Product Recall Pre-Planning Checklist

		Yes	No
1.	Has your company formulated a policy in anticipation of the recall of possible defective products?	☐	☐
2.	Has such written policy been circulated among officers, executives, and key personnel?	☐	☐
3.	Has a responsible executive been named as coordinator of any future recall campaign?	☐	☐
4.	Does your recall plan include predetermined collection points for return of the product?	☐	☐
5.	Have supervisory personnel at these collection points been advised and made familiar with your proposed plan?	☐	☐
6.	If your recall plan requires prompt cooperation and assistance from dealer/distributors, primary equipment manufacturers, sales agencies, wholesalers, jobbers, retail outlets, have you acquainted them with the essential details of your plan?	☐	☐
7.	Have you prefixed fees for dealers, distributors, retailers or other channels of distribution for essential services in event of recall?	☐	☐
8.	Have you formulated and distributed forms to company personnel, dealers, distributors, wholesalers, and retailers which would give you required details of malfunction incidents?	☐	☐
9.	Has the company staged a "dry run" or mock recall of a specific product to test the functional efficiency of your recall plan?	☐	☐
10.	Are your products coded and marked indestructibly to enable you to rapidly identify the "suspect" product as to model, production lot, and factory?	☐	☐
11.	Are suppliers of components and parts required to mark and code each unit to identify their components or parts without delay?	☐	☐
12.	Can suppliers determine details of factory, production lot, etc., from their coding?	☐	☐
13.	Will your records give you this information without need to consult suppliers?	☐	☐
14.	Do your purchase agreements with component and parts suppliers cover the contingency of defective components or parts requiring recall or other correction action?	☐	☐
15.	Are you indemnified by suppliers against costs of recall or corrective action and other losses relating to recall?	☐	☐
16.	Are your field personnel and branches instructed to immediately forward all safety related complaints to your safety committee and your recall coordinator?	☐	☐
17.	Have you set up a central point in the home office to receive all complaints or reports of malfunctions of your product?	☐	☐
18.	Is there a system for evaluating the urgency of such complaints or their significance?	☐	☐
19.	Has management organized a product safety committee to consider whether reported malfunctions are safety related?	☐	☐
20.	Does the product safety committee have the authority to consider the advisability of recalls?	☐	☐
21.	Can the product safety committee order a recall speedily?	☐	☐
22.	Does your company have a communication system in place to promptly notify all parties of a recall?	☐	☐
23.	Does your company have a single point of contact for all product recall news releases to public media?	☐	☐
24.	Do you have a system in place to maintain and retain production records for a period greater than the duration of the service life of the products plus 30 years?	☐	☐
25.	Does your company review your recall plan anytime new products are developed?	☐	☐
26.	Will your internal records, in conjunction with the incident reports from the field, enable you to determine the following:		
	a) Critical components and their suppliers?	☐	☐
	b) Model, production lot, and factory or supplier of "suspect" item?	☐	☐
	c) Quantities of "suspect" unit in hands of ultimate consumer?	☐	☐
	d) Quantities of "suspect" unit in hands of dealers, distributors, jobbers, wholesalers, retail outlets, warehouses, and in-transit?	☐	☐
	e) Geographic distribution of product nationwide and in specific areas and state?	☐	☐
	f) History of the safety performance of the unit? (any recurrence of malfunction, injuries resulting, etc.)	☐	☐
	g) Exact description of each incident of "accident" or malfunction?	☐	☐

Product Recall Pre-Planning Checklist - page 2 **Yes** **No**

27. Will incident reports from the field, along with your investigation and internal records disclose:
    a) Is the defect caused by improper manufacturing? ☐ ☐
    b) Is the defect one of design? ☐ ☐
    c) Is it one caused by misuse of the product by the consumer? ☐ ☐
    d) Is it caused by consumer's failure to heed warnings on your labels or in your manuals? ☐ ☐
    e) Is it caused by failure to follow your directions? ☐ ☐
    f) Does your product conform to American National Standards Institute (ANSI) standards or other applicable generally accepted national standards? ☐ ☐
    g) Does your product conform to industry standards? ☐ ☐
    h) Does your product conform to government standards and/or regulations? ☐ ☐
    i) Is malfunction the result of:
        A factory production oversight? ☐ ☐
        Laxity in inspection? ☐ ☐
        Improper testing? ☐ ☐
        Poor quality assurance? ☐ ☐

Comments:

List the number and action planned for all items checked "NO" on this form.