Infor Lawson Recall Management

Reduce risk and liability

Although manufacturers are constantly striving to reduce product recalls, the reality for healthcare organizations is that they receive hundreds, or perhaps thousands, of recall notices a year. Though many recall notices do not require action by the healthcare organization, all recall notices require review. Some recall notices require that the healthcare organization take multiple steps to remove products from shelves, return, or dispose of those products, order replacement items, to ensure patient safety.

Enable immediate and comprehensive response

Infor™ Lawson Recall Management helps healthcare providers identify, locate, and remove unsafe products, food, pharmaceuticals, equipment, and other items quickly and efficiently in response to mandatory or voluntary recalls, or other corrective actions. By working with other Infor applications, Infor Lawson Recall Management solves the crucial need for healthcare providers to quickly and easily identify, recover, and properly dispose of recalled items—or provide essential retraining—to help minimize patient impact and reduce risk and liability for the organization.

Infor Lawson Recall Management can help you increase accountability, patient safety, and process efficiencies with timely and cost-effective response to recalls.

Simple, built-in steps for recall response

Recall Management simplifies recalls by providing a centralized point of access to manage and view recall and safety notifications. Recall Management helps you to consolidate recall information for both your risk management and supply chain teams. It will also notify key personnel in your organizational chart who have responsibility for corrective actions, including whether to destroy, return, or re-train. The application can help your organization:

- Track incoming notices from multiple sources, such as manufacturers and the US Food & Drug Administration.
- Link notices to data and transactions within other Infor applications, including Infor Procurement and Financials.
- Monitor and confirm activities related to managing a recall, such as pulling items from the shelf and returning them to the manufacturer or disposing of them in a safe manner.
- Report on all actions taken to respond to a notice, simplifying audit processes.

Support a more dynamic, responsive supply chain

Infor Lawson Recall Management is an ideal supplemental supply chain solution for the healthcare provider community. It is designed to work with and complement other Infor applications, while being flexible enough to support recalls for items ordered outside of Infor. Infor Lawson Recall Management also can help your organization identify exposure to liability and take remedial action in the event of a recall. In addition, it can help reduce the time required to respond to recalls, creating a more streamlined and comprehensive recall management process.

Key capabilities

- Compile notices from any source, including the FDA, manufacturers, suppliers, and internal clinical staff in a single repository.
- Submit queries to determine and measure risk in inventory.
- Automate role-based notifications and alerts.
- Drill down to identify purchaser, source of purchases, and current inventory status/location.
- Create and assign individual tasks to ensure the right steps are taken to resolve a notice.

641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

Copyright© 2012 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF1230697-1275239-EN-US-1112-1