

Manage recalls like a boss

PRODUCT WITHDRAWALS AND RECALLS | CMX1



CMX

Product Withdrawals and Recalls are costly and **increasing**

Our Purpose

To help you, the hidden heroes of product safety and quality build and maintain trust with your customers

Our Solution

One Platform to drive Supply Chain and Operational Excellence for Quality, Risk, and Compliance

With the health and safety of your customers and the reputation of your brand on the line, managing Product Withdrawals and Recalls can be stressful. Every minute counts so it's vital you have instant access to the investigative tools and information you need, and systems in place to automate communications with your supply chain partners, locations, and key stakeholders. Enter CMXI's Recall Management, we've got you covered from initial investigation to resolution.

684

534 FDA
+ 122 USDA Recalls in 2018

+83%

Increase in Class I recalls of meat
and poultry since 2013

\$10M

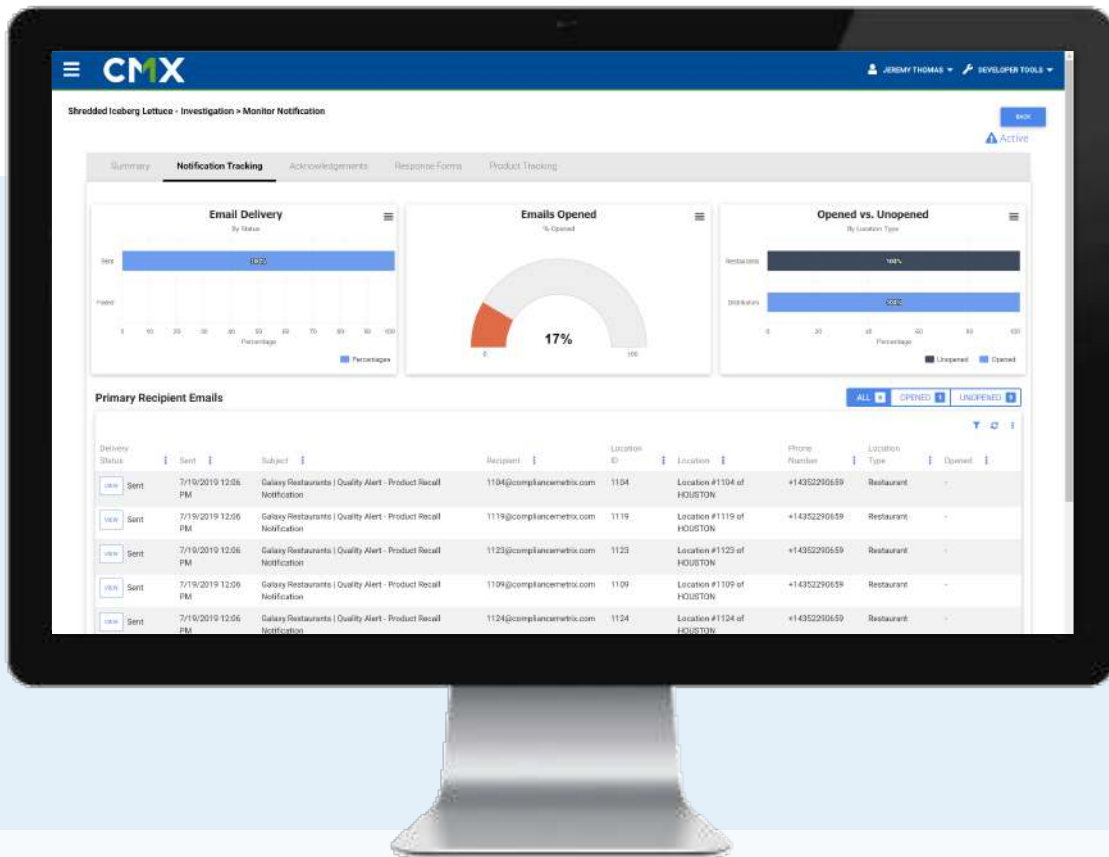
Average direct cost of a recall to
a food company

PRODUCT WITHDRAWALS AND RECALLS

We've got you covered from Investigation to Resolution

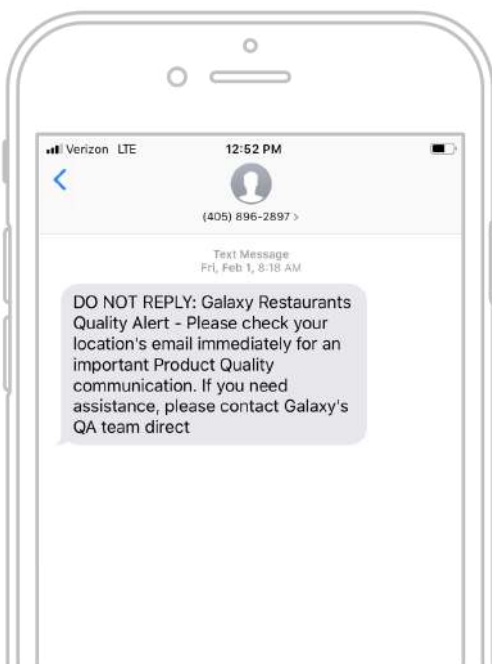
Every event is different, but the demands on your team are the same. An event might start with an initial investigation to collect more information and end there. Or it might end up as serious as a Class I Recall.

CMX1 has all stages of an event covered, with the ability to commence at any point, and progress as more information comes to hand. CMX1's Recall Management empowers your team with investigative, automated communications, and response management tools, with real-time monitoring, reporting, and record keeping.



PRODUCT WITHDRAWALS AND RECALLS

Communication is automated



Email, Text, and
Voice



Locations and Supply
Chain Partners

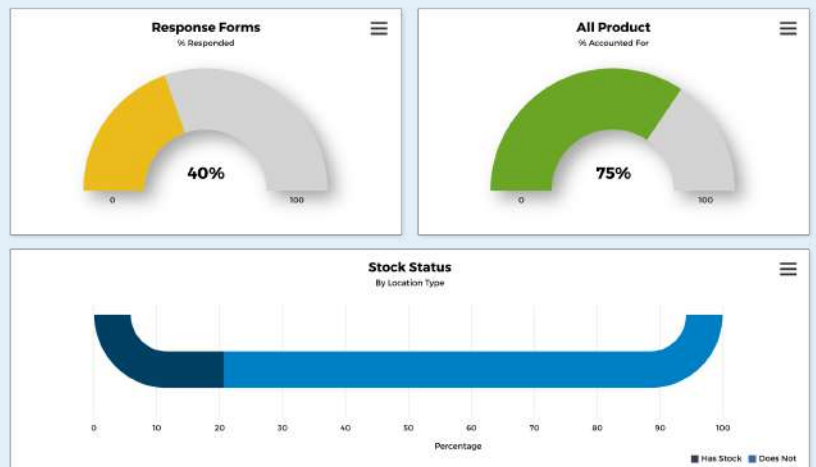


Above
Restaurant/Location
Hierarchy



Disposition
Instructions and Response
Management

Responses are
monitored in
real-time



PRODUCT WITHDRAWALS AND RECALLS

Features designed to save you time and stress



Automated Identification of Issues and Trends

CMX1's Recall Management can be optionally used with our Incident Management module, allowing for automated trend detection, and a seamless transition to an investigation with further response management.



Full Cycle Event Management

Execute a variety of event types and progressions including Investigation, Hold/Release, Withdrawal, and voluntary/mandatory Recalls from initiation to resolution. Includes automated management of reminders and escalations. Test your readiness using the Mock event functionality.



Quick Identification of Impacted Parties

Leverage CMX1's product-to-supplier, supplier-to-distributor, and distributor-to-retail location relationship management capabilities to quickly identify impacted parties that require notification.



Automated Communication and Response Management

Empower your team to communicate product identification, disposition, and replacement instructions to 1000s of supply chain partners and locations simultaneously via email, voice, and text. Ensure your leadership, field management, and franchisees are kept in the loop and know the status of their locations.



Real-Time Event Monitoring

Track emails opened, acknowledgments, response forms received, amount of product accounted for, and time to respond for Impacted Parties from initiation to resolution.



Comprehensive Record Keeping

CMX1 does all the record-keeping and keeps a timeline of actions for you so your crisis management team can stay focused. Add internal notes, attachments, risk evaluations, event strategy, and related product incidents, to keep everything organized.



"Managing product incidents and recalls effectively is critical to our business and can also be one of the most challenging responsibilities we have as a QA Team. After implementing CMXI's Incidents & Recalls we've experienced measurable improvements in our speed to respond and resolve product-related issues."

David Abney

Vice President of Quality Assurance at Sonic



PRODUCT WITHDRAWALS AND RECALLS

The **CMX1** Platform

Ensure Product Quality & Safety

Ensure the quality, compliance, and safety of your products and services

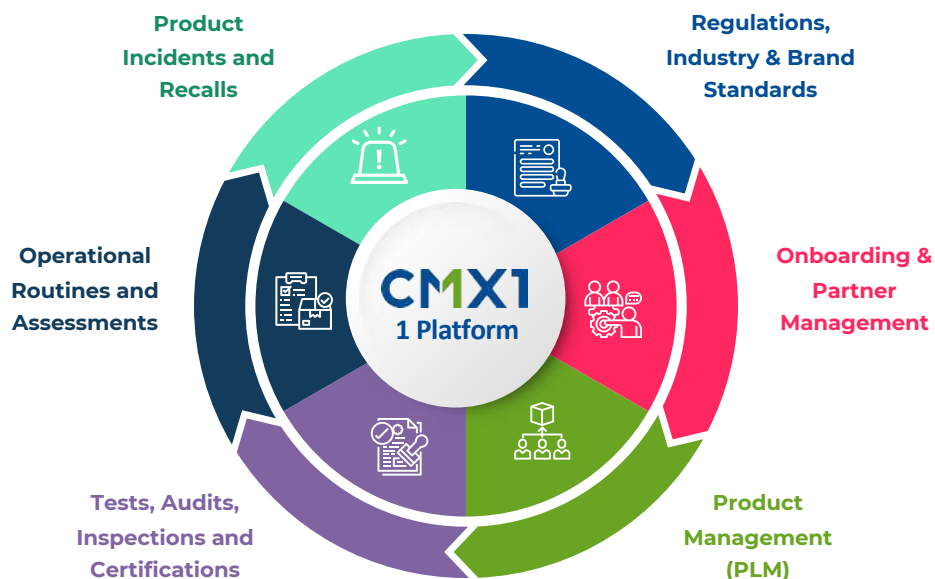
Manage your Supply Chain Partners

Gain control and transparency over your entire supply chain and partner network

Drive Location Performance & Compliance

Know your stores, restaurants, and facilities are safe, compliant and executing with consistency

 Our solutions can be implemented stand-alone or as part of the complete [CMX1 Platform](#)



PRODUCT WITHDRAWALS AND RECALLS

Contact us to schedule a Demo

We're ready to discuss your challenges and demonstrate how CMX1 can help you achieve Operational and Quality Excellence across your organization, whether you're a regional chain or a global giant. Visit us online at CMX1.com to learn more and to arrange a call and demo today.

VISIT US ONLINE



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