

## Process mapping

### Issue

1. This paper includes an outline map of withdrawal/recall processes within the retail food sector. The intention is to further develop this and then use it to help identify where improvements can be made to deliver more effective consumer protection.

### Stakeholder Reference Group action

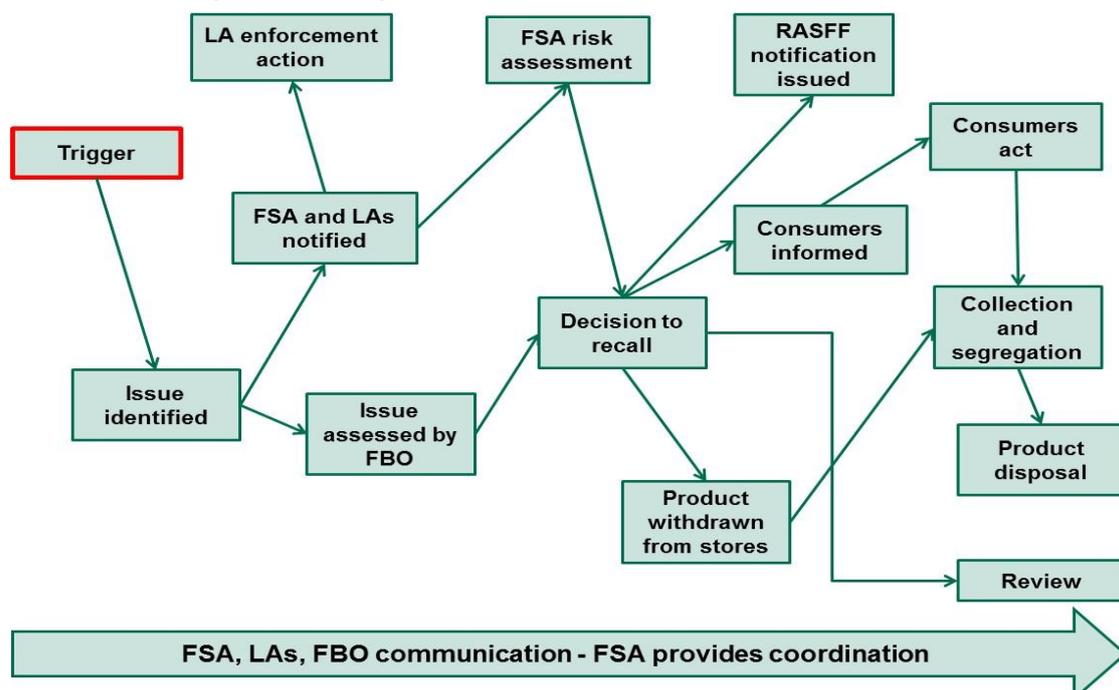
2. The Stakeholder Reference Group is asked to:
- **Consider and comment on** the process map for current withdrawal/recall processes in the UK – see [Appendix 1](#); and
  - **Identify** any actions that may be taken at this stage to improve processes.

### Background

3. One of the FSA's current priorities is to review and improve the efficacy of current traceability, withdrawal and recall processes for food sold at retail from both an industry and competent authority perspective to ensure that they deliver effective consumer protection. The first phase of work involves gathering the evidence necessary to assess the effectiveness of current processes. As part of this, we are developing a process map.

### Process map

4. An outline process map is included below.



5. This outline was developed through internal discussions with colleagues across the FSA. A more detailed mapping is provided at [Appendix 1](#). This starts to elaborate the roles and responsibilities of the different stakeholders - the FSA, food business operators (FBOs), local authorities, and consumers. The aim is to help us gain a fuller understanding of what is involved, where potential issues/weakness may be and what data we need to evaluate these. It will also help us to develop a 'theory of change' approach for the second phase of the work which can be used as a basis for planning, monitoring and evaluation.

**6. *The Stakeholder Reference Group is asked to consider and comment on the outline process map at [Appendix 1](#). The Group is also asked to consider any issues or problems that can be identified at this early stage where action could be taken to improve the processes.***

### **Next steps**

7. The process map will be refined to take account of the Stakeholder Reference Group's discussion and also the findings of the research being commissioned with FBOs, local authorities and consumers and in the light of other evidence that the FSA is gathering.

8. The Stakeholder Reference Group will be kept up to date.

**Stakeholder Reference Group Secretariat  
September 2016**

# Appendix 1

## Outline process map for food recalls

