



## PRODUCT RECALL MANAGEMENT SERVICES

Get dangerous products out of the marketplace and out of people's homes faster

### PRODUCT RECALL MANAGEMENT CHALLENGES

Product recalls can be exceptionally damaging to a company's brand and reputation. With the threat of government sanctions, class action lawsuits and loss of customer confidence potentially looming, it is important that organizations have a well-defined product recall plan.

A consumer product recall is the removal from distribution, sale, or consumer use of a product that does not comply with legislation, or poses an unacceptable risk to the health and safety of consumers or users of the product. While some recalls are ordered by government agencies, voluntary / preventive recalls should always be conducted by organizations in situations where products don't meet internal quality controls or pose a risk to health. In situations where there is a risk of customer illness or injury, the communication to the customers and product recovery processes need to be set in motion quickly and efficiently to mitigate the risk of a negative outcome.

With this in mind, PARM's Product Recall Management Services can help your organization expertly manage the logistics of a recall, limit business interruption and protect your relationship with customers and dealers.

### PARM'S PRODUCT RECALL MANAGEMENT SERVICES

Part of PARM's Incident Management Services suite, PARM's Product Recall Management Services include:

#### Coordination of Field Response

- Assistance with Recall Notice & Customer Notifications
- Product Retrievals
- Returned Products Management
- Recalled Products Record

#### Customer Concerns Management

- 24h Hotline for Customer Questions and Other Inquiries
- Customer Compensation & Replacements

### BENEFITS

- Minimize the risk of injury or illness to consumers by quickly retrieving unsafe products
- Minimize the cost and inconvenience to your customers and your company
- Protect your brand reputation



ProActive Risk Management (PARM) is a leading global provider of enterprise risk management and security services. By taking an integrated approach to risk management and by recruiting the security industry's top talent, PARM has positioned itself as its clients' trusted vulnerability partner, providing an unmatched level of service based on its patented Five Dimensions of Risk Management.