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**Guideline on stakeholders related to risk monitoring of
consumer product quality safety**

消费品质量安全风险监控相关方指南

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Guideline on stakeholders related to risk monitoring of consumer product quality safety

1 Scope

This Standard specifies the guideline on responsibilities and roles of major stakeholders in the current stage of risk monitoring of consumer products quality safety.

This Standard is applicable to standardize and guide the behavior of major stakeholders in risk monitoring of consumer products quality safety.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2005, Quality management system - Fundamentals and vocabulary

ISO 10377:2013, Consumer product safety - Guidelines for suppliers

3 Terms and definitions

For the purposes of this document, the terms and definitions defined in ISO 9000:2005 and ISO 10377:2013 as well as the followings apply. For ease of use, certain terms and definitions in ISO 9000:2005 and ISO 10377:2013 are repeated below.

3.1 consumer product

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

[ISO 10377:2013, definition 2.2]

3.2 risk of consumer product quality safety

various hazards (sources) that may cause personal injury and the consequences that may lead to personal injury due to the interaction of the consumer product, the user and the use environment under the intended use and reasonably foreseeable misuse of the consumer product

- Vigorously promote the normalization of risk monitoring. Make efforts to improve emergency monitoring capabilities;
 - In response to product quality and safety injury accidents and emergencies, timely organize and implement emergency special risk monitoring. Quickly find the source of risk and cause of injury accident;
 - Innovative risk monitoring methods. Establish and improve emergency monitoring plans. Optimize emergency monitoring process. Strengthen emergency monitoring capabilities. Give full play to the role of risk monitoring in emergency response to product quality and safety emergencies.
- h) Establish a timely, powerful and long-term risk disposal mechanism, including but not limited to the following:
- Based on the risk assessment results, issue risk warnings to the society in a timely manner;
 - Carry out risk communication. Strengthen regulatory linkages. Sort out the identified and confirmed product quality safety risks. Distinguish the difference. Timely feedback. Make classified processing;
 - Facilitate risk communication. Establish a unified national notification and early warning system for product quality safety risk. Enable rapid response and disposal of risks. Avoid systemic, regional and industrial quality and safety issues;
 - Promote the normalization of risk communication work. Constantly expand the scope of communication.
- i) Create an incentive system. Encourage operators to implement scientific quality safety risk management methods. Encourage scientific research institutions and inspection and testing departments to increase the research and development of technology for risk monitoring of consumer products quality safety.
- j) If it is found and determined that the goods or services provided by the operator are defective and endanger personal and property safety, operators shall be immediately ordered to take measures such as cessation of sales, warning, recall, harmless disposal, destruction, cessation of production or service.

4.2 Supplier

4.2.1 General

Different suppliers play different but crucial main responsibilities and roles in the quality safety risk monitoring of the entire life cycle of consumer product design, manufacturing, logistics, sales, use, maintenance, and disposal. In the process of risk

monitoring of consumer products quality safety, suppliers shall pay attention to but not limited to the following key issues:

- a) Build a safety culture within the organization. Establish safety risk control awareness;
- b) Establish a security risk control system;
- c) Conduct safety training and education for employees;
- d) Consumer products are designed with safety considerations in mind;
- e) Identify potential hazards of the product;
- f) Identify or estimate potential hazards;
- g) Assess risks to consumer health and safety;
- h) Carry out risk management. Eliminate and reduce risks to tolerable levels;
- i) Issue hazard warnings to consumers. Provide relevant information necessary for consumers to use and dispose of products safely;
- j) Establish product risk information files;
- k) Timely notify the information of product quality safety accident. Cooperate with relevant departments to carry out safety assessment and investigation of the cause of safety accidents.

4.2.2 Design companies and corporate design departments

Product design is one of the key links in risk monitoring of consumer products quality safety. Product designers shall spot and improve red flags in their lives and products early, so as to maximize product safety. Design companies and corporate design departments shall pay attention to but are not limited to the following key issues:

- a) From the stage of consumer product planning, emphasis is placed on product safety design. Make the safety design concept run through the entire design process of structural design, appearance design, material selection, marking design. Avoid product unsafe factors;
- b) Consumer products are designed to comply with mandatory safety requirements;
- c) Design to meet consumer product safety design standards. Use scientific and reasonable analytical tools to carry out risk exposure analysis, hazard identification and classification, and risk assessment;
- d) Make extensive collection of relevant product safety risk information, including

enterprises shall undertake but not limited to the following responsibilities and obligations:

- a) Investigate and understand the laws, regulations and standards related to import, export and distribution of consumer products in places of production and sales. Be aware of the special requirements of laws and regulations on product labeling, advertising, etc. in the country where the product is sold;
- b) Ensure the safety of imported and exported products by requesting various certificates and physical inspection and testing;
- c) Collect and identify the safety risk information of import and export products. Provide feedback to relevant parties in a timely manner.

4.2.6 Sales enterprises

Sales enterprises are an important link in the circulation of consumer products. They shall play but not limited to the following roles in the risk monitoring of consumer products quality safety:

- a) Establish and implement the incoming inspection and acceptance system. Authenticate product conformity certificates and other identifications;
- b) Measures shall be taken to maintain the quality of the products sold;
- c) Collect and identify the quality safety risk information of the products sold. Timely feedback to relevant parties;
- d) Establish product quality safety risk data files. Expand risk data analysis. Carry out on-going evaluation of post-sale product safety;
- e) Timely report product quality safety accident information to producers and relevant government departments. Cooperate with relevant government departments to carry out product accident investigation.

4.2.7 After-sales maintenance service company

Consumer product manufacturers or sales companies need to provide consumers with continuous after-sales service, including installation, warranty, service, repair or the provision of replacement parts. Assistance may be provided directly, or its functions may be delegated to other departments in the supply chain or to a third-party warranty service organization. After-sales maintenance service enterprises shall play but not limited to the following roles in the risk monitoring of consumer products quality safety:

- a) Ensure proper initial assembly, installation. Provide consumers with necessary instructions for safe use;

Those who use the certification marks that do not meet the certification standards are required to make corrections.

4.3.3 Industry organization

Industry organizations such as chambers of commerce, industry associations, and other industry organizations shall play the functions of social supervision and industry self-discipline in the process of risk monitoring of consumer products quality safety, and shall perform but not be limited to the following responsibilities:

- a) Conduct propaganda and implementation of national laws, regulations, policies and relevant technical specifications on the quality safety of consumer products. Track the implementation effect of relevant policies and development trends at home and abroad. Coordinate and solve related problems in the development of the industry. Organize investigations and make recommendations on overall and major issues;
- b) Carry out scientific evaluation and effect evaluation on administrative supervision of consumer product quality safety, standard implementation. Provide technical support and feedback tracking for the formulation of national regulations and policies for consumer product quality safety. Provide relevant consulting services to the community;
- c) Carry out work and activities such as consumer product quality safety surveys, consumer product performance comparison evaluations, and consumer experience statistical analysis. Carry out research and dissemination of excellent consumer product quality safety culture. Promote the construction of quality safety ethics of consumer products;
- d) Carry out safety production education and training in the industry. Encourage the promotion of good safety design and safety production practices;
- e) Establish a safety risk information database to provide data support for enterprises in the industry, so as to continuously improve product safety performance;
- f) Conduct consumer education to provide consumers with the information they need to safely assemble, use, maintain, and dispose of consumer products;
- g) Collect risk information and communicate to relevant parties.

4.3.4 Insurance company

Insurance companies shall perform, but not be limited to, the following responsibilities in the process of risk monitoring of consumer products quality safety:

- a) Expand the applicable industry fields of product quality liability insurance and

guarantee insurance, and broaden the scope of insurance;

- b) Help insured companies discover and reduce product quality safety hazards in a timely manner through professionals;
- c) Reduce the burden on suppliers by underwriting products for claims;
- d) Provide assistance to victims of safety accidents and make up for the loss of life and property of consumers.

4.3.5 Medical emergency organization

The medical emergency organization shall collect statistics and notify relevant departments of local consumer product injury cases in a timely manner.

4.3.6 Consumer organization

Consumer organizations shall play but not limited to the following responsibilities in the risk monitoring of consumer products quality safety:

- a) Provide consumer safety information and consulting services to consumers. Expand consumer safety education. Popularize consumer safety knowledge. Reduce safety incidents caused by misuse;
- b) Represent the interests of consumers and participate in the formulation of laws, regulations, rules and mandatory standards related to consumer rights;
- c) Accept consumer complaints and reports. Investigate complaints. Timely notify relevant parties of the information about product quality safety accident;
- d) Participate in the supervision and inspection of products and services by relevant administrative departments. Actively carry out information collection of consumer product safety risk. Establish a database of consumer product safety risk information;
- e) On behalf of consumers to carry out security damage rights protection. Expose behaviors that damage the legitimate rights and interests of consumers through the mass media.

4.3.7 Media

Under the existing technical conditions, the main communication media include traditional media such as newspapers, magazines, radio, and television, as well as new media such as IPTV, electronic magazines, the Internet, mobile phones, and self-media. The media shall play but not limited to the following responsibilities in the risk

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