

Inspection and Control Procedures

- c) Records,
- d) Packing and shipping,
- e) Employee training,
- f) Labeling, advertising, and sales literature, and
- g) Product liability claims-handling procedures

To give the proper degree of importance to this management decision, the philosophy on reliability should be written out and adopted as a policy for guidance

It naturally follows that communications must play a very important part in a product safety program and it must be recognized early in the program that everyone in the plant must be brought into the act. Some companies have started such a program by means of a kick-off meeting so that all employees can be told of the importance of turning out a quality product that is safe.

All employees must be informed and sold on the purpose of the program, which is to reduce to a minimum the number of rejects and to turn out a safe product.

Zero defects programs.

In the early 1960's defense industries originated a number of programs called "zero defects" (ZD) programs, with such interesting names as *Pride, Aware, Esky, Project Sterling, Error-Free Performance*, and others. These are primarily quality control programs aimed at motivating greater attention to product quality. They are not systems safety analysis programs in the strict sense. Safety naturally should be improved but this is a secondary rather than a primary objective of these programs. ZD programs are a conse-

quence of the extremely high specifications now set for aerospace products.

But regardless of the chosen name, the program should be widely publicized and continually promoted under the chosen name. All should know that management is behind the program, not merely giving it lip service.

Alerting management to product safety

In line with a comprehensive loss control program, the "all-around" safety director should be concerned about his company's making a safe product (at a satisfactory profit). This can be done by

- 1 Communicating to management, at staff meetings, the latest developments in adopting voluntary safety standards
- 2 Presenting evidence of suits won by users, and judgments paid by similar companies
- 3 Co-operating with company's design and process engineers, securing photos, drawings, and other information
- 4 Working with other safety professionals and the National Safety Council to see what other companies and the industry are doing

The alert safetyman assists his firm's technical and engineering staff in every way to help avoid "tunnel vision" with respect to design safety, as well as manufacturing safety. There have been many incredible errors and oversights in design, resulting in incalculable suffering and needless injury.

The effective safety director or safetyman watches for opportunities to apply his knowledge to product safety, as an important part of total loss prevention.

References

- Baxter, J. D. "Make It Safe or Be Sued," *Iron Age* (July 28, 1966)
- Bethlehem Steel Co., Bethlehem, Pa. *Our Next Step to Zero*, "Instructor's Guide to Supervisors Safety Program," 1964 pp 122-133
- Bird, Frank E. and George L. Germain. *Damage Control*. New York, N.Y., American Management Assn., 1966
- Heinrich, H. W. *Industrial Accident Prevention*, 4th ed. New York, N.Y., McGraw-Hill Book Co., 1959
- Hopkins, Stuart K. "Voluntary Standards at the Crossroads," *National Safety News* (April 1967)
- Johnson, W. G. *System Development*. Chicago, National Safety Council, 1965