

Measuring the Impact of Voluntary Standards on Human Safety and Health

- Incident data (complaints, injuries, and fatalities) for past and current product designs is a virtual gold mine of information for preventing incidents
- Customer Service / Call Center data
- Product safety claims data
- Retail returns data



Measuring the Impact of Voluntary Standards on Human Safety and Health

- Leverage complaint, injury, and fatality data to
 - Positively impact product design modifications to existing products to significantly reduce or eliminate the design feature(s) leading to incidents
 - Inform future product designs with design features that will prevent incidents from occurring
 - Document improved product designs to affect future product development activities resulting in prevention of future occurrences of incidents
 - Incorporate improved designs into corporate Design Standards Library

