

ACIL Product Failure Survey
(Please return by mail or fax to ACIL by May 14, 2005.)

The objective of the ACIL product failure survey is to assess the number and types of product failures that take place once the laboratory begins its testing and certification process. These data will be important in developing ACIL's response to the pending Request for Information on SDOC for IT and telecomm equipment in the workplace that will be published soon in the Federal Register by OSHA.

ACIL does not expect you to submit hard numbers, but only to provide percentages based on your years of experience. ACIL will look for trends and provide average results and will attempt to draw some conclusions. All responses will be kept confidential and will only appear in aggregate form.

Product categories below are drawn from the IECCE (CB Scheme), except for hazardous location equipment. Attached to the survey is a listing of these categories along with the applicable standards.

1. What percentage of products comply with the standard(s) as submitted with no additional re-testing or modification required?

- Amusement Games
- Cables and Cords
- Electrical Power Tools
- Home Electronic Equipment
- Household and similar equipment
- IT Equipment
- Laboratory instruments
- Lighting fixtures
- Measuring Instruments
- Electrical equipment for medical and dental use
- Miscellaneous
- Office equipment

2. For the products referenced in 1. above, what is the average time (in business days) taken to receive certification if there are no failures (e.g., from when the sample is received to when the manufacturer is allowed to label)?

- Amusement Games
- Cables and Cords
- Electrical Power Tools
- Home Electronic Equipment
- Household and similar equipment
- IT Equipment
- Laboratory instruments
- Lighting fixtures
- Measuring Instruments
- Electrical equipment for medical and dental use
- Miscellaneous

_____ Office equipment

3. Of those products not in compliance after the initial evaluation, what percentage is resubmitted **only one time** to achieve compliance?

_____ Amusement Games
_____ Cables and Cords
_____ Electrical Power Tools
_____ Home Electronic Equipment
_____ Household and similar equipment
_____ IT Equipment
_____ Laboratory instruments
_____ Lighting fixtures
_____ Measuring Instruments
_____ Electrical equipment for medical and dental use
_____ Miscellaneous
_____ Office equipment

4. For a product with one compliance issue referenced in 3. above, what is the average time (in business days) taken to receive certification (e.g., from when the sample is received to when the manufacturer is allowed to label)?

_____ Amusement Games
_____ Cables and Cords
_____ Electrical Power Tools
_____ Home Electronic Equipment
_____ Household and similar equipment
_____ IT Equipment
_____ Laboratory instruments
_____ Lighting fixtures
_____ Measuring Instruments
_____ Electrical equipment for medical and dental use
_____ Miscellaneous
_____ Office equipment

5. Of products submitted for certification, what percentage never reaches compliance?

_____ Amusement Games
_____ Cables and Cords
_____ Electrical Power Tools
_____ Home Electronic Equipment
_____ Household and similar equipment
_____ IT Equipment
_____ Laboratory instruments
_____ Lighting fixtures
_____ Measuring Instruments

- Electrical equipment for medical and dental use
- Miscellaneous
- Office equipment

6. Of all non-compliances, what percentage is considered major (safety and health related)? ____
7. What percentage of non-compliances is considered minor (i.e., documentary, marking, etc)? ____
8. What is the most common reason for delay in certifying a product?

9. What percentage of customers take advantage of manufacturer test data programs? ____
10. During follow up product surveillance, what percentage of certified products are found to be non-compliant?

- Amusement Games
- Cables and Cords
- Electrical Power Tools
- Home Electronic Equipment
- Household and similar equipment
- IT Equipment
- Laboratory instruments
- Lighting fixtures
- Measuring Instruments
- Electrical equipment for medical and dental use
- Miscellaneous
- Office equipment

11. Additional Comments:

Please return your completed survey by July 6, 2005, by mail or fax to:

ACIL
 1629 K Street, NW, Suite 400
 Washington, DC 20006
 Fax: (202) 887-0021

 Name

 Company

 Date