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NATIONAL STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

GB/T 28803.1-2025

Replacing GB/T 28803-2012

Consumer product safety risk management - Part 1: Directives

消费品安全风险管理 第1部分：导则

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Standardization Administration of the PRC**

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1 Scope

This document specifies the basic principles, general processes, hazard identification, risk estimation, risk evaluation, risk control, risk communication, and monitoring and improvement of consumer product safety risk management.

This document is applicable to relevant parties conducting consumer product safety risk management activities.

2 Normative References

GB/T 39011-2020

GB/T 40981-2021

3 Terms and Definitions

The following terms and definitions are applicable to this document.

3.1 Consumer product

Product designed and produced primarily, but not exclusively, for personal use.

NOTE. it includes product assemblies, components and parts, accessories, instruction for use and packaging. For detailed consumer product classification, see GB/T 36431.

[source. GB/T 35248-2017, 2.2, modified]

3.2 Hazard

Potential source of injury.

[source. GB/T 20002.4-2015, 3.2, modified]

3.19 Information hazard

A factor that results in unauthorized, accidental, or intentional access, disclosure, transmission, modification or destruction of information.

[source. GB/T 45097.1-2024, 3.5]

3.20 Ethical hazard

A factor that violates specific behavioral norms that need to be followed in dealing with the interrelations between people, between people and society, or between people and nature.

[source. GB/T 45097.1-2024, 3.6]

3.21 Hazard situation

A situation in which people or property are exposed to one or multiple hazards.

NOTE. this is equivalent to "injury scenario".

[source. GB/T 20002.4-2015, 3.4, modified]

4.1 Focus on Consumer Safety

Focus on the personal and property safety of consumers when using consumer products, with particular attention paid to special precautions and protection for different special groups (such as the elderly, children and the disabled).

4.2 Focus on New Products

Focus on the use of intelligent, personalized, and customized technologies and new materials in consumer products. Develop product design methods for intelligent consumer products, consumer products for special groups and customized consumer products to ensure product safety to the fullest extent.

4.3 Throughout the Consumer Product Life Cycle

Carrying out risk management based on the consumer product life cycle is conducive to preventing potential risks and maintaining consumer product injury generated during the use within tolerable limits.

4.4 Based on Multi-source Information

The risk management process is based on valid information, which can be obtained from a variety of channels, including existing standards, regulations, experiments, expert judgment and consumer complaints. However, the limitations of such information must be considered when using it.

4.5 Focus on Continuous Improvement

Risk management is the process of continuously reducing risks in response to changes in the social environment. Continuous improvement is the eternal goal of risk management.

Administrative, legal, standard, regulatory and other improvement measures are utilized to continuously and incrementally improve consumer product safety risks.

4.6 Promote Extensive Participation

Strengthen communication among risk management stakeholders, especially the appropriate and timely participation of decision-makers in risk management to ensure the pertinency and effectiveness of risk management.

5 General Processes

The consumer product safety risk management processes generally include the following steps, as shown in Figure 1.

a) Information preparation (see Chapter 6 for details);

b) Hazard identification (see Chapter 7 for details);

c) Risk estimation (see Chapter 8 for details);

d) Risk evaluation (see Chapter 9 for details);

e) Risk control (see Chapter 10 for details).

d) Risk management methods;

e) Verification of risk management effectiveness.

6.3 Determine Tolerable Risks

The basis for determining tolerable risks includes, but is not limited to, the following contents.

a) Compliance with relevant laws, regulations, as well as national, industry and group standards for consumer products;

b) Publicly released risk assessment research data on potential safety hazards of consumer products;

c) Other scientific research achievements on the safety risk levels of consumer products.

6.4 Preparation of Internal Information

Internal information includes, but is not limited to, the following contents.

a) Consumer product usage information.

- User population. The characteristics of the target consumer product user population (including intended and unintended user populations), such as gender, age, knowledge level and physical condition, shall be clarified. Special attention shall be paid to special user populations (such as the elderly, children and the disabled).

- Intended use. The potential functions of the consumer product shall be defined based on the instruction for use and other information about the consumer product, so that risk management can be based on the intended use of the consumer product.

- Usage behavior. Normal consumer use and reasonably foreseeable misuse shall be defined based on the intended use of the consumer product.

- Service life. The number of years that the consumer product will perform its intended function under normal consumer use and reasonably foreseeable misuse shall be defined.

- Usage environment. The size of the space, ambient temperature and air humidity during the use of the consumer product needs to be considered. The consumer product usage environment includes both normal use and reasonably foreseeable misuse.

b) Description of each stage of the consumer product life cycle.

Describe the process characteristics of each stage (such as design, manufacturing, packaging, storage and transportation) of the consumer product life cycle and document them. databases;

d) Domestic and international consumer product recall notifications;

e) Relevant laws, regulations and standards;

f) Consumer product safety testing;

g) Experiments, such as behavioral observation and virtual simulation;