

FUNDAMENTALS OF PRODUCT SAFETY MANAGEMENT

March 15 – May 25, 2022

Sponsored by the Society of Product Safety Professionals

In cooperation with

ADK Information Services, LLC



Note: The 2022 Fundamentals course will be conducted online. There will be no travel obligations or in-person requirements. All program participants completing the course, including the required case study, will receive a Certificate of Completion from the Society of Product Safety Professionals.

2022 PRODUCT SAFETY FUNDAMENTAL PROGRAM

1. PROGRAM DESIGN ELEMENTS:

The 2022 Product Safety Fundamentals Course is in its 13th year of serving as an orientation program for those who are new in the product safety field, or those who more experienced professionals interested in a refresher course and updating their understanding of new practices. The 2022 program will be online including instructor presentations and student presentations throughout the course.

Students can expect to develop understanding and technique use in various areas that may include:

- *Building and maintaining a product safety system within a company* [L] [SEP]
- *Compliance and regulatory environment at the state, national and international level*
- *An introduction to risk-informed decision making by a CPSC official*
- *Trends in the U.S. regulatory environment*
- *Risk management at the company and product level* [L] [SEP]
- *Product safety program design and hazard analysis* [L] [SEP]
- *Understanding of the standards, testing, and certification requirements under current regulations* [L] [SEP]
- *Managing the supply chain for product safety* [L] [SEP]
- *Designing and managing a product investigation process within your company.*
- *An introduction to international product safety management*
- *Product recall management and product retrieval*
- *Best practices sharing exercise*
- *Design & development of a product safety case study by each program participants*

The subjects are consistent with the *5 Pillars of Product Safety Knowledge* introduced by SPSP in 2017 following the recommendations of a task force composed of product safety professionals and advisers. These pillars include: 1) culture in a company; 2) risk assessment and management, hazard identification and reduction, human factors; 3)

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regulatory affairs including regulations at the local, state, and national level; 4) product investigations and data management, and 5) the design and management of product recalls.

The program will conclude with a full day of presentations by class members who will be called upon to share their case study project, which is explained in the opening session. Each candidate will be expected to submit their proposed case study topic for approval by an SPSP panel.

Upon satisfactory conclusion of the program and full participation in the sessions, individuals will receive their Certification of Completion in the 2022 SPSP Fundamentals of Product Safety Management Program.

2. PROGRAM CONFIDENTIALITY

The program recognizes and respects the importance of confidentiality in a product safety environment. Students are discouraged from sharing company confidential information. Instructors are asked to present instruction that does not violate confidences or confidential information. Individual student information is treated confidentially. Students receive 'complete' or 'incomplete' grades following the final workshop. Students with incomplete grades will have the opportunity to obtain complete grades upon satisfactory completion of all course requirements.

3. COURSE CONTENT ^[L]_[SEP]

1) Regulatory Compliance:

The legislative and legal environment for product safety management ^[L]_[SEP] includes regulatory compliance at the state, national and international levels. This segment focuses on the current state of compliance, regulations, and legislative issues. Instruction may reference some of the issues relating to specific industries as reflected in the make-up of the class. The instruction will include requirements for meeting voluntary and mandatory standards, testing, certification, labels and warnings, and issues around harmonization between countries. Domestic and international regulations are reviewed, emphasizing that product safety management in a global environment requires an understanding of managing country-by-country and regional compliance and regulations.

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2) Risk assessment and product safety system design:

The specific requirements that a company should consider for the design of its risk

management/product safety process are explained. Risk assessment brought down to the specific product level is explained. Instruction covers the design of a product safety system and an understanding of how all of the elements of production interconnect, including product design, engineering, production, supply chain management, distribution, and customer feedback. Instruction will include a focus on how to develop a hazard analysis process to identify and respond to products that are in the design process, prior to manufacturing and distribution, when hazard identification can be much more costly to a company. ^[SEP]

3) Standards, Testing, and Certification

The role of standards and certification will be introduced as concepts of compliance and quality control through a set of conformance protocols. Instruction will include examination of methods of certification that have changed in recent years to reflect the changing regulatory environment, as well as globalization of product manufacturing and importing/exporting.

4) Supply chain and data management for product safety

It is now common knowledge that companies anywhere in the supply chain are part of the product safety system. Companies that make component parts need to be managed as closely as the manufacturing process within the OEM's own factories. Supplier compliance to design or material standards are recognized as critical to a successful product safety process. Distribution and shipping issues can affect final product quality. Suppliers are often integral to product recalls and remedy programs that are agreed to by recalling companies and government agencies with oversight.

5) Product Investigations within a company

Individuals will be introduced to best practices to undertake an internal product investigation to determine the original of a product failure posing a risk to consumers. The composition of an investigation team, determined by company leaders, is carefully drawn up to achieve the most effective investigation as possible. Database management for product safety and product recalls is a discipline critical to responding to government regulation. Product safety systems must account for data that includes design, testing, and production information at a microscopic level. In addition, a new focus on traceability requires that companies develop data strategies to be in compliance with recently-enacted regulations. Data schematics now include three primary elements: design and production; inventory and distribution; and end-user data. When companies need to recall products, the more thorough their data base strategy is, the greater the likelihood that their recall procedures will be recognized for thoroughness and attention to product safety. This will help companies in their risk management area.

6) Product Recalls and Retrieval

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A comprehensive product safety system must incorporate planning for the need to conduct a product recall. A company that has a well-documented plan will reduce risk, and increase the effectiveness of their efforts in the event of a recall. Company lawyers should be involved in the design and management of all product recall related activities. Instruction will include how to manage legal requirements with respect to notification of the distribution chain and consumers. Corrective action plans, including appropriate remedies, must be approved by federal agencies with oversight. Management of remedies including returns, refunds, or retrofits all require specific documentation for each consumer reporting a hazardous product under recall. This section includes reference to social media and online techniques to enhance the recall process and help protect a company's reputation. Documentation of every phase of a product recall event, including product disposal, can help a company reduce risks and enhance its position in the event of litigation.

7) Case study:

Following the opening workshop, each student will develop a case study approved by company management that focuses on a product safety topic relevant to their company. Students must use elements of the product safety system applied to an analysis with supporting research. Case studies are based on identifying within their own company, and with approval of their management, a case study that will have value to the company's risk management program. As part of formal program *completion, each student will be required to present their case study in the form of a presentation at the final workshop of the course in August.* ¹¹_{SEP}

May 25 Closing Workshop

The final workshop of the Certificate in Product Safety Management will include the following sessions:

1. Case study presentations by each student. Students will have the opportunity to share their PowerPoint presentations with the class. The purpose of the presentations is to demonstrate knowledge of the product safety system, and to use their communications skills in sharing that knowledge.
2. A workshop keynote topic of interest and concern to the U.S. Consumer Product Safety Commission (CPSC), delivered by a current or former Commission Member.

4. COURSE SURVEY

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Following completion of the course, all graduates will be asked to participate in a course evaluation survey, which will provide an opportunity for individuals to think about their experience, and to speak to the program's strong points as well as areas of improvement.

Course Summary

The programs that constitute SPSP's 2022 Calendar of Product Safety produced in cooperation with ADK Information Services, are recognized globally as a valuable, credentialed experience for product safety professionals. In 2012, these programs were recognized for their unique contribution to the product safety field with a Chairman's Commendation from Inez Tenenbaum, then Chairman of the U.S. Consumer Product Safety Commission.

Each program is tailored to address the most current product safety topics or developments. The number of topics and the subtopics may vary from class-to-class, with a goal of providing students with both theoretical and practical insights into product safety management. It should be emphasized that this course is a *practical, not theoretical, approach* to product safety management. In addition, students will have forged new relationships with other product safety professionals that can be useful throughout their careers. Finally, the Certificate in Fundamentals of Product Safety Management will attest to the student's accomplishments in completing the program objectives, as well as their company's commitment to a strong product safety program.

Program Tuition: \$2,950. Tuition for paid members of the Society of Product Safety Professionals is \$2,600.

For more information contact info@productsafetyprofessionals.org or call 314-497-1797.

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