS	01-952548	T FREIGHT	The carrier with				5551212	SHIPPER NO.	BILL OF LADING NO	trier bang understood troughout this contract as inseeing an south to said dealtadon. Yas inclusify agreed, as to set to a howardse what be ubject to all the terms and considers of both in the clearification of bell which powers the twosports	UINAL - NOL WEUUUUUVE	CINAL Not Nonotiable
	TOTAL							121		34212	CINI C	58974		CLASS NO.		18	GHT SIGNATURE OF CONSIGNOR	ul recourse on the consignor, the hall not make delivery of this whip	candy@dandy.com	DANDY DANISHES 129 Anytown, RI USA			- D	INGNO	y person of corporation in powers riter of all or very of seld property of the Lindorm Domestic Scrught Bit for of this shipment, and the seld	below, in apparent pood order, en	
	TOTAL WEIGHT	0								10	5	10		CLASS		C NORN	 ONBIGNOR	consignor shall ment without pr	dy.com	ANISHE M, RI U		PAR	IT SI	DATE	tion of the prop over all or any p of Lading set 1	Page as more	5.02
DATE SHIPPED	4,704									2304	2004	2400		LINE ITEM WT. (3ub), to Correct)				sugges without resources on the consultance. The consultance walk sight the following selectment. The contine what not make delivery of this whipment without payment of height and all other teerful The contine what not make delivery of this whipment without payment of height and all other teerful 	Whin Sciences in Sci for Addressed to No.	SA		NO YES 1 NO. OF	05/25/2012 IS THIS BILL OF LADING	m	protection is properly our data that constructing agrees to carry prof weld property our as it and proteins of weld on the to defaulted on metal. Straight Bill of Lading well forth in the applicable motor carrier metal and the weld latins and constitution and handles assessed to by the	response tetephone number under "Hazardous Materials Articles," ted journets and condition of contents of	Shippers of hazandous materials must enter 24-hour emergency

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### Marabauga Dagaiving

JOOS I LOOSIVIII SI DII OI LAGING

## Warehouse Documentation:

				DEC						Form B01
				REC	EIVING	LOG				Page 1 of 1
Issued on:		5/23/2012	Version: 1						Revised	:
Issued by:		skk	Supersedes:							
Check the te	mperature of a product from the middle of the pai	let by using the lase	r thermometer. Tak	e the term	perature of t	he truck us	ing the lase	er thermom	ieter. Temper	atures must be≤4°C.
'S- Satisfacto	ry, U-UnSatisfactory (Inform QA Department; ma						-		•	
contaminatico	n. OR There is evidence of pests. Description (Please attach a copy of Slip)	the Receiving			†Temper (If appli			tion of U)"		
Date Received	Ingredients / Returned Products / Packaging Materials (pails, plastic bags, bozes)	Packaging	Supplier and/or Carrier	P0#	Product	Truck	Product	Truck	Receiver Initial	Comments / Action Taken
542342012	Cheese, Cream	Case, 50#	Hutamaki	5551212	51	55	s	s	зкк	
542342012	Butter, Sweet Cream	Case, 36ea 1#	Hutamaki	5551212	52	55	s	s	<u> </u>	
542342012	Garlic Puree	Pail, 1 Gal	GILROY GARLIC	5550879	38	36	s	s	<u> </u>	
542342012	Yeast	Bag, 50#	FLEISHMAN	5551097	40	40	s	s	зкк	
542342012	Butter Flavor, Embassy 6081	Pail, 8 Litre	CHALLENGE	5551295	NA	NA	s	S	<u> </u>	
									[	
A Departm	ent ONLY			Verified E	34:			Date Verifi	ied:	

Date: November 1, 2007 Revised Date:

aiving Decumentation

#### PRODUCT SPECIFICATION

PRODUCT NAME:

CHEESE, CREAM

DESCRIPTION:

LOW FAT DAIRY BASED CREAMED NEUFCHATEL CHEESE

INGREDIENT DECLARATION:

ALLERGEN - made from Dairy

SPECIFICATIONS: MICROBIOLOGICAL

Total Plate Count:	NTE 85_cfu/g
Coliforms:	< <u>5_cfu/g</u>
Yeast & Molds Count:	< <u>40 cfu/g</u>

PHYSICAL & CHEMICAL

pH:

3.8

#### ORGANOLEPTIC

Colour: Flavour: Texture:

SHELF-LIFE:

CODE DATE:

PACKAGING:

Brown Kraft Corrugated with inner food contact 8 ml Liner

OFF WHITE

180 DAYS

SLIGHTLY TART

CREAMY, SMOOTH

#### STORAGE & DISTRIBUTION:

Transport store at >35.<40.

Manufactured 05/01/2012:B

GENERAL: The product is manufactured, stored, and shipped according to government regulations and with Good Manufacturing Practices.

Product Specification and or Information Form.doc

Do the specifications on the product spec meet government requirements?

http://www.ams.usda.gov/AMSv1.0/getfile?dDocName= STELDEV3006743

OCILINOALS OF ANALYSI

## Warehouse Documentation: Temperature Log

### Form B03 DAILY TEMPERATURE LOG

					TEMPER	RATURE (	°C)			
DATE:			Moni	toring				Deviation	ı	Verification
Time	09/01/12	09/02/12	09/03/12	09/04/12	09/05/12	09/06/12				
Finished Goods Cooler ( $\leq 4^{\circ}C$ )	3.0	3.1	3.0	3.3	3.3	3.1				
Freezer (≤ - <u>18°C</u> )	-22.0	-21.1	-21.7	-22.0	-22.1	-18.9				
Freezer Floor (≥ <u>40°F</u> )	41.0	41.0	42.2	41.1	41.1	42.0				
Shipping Dock (≤ <u>10°C</u> )	9.9	9.8	9.9	9.7	10.8	9.2	08:45	Above Temp	Engineer Adjusted	<u>skk</u>
Packaging Room (≤ <u>10°C</u> )	9.8	8.8	8.9	8.9	9.1	9.2				
Ingredient Cooler 1 (≤ <u>4°C</u> )	3.0	3.1	3.0	3.3	3.2	3.0				
Ingredient Cooler 2 (≤ <u>4°C</u> )	3.4	3.8	4.1	4.7	3.2	3.2	15:50	Above Temp	Engineer Adjusted	PM
Receiving Dock (≤ <u>10°C</u> )	9.9	9.8	9.8	9.7	9.9	9.9			-	
Initials	<u>Skk</u>	Skk	cb	cb	skk	skk				

**Cooler Deviations:** If during monitoring the temperature is > 4°C, check within the hour. If the Cooler temp is above 6°C for more than 2 hours, inform Plant Manager and Q.A. Manager. All ingredients and/or products must be moved to the next cooler immediately.

Freezer Deviations: If during monitoring the temperature is > -18°C, check within the hour. If the Freezer temp is above -18°C for more than 2 hours, inform Plant Manager and Q.A. Manager. All ingredients and/or products must be moved to the next freezer immediately.

**Freezer Floor Deviations:** If during monitoring the temperature is  $< 40^{\circ}$ C, inform Plant Manager. Keep freezer door closed. Entry to the freezer should only be allowed when temperature is back to  $> 40^{\circ}$ C.

Sign-off Q.A	.A. Manager: John Rogers
Skk/CB Dat	ate:09/06/12

# **Batch Recipe**

(to be provided at workshop)

2/13/2013

# Batch lot code record

(to be provided at workshop)

2/13/2013

## Production Record: Downtime Log

	PR	20D	UCT	ION	DOC	CUM	ENTA	ATIC	N		5			-CVC.00	07
Production Run	Date:				Produc	t:								Page:	
Operator(s):	1					2				3					
Line: (circle)	1	2	3	4	6	8	Finished	Gallon	Run Size:						
Start (date and	time)						E	ind (da	te and time)						
					Dow	ntim			nentation						
Downtime Minutes	D.T. S Tin		D.T. Er	nd Time	DPM C	Change	Mecha	nical	Non Mechanical	Mino	r Stop		ess set		anical down
Problem (in	detail)	••••••													
Problem (in	detail)	:													
Problem (in	detail)								L						
Problem (in	dotail)	-													
	letany	-													
Destation (***															
Problem (in	detail)														
Problem (in	detail)	:													
Problem (in															
EOR Infor	matior	1 (do	cumer	nted o	n last	page o	only)	Cı	ıp Weights					3 hou	rs)
Ingredient 1 V	V#:			Pound							rel 1		rel 2		rel 3
Ingredient 2 V				Pound						Target	Actual	Target	Actua	I Target	Actu
Ingredient 3 V Mix Gallons:	V#:			Pound S/W C					Start						
Mix Galions.		FOR	Count		ount.				Start						
	Acc			jects		Total			Hour 3						
Scale		-													
Computer									Hour 6						
EOR C.P.K.: Standard Dev	intion				rage				Haur 0						
Equipm		ame 8	3. #	1	ight: aned	Ver	fied		Hour 9	<u> </u>					1
(Sauce pur				Clea	inea	ver	nea		Hour 12						
									Hour 15						
									Hour 18						
									Hour 21						

### DAILY MIX ROOM SCHEDULE

EART QATE	9/6/2012 END DA	TE 9/6/2012	JULIENE	249					# OF PAGES	$1 \neq 1$
			and the second second			iN.				
			BATCH			PROCESS	ESIMATED			
BATCH CODE	FLAVOR	SKU	WEIGHT		UNIT WT	LOSS 294	VIELD	PLANNED START	RUNTIME START	RUNTIME PINIS
		1844	yndiaed by searley, varfan se W	Wiscinstein I						
			chant]	- Harrison -					1 F	
X40029	CHERRY	433-7	efsight inspection	Annual)	1.75	32.04	998.83	15:00 15:45	15:00	16
and the second	a second s	and the second	1,780		the second s	the second s				
X40030 X40031	CHERRY	433-7	1,788		1.75	32.18	1,003.32	16:00	in the second	16:
		433-7	1,780				998.83	16:15	16:15	
X40082	CHERRY	433+7	1,786		1,75	32,15	1,002,20	16:30	and the second	168
X40033	CHERRY	433-7	1,788		1.75	32,18	1,003.32	16:45	16:45	175
X40084	CHERRY	433-7	1,790		1.75	32.22	1,004.45	17:00		17:
X40085	CHERRY	433-7	1,799		1,75	32.38	1,009.50	17:15		17:
		110000		Changeove					17:30	17:
X40036	LEMON	433-2	1,775		1.72	31.95	1,013.40	17:45		18:
X40087	LSMON	433-2	1,775		1,72	31,95	1,013,40	18:00	18:00	18:
X40038	LEMON	433-2	2,778		1.72	32.08	1,015.11	18:15	18:15	18
3040039	LEMON	433-2	1,778		1.72	32.00	1,015.11	18:30	18:30	18
X40040	LEMON	433-2	1,775		1,72	31.95	1,013.40	18:45	18:45	19
X40041	LEMON	433-2	2,778		1.72	32,08	1,015.11	19:0C	19:15	19
3(40042	LEMON	433-2	1,776		1.72	31.57	1,013.97	19:30	19:38	19:
X40043	LENGDN	433-2	1,779		1,72	32.02	1,015.68	19:36	19:51	20:
			-	Changeove	Y.				20:10	205
3040044	CR CHEESE	433-4	1,795		1.25	32,31	937.60	15:30	20:40	20:
X40045	CR CHEESE	433-4	1,798		1.88	32,36	939.17	19:45	20:55	21:
340045	CR CHEESE	433-4	1,798		1.28	32,36	939.17	20:00	21:10	21:
X40047	CR CHEESE	433-4	1,795		1.55	32,31	937.60	20:15	21/25	21
X40048	CR CHEESE	433-4	1,755		1,88	32,36	939.17	20:30	21:40	21:
X40049	CR CHEESE	433-4	2,797		1.88	32.35	938.65	20:45	21:55	22:
			5	ANITATION	CHANGEON	ER (ALLERG	EN) FULL CIP	21:00	22:20	END OF RUN
							1117			
enfied by: See	an K Kingsbury 12/9/	2012 23:40pm				NO EMPL	ANNED DOWN	TIME RECORDED		

## Production Record: Wrap Room Record

9/6/2012		9/6/2012		JULIENE	249										# OF PAGES	1011
	BATCH		WRAP	UNITWT				VERIFICATI								
LAVOR	CODE	SKU		VERIFICATION			WT/00	DE/WRAP 5	XU (M	IN 3X/S	HIFT)				RUNTIME START	RUNTIMERIN
	a a service of			(± 0.04) Overfill		X	×		X	X		X	X	16:00	16:00	
CHERRY	X40029	433-7	4711 PC	1.75	1.77	X	X	1.77	X		1.76	X		16:15	16:15	16:30
CHERRY	X40030	433-7	4711-PC	1.75	1.75	X	X	1.75	X	X	1.77	X		16:30	16:30	16:45
CHERRY	X40031	433-7	4711-PC	1.75	1.76	X	X	1.77	X		1.77	X	X	16:45	16:45	17:00
CHERRY	X40032 X40033	433-7 433-7	4711-PC 4711-PC	1.75	1.77	X	X	1.75	X	X	1.75	X	X	17:00 17:15	17:00 17:15	17:15
CHERRY	X40035 X40034	433-7	4711-PC	1.75	1.75	X	X	1.77	X	X	1.77	X	X	17:15	17:15	17:50
CHERRY	X40034 X40035	433-7	4711-PC	1.75	1.76	X	X	1.75	X	X	1.76	X	X	17:45	17:55	18:00
CHENN																
			AVERAGE	1.76	X									Changeover	18:00	18:20
LEMON	X40036	433-2	4712-PC	1.72	1.72	X	×	1.73	X	X	1.78	X	X	17:45	18:20	18:35
LEMON	X40037	433-2	4712-PC	1.72	1.73	X	×	1.75	X	X	1.72	X	X	18:00	18:35	18:50
LEMON	X40038	433-2	4712-PC	1.72	1.76	×	×	1.78	X	X	1.73	X	X	18:15	18:50	19:10
LEMON	X40039	433-2	4712-PC	1.72	1.71	X	×	1.72	X	X	1.76	X	X	18:30	19:10	19:25
LEMON	X40040	433-2	4712-PC	1.72	1.71	X	×	1.73	X	X	1.72	X	X	18:45	19:25	19:40
LEMON	X40041	433-2	4712-PC	1.72	1.73	X	X	1.76	X	X	1.72	X	X	19:00	19:40	19:55
LEMON	X40042	433-2	4712-PC	1.72	1.74	X	×	1.71	X	X	1.73	X	X	19:30	19:55	20:10
LEMON	X40043	433-2	4712-PC	1.72	1.75	X	X	1.73	X	X	1.76	х	X	19:36	20:10	20:25
			AVERAGE	1.74	X									Changeover	20:25	20:45
CR CHEESE	X40044	433-4	4715-PC	1.88	1.87	X	X	1.85	X	X	1.91	X	X	19:30	20:45	21:00
CR CHEESE	X40045	433-4	4715-PC	1.88	1.85	×	×	1.87	X	X	1.89	X	X	19:45	21:00	21:15
CR CHEESE	X40046	433-4	4715-PC	1.88	1.88	×	×	1.85	X	X	1.87	X	X	20:00	21:15	21:30
CR CHEESE	X40047	433-4	4715-PC	1.88	1.89	×	×	1.88	X	X	1.88	X	X	20:15	21:30	21:45
CR CHEESE	X40048	433-4	4715-PC	1.88	1.90	X	×	1.89	X	X	1.89	X	X	20:30	21:45	22:00
CR CHEESE	X40049	433-4	4715-PC	1.88	1.88	X	X	1.91	X	X	1.90	X	X	20:45	22:00	22:15
			AVERAGE	1.88	X		SANITA	TION CHAN	IGEOVI	B (ALLE	RGEN) FUL	L CIP		21:00	22:15	END OF RU
usan Kingsbi	164			ASE PACK = 12 U	INITS		AVE	AGE UNIT	1.79	02	CASE MIN	IL AT IL A		1.783 02	AVERAGE CASE	21,48 02

## Production Record: Waste Log

### WRAP ROOM WASTE LOG

Product Name: Production Date: 21

Danishes: fruit and cheese filled 9/6/2012

Numer of Lots Produced:

					TOTAL UNITS			
FLAVOR	BATCH CODE	SKU	UNITS	AVE WT (POUNDS)	WASTE/SKU	ANIMAL	COMPACTOR	IN ITIALS
CHERRY	X40029	433-7	67	7.37000				
CHERRY	X40031	433-8	17	1.87000				
CHERRY	X40034	433-9	112	7.37000				
CHERRY	X40035	433-10	14	7.37000	210	х		DW
LEMON	X40041	433-2	41	4.45875				
LEMON	X40043	433-2	9	0.97875	50	х		AMB
CR CHEESE	X40047	433-4	22	2.585				
			2	0.235	24	х		SK

Filled in by: Dock upon dispatch

Verified by: \_\_\_\_\_ Susan Kingsbury 9/12/2012

# Transfer Log: Distribution to customers

### Customer Distribution Record RC-3

Product Name: Production Date: No. Cases Produc	ced:			Dandy Danishes - Cherry 9/6/2012 564	Dandy Danishes - Lemon 9/6/2012 644	Dandy Danishes - Cheese 9/6/2012 467			
Customer Name	Customer No.	Order No.	Date Shipped	No. Cases Shipped	No Cases Shipped	No. Cases Shipped	No. Cases	No. Cases	Sales
l							Shipped	Returned	Samples
JOES MARKET	14345	322	09/09/12	60	72	60	192		
KMART-122	35678	326	09/09/12	65	72	40	177		
KMART-123	32467	318	09/09/12	60	65	60	185		
KMART-148	862.45	333	09/09/12	65	72	60	197		
KMART-196	98406	354	09/09/12	65	72	0	137		5 Cheese
SUPERVALUE	36784	327	09/09/12	60	65	60	185		1
MARKET #22	33409	328	09/09/12	60	72	0	132		5 Cheese
MARKET #45	76988	367	09/09/12	60	80	80	220		
MARKET #18	23422	38	09/09/12	65	72	60	197		
				560	642	420			
			Sales Samples	0	0	10			
			Total	560	642	430			
Filled in by: Receive	r		In Inventory	0	2	37			

Verified by: Tony Tomato

9/6/2012

# **Recall Reconciliation Report**

		19	Date:	ă	Filled in by: Receiver Verified by:
Returned	Shipped	8hipped		No.	Name
No. Cases	No. Cases	Date	Order No.	Customer	Customer
				loed	No. Cases Produced
	Code Date:				Production Date:
	Product Code:				Product Name:
		Record RC-3	Distribution	ct Customer	Recalled Product Customer Distribution Record RC-3
	+				
No. of Cases Produced	Code	Production Date	Produet	Produst	No. of Cases Rework Used
DDUCT	RECALLED PRO	PRODUCTS CONTAINING RAW INGREDIENT OF RECALLED PRODUCT	NG RAW IN	IS CONTAINI	PRODUC
					Reason for Recall:
					Production Date:
	Code Date:				Product Name:
19	Product Code:				Time
	Recall Class:				Date
		port	ation Re	teconcilia	Recalled Reconciliation Report

# **Final Steps**

- 1. Discuss Product disposition options
  - Destruction
  - Animal Feed
  - Secondary Market
  - Employee Store
  - Donation
- 2. After Action Review
  - 1. Identify what went right
  - 2. Identify what went wrong
  - Discuss corrective actions
  - X-check with other FS systems
- 3. Discuss proper method in dealing with FDA
- 4. Discuss proper method in dealing with RFR
- 5. Review other elements of Recall Plan
  - Release Method
  - Method of Communication
  - Customer Relations
  - Medial policy
- 6. Discuss overall effectiveness of drill and frequency rate



# After the Battle .....

#### AFTER ACTION REVIEW

Date:\_\_\_\_\_\_ Time:\_\_\_\_\_

Attendees:

Why was there a recall?

Root Cause:

Contributing Cause:

What course of action was taken to resolve the issue?

What actions have been taken to ensure this issue does not reoccur?

Who is responsible for verifying and monitoring this plan?

Total length of time for recall:

How can we improve next time and be quicker, more accurate?

+

Total cost of recall:

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