

20 PRODUCT SAFETY MANAGEMENT

QUIZ 1 (20 POINTS TOTAL)

True/False (6 points)

1. While internal memos can be recalled for product liability litigation, e-mails cannot.
 - a. true
 - b. false
2. A product safety management program must include a comprehensive process of evaluating user injury risks from all product-related sources.
 - a. true
 - b. false
3. The program coordinator of a product safety management program is by necessity a full-time position.
 - a. true
 - b. false
4. Courts have stated that a manufacturing company is responsible for ensuring that its products are safe for any reasonably foreseeable misuse of the product.
 - a. true
 - b. false
5. A product safety audit cannot be done in-house.
 - a. true
 - b. false
6. It is not the responsibility of the program auditor to review product advertising.
 - a. true
 - b. false

Multiple Choice (6 points)

7. A part whose life expectancy is shorter than the rest of the product should be considered _____.
 - a. incompatible
 - b. critical
 - c. obsolete
 - d. defective
8. All warnings should be designed to comply with the requirements of the _____ standard for product safety signs and labels.
 - a. Key Warnings
 - b. Liability
 - c. General Duty
 - d. ANSI

9. The illiteracy rate in the United States is around ____.
- a. 5%
 - b. 10%
 - c. 16%
 - d. 25%
10. Manufacturing records should be kept ____.
- a. for 5 years
 - b. until the product is discontinued
 - c. for 5 years after the product has been discontinued
 - d. for the life of the product
11. Where should customers expect to receive most of their information on a product's capabilities and hazards?
- a. commercials on television
 - b. magazine advertisements
 - c. instruction and operating manuals
 - d. product reviews
12. Which department is primarily responsible for ensuring that product safety duties and responsibilities are included in job descriptions?
- a. service
 - b. human resources
 - c. marketing
 - d. legal

Short Answer (7 points)

13. What are the three steps management must take to establish a PSM program?
14. Which departments should be represented on a PSM committee?
15. What are some of the causes of product liability exposure?

16. How might management show its commitment to the PSM program?

17. Safety audits are of major importance during the design and development stages, when potential hazards may be identified and classified as to the seriousness of the hazard. What classifications might an auditor use?

18. What is the definition of a critical part or component?

19. What points should a company keep in mind when producing an instructional video?

Short Essay (1 point)

20. You have just been promoted within the company to the role of program coordinator for the product safety management program. What will your responsibilities be?

QUIZ 2 (20 POINTS TOTAL)

True/False (6 points)

1. Generally, a manufacturer has no duty to warn its consumers of danger if the danger is considered to be well known.
 - a. true
 - b. false

2. The purchasing activities for a company's raw materials are free from liability issues.
 - a. true
 - b. false

3. The only purpose of the insurance department is to buy insurance and to report claims to the insurance company.
 - a. true
 - b. false

4. The Child Protection and Toy Act was passed in Canada.
 - a. true
 - b. false

5. The Poison Prevention Packaging Act was passed in the United States.
 - a. true
 - b. false

6. Material storage refers to the temporary holdings of raw materials and recently purchased or in-process parts and assemblies.
 - a. true
 - b. false

Multiple Choice (6 points)

7. Which department is most familiar with customer needs and characteristics?
 - a. design
 - b. legal
 - c. service
 - d. marketing

8. Which department is most responsible for reviewing all product-related literature for potential liability?
 - a. design
 - b. legal
 - c. service
 - d. marketing

9. Which of the following is a primary duty of the purchasing department?
 - a. evaluating the reliability of suppliers
 - b. becoming familiar with all material specifications of a product
 - c. implement zero defects or error-free performance or other error-eliminating programs
 - d. all of the above
 - e. a and b only

16. Why do service contracts increase a company's product liability exposure?

17. What is the purpose of risk management?

18. What is meant by quality assurance?

19. What should the PSM audit report to management contain?

Short Essay (1 point)

20. Your company has never been very good at keeping records on the products it manufactures. Explain to your boss why records should be kept and maintained.