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ISO 10393:2013

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## **Consumer product recall—Guidelines for suppliers**



This Australian Standard® was prepared by Committee CS-106, Consumer Product Management Systems. It was approved on behalf of the Council of Standards Australia on 1 February 2017.

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The following are represented on Committee CS-106:

- Australian Competition and Consumer Commission
  - Australian Industry Group
  - Australian Toy Association
  - CHOICE
  - Consumer Electronics Suppliers Association
  - Consumers' Federation of Australia
  - National Retail Association
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This Standard was issued in draft form for comment as DR AS ISO 10393:2016.

Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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## **Consumer product recall—Guidelines for suppliers**

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## PREFACE

This Standard was prepared by the Standards Australia Committee CS-106, Consumer Product Management Systems.

The objective of this Standard is to provide practical guidance to suppliers on consumer product recalls and other corrective actions after the product has left the manufacturing facility. Other corrective actions include, but are not limited to, refunds, retrofit, repair, replacement, disposal and public notification.

This Standard is identical with, and has been reproduced from ISO 10393:2013, *Consumer product recall—Guidelines for suppliers*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text ‘this International Standard’ should read ‘this Australian Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

There are no normative references in the source document.

There are mandatory requirements concerning the conduct of a recall in Australia under the Australian Consumer Law.

Information and guidelines are available from the ACCC at [www.productsafety.gov.au](http://www.productsafety.gov.au).

## CONTENTS

<b>1</b>	<b>Scope</b>	<b>1</b>
<b>2</b>	<b>Terms and definitions</b>	<b>1</b>
<b>3</b>	<b>Purpose and principles</b>	<b>4</b>
<b>4</b>	<b>General requirements</b>	<b>4</b>
4.1	General	4
4.2	Policy	4
4.3	Documentation and record keeping	5
4.4	Regulatory requirement	5
4.5	Expertise required to manage a recall	5
4.6	Authority for key decision	6
4.7	Training and recall simulation	6
<b>5</b>	<b>Assessing the need for a product recall</b>	<b>8</b>
5.1	General	8
5.2	Incident notification	9
5.3	Incident investigation	9
5.4	Assess the risk	10
5.5	Traceability	10
5.6	Product recall decision	11
<b>6</b>	<b>Implementing a product recall</b>	<b>11</b>
6.1	General	11
6.2	Initiate the recall action	12
6.3	Communication	14
6.4	Implement the recall	16
6.5	Monitor and report	17
6.6	Evaluate effectiveness	18
6.7	Review and adjust recall strategy	19
<b>7</b>	<b>Continual improvement of recall programme</b>	<b>20</b>
7.1	General	20
7.2	Reviewing the recall	20
7.3	Corrective actions to prevent reoccurrence	21
	<b>Annex A (informative) Hazard and risk evaluation</b>	<b>22</b>
	<b>Annex B (informative) Examples of product recall posters and press releases</b>	<b>27</b>
	<b>Annex C (informative) Product recall checklist</b>	<b>31</b>
	<b>Annex D (informative) Improving recall effectiveness — Examples</b>	<b>32</b>
	<b>Bibliography</b>	<b>38</b>

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