



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
4330 EAST WEST HIGHWAY  
BETHESDA, MD 20814

STATEMENT OF COMMISSIONER NANCY NORD  
ON THE VOTE TO APPROVE THE CREATION OF THE OFFICE OF  
EDUCATION, GLOBAL OUTREACH, AND SMALL BUSINESS  
OMBUDSMAN  
September 21, 2010

The CPSIA and the implementing regulations the CPSC is issuing have imposed unprecedented requirements on those manufacturing and selling consumer products. Some of those requirements help insure the safety of products used by American families. Others impose regulatory requirements with little or no gain in safety. And most of these new requirements are both complex and confusing.

I am supporting the creation of a new outreach office because the agency needs to do a better job working with the regulated community to assure that our regulations are understood. The agency needs to do a better job responding to inquiries and requests for information. These are two of the important missions of this new office.

While the new office will work to educate industry and small business on the requirements they face, I fully anticipate that these stakeholders will also inform the CPSC on issues of concern to them via their interactions with this office. Therefore, perhaps the most important role the new office can play is to act as an internal voice for those potentially impacted by our activities. My vote to establish this office is conditioned on an understanding that this office will act as an ombudsman inside the agency to help temper proposed actions that impose requirements without the requisite demonstration of a safety purpose.

All of us are aware that the requirements of the CPSIA have driven some companies out of business and have driven a number of perfectly safe products off store shelves. The American public is paying the price in terms of lost jobs, higher prices, and less choice in the marketplace. I view this office as a recognition that we need to do a better job balancing the good we are trying to do with the harm that is actually being done.