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**Consumer product safety —  
Guidelines for suppliers**

*Sécurité des produits de consommation — Lignes directrices pour  
les fournisseurs*



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# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
<b>2 Terms and definitions</b> .....	<b>1</b>
<b>3 Basic principles for addressing consumer product safety</b> .....	<b>4</b>
3.1 General.....	4
3.2 Promoting a product safety culture within the organization.....	4
3.3 Promoting a product safety culture outside the organization.....	5
3.4 Committing to providing safe products.....	5
3.5 Continual improvement.....	5
3.6 Precautionary approach.....	5
3.7 Sharing of information.....	5
<b>4 General requirements</b> .....	<b>5</b>
4.1 General.....	5
4.2 Commitment to providing safe consumer products.....	7
4.3 Continual improvement.....	9
4.4 Applicable laws, regulation and standards.....	10
4.5 Consumer product identification and traceability.....	10
4.6 Understanding the role of consumers.....	12
<b>5 Safety in design</b> .....	<b>13</b>
5.1 General.....	13
5.2 Design specification.....	13
5.3 Safety considerations in design.....	15
5.4 Documenting the design specification process.....	21
<b>6 Safety in production</b> .....	<b>22</b>
6.1 Basic principles during production.....	22
6.2 Production planning.....	23
6.3 Full production runs.....	24
6.4 Post production.....	25
6.5 Production support.....	26
<b>7 Safety in the marketplace</b> .....	<b>26</b>
7.1 General.....	26
7.2 Pre-purchase assessment.....	26
7.3 Proactive data collection and analysis.....	27
7.4 Ongoing assessment of consumer product conformance.....	28
7.5 Warranty and servicing.....	28
7.6 Product incident investigation.....	29
<b>Annex A (informative) Useful International Standards and Guides</b> .....	<b>30</b>
<b>Annex B (informative) Information and guidance for small businesses</b> .....	<b>31</b>
<b>Annex C (informative) Hazard and risk evaluation</b> .....	<b>35</b>
<b>Annex D (informative) Product safety management plans</b> .....	<b>39</b>
<b>Bibliography</b> .....	<b>43</b>

## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2. [www.iso.org/directives](http://www.iso.org/directives)

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

The committee responsible for this document is Project Committee ISO/PC 243, *Consumer product safety*.

## Introduction

A number of governments have established laws and requirements for suppliers to place only safe products on the market. In this way, they are trying to deal more broadly with dangers associated with consumer products, rather than developing standards or regulations for every single product.

However, many suppliers have limited experience and few available resources or practical reference documents to guide them through this process, which consists of the following:

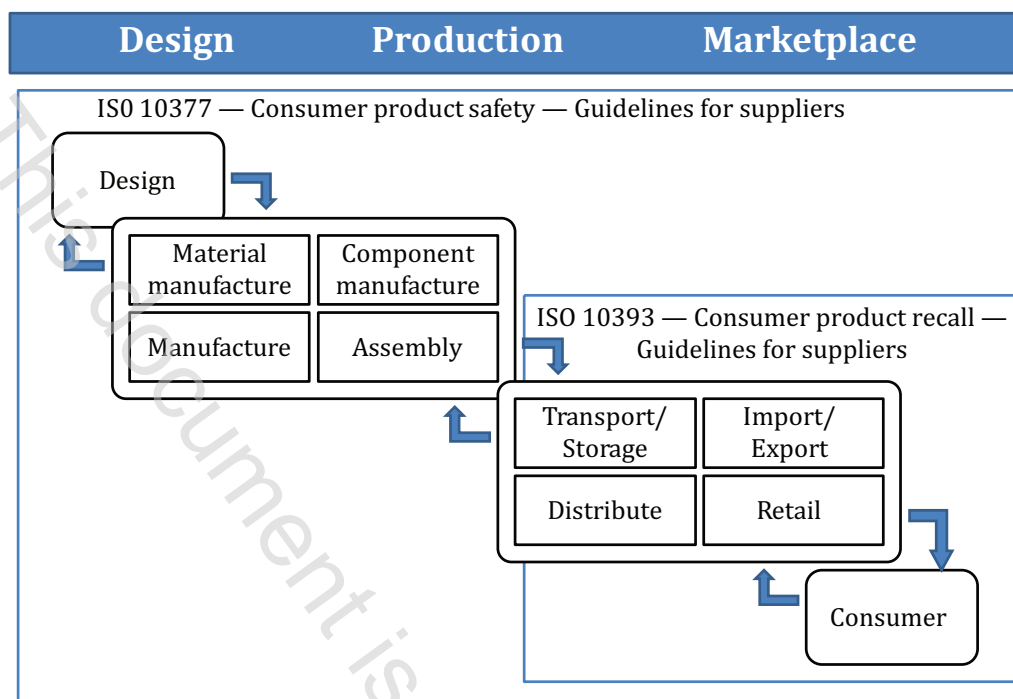
- identifying the hazards;
- assessing the risks;
- identifying and implementing risk reduction measures;
- identifying and reducing risks in the production process;
- implementing processes to trace and identify products;
- communicating use and warning information to consumers;
- monitoring the product in the marketplace;
- identifying any safety risks and managing them.

This International Standard provides practical guidance for suppliers of all sizes to assist them in assessing and managing the safety of the consumer products they supply – from the design of the product, to the input of raw materials, to production, to distribution, to retail and to the final product end-user and disposal. This International Standard is intended to be particularly valuable to small and medium-sized enterprises, as well as to suppliers that do not design or produce products, but are still responsible for their safety in many jurisdictions. To assist them, useful information and examples are provided in [Annex B](#).

The supply chain for consumer products is made up of a number of suppliers, often in different parts of the world, where products or product components are being designed, produced and sold in other countries. Therefore, it is important that the guidance provided is aligned with international best practice, easy to understand and applied consistently by suppliers. The overall objective of following internationally consistent guidance is to produce safer consumer products, and thereby:

- a) reduce the product safety risks to consumers;
- b) reduce the risks to suppliers of product recalls;
- c) provide consumers with the information they need in order to make informed choices with respect to the safe use and disposal of consumer products;
- d) assist governments by improving the safety of consumer products.

This International Standard does not cover issues such as worker safety, protection of the environment, or social and ethical issues, which are covered extensively by other standards. Instead, this International Standard focuses on consumer products and providing guidance on reducing the risk of harm to consumers and users. It has been developed in parallel with ISO 10393, which focuses on product recall. The relationship between this International Standard and ISO 10393 is illustrated in [Figure 1](#).



**Figure 1 — Relationship between this International Standard and ISO 10393**

It is important that suppliers maintain an awareness of and comply with the laws and regulations of the countries where the products are manufactured, imported, distributed or sold.

ISO/IEC Guide 51 and the revisions proposed to it were taken into account in the drafting of this International Standard.

This International Standard is presented in the form of practical guidance. Terms used in this International Standard are defined in [Clause 2](#), although individual countries have established or might establish different specific definitions in law. [Clauses 3](#) and [4](#) provide principles and general requirements that apply to all members of the supply chain. [Clauses 5](#), [6](#) and [7](#) are targeted to specific sectors of the supply chain. Information on relevant International Standards and Guides, useful information for small business, examples related to hazard and risk evaluation, and product safety management plans are provided in [Annexes A](#), [B](#), [C](#) and [D](#), respectively.

# Consumer product safety — Guidelines for suppliers

## 1 Scope

This International Standard provides practical guidance to suppliers on assessing and managing the safety of consumer products, including effective documentation of risk assessment and risk management to meet applicable requirements.

This International Standard describes how to:

- identify, assess, reduce or eliminate hazards;
- manage risks by reducing them to tolerable levels;
- provide consumers with hazard warnings or instructions essential to the safe use or disposal of consumer products.

This International Standard is intended to apply to consumer products, but might also be applicable to decisions concerning safety in other product sectors.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### **consumer**

individual member of the general public purchasing or using property, products or services for private purposes

[SOURCE: ISO 26000:2010, 2.2]

### 2.2

#### **consumer product**

product designed and produced primarily for, but not limited to, personal use, including its components, parts, accessories, instructions and packaging

### 2.3

#### **competent**

suitably trained or qualified by knowledge and practical experience to enable the required task or tasks to be carried out

[SOURCE: ISO 22846-1:2003, 2.6]

### 2.4

#### **corrective action**

action intended to remove potential for harm and to reduce risk

Note 1 to entry: For the purposes of this International Standard, corrective actions are referred to as “recalls” because the public and media more readily recognize and respond to that description.

[SOURCE: ISO 10393:2013, 2.4]