

## **PRODUCT SAFETY PROFESSIONAL CERTIFICATION PROGRAM DETAILS**

### **Overview**

The Product Safety Professional Certification Program at the Richard A. Chaifetz School of Business focuses on the theoretical as well as applied product safety management knowledge and skills essential in today's global system of product safety requirements. Successful completion of the program requires completion of 53 hours of instruction from the several designated knowledge areas.

The program focuses on designing and managing a broad product safety culture, mission, and program in a small, medium, or large company setting. Individuals will be required to demonstrate an understanding of basic requirements in product safety policy, establishing priorities for appropriate action and approval by senior leadership, creating a risk assessment system that reflects the company's understanding and commitment for an articulated focus on the safety of the customer, and the creation of a product safety program for corrective actions and withdrawal of products where appropriate.

*The program recognizes that candidates will have varying levels of knowledge relevant to the different disciplines involved in product safety management, and will not assume that each candidate has mastered each knowledge area to the highest degree. Candidates will be expected to understand basic tenants in all knowledge areas while recognizing that limits of in-depth expertise must be supplemented by engaging internal and external professionals more expert in handling a range of specific activities. .*

### **Prerequisite**

To be eligible for the program and examination, individuals should have 10 or more years of relevant product safety work experience, or 7 or more years of relevant product safety work experience coupled with a university bachelor degree in a related field, or such other criteria as might be deemed adequate by CPSCS. Candidates do not need to be currently employed in a product safety position provided they have 10 years of product safety-related experience in their background.

#### **A. The Program Sequence:**

1. The *Culture of Product Safety* will consist of a 3-day workshop at the Richard A. Chaifetz School of Business at Saint Louis University laying the foundation for designing and managing a proactive as well as compliant product safety system that places the safety of the consumer at a high level of organizational decision making. The workshop will focus on the development of a safety oriented policy, advocacy for product safety, managing communication to all stakeholders, and description of how the organization will ensure safer products through user-behavior-focused designs, product development, production, and adherence to safety goals throughout the supply chain. The candidates will examine each element of a typical compliance plan, including critical stages of new product development, risk assessment and hazard analysis, regulatory compliance and conformity to standards, production, including testing and certification, distribution eventually reaching consumers. Consumer related elements include the design and management of an

ongoing corrective action system, including product recalls and corrective design changes. (24 hours)

2. Required Webinar Modules (edit note: This section moved from below section to this position for consistent flow of the program sequence)

A. Hazard Analysis and Risk Assessment (4 one-hour segments): Includes general knowledge relating to assessment of product information, market data, claims, and other sources; human interaction with a product, including foreseeable misuse, and behaviors; assessment of test methods and standards to validate risk; integrate safety analysis tools such as DFMEA (Design Failure Mode and Effect Analysis) and PFMEA (Process Failure Mode Effects Analysis, critical analysis, fault tree; 3<sup>rd</sup> party certifier management, validation of product compliance with mandatory and voluntary standards, and appropriate certification of lab and lab practices (4 hours)

B. Product compliance with laws, regulations, and standards (4 one-hour segments): Includes general knowledge relating to developing a system for tracking new or expanded governmental requirements, ensuring communication throughout the company's compliance chain; a planned system for using industry associations, standards information, and conferences as a tool for staying current with changing rules, and advocating company positions; maintain awareness of standards development panels, committees, and other venues for promoting awareness and understanding. (4 hours)

3. Elective Webinar Modules

A. Incident Management Programs (3 one-hour segments): Includes general knowledge relating to a company system through which all product safety-related complaints, incidents, injuries, lawsuits, liability claims, warranty claims are compiled in a central data system; manages and maintain a system to investigate, evaluate, and if appropriate, act on safety related incidents; manage a system that escalates potential or actual product safety incidents for reporting, recall, or other actions. (3 hours)

and/or

B. Product Corrective actions, and withdrawal systems (3 one-hour segments); includes general knowledge relating to the design, development, and maintenance of a system to control affected inventory reverse logistics; including plans for consumer or distributor compensation/incentives to encourage participation; monitors and reports corrective actions as required by law; manage effectiveness and fraud free corrective actions; maintenance of all records for product destruction, returned inventories, repaired or refurbished products; evaluation of product safety corrective actions and communicates the selected corrective actions throughout the company supply chain and senior management.

Candidates may select one of two Elective Webinar Modules:

1) Complete *both elective modules*, which would fulfill the requirements for course work at Saint Louis University for this program, or

2) Complete *one elective module* and also apply for *recognition of two independent product safety-related university-sponsored courses* (risk assessment, regulatory compliance, engineering, or health fields) to complete this segment of the program. (3 hours) (See below)

4. Alternative Education Electives:

Completion of other product safety-related university level engineering, business, legal, or health related courses relevant to qualifying for a product safety professional designation would be considered for 2 separate courses, including a formal grade of PASS or certificate of completion. (3 hours)

5. *Capstone Project*, representing the development of a company case study reflecting a candidate's understanding of the different elements in a product safety system, and describing the solution to a situation or opportunity in the product safety area. The Capstone Project will culminate in a 3-day workshop on campus at Saint Louis University.

Day 1: Candidate presentation of case study to peers for feedback and engagement. (8 hours)

Day 2: Examinations on the 5 topic areas covered in the course:

1. Culture of Product Safety
2. Risk Assessment
3. Regulatory Compliance
4. Incident investigations
5. Product Recalls and Withdrawals

The examinations would consist of multiple choice questions and essays. The tests would be administered at the Saint Louis University Center for Workforce Development, which is a Pearson Vue certified testing center, or at another appropriate examination setting within Saint Louis University. Questions for the examinations will be formulated by individual teams for each topic area that would include 1) a professor at Saint Louis University's Richard A. Chaifetz School of Business, and 2) subject matter expert(s) from the individual topic area. (6 hours)

Day 3: Case Study Oral Presentation to 3-member University-designed Panel. 60 minutes per student (may involve multiple panels depending on the number of candidates taking the course). (1 hour)

### **REQUIREMENT SUMMARY FOR CERTIFICATION\***

<i>Foundation Courses:</i>	<i>Hours</i>
Culture of Product Safety (on campus workshop).....	24
Capstone Project (on campus workshop).....	15
<i>Required Webinar Modules:</i>	
Hazard Analysis & Risk Assessment.....	4
Product Compliance with laws and standards.....	4
<i>Elective Webinar Modules (At least 1 selected from the following offerings)*:</i>	

Incident Management Program .....	3
and/or	
Product Corrective Actions & Withdrawals.....	3

\*If candidate elects to complete *two elective webinars*, they may complete their requirement of 53 hours for professional certification. Candidates selecting only one Elective Webinar Module will have the option of applying Alternative Education courses to complete the required number of hours. In this circumstance, a committee consisting of a university business school professor, an industry professional, and a holder of the Product Safety Professional certification, would review and determine acceptance or denial of the specific application for alternative courses by the candidate.

*Alternative Education Electives:*

Two University-level product safety-related courses from the following:  
engineering, regulatory law, business, or health areas.....3

**Total Hours of Instruction Required for Certification.....53**

*\* Standard RCSB testing criteria, including pass/fail standards, will be utilized in the Product Safety Professional Certification program.*

**Program Certification Credentials**

Upon successful completion of above requirements, the Society of Product Safety Professionals (SPSP) will award candidates the “Certified Consumer Product Safety Professional” designation. Successful candidates will be officially allowed to use the letters “CCPSP” following their full name so long as they are members in good standing of SPSP. They will be listed on the SPSP website as a “certified professional” in good standing having successfully completed the certification program (including any required examinations) offered by Richard A. Chaifetz School of Business at Saint Louis University.

- A. Those candidates who successfully complete the course and pass the examination will receive a Certificate from RCSB with this wording: *"This candidate has completed the Richard A. Chaifetz School of Business at Saint Louis University Product Safety Professional Certification Program and has demonstrated understanding of the knowledge required to contribute to the design and management of a proactive and compliant product safety system within a company."*
- B. If a candidate completes the required course work but does not sit for or does not pass the exam, he or she is entitled to receive a “certificate of completion” designating that he or she has completed the course work, but is not entitled to use the wording noted in the paragraph "A" and is not entitled to use the designation of “Certified Consumer Product Safety Professional (CCPSP)” on business cards, etc.

**Recertification:**

Recertification will be required every five years, and will be based in part on tutorial requirements developed in cooperation with other educational and training organizations. Discussions to finalize recertification partners are currently under way with the International Consumer Product Health & Safety Organization (ICPHSO), and may eventually include other universities and industry associations wanting to support professional development opportunities for their members.

**Program Tuition:**

The tuition for the course and the examination is \$5,400. In addition, there is a \$150 processing application fee to cover expenses associated with verification of employment background and education transcripts where appropriate.

**Program Registration:**

Program registration for the 2019 course will be held from August 1 – October 30, 2018. Enrollment in this first program will be limited in order to enable program administrators to assess the various program components prior to an open enrollment process in future years.

*Approved by the SPSP and CPSCS Boards of Director, February 15, 2018*