

# Certification NEWS

## Components Fall Into Place

*In a landmark agreement, UL agrees to accept some CSA-certified components*

In a breakthrough that will benefit selected manufacturing sectors, the presidents of CSA Group and Underwriters Laboratories (UL) have signed an Agreement on Acceptance of Components and expanded Memorandum of Understanding (MoU). Under the terms of the Agreement, UL will no longer require retesting of many CSA-certified electrical components when performing end-product evaluations of Low Voltage Distribution and Control Equipment.

CSA, with the support of the electrical industry customers, the National Electrical Manufacturers Association (NEMA) and Electro-Federation Canada (EFC), has now achieved a significant first step in the larger effort to obtain mutual acceptance across the entire range of certified electrical components used in end-product applications.

The agreement marks a change in UL practices by formally accepting, for the first time, CSA-certified components used in end-products. Affected component manufacturers will now be spared significant time and expense involved in redundant testing and follow-up inspections. What's more, manufacturers whose end-products are covered by this agreement will now have a broader selection of certified components to choose from and will also benefit from the fastest path to market.

CSA International worked for the past two years with electrical component manufacturers, end-product manufacturers and industry associations in an effort to resolve the component acceptance issue.



**Mr. Rob Griffin, President and CEO, CSA Group (left) and Mr. Loring Knoblauch, President of UL (right) following the signing at the NEMA Annual Meeting and Leadership Conference.**

“While CSA’s general practice has been to accept electrical components tested and certified by accredited organizations, UL’s policy has been to require retesting and recertification of all non-UL listed/recognized components,” says Grant Carter, Vice President, Marketing and Communications, CSA Group, “CSA welcomes UL’s change in its policy on the acceptance of components and expanded MoU,” he continues, “This initiative will help customers deliver products to market efficiently.”

CSA estimates that the percentage of electrical components accepted by UL will be approximately 35 percent. While this is an improvement, it’s not enough, adds Mr. Carter. “Component and end-product manufacturers involved with lighting, power tools, appliances and other products not covered by current component acceptance agreements also deserve relief.”

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**Mr. Grant Carter, Vice-President of Marketing & Communications, CSA Group, addresses Electrical Components Trade Forum on November 26, 2003 in Nuremberg, Germany**

## An Expanded MoU Simplifies Testing

A new and expanded Memorandum of Understanding, simplifies the process for electrical industry clients desiring both CSA and UL marks. They can now obtain dual CSA and UL certification through a single test program.

The MoU provides for a single test program with reports issued by both CSA and UL to be used by each organization to issue its own mark. Under international requirements governing certification bodies, accredited organizations can only issue their own mark.

The cCSAus mark is the only mark a client needs on end-products for the North American market.

## The Truth About Component Acceptance

**Myth** Product and consumer safety are jeopardized by component acceptance.

**Reality** The critical safeguard is an organization’s accreditation. Accrediting bodies verify that a certification and testing organization has the required testing capabilities & equipment, control programs, and reporting & complaint handling procedures needed to test and certify a particular class of products. Both CSA and UL are accredited by OSHA and the Standards Council of Canada (SCC).

The IT industry, where CSA-certified components have been accepted by UL since 1994, is proof that component acceptance can work.

**Myth** Frequent inspections are the best way of measuring product or component safety.

**Reality** Component and end-product manufacturers have noted that inspection frequency alone is an imperfect means of determining that on-going production continues to meet the certification requirements, often adding cost without greater assurance of safety. Many manufacturers say that the thoroughness of each inspection is more important than inspection frequency in ensuring ongoing compliance with standards. Some CSA clients note the thoroughness and integrity of CSA follow-up procedures even though, in some cases, CSA policies call for fewer follow-up inspections than are prescribed by UL for the same component. CSA policies are based on defined OSHA and SCC requirements.

## The High Cost of Non Acceptance

**Example:** Four CSA-certified components in a single end-product not accepted by UL

Initial retesting: The components are evaluated by UL against the exact same standards that CSA tested against.

Estimated additional cost in Year One: \$30,000

Redundant follow-up inspections: When components are rejected and retested by another organization, that

organization’s schedule of follow-up inspections is imposed on top of the original certifier’s follow-up program.

Estimated additional cost in subsequent years: \$10,000 per year

**Result:** Fewer supplier and component choices for end-product manufacturers. Higher end-product costs. Less competition.

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CSA INTERNATIONAL

# Creating Best Practices in Service

## *The market differentiator for testing and certification laboratories*

“The competitive advantages of being first—or at least early—to market include the ability to capture greater market share, establish stronger brand recognition, command premium prices early in the product lifecycle, and enjoy a longer overall lifecycle.” So says **Sue Dempsey**, Director, North American Sales and Services, CSA International. She understands that while modern methods have given manufacturers greater control of product development and production timetables, factors outside the manufacturers’ control also affect speed to market, such as third party testing and certification.

According to the *Industry Week 2002 Value-Chain Survey*, time-to-market performance was cited as a competitive advantage by more than 54% of respondents who reported a better than 90% product introduction success rate. So it’s not surprising that industry surveys of product manufacturers show that testing laboratories are now selected not only on the basis of their technical capabilities and accreditation, but on the *levels of service they provide*.

One of the greatest sources of frustration for manufacturers, Ms. Dempsey says, is the sense that testing organizations are not responsive to their needs. This can be the result of both real and perceived factors. “Whether caused by inadequate communication, failure to meet agreed-upon delivery expectations, or simply difficulty reaching the testing laboratory’s project engineer, perceived lack of responsiveness can tarnish an otherwise satisfactory and mutually beneficial business relationship.”

Factors that affect responsiveness include: project overload, unfamiliarity with the standards and applicable testing methods, inefficient processes and poor use of technology.

### **Investing in service**

CSA’s recently implemented client service initiative focuses on several critical areas of customer satisfaction. These encompass the entire testing and certification

cycle – from proposal and quotation, through project initiation, product testing, reporting, certification, and follow-up inspections at the manufacturing facility.

CSA International is streamlining operations by improving channels of communication between manufacturers and the CSA personnel responsible for their certification projects, reducing project paperwork, and allowing CSA technical staff to focus more directly on providing a higher level of personal service to customers.

Among the new systems and processes currently under development are:

- A Client Services Center for fast and easy customer access to information.
- Online self-service capabilities to obtain service information, request project quotes, initiate projects, check project status, and review accounting records.
- A new document management system to enable more timely and simultaneous updates, allow multiple parties to collaborate on documents, and speed issuance of certification reports.
- Investments in CSA’s North American laboratories to provide more convenient local or regional access to testing capabilities and expertise.

According to Randall W. Luecke, Vice President, Certification, CSA International, “We have learned from our clients that access to testing and certification project engineers is vital to meeting service expectations. By improving internal information systems and staffing a customer care center, we enable our engineers to devote more attention to helping customers, while ensuring that those customers have continuous access to information which can help keep their projects moving forward without delay.”

To download a complete white paper, *Improving Service in the Testing and Certification Industry: A Business Imperative Whose Time has Come*, visit: [www.csa-international.org/news/articles/](http://www.csa-international.org/news/articles/)

# CSA Shows Best Practices in Health and Safety

**E**ver feel challenged by the deployment of occupational health and safety (OH&S) practices? Struggling to get an effective OH&S program going?

When members of the Canadian Manufacturers & Exporters (CME) expressed these issues, they turned to CSA as an example of best practices.

The CME teamed up with the Workplace Safety and Insurance Board (WSIB) to bring OH&S professionals to CSA on December 11, 2003 for a first-hand look at CSA’s OH&S governance, including structure, policies, procedures and processes.

“Health and safety is top of mind for organizations today, and our site visits are an excellent opportunity to share knowledge and experience,” says Diane de Jong, Business Development Manager - TVP/ii, CME.

A CSA laboratory tour highlighted the practical side of OH&S implementation, addressing the issues of employee training, visitor safety, internal auditing and more. Visitors were also briefed on CSA’s recently published standards in the OH&S sector and related tools and training.

“It’s very empowering to see how CSA and the other seven companies we visited demonstrate complete commitment to OH&S practices,” adds Ms. De Jong.

# A Web of Service

**T**hese days, great service often depends on building capabilities with solid technology.

The emergence of web-based solutions for information delivery has made it significantly easier for manufacturers to get the information they need, quickly and conveniently. With the CSA Client Gateway, all you need is a web browser and an email to work with your project documents from anywhere in the world.

This spring, a new Gateway makes its debut at CSA International, enabling clients to access certification documents on-line through a secure, dedicated web site. Following on the heels of a pilot with 17 clients in 2003, the new Gateway will offer greater ease of use, faster search and download capabilities, as well as more reliability and client control. “Clients will be able to define roles and levels of access to information for people within their organization,” explains **Patrick Saunderson**, Project Manager, Web Self Service.

From January to May 2004, 250 initial clients are being invited to join the Gateway. Watch for more information, enrollment invitations and instructions for use. To explore joining the Gateway please contact: **Perry Mcleod**, [perry.mcleod@csa-international.org](mailto:perry.mcleod@csa-international.org).

## CSA and NSF Agreement to Improve Service

### *Coming down the pipe*

**F**ollowing through on a key service commitment made to the plumbing industry, CSA International has signed an important agreement with NSF International that will spare clients the time and expense involved in duplicate testing.

An industry breakthrough, CSA and NSF have joined together to demonstrate leadership that will enhance service and benefit the plumbing industry. In signing the agreement, Rob Griffin, President and CEO, CSA Group, said, “As the market leader in gas and plumbing testing and certification, we are determined to set an example for client service that others can follow.”

Under the agreement, CSA and NSF will exchange test data and other information for the purposes of review and issuance of certification for plumbing products and water treatment units. Both organizations will operate independently and issue their own certification marks. However, it should be easier, faster and more affordable for clients as CSA and NSF will be able to share information and streamline record-keeping. “We expect this will result in better consistency between the two organizations, and ultimately reduce time to certification and costs for our customers,” says John Glowacki, Certification Business Development Manager, Mechanical and Safety Programs, CSA International.

“Many manufacturers have expressed frustration with redundant efforts among certifiers,” he continues. “In an effort to improve service, we agreed at our Plumbing Certification Forum in 2003 to pursue an agreement with NSF.”

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## Championing Alternate Energies

For manufacturers leaping into the promising new market for alternative energy supplies, CSA's sustained leadership on the fuel cell frontier is welcome news.

Back in 1990, CSA International was approached by International Fuel Cells (Currently UTC Fuel Cells), which had manufactured fuel cells for early NASA space flights, to develop requirements for fuel cell power plants. The standard, *AGA Requirement for Fuel Cell Power Plants, No. 8-90*, helped them achieve market acceptance of its new product. In 1998, acting as committee secretariat, CSA helped develop the document as American National Standard ANSI Z21.83, thereby establishing guidelines for the industry. CSA International now provides testing and certification services to the standard.

An updated and expanded version of the standard, the ANSI/CSA America FC 1, is being used as the basis for an international standard. CSA America is

facilitating the representation of U.S. fuel cell interests by serving as the U.S. Technical Advisory Group Administrator to IEC TC 105, *Fuel Cell Technologies*. Currently, CSA America is assisting with the development of ten international fuel cell standards.

"As the fuel cell industry emerges, new certification and standards development needs are sure to arise," says Todd Strothers, Regional Manager, CSA International. Mr. Strothers provides technical advice on fuel cells to many of the IEC international committees, as well as the CSA America technical advisory committee that is setting new requirements for North America.

"We've demonstrated that we lead the way with innovative solutions for alternative energy sources and the fuel cell industry."

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## An Ace of an Agreement

Ace Hardware Corporation, a retailer-owned cooperative of more than 5,000 independent Ace stores in all 50 states of the U.S. and elsewhere in the world, now formally recognizes the CSA certification mark on electrical, mechanical and gas-fueled products as a standard of safety and performance.

"CSA is a trusted partner, and we're confident that products bearing the CSA mark have been rigorously examined and tested to standards that are constantly reviewed and adjusted," said Dan Kamykowski, merchandising manager, plumbing and electrical, for Ace Hardware.

Ace joins a growing number of retailers that already recognize CSA's mark, including Home Depot, Lowe's, Sears, K-mart, Best Buy, J.C. Penney, Spiegel Catalogue, Home Shopping Network and K-mart.

"It's excellent news for our clients who want to market their products through Ace, as this development shows the coop chain's confidence in CSA testing to the appropriate U.S. standards," explains George Gruss, Director, U.S. Operations, CSA International. A massive outlet for home

improvement products, Ace carries more than 65,000 various skus.

Last summer, key personnel from Ace visited CSA Cleveland and saw first-hand the breadth and depth of CSA's capabilities.

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**From left to right, George Gruss, Director, U.S. Operations, CSA International, Sue Dempsey, Director, North American Sales and Services, CSA International, Chris Cornelius, Associate Buyer, Plumbing HVAC, ACE Hardware, Dan Kamykowski, Department Merchandise Manager, ACE Hardware, Canaan Lawrence, Associate Buyer, Electrical, ACE Hardware, and Eli Szamosi, Manager, New Business, CSA International.**

## Strengthening Leadership in Plumbing Sector

As further evidence of CSA's leadership in the plumbing sector, the Plumbing and Drainage Institute (PDI) has awarded CSA International the contract to perform functional performance testing on water hammer arrestors. Within weeks, CSA will have the test rig ready for service.

As a result of this expanded capability at CSA Cleveland, plumbing clients who manufacture

water hammer arrestors will be able to consolidate their testing services with CSA.

PDI considered eight agencies, but in the end decided on CSA, based on CSA's competitively priced, responsive and expert service.

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## Can-Do Attitude Lights Up New Service

Responding to a client's immediate needs, CSA has expanded its services in the Cleveland office to include testing for fluorescent lighting used in air ducts. The procedures include a Large Scale Fallout Test and Impingement Fire Test.

When CFI Fluorescent went shopping for such testing, CSA Representative Eusebio Amorim discovered the company wanted a faster, more efficient alternative to other major competitors. CSA's Cleveland facility had the space, equipment and expertise to make it happen. Resourcefulness and seamless service from CSA satisfied the client, and now CSA is open for business to other manufacturers in this highly specialized market.

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## Water Quality Testing, Coast to Coast

Manufacturers of drinking water treatment units (DWTU) can now enjoy the convenience of one-stop testing to state requirements.

CSA International was recently accredited as a testing agency by the State of California - Department of Health Services under its Environmental Laboratory Accreditation Program. "CSA International has clearly demonstrated the capability to analyze drinking water samples to ensure that devices sold for purifying water meet the state's rigorous water standards," said Randall W. Luecke, Vice President, Certification, CSA International. "This agreement further demonstrates CSA International's world-class certification and testing abilities, as well as its ongoing commitment to enhancing service offerings for our clients in the health effects and plumbing industry. We welcome the opportunity to work closely with the California Department of Health Services." Together with CSA's ANSI accreditation, the accreditation opens the door to acceptance of CSA DWTU testing in California; other state programs already accept CSA testing.

## GAMA Looks Ahead... to CSA

Testing under the Boiler Efficiency program of the Hydronics Institute, a division of the Gas Appliance Manufacturers Association (GAMA), requires highly specialized knowledge. With the experienced HI engineer nearing retirement, GAMA solicited bids from outside testing agencies interested in the business.

As further evidence of its testing and certification leadership in the gas sector, CSA International was awarded the contract. This is another in a long list of collaborative efforts between GAMA and CSA.

# Upcoming EVENTS

## WINTER & SPRING



**CSA LEARNING  
CENTRE**

### CSA Learning Centre offers seminars on the following topics this winter and spring.

Visit <http://learningcentre.csa.ca> for dates and locations. The CSA Learning Centre offers convenient access to the combined training resources of the entire CSA Group.

- Accident Investigation
- Respiratory Protection
- Fall Protection
- Z662 Biennial Pipeline Forum
- 2002 CE Code Essentials
- Bonding and Grounding of Electrical Equipment
- **New** – CEC/NEC — A Comparison of Requirements
- Code for Power Press Operation
- Design, Installation and Maintenance of Electrical Equipment in Hazardous Locations
- EMI — Electrical Disturbances
- Implementing the CSA Privacy Code
- **New** - Infection Control During Construction & Renovation in Healthcare Facilities
- QMI – The ISO 9001:2000 Training Series
- QMI – The ISO 14001 Training Series
- QMI – **New** – Medical Devices - ISO 13485:2003 - Essentials Course
- QMI – **New** – ISO 9001:2000 - Process Auditing Course

### March 2004

4-6

Visit CSA at CIPHEX 2004, National Trade Center, Exhibition Grounds, Toronto

17-20

Visit CSA at Booth #4208, HPBA Expo 2004, Anaheim Convention Center, Anaheim, California

24-25

Visit CSA at Booth #716, Assembly Canada, International Centre, Mississauga

25-27

Visit CSA at Booth 938 & 940, CMX (Canadian Mechanicals Exposition) Expo 2004, Metro Toronto Convention Centre, Toronto, Ontario

### April 2004

2-4

Visit CSA at Booth #1708, KBIS (Kitchen Bath Industry Show) 2004, McCormick Place Convention Centre, Chicago, Illinois

### May 2004

16-20

Visit CSA at Booth #27, ICC Code Expo, Overland Park Convention Centre

22-25

Visit CSA at NRA (National Restaurant Assoc.) 2004, McCormick Place Convention Center, Chicago, Illinois

### June 2004

20-24

Visit CSA at Booth #10502, SUPERCOMM, McCormick Place, Chicago, Illinois

### August 2004

9-13

Visit CSA at IEEE Symposium 2004, Santa Clara Convention Center, Santa Clara, CA

### September 2004

13-15

Visit CSA at NSC (National Safety Council), New Orleans, LA

20-23

Visit CSA at OPIA (Ontario Plumbing Inspectors Assoc.), Barrie, Ontario

27

Visit CSA at Booth 308, ICC (International Code Council), Salt Palace Convention Center

### October 2004

3-6

Visit CSA at OBOA (Ontario Building Official Assoc.), Kitchener, Ontario

5-7

Visit CSA at Booth 1145, Global Gaming 2004, Las Vegas Convention Center

5-7

Visit CSA at ISA 2004 (The Instrumentations, Systems and Automation Society), Reliant Center, Houston, TX

14

Visit CSA at ISH 2004, Boston Convention & Exhibition Center

25-26

Visit CSA at Booth #1348, EPE/ASPE, Cleveland Convention Centre, Cleveland, Ohio

### November 2004

2-4

Visit CSA at Win-Door North America, Metro Convention Center, South Building, Toronto

### February 2005

7-9

Visit CSA at Booth 3216, AHR 2005 (Air Conditioning, Heating and Refrigeration), Orange County Convention Center

## Certification NEWS

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## Watch for New Electronic Catalogue in March

Staying up-to-date with new product certification requirements within the latest standards will be as close as your keyboard when the first electronic version of the CSA Product Catalogue is launched in March.

This new resource will be updated monthly online with listings for new standards and new editions of standards that are used for CSA International certification. You will be able to view the entire

Catalogue and download the entire catalogue or only the sections you need, depending on your requirements.

You can be notified the moment the electronic Catalogue becomes available by visiting the CSA International website at [www.csa-international.org](http://www.csa-international.org), clicking on the **CSA Standards Electronic Catalogue** link under "Quick Links" and providing your e-mail address.

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