

PRODUCT RECALL POLICY

Purpose: Document AXITECH's policy for product recalls. AXITECH strives to ensure products meet customer requirements prior to shipping. However, if a customer prefers to have products in transit while some of the QC tests are still underway, proper notification is required should results come back negative. In addition, if any quality issue comes to light after shipment: faulty manufacture, product deterioration, non-compliance, or deviation from documented procedures, immediate notification is required to alert affected customers as early as possible. Further, if a customer notifies us of a non-compliance, the complaint must be documented and each of the other affected customers notified as quickly as possible.

Procedures: Should AXITECH employees become aware of a non-conformance, whether directly through testing or observation, or indirectly via a complaint, management must be made aware immediately. Documentation of the non-conformance, the necessary investigation into the root cause and circumstances underlying the problem(s), and corrective and preventative actions must take place in a timely fashion. It is senior management's responsibility to notify the customer or customers and arrange to have the non-conforming material returned or safely disposed of. It is also senior management's responsibility to work with the customer to provide any supporting information necessary to help customers in their crisis management efforts. In addition, it is senior management's responsibility to monitor the investigation, findings and corrective and preventative actions.