Food safety

Traceability, Withdrawal, Recall and Crisis Management

One day to test your traceability and run a recall in under four hours. Upstream, internal and downstream traceability, mass balance, crisis cell, decision-making and communication to customers and to ONSSA: the day ends with a timed recall exercise on a real batch from your company, documented for the auditor.

Duration : 1 day

Objectives

1. Reconstruct the upstream, internal and downstream traceability of a batch, including packaging and rework
2. Carry out a mass balance and interpret the discrepancies
3. Distinguish withdrawal from recall, and decide on written criteria
4. Organise a crisis cell: roles, contacts, decisions, crisis log
5. Run and document a timed recall exercise

Programme

Day 1 — morning

• Upstream, internal and downstream traceability: identifiers, batches, records, IT systems

• Mass balance: method, tolerances, causes of discrepancy

• Withdrawal or recall: decision criteria, informing customers, obligations to ONSSA

• Crisis cell: make-up, on-call rota, contact list, spokesperson

Day 1 — afternoon (workshop)

• Timed recall exercise on a real batch from the company

• Written messages to customers, distributors and the authority: ready-to-use templates

• Debrief: time achieved, blocking points, corrective actions

• Knowledge test

Teaching methods

• Recall exercise in real conditions, stopwatch in hand

• Crisis cell simulation with calls and decisions under time pressure

• Analysis of public recalls and their causes

• Review of your recall procedure and contact list

• Final quiz on traceability and the recall decision

Assessment and documents

Knowledge test at the end of the day, reaction survey at D+1. Numbered training certificate, verifiable online; the site receives the training report and the write-up of the recall exercise, to present at audit.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

The exercise write-up can serve as evidence of the recall test required by GFSI standards. For sites that export to the United States, the recall plan is also covered in “FSMA Preventive Controls (21 CFR 117), PCQI”.

Practical information

Duration	1 day
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Why a four-hour target?
Several GFSI standards set this time for tracing a batch from upstream to downstream. The course adopts it as the target; the exact time expected by your standard and your customers is checked with you before the exercise.

Does the exercise disrupt production?
Little. It mainly involves quality, logistics, IT and sales administration for a few hours. No product is actually recalled and customers are not contacted, unless agreed beforehand to test the call chain.

Who should attend?
Quality, logistics, management and the person in charge of communication. A recall decision commits the company: management should have been through at least one exercise before facing a real case.