

I.D. No.	OP22	Title:	Date	Feb '01
		Product Recall Procedure		
Rev. No.	0		Page	1 of 2
Approved By:				

1.0 **PURPOSE.**

The purpose of this procedure is to outline the steps to be taken in the unlikely event of a product recall.

2.0 **SCOPE.**

This procedure applies to the recall of all Chemifloc products.

3.0 **REFERENCES / ATTACHMENTS.**

Product Recall Form OP22/S1.
Non-Conformance, Corrective and Preventive Action Form QP3/S1.
Customer Complaints Form QP4/S1.
Audit Reports

4.0 **DEFINITIONS.**

None.

5.0 **RESPONSIBILITY.**

The Quality Manager is responsible for ensuring that the Product Recall Procedure is implemented if required.

I.D. No.	OP22	Title: Product Recall Procedure	Date	Feb '01
Rev. No.	0		Page	2 of 2

6.0 **PROCEDURE**

- 6.1 A product recall may occur as a result of the following:
- Customer complaint
 - Preventive Actions/Corrective Actions
 - Internal Audit
 - Supplier recall notification
- 6.2 Product recall will only be carried out if there is a risk to human health from non-conforming product or to ensure compliance with customer requirements
- 6.3 Any decision to recall product must be approved by the Quality Manager. The recall request and approval must be provided in writing.
- 6.4 If the non-conformance or complaint results in a decision to withdraw product then the reasons for the recall must be recorded on a Product Recall Form. This information is maintained in the 'Product Recall' file. All relevant details must be included in the file.
- 6.5 Chemifloc staff must then take the appropriate steps to withdraw the product from the customer's premises or the point of use.

7.0 **RECORDS**

Product recall files will be retained by the Quality Manager for a minimum period of seven years.