

20 PRODUCT SAFETY MANAGEMENT

ANSWERS—QUIZ 1

1. b
2. a
3. b
4. a
5. b
6. b
7. b
8. d
9. d
10. d
11. c
12. b
13. The three steps management must take to establish a PSM program are (1) become committed to the fact that it will be necessary to spend money and resources to save money in the long term, (2) select a program coordinator, and (3) select a program auditor.
14. Product safety, design/engineering, manufacturing, purchasing, quality assurance, service/installation, risk management/insurance, and legal should be represented on a PSM committee.
15. Some of the causes of product liability exposure are unsafe product designs, inadequate manufacturing and quality assurance procedures, inadequate preparation and review of consumer warnings and instructions, and misleading representation of products or services.
16. Management might show its commitment to the PSM program by a posted letter or bulletin, a formal statement of management policy on the subject, use of a PSM program coordinator and committee, and use of a PSM program auditor.
17. An auditor might use classifications identified as to the seriousness of the hazard, i.e., catastrophic, critical, occasional, remote, or improbable.
18. Critical parts or components are defined as those whose failure could cause serious bodily injury, property damage, business interruption, or serious degradation of product performance. Individual organizations, however, may have different criteria for defining critical parts.
19. Companies who choose to produce an instructional video should keep the following points in mind:
 - Show only the safe, proper way to assemble or use the product.
 - Review all warnings and cautions several times where appropriate.
 - Be sure to present the product's characteristics and capabilities without exaggeration.
 - List the product's limitations and the hazards of misuse.
 - Have the video and script reviewed by appropriate legal and technical staff, including the safety professional.
20. Students might work the following points into their essays:
 - function as a staff member for corporate management
 - assist in setting general PSM program policy
 - recommend special action regarding product recall, field modification, product redesign, special analyses
 - participate with other appropriate personnel in the review of product literature and warnings
 - conduct and review complaint, incident, or accident analyses
 - coordinate appropriate PSM program documentation
 - ensure an adequate flow of verbal and written communications
 - develop sources of product safety and liability prevention data for use by operating personnel
 - maintain a liaison with business, professional, and governmental organizations on matters pertinent to product safety and liability prevention
 - conduct PSM program audits, where appropriate

ANSWER—QUIZ 2

1. a
2. b
3. b
4. b
5. a
6. a
7. c
8. b
9. e
10. f

11. d
12. d
13. FDR stands for formal design review. Each designer/reviewer should ultimately ask, “Would I feel safe using the product or having family members use it?”
14. Packaging requirements must cover conditions affecting the product at the manufacturing site, during transit, and under normal storage at the customer’s location.
15. For a warning label to be considered adequate, it must advise the user of hazards involved in the products use, how to avoid these hazards, and possible consequences of failing to heed these warnings.
16. Service contracts can significantly increase a company’s product liability exposure because through them the company has extended its exposure beyond the controlled environment of its manufacturing facility.
17. The purpose of risk management is to protect the company’s assets from loss of any kind.
18. The term quality assurance refers to the actions taken by management to ensure that manufactured, assembled, and fabricated products conform to design or engineering requirements.
19. The PSM audit report to management should begin with a summary of findings, contain adequate data to support all recommendations, and provide realistic, measurable implementation steps to correct deficiencies or to improve current procedures.
20. Records must be retained for the following reasons:
 - to satisfy government regulations
 - to prove the company’s commitment to manufacture safe, reliable products and protect the consumer
 - to avoid wasting time and money redoing what has already been done
 - to establish a sound database for items such as insurance costs, sources of supply, and product or field-modification expense requirements
 - to trace customers and products should a product recall or field modification program become necessary
- assist in setting general PSM program policies
- recommend special attention regarding product recall, field modification, product redesign, special analyses
- participate with other appropriate personnel in the review of product literature and warnings
- conduct and review complaint, incident, or accident analyses
- coordinate appropriate PSM program documentation
- ensure an adequate flow of verbal and written communications
- develop sources of product safety and liability prevention data for use by operating personnel
- maintain a liaison with business, professional, and governmental organizations on matters pertinent to product safety and liability prevention
- conduct PSM program audits, where appropriate
2. The purpose of a PSM program is to develop a means to perform an evaluation of the product during design and manufacture, distribution, sale, and consumer use and to control any accident and hazard potential through good product safety management techniques. The major goal of the program audit is to reduce or eliminate the causes of product liability exposure.
3. Answers may vary. Refer to specific chapters related to these topics in the textbook.
4. Some of the general questions that Bundle of Joy might ask the consumer include the following:
 - Who is the consumer?
 - What type of product is involved?
 - What is the problem?
 - How is the product being used?
 - Is the product being used in the manner intended?
 - What environmental conditions has the product been subjected to?
 - Has the product been altered or modified by the consumer?

ANSWERS—CASE STUDY

1. Some of the major responsibilities of a program coordinator are as follows:
 - function as a staff member for corporate management