



# Product Recall

## SOLUTION FACTSHEET

SYSPRO Product Recall is a full traceability system made available with SYSPRO's latest Release, SYSPRO 8. It has been developed to support an organizations Recall Management System, particularly in heavily regulated industries.

The capability gives instant access to all of the critical information required to track a suspect product, throughout the value chain. It supplies the necessary information to identify, isolate and action the activities that need to occur within the predetermined recall time limit. In addition, it provides the ability to regularly test the system through Mock Recalls.

### The Benefits of Product Recall

SYSPRO Product Recall allows you to perform a full product recall quickly and efficiently. With detailed information related to a suspect product available at the touch of a button, you can rapidly identify and retrieve potentially defective goods from customers using the organization's Product Recall System.

- #### Accelerate the Time to Completion of Your Product Recalls

With quick and easy access to all of the key product information recorded in the purchase, production, packaging, sale distribution and delivery of a product in SYSPRO's Product Recall capability, you can swiftly trace and quarantine stock which is defective, be it spoiled, damaged, hazardous or of inferior quality.

- #### Improve Governance and Drive Compliance

Built to support your Quality and Food Safety systems, you are able to develop and maintain your full traceability and recall system policies, plans and procedures – improving internal governance and driving compliance.

- #### Continually Test and Improve Your Traceability System

Regular performing of Mock recalls will enable you to test and continually improve on the effectiveness and robustness of your traceability system, thereby increasing the likelihood of a quicker time to completion in the event of an actual product recall.

- #### Remain Compliant and Meet Regulatory Reporting Requirements

By recording and documenting all of the steps and activities that occur in the mock recall, you can test and report on your ability to achieve the time to completion and highlight the ability of your traceability system to meet regulatory requirements in the case of an actual recall.

#### Product Version:

SYSPRO 8

#### Related Modules:

- Lot Traceability (Required)

#### Sectors:

Manufacturing and Distribution

#### Industries:

- Automotive Parts and Accessories
- Electronics
- Food and Beverage
- Packaging
- Plastics and Rubber

## ■ Mitigate the Reputational Risks Associated with Recall

The ability to execute a recall process within the two to three hours required decreases the likelihood of a food incident resulting in significant public health issue – thus safeguarding Public Health as the organization's primary responsibility.

Being able to recall a product seamlessly will also mitigate the possible reputational and financial risks of a recall such as litigation, loss in customer loyalty, shareholder confidence and even bankruptcy.

Holding regular mock recalls will improve the recall process, and develop supplier and customer confidence as most food incidents will be contained and lead to withdrawals as apposed to a full product recall. i.e Suspect products are successfully identified and retained inside the supply chain before dispatch thus preventing a defective product from reaching the consumer.

## Product Recall Solution Capabilities:

### ■ Provides the Ability to Perform Mock Recalls:

- Tests the Supplier/Process/Customer Traceability System.
- Verifies that the product traceability process is effective and can be carried out within the required time limit.
- All Mock Recall data is stored for compliance reasons and traceability audits.

### ■ Facilitates Full Product Recalls

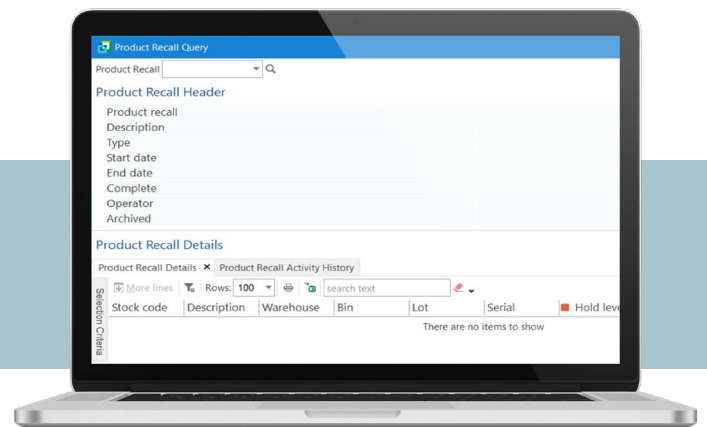
- Assists in the process of identifying, tracking and isolating suspect items. You are able to interrogate the system for affected products using any combination of data available. Additional traceability for lots can be added for easy identification.
- Once located internally, the item is quarantined and issuing of that item is blocked. This prevents suspect items from any stock movement, being allocated to a job, invoiced or dispatched.
- Assists in identifying the scope of the product recall by specifying effected Customers, Sales Orders, and Jobs. It will also identify suspect items original Purchase Orders and Supplier.
- Provides visibility throughout the product recall process, including the status of a product recall and detailed information of products that have been included or are in quarantine. for lots can be added for easy identification.
- Allows you to scrap effected items that are defective and release unaffected items back into inventory.

## Reporting:

### ■ Product Recall and Mock Recall Reports:

The following Recall and Mock Recall reports can be easily extracted in the recall process and supplied to auditors to meet regulatory compliance requirements:

- **Quarantine Report**  
Provides a report during the initial investigation, including every input product and all cross links.
- **Recall Report**  
This report is a shortened version of the "Quarantine Report" which excludes the released items, showing only the items directly linked to the contaminated items.
- **Customer Recall Report**  
This is summary report which is provided after the investigation is completed. This will produce a list of the items that need to be returned.
- **Mock Recall Report**  
A summary report of the mock recall is provided.



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