



**U.S. CONSUMER PRODUCT SAFETY COMMISSION**

**4330 EAST WEST HIGHWAY  
BETHESDA, MD 20814**

**September 22, 2010**

**STATEMENT OF CHAIRMAN INEZ M. TENENBAUM  
ON THE CREATION OF A NEW OFFICE OF EDUCATION,  
GLOBAL OUTREACH, AND SMALL BUSINESS OMBUDSMAN**

I am pleased to announce the creation of a new Office of Education, Global Outreach, and Small Business Ombudsman, an office I envisioned in my first year as Chairman. I believe this new office will make the agency more accessible to stakeholders and will play a vital role in helping the CPSC fulfill its mission of protecting the public from unreasonable risks of death and injury from consumer products.

The principal functions of this new office will be to coordinate and provide education and outreach activities to various domestic and international stakeholders, including foreign governments, manufacturers, retailers, resellers, small businesses, and consumers.

Domestically, CPSC is increasingly aware of the need for an institutionalized and coordinated approach to education and outreach activities. Manufacturers seek a better understanding of U.S. safety regulatory requirements for consumer products. Here in the United States, I have seen firsthand the impact and strain that our economy has had on companies large and small. I also understand that compliance with new manufacturing and testing requirements can present a tremendous challenge.

The Commission's recent comprehensive strategic planning initiative highlighted the critical challenges facing the CPSC over the next five years. One such challenge is the globalization of the supply chain, which has created a considerably more complex manufacturing and distribution process and resulted in a dramatic increase in the volume of imports under the CPSC's jurisdiction. These recent developments require the CPSC to renew its efforts to proactively address safety hazards and prevent dangerous products from entering the global marketplace.

This new office will be the vehicle by which the CPSC enhances its outreach to the international community and works with foreign governments to assist them in developing effective product surveillance strategies, product testing methods, and voluntary and mandatory product safety standards. The office will also work with foreign manufacturers to facilitate training and the transfer of information across industries. Safer products can be created by going to the source of manufacturing and educating manufacturers about quality assurance in the manufacturing process and relevant safety standards.

The office will work with manufacturers to help build safety into their products to prevent dangerous products from ever entering the market. For smaller entities, such as small businesses and small batch manufacturers who may have fewer resources at their disposal, the Small Business Ombudsman will serve as a dedicated resource to facilitate better understanding and compliance with applicable safety and testing standards and other regulatory requirements. The establishment of the Small Business Ombudsman within the new office demonstrates our continued commitment to small businesses and our responsiveness to the needs of the many small businesses who requested that we establish such a position within the agency.

To carry out its mission, the Office of Education, Global Outreach, and Small Business Ombudsman will invite partnerships with colleges and universities, state and local governments, nonprofit and business organizations, standards making organizations, and others to enhance the CPSC's ability to provide research and training for stakeholders on regulatory and safety standards and best practices.

As CPSC looks out on an ever expanding horizon of product safety challenges and opportunities, our message to all of our stakeholders is that we are prepared to be the global leader. I look forward to the launch of the new Office of Education, Global Outreach, and Small Business Ombudsman and believe the new office's mission and staff will serve a vital role in responding to the needs of our stakeholders at home and building new partnerships abroad.