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Consumer product recall - Effect evaluation

消费品召回 效果评价

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Consumer product recall - Effect evaluation

1 Scope

This document specifies the principles, general requirements, index system, index scoring, result calculation, effect level, influencing factor analysis and improvement of the effect evaluation of consumer product recalls.

This document is applicable to the summary and staged effect evaluation of the implementation activities of consumer product recall.

2 Normative references

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, for dated references, only the version corresponding to the date applies to this document; for undated references, the latest version (including all amendments) is applicable to this document.

GB/T 34400 Consumer product recall - Guidelines for manufacturers

3 Terms and definitions

The terms and definitions, which are defined in GB/T 34400, as well as the following terms and definitions, apply to this document.

3.1

Recall effect

The overall extent and impact of eliminating defects or reducing consumer product's safety risks.

3.2

Return rate

The percentage -- of sum of the number of recall-affected consumer products, for which remedial measures have been taken by manufacturers on in-use products of consumer, AND which are recovered from circulation -- to the recall-affected consumer products.

3.3

Traceable unit

A traceable individual product, the same batch of products or the same category of products, to which it is necessary to record and identify relevant information about the history, application or location.

[Source: GB/T 38155-2019, 2.4]

4 Principles and general requirements

4.1 Principles

4.1.1 Purpose

Evaluate the overall extent of the recall activities, which are carried out by the manufacturer, to eliminate defects or reduce product safety risks; identify problems in the recall activities, in a timely manner.

4.1.2 Objectivity

Collect the recall situation in an all-round way; try to objectively evaluate the recall effect, based on concrete and actual data.

4.1.3 Systematic

In most actual recall activities, it is almost impossible to recall all defective products. Consumers have a clear understanding of the safety hazards of consumer products, through the recall information they receive. Even if consumers do not cooperate with the recall, their safety risks will be significantly reduced. Therefore, the evaluation is based on the actual degree of risk reduction; comprehensively considers the influencing factors of the recall effect.

4.1.4 Combining qualitative and quantitative

The types of consumer products, defect forms, recall methods vary widely. When assigning specific indicators, it is necessary to combine the actual situation and adopt a combination of qualitative and quantitative methods.

4.2 General requirements

4.2.1 The producer has fulfilled the recall-related obligations; has not intentionally concealed injury and accident information; has no failure to cooperate with the investigation by the regulatory agency, or deliberate delay, or false statements.

4.2.2 Producers shall have recall information collection and management requirements, to ensure timely collection and recording of relevant data; establish files.

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