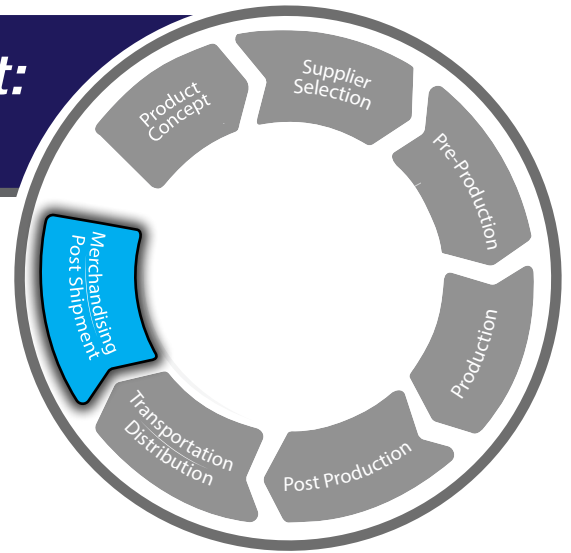


Merchandising/Post Shipment: Product Quality Considerations

Intended for intermediate compliance programs

Key activity: Product returns analysis and market surveillance

Step-by-step approach to consider risk related to product quality during the merchandising/post shipment stage.



Merchandising/ Post Shipment

- Monitor consumer and client complaints
 - Establish strong customer complaint or incident reporting procedures
 - Establish internal data collection and reporting mechanism to key managers
 - Develop a root cause analysis and corrective action plan summary
 - Review use, care and assembly instructions to determine adequacy
- Consider recall if complaints are serious and involve compliance issues or safety defects.
 - Determine what factors to consider when deciding if a recall is required
 - Determine who, what, when and how to report to CPSC under Section 15(b) of the Consumer Product Safety Act (CPSA)