

Product Safety Compliance Kit - Introduction

Definition:

- A systematic risk management process to ensure that your products meet your specifications.

Resources:

1. Compliance Officer

- Key role and critical to the success of your program
- Sets up and maintains the system
- Determines functional responsibilities
 - o Purchasing
 - o Marketing
 - o Sales
 - o Management
- Attributes
 - o Senior, (but not the MD)
 - o Careful
 - o Consultative
- Combined with other roles

2. Management

- Sets the Policy
- Follow the Policy

3. Other Staff

- Dependant on organisation
 - o Design
 - o Product selection
 - o Inspection
 - o Completion of documentation
 - o Vendor interface
 - o Customer interface

4. Other (Internal)

- Systematic Process
 - o Policy / Procedures
 - o Requirements / Specifications

- Proof of Compliance
- Data storage

5. Other (External)

- Mandatory / Voluntary Requirements
- Training
- Contacts
 - ATA
 - Regulators
 - Other

Documentation:

1. Policy

- What criteria will you set?
- Legal obligations
- Voluntary
- Other?
- Your realistic statement of intent

2. Procedures

- Product Compliance Process
- Complaints and Mandatory Reporting Process
- Detail of how the process works
- Who does what?
- Include checklist / Specification template
- Provide for Periodic Review
- To suit your business

3. Requirements / Reference Material

- ATA Compliance Grid
- Australian Standards
- Regulations
- Customer Requirements
- Other

4. Compliance Folder

- Product Specifications / Checklists
- Proof of compliance
- Test reports
- Declarations
- Electronic / Hardcopy?

5. Recall Process

- Advance preparation ensures an effective response
- Eliminates fear of the unknown

6. Job Descriptions

- Ensure that everyone knows their Job and is accountable for it