

Risk Control Bulletin

Product Liability Self Evaluation Checklist For Manufacturers

RISK CONTROL



		Yes	No	Unknown
1	Administration			
	Has your company issued a product safety policy statement?			
	Is there a functioning committee or group to address product safety and liability?			
	Is someone responsible for coordinating product safety activity?			
2	Product Risk Evaluation			
	Is there a process to identify and evaluate the hazards of each product?			
	Are hazard analysis reports reviewed by the product safety group?			
	Are products evaluated to verify that they meet regulatory requirements? Consider EPA, FDA, CPSC, DOT, OSHA, and California Proposition 65.			
	Is environmental impact and disposal considered in evaluating product risks? TSCA?			
3	Research, Development and Engineering			
	Does your company have up-to-date standards for all product lines and are they used as minimum design criteria?			
	Are your in-house design criteria documented and supported by research, calculations, or other scientific analysis?			
	Are system safety techniques used to evaluate product designs?			
	Does your product design anticipate possible misuse and the human element?			
4	Purchasing			
	Does legal counsel review your purchase documents?			
	Do suppliers, vendors, and sub-contractors hold your company harmless in these documents?			
	Does your company obtain certificates of product liability insurance from suppliers?			
5	Quality Assurance			
	Does your company have an effective quality assurance organization?			
	Does the quality program meet ISO 9000 or equivalent standards?			
	Does your quality assurance manual accurately reflect what takes place in your company?			
	Are all quality control procedures documented?			
	Do outside laboratories periodically audit quality assurance test procedures and results?			
	Are all test instruments and gauges calibrated and traceable to the National Institute of Standards and Technology (NIST)?			



6	Instructions and Warnings			
	Does your company periodically verify that labels meet applicable industry and government safety standards (including EPA, CPSC, FDA, DOT rules and ANSI Z535, ANSI Z129.1, and California Proposition 65)?			
	Do labels and other warnings address hidden hazards or hazards of misuse?			
	Is there a process to verify that instruction manuals and package labels are useful, understandable, and available to the user?			
	Does your product safety committee and legal counsel review all labels, warnings, material safety data sheets, and instructions?			
7	Sales and Advertising			
	Does your legal counsel review advertising materials, warranties, guarantees, and sales representation agreements?			
	Do your marketing/sales representatives, distributors, and dealers receive effective training in product liability prevention?			
	Do sales personnel report product safety problems to the product safety group?			
8	Packaging and Shipping			
	Is product safety and liability considered when selecting packaging?			
	Is product packaging designed to meet shipping and transportation safety requirements?			
	Is packaging designed to protect against leaks and spills?			
	Does legal counsel review the warnings and safety information on the packaging?			
9	Field Support and Customer Service			
	Is there a system to assure that field personnel (including employees and contractors) are well qualified and trained?			
	Are field personnel or contractors required to report product safety problems?			
	Does your company have insurance requirements for outside contractors, and do you obtain certificates of insurance from them?			
	Does your company use a 24-hour toll-free phone service for product questions and emergencies?			
	Are customer service personnel trained to recognize product misuse or misapplication and to refer such calls to qualified technical support?			
10	Incident and Claim Handling			
	Does your company have effective procedures for handling:			
	Customer complaints and product incidents?			
	Product abuse/misuse?			
	Product liability claims?			
	Do you periodically analyze incident, complaint, and claim data to pinpoint trends, potential problems, etc.?			



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11	Product Recall and Disposal			
	Are all of your products marked to ensure traceability to date and place of manufacture?			
	Are your critical materials, components and packaging coded and traceable to source?			
	Are production and sales records created, reviewed, and retained according to a written policy?			
	Do you have procedures for an efficient product recall?			
12	Program Audits			
	Does your company have a system for auditing the effectiveness of the corporate and division product safety plans?			

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