Product Recalls

Sharing Best Practices & Insights

By Rutger Oldenhuis LLM | ©RecallDesk

Introduction

Taking Safety Seriously

About RecallDesk

Example of services RecallDesk:

- Completing the recall team

- Making risk assessments

- Liaising with/reporting to market surveillance authorities

- Communication

- Product compliance issues

- Claiming damages

- Insurance coverage

- QuickScan

Some numbers

Number of recalls from 2010 until now:

#1: Toys   5,292

#2: Automotive   5,081

#3: Electrical supplies   3,043

#4: Clothing: 2,860

#5: Sports equipment   1,996

(Source: https://globalrecalls.oecd.org/#/dashboard)

Topics

"The best thing about product recalls...is not having one"

- How to mitigate the risk of having a recall?

- How to be prepared for a recall?

- How to ease the burden of a recall?

- How to manage a recall?

Product safety from an ISO perspective

"Design and production defects are highly preventable"

Product safety as a process

E.g.: laws, regulations, standards

Product compliance

E.g.: warranty system, complaint system, forums, tests etc.

Safety in market place

E.g.: foreseeable use, (un)foreseeable misuse, hazard/risk assessment, instructions, warnings, labels etc.

Safety in design

Safety in production

E.g.: material procurement, molds, tooling, testing
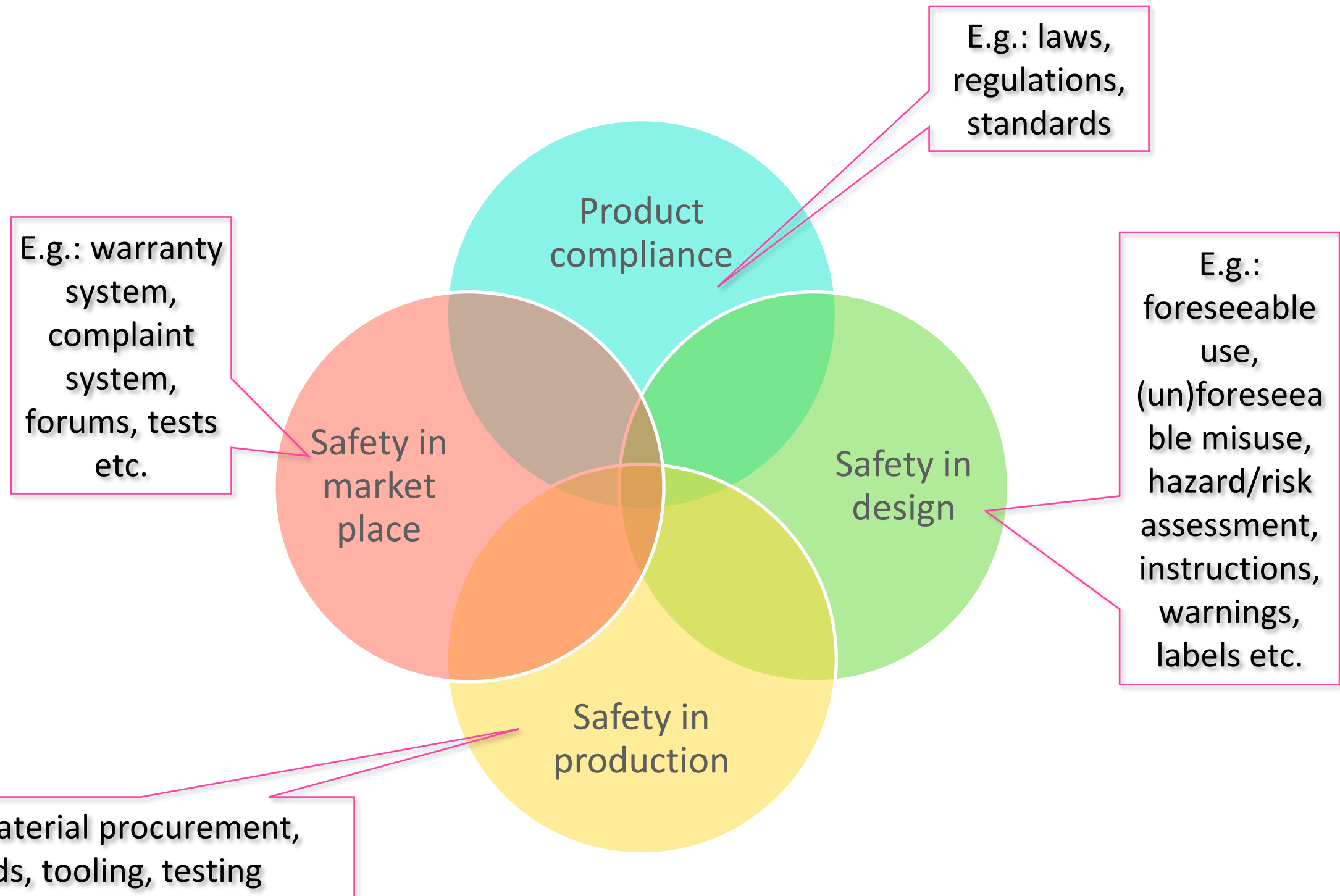
Product compliance

It should be noted from the EU general risk assessment methodology that *"the risk assessment of a harmonized product does not replace the evaluation of the compliance of the product with the requirements laid down in EU legislation and the relevant harmonized standards.* **Product compliance or non-compliance remains the basis on which authorities decide whether corrective action is needed.** *The risk assessment of a harmonized product complements the product compliance evaluation, as it allows the assessment of how serious the possible consequences of non-compliance could be. It therefore helps to determine the most appropriate type of follow up (rapid intervention, RAPEX notification, proportionate corrective action). The risk assessment of a harmonized product is inherently linked to the evaluation of its compliance with legal requirements."*

Product compliance

compliance & risks - CLR (Compliant Labelling Requirements) database

Apparel & Textile

Footwear

Consumer Electronics *(Wearables)*

Personal Protective Equipment

Sporting Equipment

Bikes (e-bikes)

Product compliance

Benefits

Up-to-date labelling requirements at your fingertips

Significant economies of scale with considerable time and cost savings

Ability to search and report on requirements by country and product

Free access to Subject Matter Experts

Receive target e-mail alerts when a requirement changes

Preferential pricing for WFSGI members but open to all associated sectors

Interested parties (i.e. Original Equipment Manufacturer OEM or branded labels) experiencing issues with labelling their products, such as those from the fashion sector, are invited to join the project to benefit from significant economies of scale.

Safety in design

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Safety in design

Safety in design

Safety in market place

Safety in design

Safety in production

Product compliance
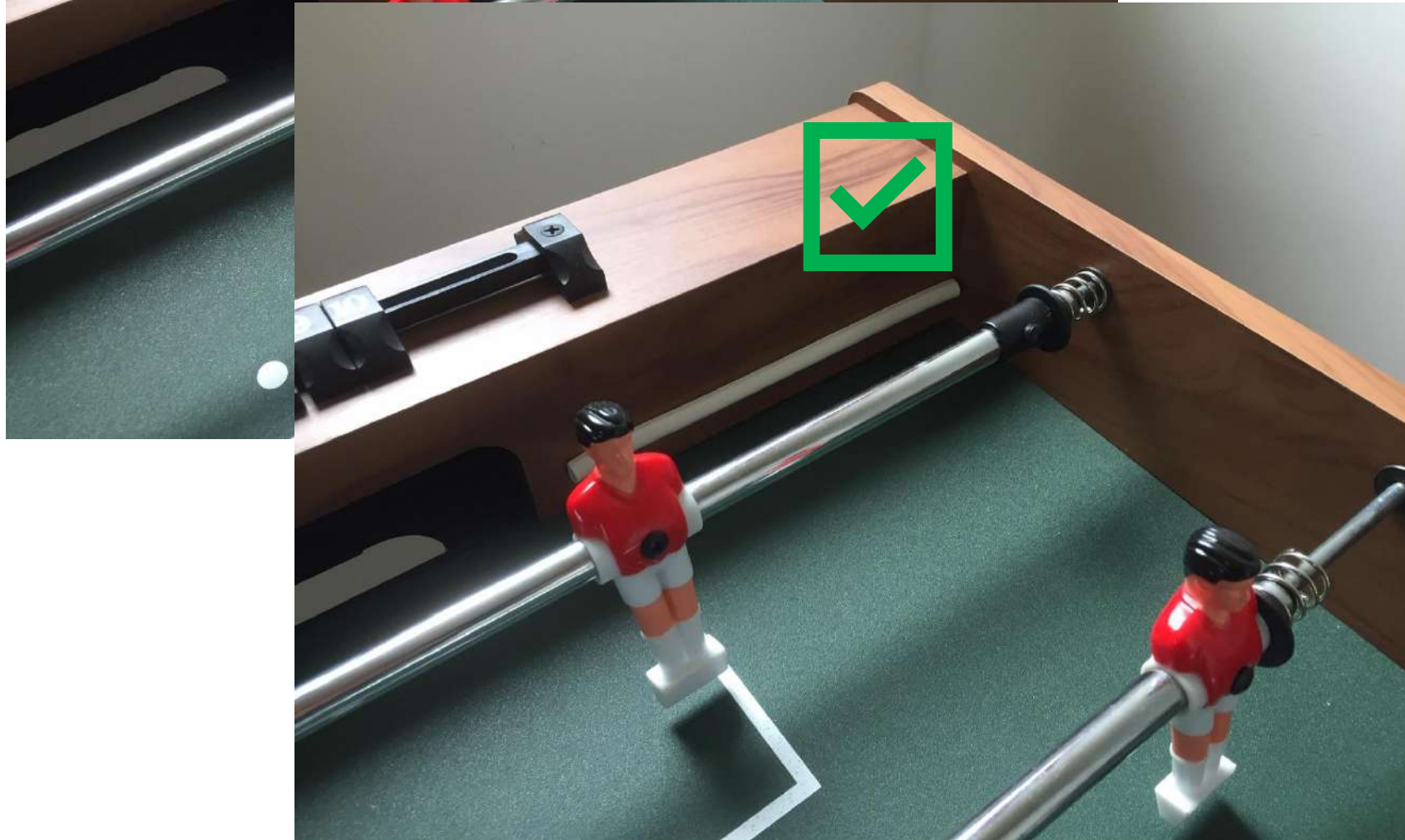
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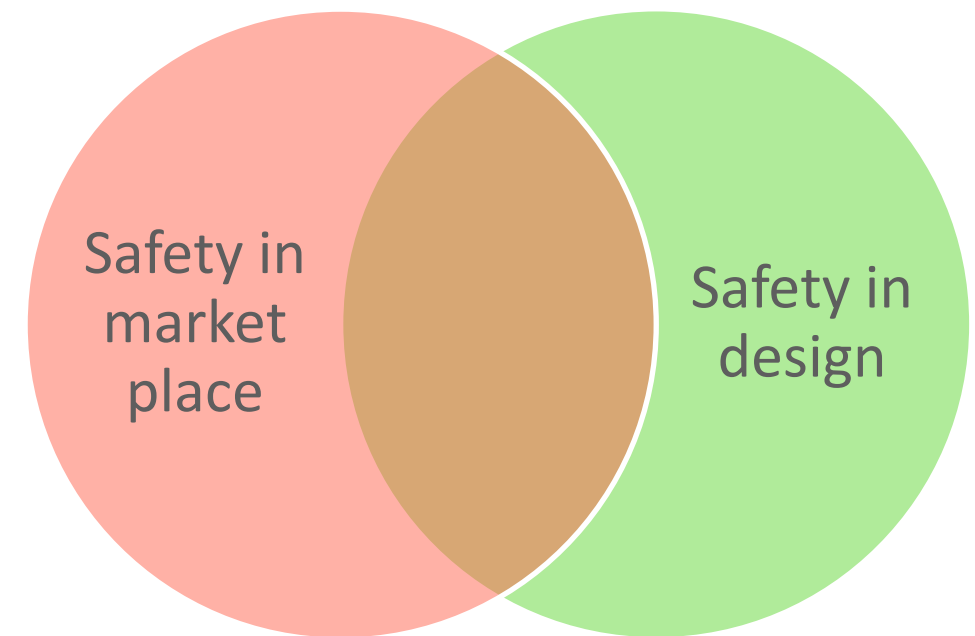
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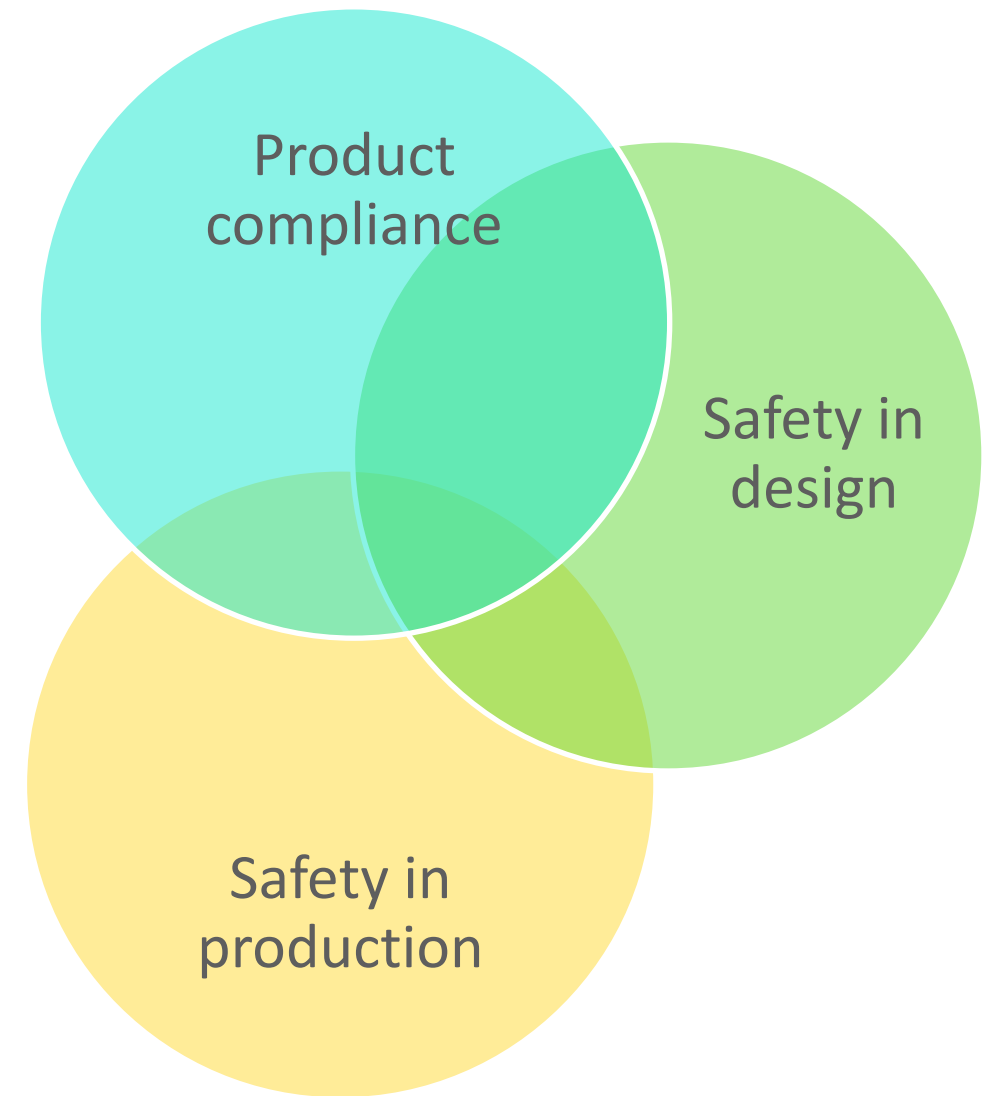
Safety in the marketplace

Supply chain

Product compliance

Safety in market place

Safety in design

Safety in production

Contractual arrangements!

How to be prepared?

- Recall procedure

- Recall team

- Contact list (internal/external)

- Templates

- Infrastructure

- Inform/involve stakeholders

- Training

How to ease the burden?

- ➢ The sooner you are aware of a potential issue, the better

  - • Keep abreast of product laws etc.

  - • Continue testing and auditing of products, tools and molds

  - • Continuously monitor the marketplace

- ➢ The less products are involved, the better

  - • Product identification and traceability

- ➢ Make sure the burden is taken where it should

  - • Contractual arrangements!

  - • Product liability insurance: 'salvage costs', 'Aufwendungsersatz', 'bereddingskosten', 'reddingskosten'

How to manage a recall?

- No recall is the same

- Don't panic and stay calm

- Take control

- Recall as last resort remedy: risk assessment

- Allocate sufficient resources, hire experts if needed

- Follow your recall plan or make one

- Prepare and involve your stakeholders

- Beware of the recall infrastructure

- Have regular task force meetings

A well-conducted recall will likely increase your customers' trust

Key take-outs

- Product compliance is key

- Design and production defects are highly preventable

- Beware of your contractual arrangements

- Have a recall plan

- You can ease the burden of a recall

- Team work

- Don't panic!

Something to strive for

Product Recalls

Good news: no product recalls since 2009!

We work really hard to make sure children can play safely and enjoy our products – indeed, it's the most important thing for the LEGO Group. That's why we're working towards a zero product recall policy.

The QuickScan Quiz!!!

Product compliance =

rutger@recalldesk.com

Questions?

Thank you!

rutger@recalldesk.com

www.recalldesk.com

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