# ISO 10377:2013-04 (E)

## Consumer product safety - Guidelines for suppliers

## Contents

Page


Foreword ..... iv

Introduction ..... v

1 Scope ..... 1

2 Termsanddefinitions ..... 1

3 Basic principles for addressing consumer product safety ..... 4
3.1 General ..... 4
3.2 Promoting a product safety culture within the organization ..... 4
3.3 Promoting a product safety culture outside the organization ..... 5
3.4 Committing to providing safe products ..... 5
3.5 Continual improvement ..... 5
3.6 Precautionary approach ..... 5
3.7 Sharing of information ..... 5

4 General requirements ..... 5
4.1 General ..... 5
4.2 Commitment to providing safe consumer products ..... 7
4.3 Continual improvement ..... 9
4.4 Applicable laws, regulation and standards ..... 10
4.5 Consumer product identification and traceability ..... 10
4.6 Understanding the role of consumers ..... 12

5 Safety in design ..... 13
5.1 General ..... 13
5.2 Design specification ..... 13
5.3 Safety considerations in design ..... 15
5.4 Documenting the design specification process ..... 21

6 Safety in production ..... 22
6.1 Basic principles during production ..... 22
6.2 Production planning ..... 23
6.3 Full production runs ..... 24
6.4 Post production ..... 25
6.5 Production support ..... 26

7 Safety in the marketplace ..... 26
7.1 General ..... 26
7.2 Pre-purchase assessment ..... 26
7.3 Proactive data collection and analysis ..... 27
7.4 Ongoing assessment of consumer product conformance ..... 28
7.5 Warranty and servicing ..... 28
7.6 Product incident investigation ..... 29

Annex A (informative) Useful International Standards and Guides ..... 30

Annex B (informative) Information and guidance for small businesses ..... 31

Annex C (informative) Hazard and risk evaluation ..... 35

**Annex D (informative) Product safety management plans ..... 39**

**Bibliography ..... 43**