

Product Safety and Conformity Representative (PSCR)

Objectives



1 Understand what Product Safety and Conformity are

2 To know Safety and Product Conformity requirements

3 Product Safety Application in the Supply Chain

Agenda

1. Background
2. Key Concepts
3. Why to assign a product safety and conformity Representative (PSCR)
4. Responsibility and Competences of a PSCR
5. Product integrity during it's life cycle
6. Product Liability Requirements for Manufacturers



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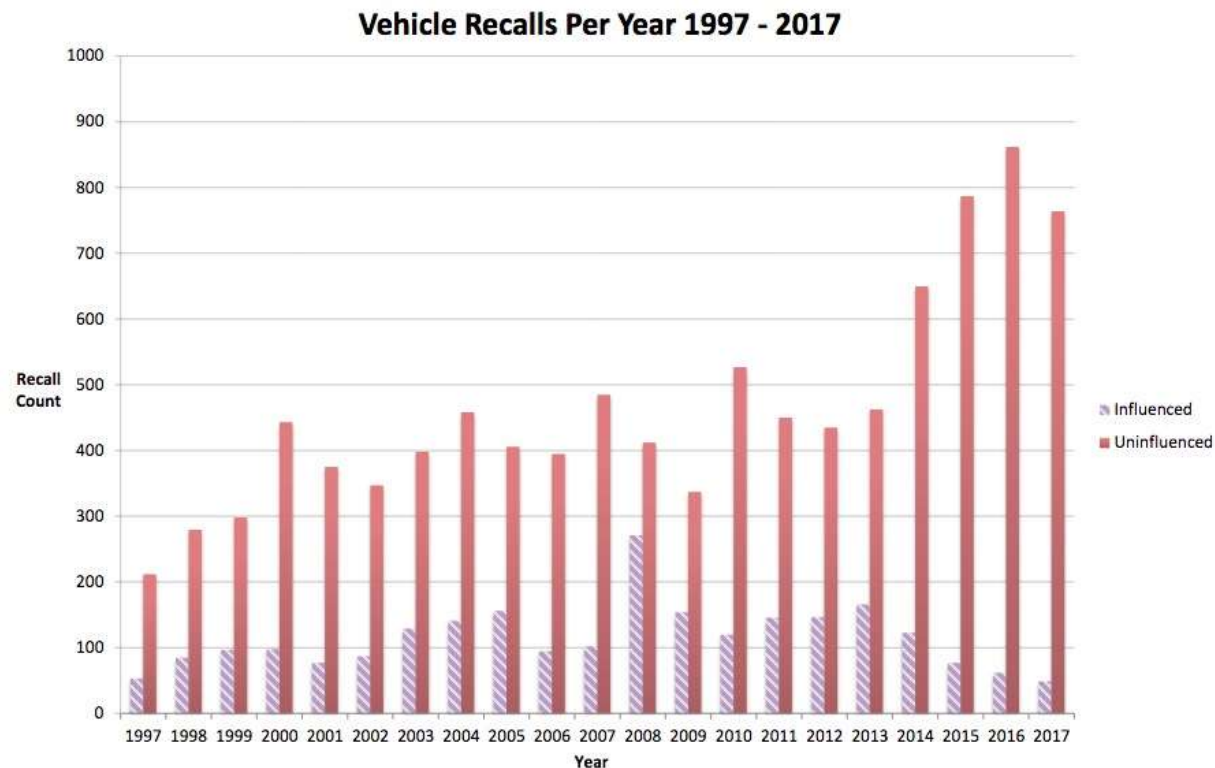
BACKGROUND

Background

The automotive industry is shifting gears. Global disruption, technological advances, and changing consumer behaviors are altering the auto industry on many levels all at once.

OEM's and their suppliers when manufacturing or assembling automotive parts **are responsible for the quality of the product and its performance in the field.**





NHTSA Recalls Trend 1997 – 2017 chart

The increase in recalls, complexity of vehicles and compliance with government requirements have led to greater attention to the safety that a car offers.

2

KEY CONCEPTS

Key Concepts



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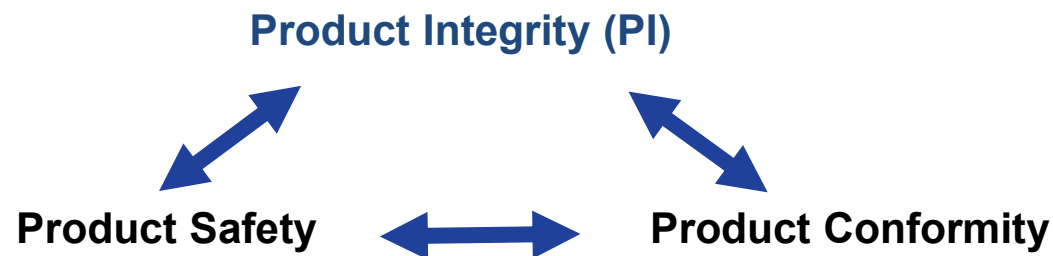
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- **PRODUCT INTEGRITY (PI)** .- **Product safety** and **conformity**



Key Concepts

Product Safety



 **23 reported deaths and 230 injuries worldwide**



In average 41.6 million vehicles with 56 million defective Air Bags

Product Conformity



ámbito.com

ECONOMÍA FINANZAS POLÍTICA NEGOCIOS OPINIÓN LIFESTYLE

El "dieselgate" ya le costó €30.000 millones a Volkswagen: ahora negocia acuerdo

NEGOCIOS 02 Enero 2020

Se trata del primer gran juicio contra la automotriz por el fraude de los motores diésel. El fabricante está acusado de haber instalado un sistema informático que hacía que sus vehículos diésel parecieran menos contaminantes de lo que en realidad eran.



- **GOVERNMENT AGENCIES.** The **governments** of the countries through their **dependencies** in charge of the Safety of Motor Vehicles submit the **regulations and standards of Vehicle Safety and are in charge of monitoring its compliance.**

Examples of Government Agencies



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WHY TO ASSIGN A PRODUCT SAFETY AND CONFORMITY
REPRESENTATIVE (PSCR)

WHY TO ASSIGN A PRODUCT SAFETY AND CONFORMITY REPRESENTATIVE (PSCR)

Rules, regulations, contractual requirements ...



International
Automotive
Task
Force

New IATF 16949 (2016) content

4.4.1.2 Product safety

IATF 16949 – 4.4.1.2 Product Safety.

The organization must have a documented process for managing product safety, related to products and manufacturing processes.



VDA – Product Integrity Manual

WHY TO ASSIGN A PRODUCT SAFETY AND CONFORMITY REPRESENTATIVE (PSCR)

- Complex Technology.
- Flexibility and Quality in Manufacturing sites.
- Accelerate the development cycles.
- Security Expectations of Customers and Legislators.
- More demanding laws and regulations.



Non-Compliance potential impact

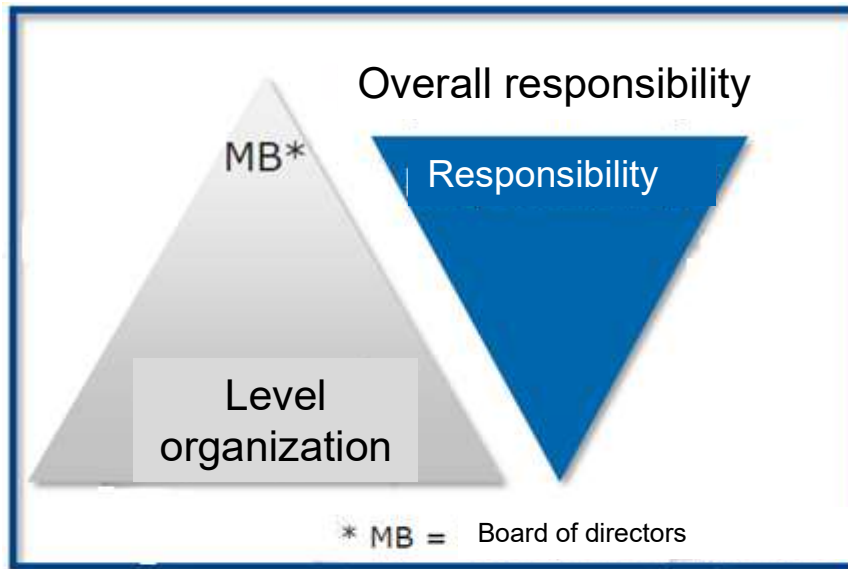
- Human lives at risk
- Generate loss of car primary function
- Create part assembly problems
- Civil Liability and damages to third parties
- Generate expenses to the company (fines)
- Loss of Company prestige image



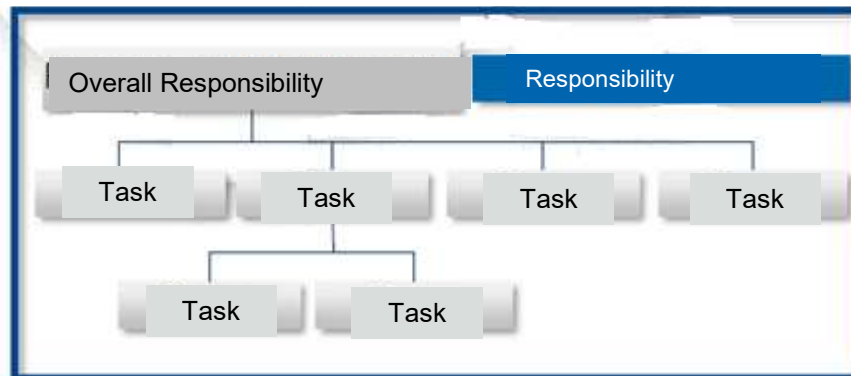
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RESPONSIBILITY AND COMPETENCES OF A PSCR

Responsibility of the company



Classic business structure in terms of responsibility



Corporate overall **responsibility** is under **Top Management** duty

Because management CAN NOT perform individual **tasks / responsibilities can be delegated.**

- Ideally not a new employee
- Have skills such as problem management, assertiveness
- Ability to negotiate with government and regulatory bodies
- Sufficient resources to carry out the obligations
- Understanding / Sensitivity to the scope of responsibility



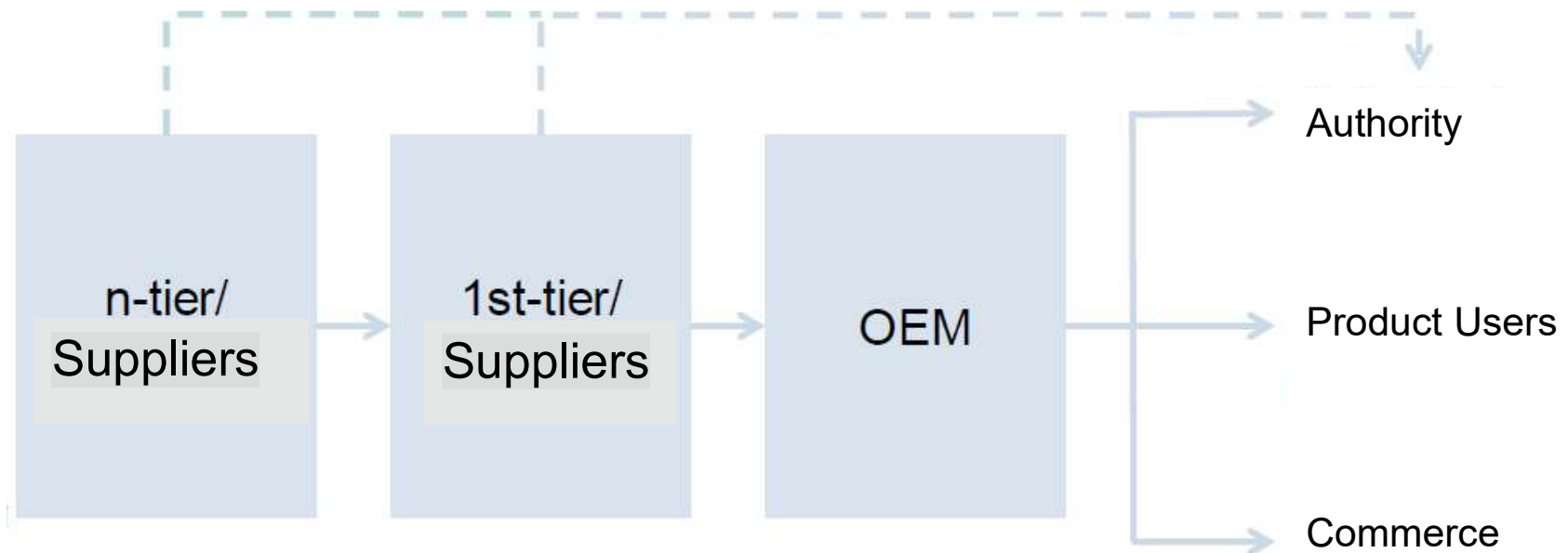
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- | | |
|--|--|
| <input type="checkbox"/> Problem solving methods | <input type="checkbox"/> Product safety prevention |
| <input type="checkbox"/> Market supervision | <input type="checkbox"/> Product tracking |
| <input type="checkbox"/> Obligation of information on product safety to authorities or customers | <input type="checkbox"/> Product Knowledge |
| <input type="checkbox"/> Product safety and responsibility | <input type="checkbox"/> Ensure quality prevention |
| | <input type="checkbox"/> Document processing |

-
- ❖ Customer specific requirements (security)
 - ❖ Knowledge of specific products of the company
 - ❖ Product traceability, verification, elimination and handling of non-conforming products

-
- Identification of discrepancies related to product safety
 - Guidelines for internal and external communication in the event of a product safety event
 - Risk management and analysis
 - Management of safety-related product discrepancies, including conclusion
 - Learned lessons

-
- | | | |
|--|---------------------|--------------------|
| <input type="checkbox"/> Specific Requirements | ❖ Specific Products | ➤ Specific Process |
|--|---------------------|--------------------|

Information flow, steps of a notification



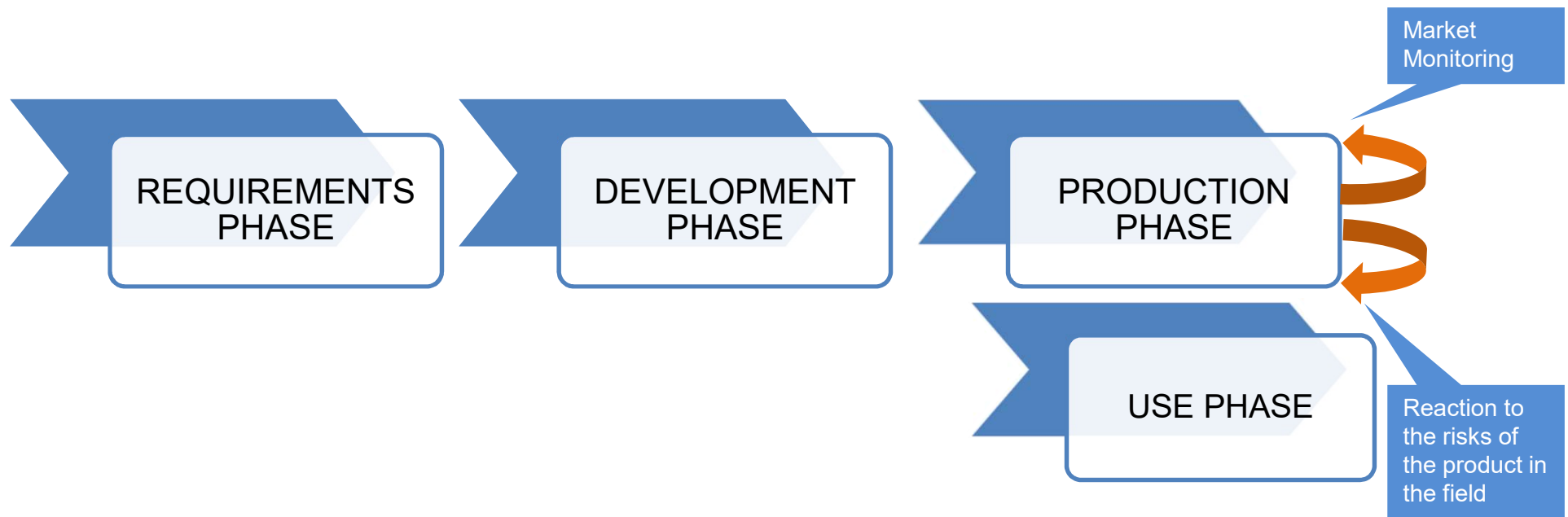
Decision-Making Committee, which is made up of the following functions:

- Quality
- Production
- Product Safety
- Product Conformity
- Product development
- Sales
- Logistics
- Customer service
- Legal

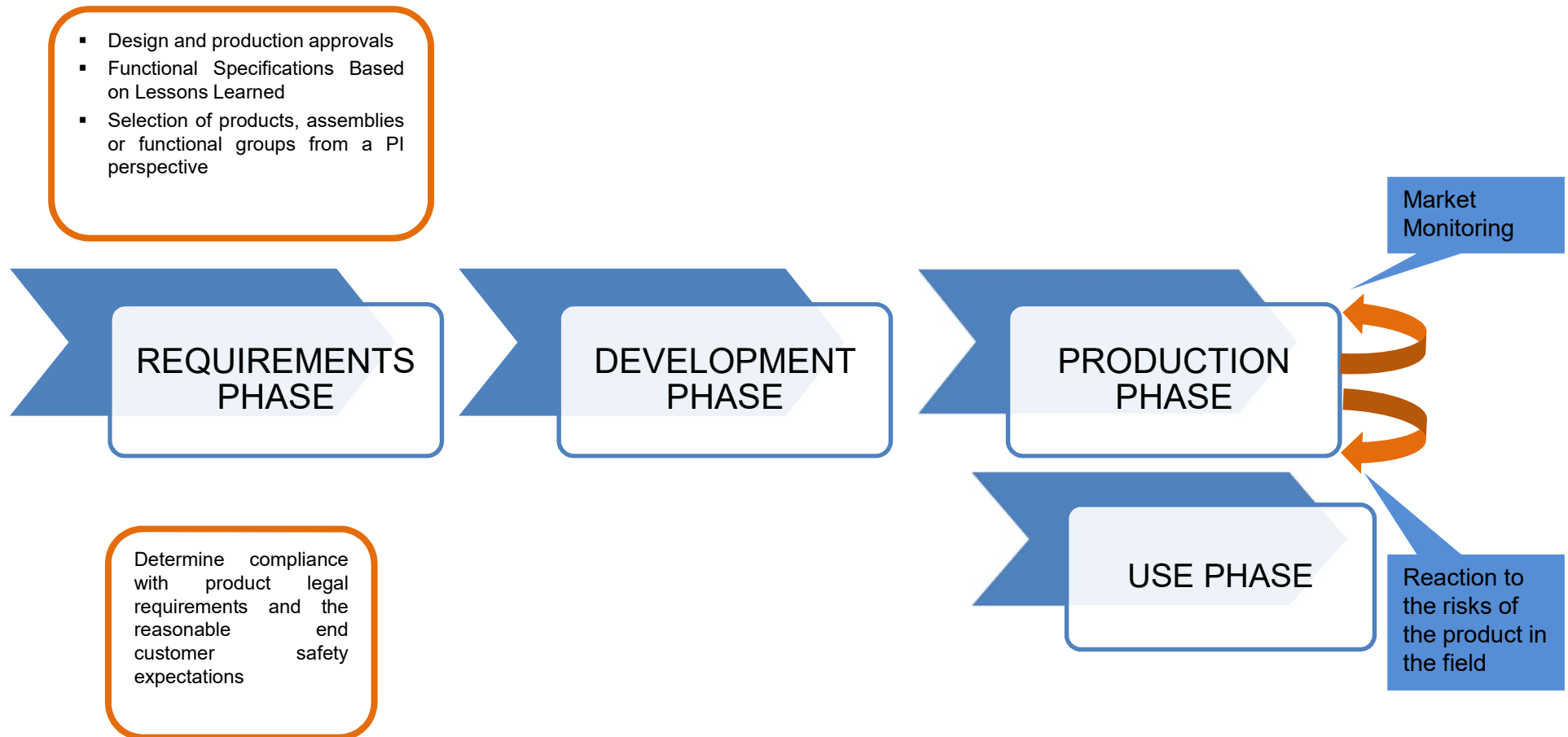
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PRODUCT INTEGRITY DURING ITS LIFE CYCLE

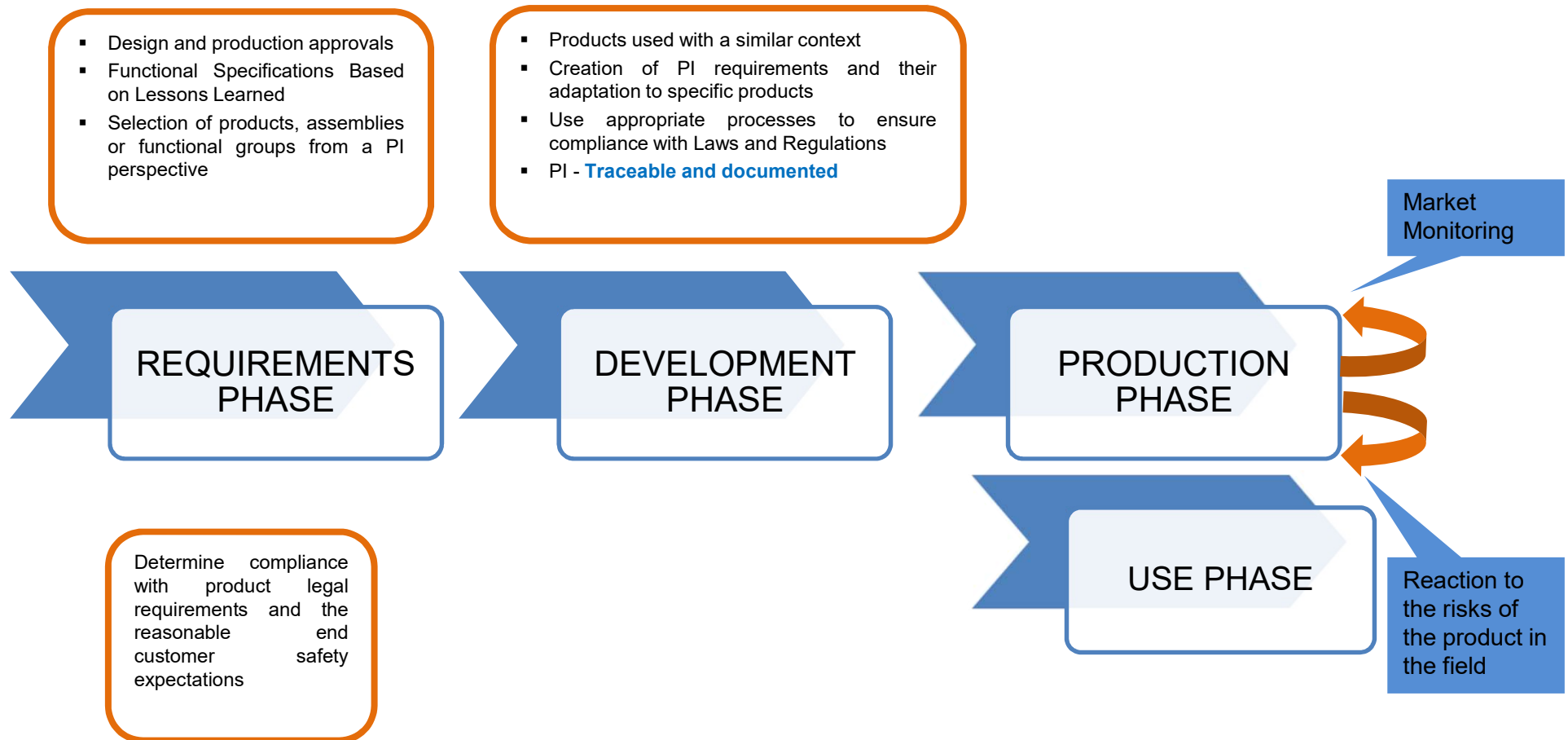
Product integrity during its life cycle



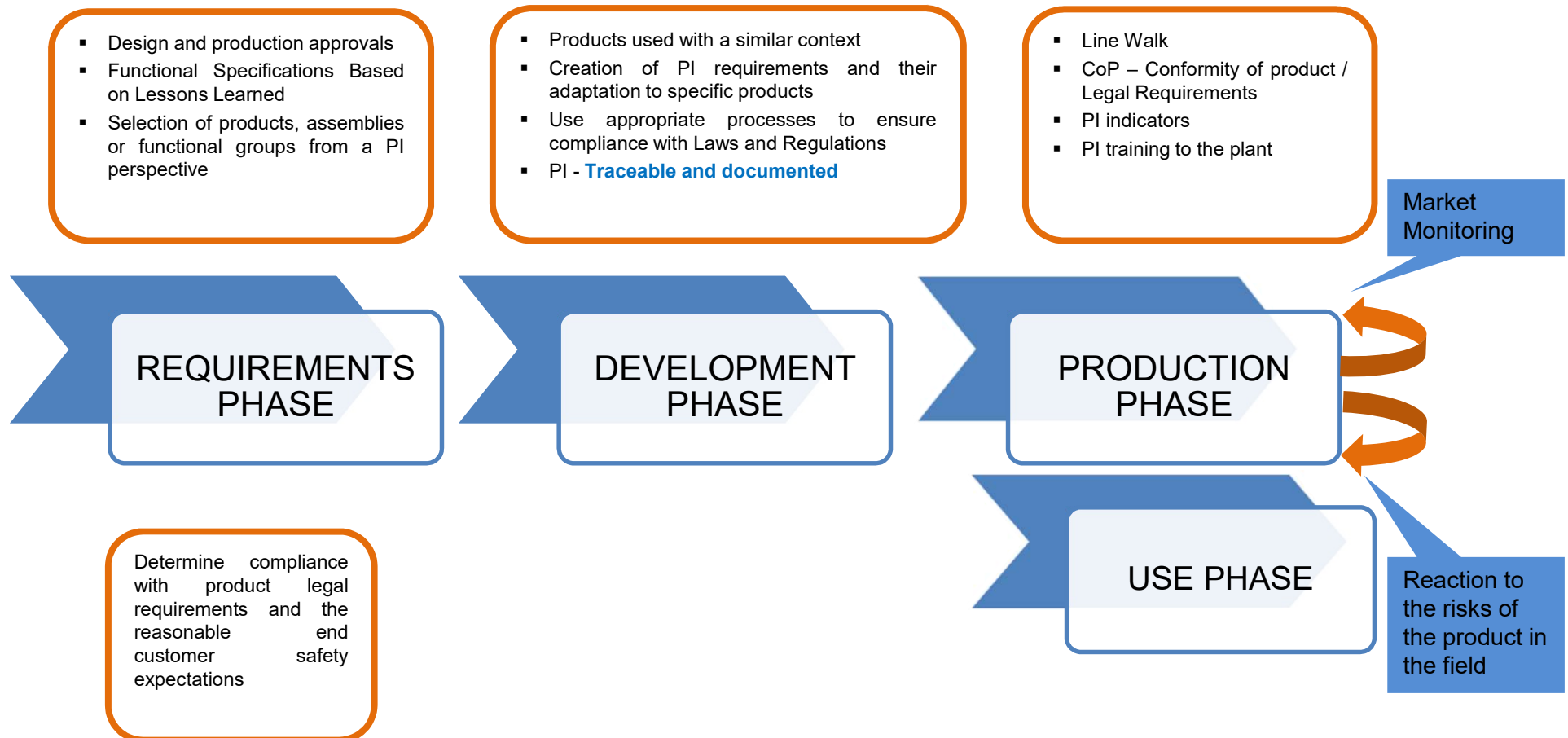
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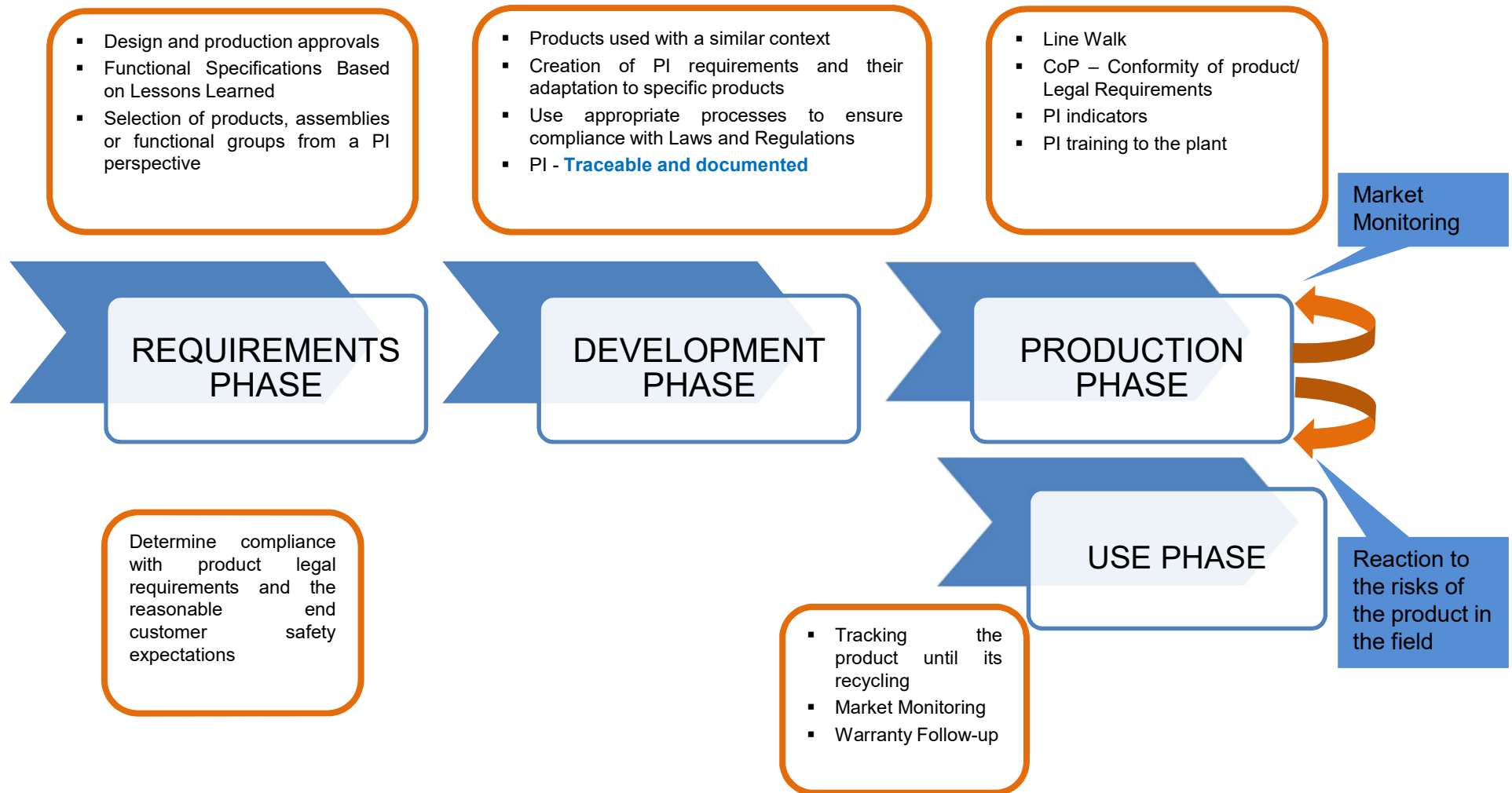
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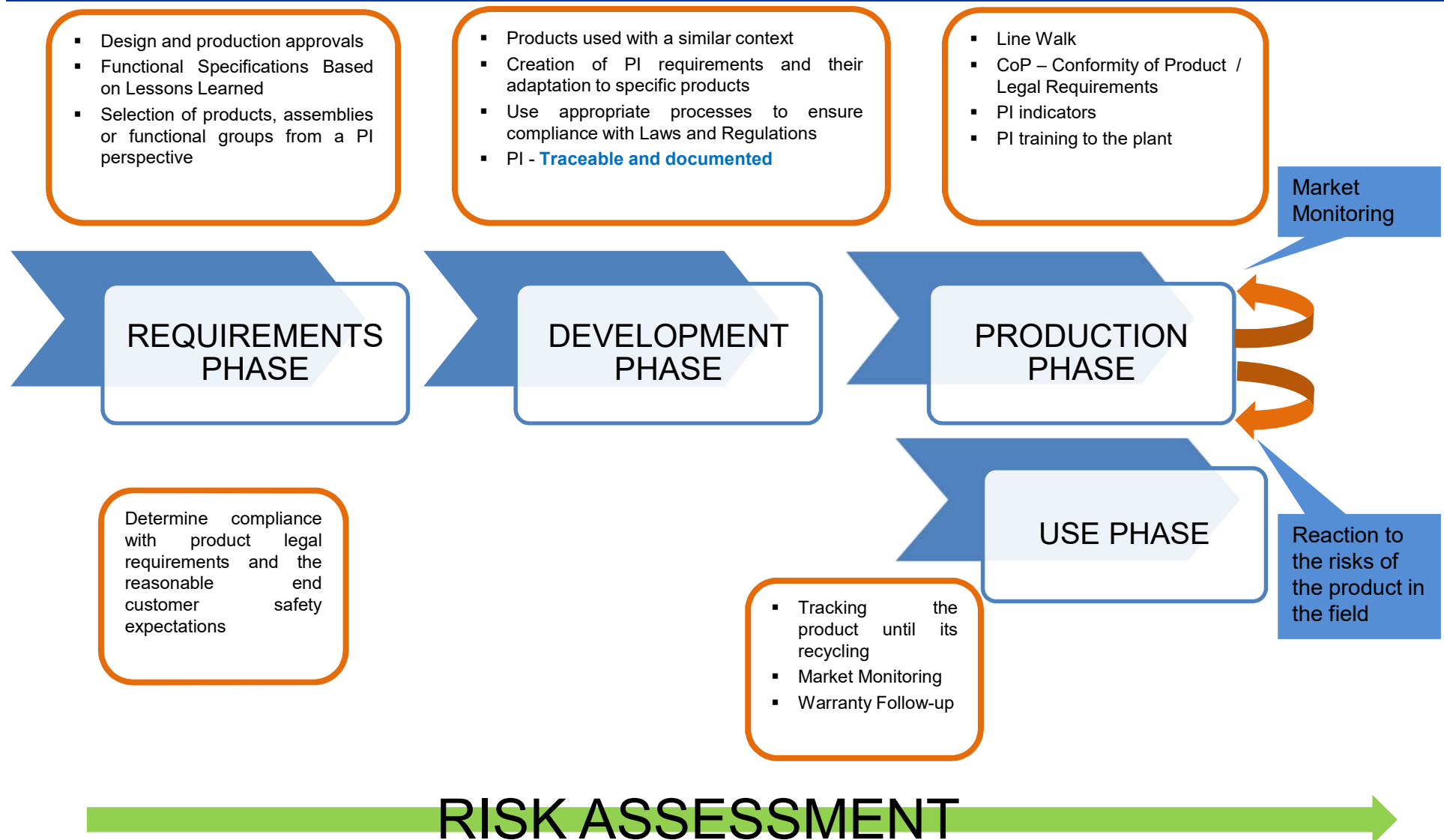
Product integrity during its life cycle



Product integrity during its life cycle



Product integrity during its life cycle



6

PRODUCT LIABILITY REQUIREMENT FOR MANUFACTURERS

1. **Identify** and monitor **legal** and **regulatory** requirements on the integrity of the product, as well as its customer information.



Obligations and participation of the PCSR

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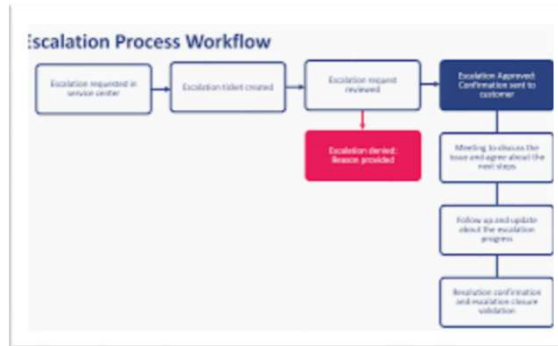
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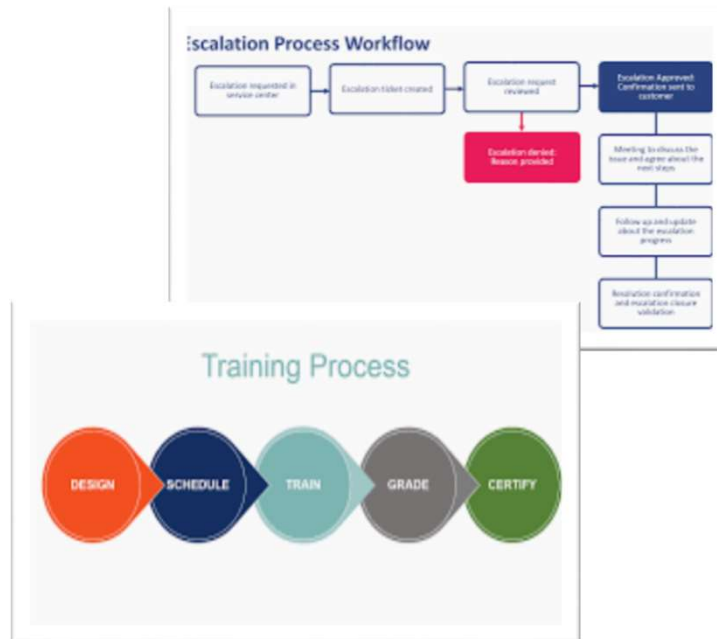
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5. **Define reaction plans** to address any deviation from Product Integrity.





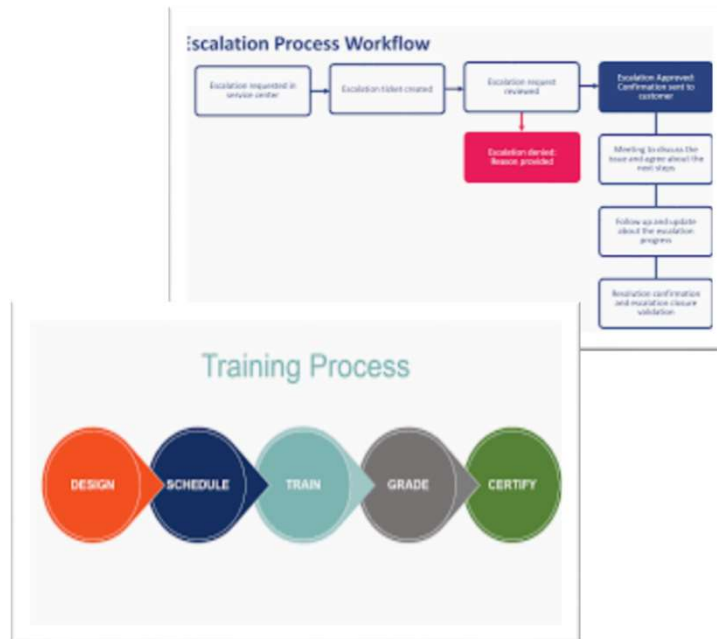
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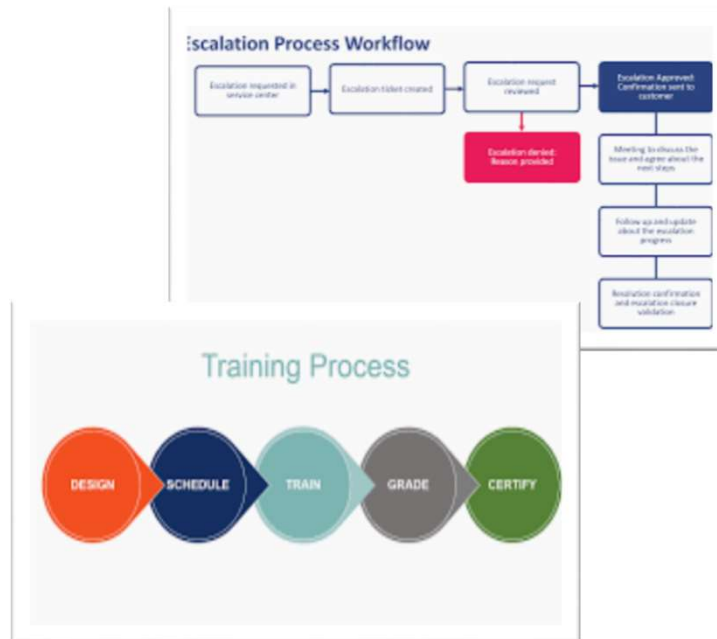
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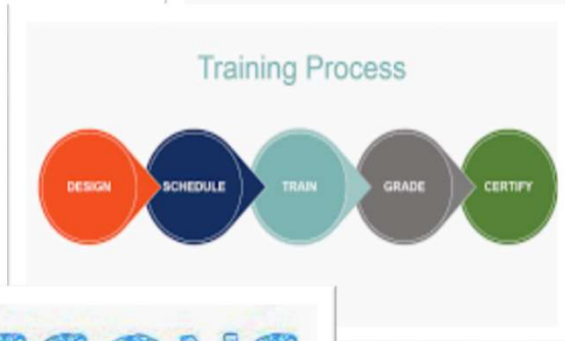
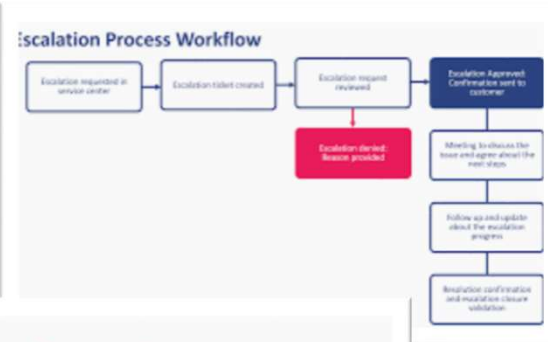
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10. **Manage** the **lessons learned** derived from product safety and that are available for new products.

Bocar and Customers PSCR Requirements in Supply Chain



- A. Definition of at least 2 people as responsible for the Safety and Conformity of the product**
- B. Designation of roles and responsibilities**
- C. Send the contact details of the PSCR and the Plant Management**
- D. In case of any change in PSCR, notify Bocar customer**
- E. Availability of emergency care 24/7**
- F. No language barrier (Spanish / English)**
- G. Product Integrity Training by a qualified PSCR (qualification by a VDA-QMC associate desirable)**
- H. Technical Training (knowledge of the product / process, problem solving methodology, etc.)**
- I. Knowledge of Product Safety and Responsibility Laws**
- J. Implementation of Indicators for the evaluation of the integrity of the product**

Questions

