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Guidelines for monitoring of consumer product safety

消费品安全监测指南

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Guidelines for monitoring of consumer product safety

1 Scope

This document provides guidelines for monitoring of consumer product safety; including basic principles, monitoring process, monitoring objects, preparations before monitoring, formulation of monitoring plan, sample safety testing, monitoring result evaluation, monitoring report writing, document records management, etc.

This document is applicable to industries, enterprises and other organizations carrying out activities related to monitoring of consumer product safety.

2 Normative references

The contents of the following documents, through normative references in this text, constitute indispensable provisions of this document. Among them, for dated references, only the edition corresponding to that date applies to this document. For undated references, the latest edition (including all amendments) applies to this document.

GB/T 27020 Conformity assessment - Requirements for the operation of various types of bodies performing inspection

GB/T 30136 Guide for collecting and processing of consumer products safety risk information

3 Terms and definitions

The following terms and definitions apply to this document.

3.1

Consumer product

Products designed and manufactured primarily, but not exclusively, for personal use, including product components, parts, accessories, instructions for use, and packaging.

[Source: GB/T 35248-2017, 2.2]

3.2

Monitoring of consumer product safety

A series of activities such as information collection, monitoring plan formulation,

monitoring plan implementation, and monitoring result evaluation to grasp the safety status of consumer products.

4 Basic principles

4.1 Legality

The content, procedures, and methods for monitoring of consumer product safety should meet the requirements of relevant national laws and regulations.

4.2 Comprehensiveness

The monitoring of consumer product safety should cover all aspects of the life cycle of consumer products. It not only monitors known safety hazards; but also pays attention to the identification, research and judgment of new safety hazards.

4.3 Scientificity

The monitoring of consumer product safety should ensure that the monitoring content is reasonable and standardized; the monitoring process is complete and clear; the monitoring method is scientific and effective; the monitoring data is objective and accurate.

4.4 Timeliness

The monitoring of consumer product safety should be carried out within the life cycle of consumer products; should actively adopt advanced technical means; improve the advancement of monitoring technologies and methods, the extensiveness of information collection, and the timeliness of processing feedback.

4.5 Protectiveness

When the monitoring of consumer product safety involves sensitive information of individuals or organizations, it is advisable to establish a management system, to ensure that the information is circulated and used within a controllable range.

4.6 Dynamism

The monitoring of consumer product safety is a process of continuous communication, feedback, and continuous improvement. It is appropriate to, according to the level of technological development, social development, and quality control, dynamically adjust the monitoring plan of consumer product safety. And according to the changes in consumer product safety hazards, timely adjust the monitoring objects, sampling areas, testing items, and monitoring frequency.

- Applicable implementation standards are about to change;
- Other situations where safety monitoring is necessary.

7 Preparations before monitoring

7.1 Safety information collection

7.1.1 Information collection channels

The information collection of consumer product safety includes but is not limited to the following sources:

- Information released or held by relevant departments;
- Consumer feedback information;
- Information held by enterprises;
- Information released or held by third-party organizations;
- Information released or held by other organizations;
- Media network public opinion information;
- Other information.

7.1.2 Information collection methods

Consumer product safety information collection methods mainly include survey collection method, tool collection method, directional collection method, verification collection method, etc. The information collection of consumer product safety should be carried out in accordance with the requirements in GB/T 30136.

7.2 Safety information processing

Consumer product safety information processing includes, but is not limited to:

- Safety information cleaning: Process missing values and abnormal safety data; eliminate duplicate information, irrelevant information, and false information.
- Element extraction: Identify, analyze and process all consumer product safety information; extract core elements.

7.3 Safety information analysis

The information analysis of consumer product safety should use statistical analysis,

data mining algorithms and other methods, to mine the inherent characteristics and laws of safety information. It shall also store the results of safety information analysis.

7.4 Determine monitoring items

It is advisable to - based on the results of consumer product safety information collection, processing and analysis, aiming at the existing or potential safety problems or hidden dangers of monitoring objects, integrating the testing items required by relevant laws, regulations, and standards - formulate consumer product safety monitoring items.

8 Formulation of monitoring plan

The monitoring plan of consumer product safety includes, but is not limited to, the following.

- a) Monitoring purpose: Describe the results and goals of this consumer product safety monitoring.
- b) Monitoring object: Describe the basic information such as the name, brand, specification, and model of the monitored consumer product.
- c) Monitoring cycle: According to the monitoring objectives and the safety level of the monitored objects, describe the monitoring cycle. The monitoring cycle can be 1 month, 1 quarter, half a year, 1 year, or irregular monitoring.
- d) Division of responsibilities: Describe the personnel composition and responsibility requirements for implementing the monitoring plan.
- e) Sampling plan: Describe sample information, sampling methods, sampling channels, sample confirmation, spare sample, process records, etc.:
 - 1) Sample information: Description in the sampling plan of the name, specification, model, brand, main production area, main sales place and other information of the sample;
 - 2) Sampling methods: Description of sampling methods according to the monitoring objectives and requirements; e.g. the selection of sampling methods such as mystery shopper purchase, third-party organization sampling, etc.;
 - 3) Sampling channels: Description of sampling channels according to the monitoring objectives and needs, to reflect the representativeness of samples; such as selecting physical stores, e-commerce platforms and other circulation areas for sampling; or selecting sample manufacturers for sampling;

according to the determination basis;

- The inspection body should, according to the time specified in the monitoring plan, provide the entrusting party with a true, accurate and reliable inspection report.

10 Monitoring result evaluation

According to the monitoring results of consumer product safety, it is advisable to organize relevant experts in the field of consumer product safety, to carry out evaluation activities on the monitoring results of consumer product safety.

11 Monitoring report writing

According to the evaluation of the monitoring results, it shall write the consumer product safety monitoring report in time. The report should meet the objectives and requirements of the monitoring plan, including monitoring overview, sample safety testing, monitoring result evaluation, countermeasures and suggestions, etc.

12 Document records management

Consumer product safety monitoring activities should be recorded and preserved in the form of documents. The document records shall be kept clear and easy to identify and retrieve. Records include but are not limited to the following:

- Safety information collection, processing, and analysis process;
- Sampling process;
- Sample testing process;
- Inspection report;
- Monitoring report;
- Other consumer product safety monitoring process documents.

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