

Brain Food Kitchen Staff Recall Plan Guide

Objective:

The purpose of this guide is to establish a comprehensive recall plan for Brain Food Kitchen, ensuring the prompt and effective response to any valid complaint received from halal customers. The recall plan encompasses the identification, recall, resolution, and prevention of defects or issues that may cause harm or discomfort to our halal customers.

1. Complaint Reception:

- All staff members should be vigilant in listening to customer complaints and take them seriously, especially those related to the quality, safety, or halal status of our products.

2. Weekly Check-in with Catering Customers:

- Acknowledge that our catering customers have a weekly check-in to discuss quality and concerns. Use this opportunity to proactively address any issues or concerns they may raise during these check-ins.

3. Initial Assessment:

- Upon receiving a complaint, the staff member should conduct an initial assessment to determine the validity and severity of the issue. Gather relevant details, including date, time, and nature of the complaint.

4. Reporting:

- Immediately report the complaint to the designated authority or manager. Include all gathered information for a comprehensive understanding of the situation.

5. Investigation:

- The designated authority or manager will initiate an investigation to identify the root cause of the issue. This may involve inspecting the affected product, checking production records, and interviewing staff involved.

6. Identification of Problem:

- Determine the nature of the defect or issue. This includes whether it's related to the halal status, quality, or safety of the product.

7. Recall Decision:

- If the investigation confirms a valid issue that poses a risk to our halal customers, initiate a recall of the affected products. This could involve removing items from shelves, notifying customers who purchased the product, and preventing further sales.

8. Customer Communication:

- Communicate the recall to customers transparently, providing clear instructions on how to return the product and receive a replacement or refund. Address any concerns they may have regarding the safety or halal status of our products.

9. Resolution:

- Resolve the issue promptly by addressing the identified problem. This may involve improving production processes, updating quality control measures, or re-evaluating supplier relationships.

10. Preventive Measures:

- Implement preventive measures to avoid similar issues in the future. This could include refining quality control procedures, enhancing staff training, or reassessing supplier certifications.

11. Documentation:

- Maintain detailed records of the entire recall process, including the initial complaint, investigation findings, recall decision, customer communication, resolution steps, and preventive measures taken.

12. Continuous Improvement:

- Regularly review and update the recall plan based on lessons learned from each incident. Continuous improvement is crucial for maintaining the highest standards of quality, safety, and halal assurance.

By following this recall plan guide, Brain Food Kitchen aims to uphold its commitment to customer safety, satisfaction, and adherence to halal standards. Every staff member plays a crucial role in ensuring the effectiveness of this recall plan.

If you have any questions or need clarification on any aspect of the recall plan, please consult with your manager or designated authority.