# Recall Management

## Managing product recall quickly and correctlyn

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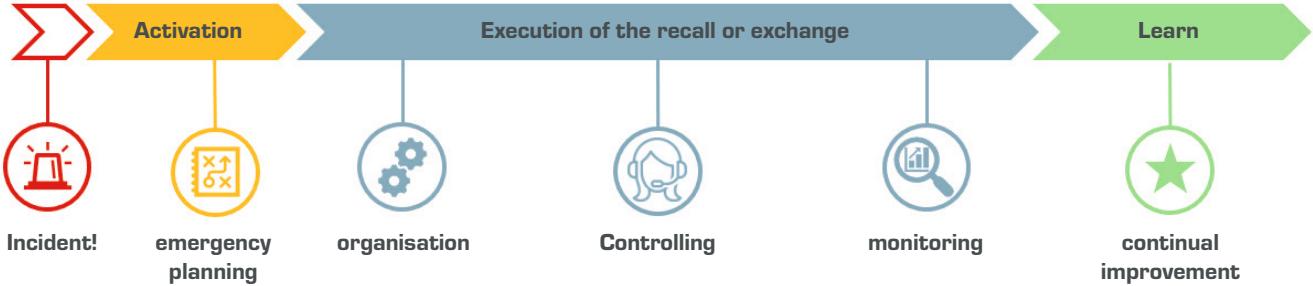
A product recall is announced every day in Germany – from consumer goods to batteries to technical components, appliances, cars or software.

**THOST Projektmanagement GmbH is an experience partner in the management of the three phases of product recall or exchange: Activation, Execution, and Learn**




**Rapid, professional restoration of product reputation on the market with the smallest possible impact on brand, image and internal resources.**

**Successful activation:** the necessary measures depend on the assessed risk level. The recall team is capable of taking action with agreed roles, responsibilities, scope and objectives. The transparency and structure needed for a fast and professional product recall or replacement is guaranteed by the following:

- Crisis management team kick-off meeting
- Design of the recall processes
- Establishing a communication plan

**Successful execution:** defined processes, quantity structures, distribution concept and recall database provide the basis for managing the recall. Communication is based on the individual needs of customers, internal stakeholders and external partners. Inspection, exchange and return dates are coordinated and logistics and service partners are commissioned to carry them out. Transparent documentation and monitoring ensure quality and completion of the product recall.

**Successful learning:** Measures to optimize the emergency plan are derived from the product recall. Initial points for improving product quality are adopted by supply chain processes.

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We are a leader in the provision of **project management services**; a German family-run business with approx. 500 employees at 21 sites worldwide, we manage demanding **investment, IT and supply chain projects** domestically and abroad.

For more than 30 years, customers have trusted us as their preferred project partner from small-scale to mega projects. With our expertise and end-to-end strategies we contribute to the success of clients in the fields of **real estate, infrastructure, mobility, energy, pharmaceuticals, chemicals, plant construction, manufacturing or consumer goods.**

Projects are our world. And we're delighted to be your partner.

## Contact

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