

Product Recall Simulation

Plan

Train

Test

Annual product recall simulation exercises are expected as industry standard across many sectors. RQA Group design custom Product Recall Simulations that are not purely a traceability exercise but a realistic scenario-based test of your product recall plan and product recall team. Our consultants develop a customised scenario using your products and our experience of product recalls. These simulations provide the best possible challenge outside a real product incident to test your customer care escalation processes and traceability, right through to your media/social media handling.

Exercise format:

- Two RQA Consultants will “role play” calls / communications with the company. Depending upon the type of incident, this may include: customers, distribution, suppliers, or other stakeholders.
- The company’s Recall Team are required to assess and manage the developing incident.
- A range of media and social media “injects” are provided to the team to escalate the seriousness of the event.
- Additional communication by the RQA consultants may be included, acting as relevant parties as well as government authorities or media.
- The Recall Team will have to manage the developing incident according to the company’s recall plan or established best practice.
- All communications are kept internal to the business – no contact with outside parties is made.

Exercise Duration:

1 day as standard, timings can be customised.

Report:

A written report on the exercise will be prepared and made available within 10 working days following the exercise, including recommendations for improving procedures as required. The report will typically identify:

- Strengths and gaps of the team and systems
- Team dynamics and leadership
- Knowledge and use of the recall plan
- Physical capability
- Interaction with the authorities and media if relevant to the scenario
- Ability to react to changing circumstances – the “chaos” of a recall
- Detailed learnings and recommendations

RQA Consultants have extensive experience in managing and consulting on live recall events

