

# RQA, Inc. Services Summary Check List

## Crisis Management

- Crisis Management Plan Desk Top Review
- Crisis Management Plan Development
- Crisis Management Workshop
- Crisis Management Simulation
- Post Crisis Assessment

## Product Recall Consulting

- Recall Plan Desk Top Review
- Recall Plan Development
- Recall Simulation
- Post Recall Assessment

## Food Defense

- Food Defense Plan Desk Top Review
- Food Defense Audit/Risk Assessment
- Food Defense Workshop
- Food Defense Program Development
- Food Defense Simulation
- Food Defense Post Incident Assessment

## Extortion

- Security Risk Assessment

## Supplier Management

- Supplier Ranking and Risk Assessment
- Supplier Qualification and Remediation
- Supplier Audits
- Supplier Risk Assessment Program
- On-Going Relationship Management

## HACCP / Preventive Controls

- HACCP/PC Program Audit
- HACCP/PC Plan Desk Top Review
- HACCP/PC Plan Development
- Introduction to HACCP Workshop
- Advanced HACCP Workshop

## Customer Experience Management

- Consumer Affairs/Customer Experience Management Interactive Workshop
- Consumer Affairs/Call Center Assessment

## Crisis & Recall Response Services

- Crisis Management Response and Recall
- Consumer Complaint Retrievals
- Product Recall/Withdrawal Retrieval
- Effectiveness Checks
- Product Quality Investigative Audit

## Audits

- Supplier Risk Assessment Program
- Supplier-GMP-HACCP Audits
- HACCP Program Audit
- GFSI Gap Audits - BRC/SQF/ISO 22000
- Food Defense Audits
- Health and Personal Care Products Audit
- Packaging Materials Audit
- Warehousing and Distribution Audits
- Facilities

## FSMA Compliance Training

- Preventive Controls for Human Food
- Foreign Supplier Verification Program

## Retail Quality Audits

- In-store Product Audits
- Foodservice Product Audits
- E-commerce Product Audits
- Investigative Audits

## Additional Services

- Food Forensics Foreign Material Identification
- Inspection and Remediation
- Counterfeit Investigation
- Product Retrieval
- Consumer Complaint Retrieval

