

COMPLAINTS & CRISIS MANAGEMENT

As a food manufacturer, your ultimate goal is to produce safe food for your customers. In other words, you do everything in your power to avoid complaints and crises, like recalls.

Planning, practicing, and ensuring that your organization's key players know what actions to take once an incident occurs is the best way to be prepared for any situation that comes your way.

THIS TRAINING WILL HELP YOU:

- Identify types of complaints and crises.
- Explain what to do and what not to do when receiving a complaint.
- Implement steps for handling both low-risk and high-risk complaints.
- Recognize known potential dangers.
- Understand how to be prepared for a crisis.
- Identify the three classes of recalls.
- Implement steps for handling a recall, including escalation and communication.
- Recognize 10 basic components of a recall plan.
- Execute crisis drills and mock recalls.

MODULE TOPICS:

- Customer Complaints
- Crisis Management



1 HOUR OF
COURSE CONTENT



SELF-PACED



EASY TO LEARN



QUALITY MANAGERS AND
OTHER DEPARTMENT
MANAGERS

