

IAPMO RESEARCH AND TESTING

LABORATORY RECOGNITION/ ASIA PACIFIC PROGRAMS



JIN LUO
SENIOR VICE
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By definition, “code” is a systematic collection of regulations and rules.

In today’s economy, “Live by the Code” means to have confidence that the world in which we are living is protected by these codes for health and safety reasons. In our plumbing industry, IAPMO publishes the *Uniform Plumbing Code (UPC)* and other related codes. The importance of the *UPC* in our environment can be highlighted by an often reported fact: Provisions from IAPMO’s *Uniform Plumbing Code* protect more than half of the world’s population. It is an honor for all of us at IAPMO R&T to understand what we do every day is contributing to such an amazing achievement. This also inspires us to continue what we do and to expand our services in areas where we can contribute more toward public health and safety.

When you hear people say that the “code protects the health and safety of the public,” it is actually implemented through the certification process that IAPMO R&T does every day. This process reviews and confirms product compliance and identifies these complied products by granting a listing, which is accessible by the public.

One unique part of IAPMO R&T’s service is that we provide the certification for code compliance; therefore, our certification is very often referred as *UPC*[®] certification for plumbing products. This is quite different from many other certification agencies that certify to product standards only. This



Laboratory Recognition:
(L to R) Kris Adilukito,
Jin Luo, and Amber Hildalgo.

difference is significant when code compliance is sought, which it is in most cases; it may likely make a crucial difference to the acceptance of installation for plumbing products because most plumbing installations require meeting code requirements within jurisdictions, and the plumbing officials also inspect the installation based on code requirements and compliance, instead of merely standard compliance. One thing we would like to point out is a product that meets the requirement of the specific standard does not necessarily meet the code requirements in some installations. As a result, such products may not protect health and safety as the code is intended and requires. Therefore, it is important to make sure that the product is also complying with the code.

The other unique part of IAPMO R&T's certification is the engagement of a special Product Certification Committee (PCC) to make the certification decisions. In contrast to many other certification agencies, which use technical staff to make the certification decisions, IAPMO R&T's PCC is assembled from a group of government inspectors and plumbing professionals who have a wealth of knowledge and experience of the code, as they have worked with the code every day for years. This helps to ensure that the product being certified is truly in compliance with the code requirements, and therefore safe for use. It is also imperative to note that the PCC serves purely as volunteers because they care and understand the importance of good plumbing for public health and safety.

The benefit and advantage for manufacturers/distributors to have their products certified with code compliance is that it

removes doubt from the mind of inspectors and therefore provides confidence for acceptance of the installation. Today, *UPC* certified products are not just accepted by jurisdictions, but also often required by plumbing wholesalers and retailers when they make decisions on selection of products and vendors. Because of these differences, IAPMO R&T offers certifications that have better and wider acceptance in the industry.

IAPMO R&T's *UPC* certification has protected the health and safety of plumbing installation for many years through the participation of plumbing manufacturers around the world for their products installed in United States and Canada. Each year, millions of *UPC*-listed plumbing products come to the market and are installed with peace of mind that the public's health and safety are protected. Each year, the number grows in both the manufacturers/plumbing distributors joining our program and the products being certified to carry the *UPC* certification mark. Last year was no different. We again experienced healthy growth in the number of certificates issued in comparison to the previous year.

With growing demand for plumbing products in North America, suppliers come from all over the world. In particular, manufacturers from Asian countries have been playing an important role in filling the demand of the growing market. IAPMO R&T has long positioned itself in the region to provide assistance to manufacturers for their products to gain market access through the required certifications. Our participation in local plumbing associations and tradeshow keeps Asian manufacturers up to date with the latest requirements in the plumbing industry. We continued serving the existing certificate-holding manufacturers with their growing needs, as well as new companies joining our program. In the past few years, we have expanded our services beyond the plumbing industry, such as certification of electrical products, solar products, and food equipment. The latest service that we have added earlier this year is our Field Evaluation/Labeling program to complement our growing Food Equipment Certification program. This program evaluates uncertified and installed food equipment to help inspectors, contractors, and manufacturers in assuring compliance with the essential requirements of food code and nationally recognized sanitation standards.

This program provides an efficient and cost effective means for assuring health and safety.

We have always maintained our objective to assure public health and safety with every expansion and new service offering. We are honored and pleased to know that what we do every day has such a significant and crucial impact to every citizen's daily life. For this reason, each of us at IAPMO R&T is committed to "Live by the Code," will continue to meet the needs of the industry, and provide additional certification services that are consistent with The IAPMO Group's goal as an organization for international public health and safety through environmental awareness.

CONTINUOUS COMPLIANCE



OHANNES DEMBEKJIAN
SENIOR VICE
PRESIDENT OF
CONTINUOUS
COMPLIANCE

We are getting closer to finishing another successful year for IAPMO R&T

Continuous Compliance. All factory and warehouse locations where IAPMO R&T listed products are manufactured and warehoused, regardless of where they are located around the world, will be inspected by utilizing inspection criteria in compliance with the requirements of ISO 17020. This year, with the steady growth of new listees and new certification programs, even more inspections have been performed, adding to our growth from prior years.

Surveillance inspections for IAPMO accredited certification programs, such as EGS (Electrical, Gas, and Solar), Drinking Water Treatment Units, and Mexico, as well as ASSE, continue their successful growth, and the number of inspection locations for these programs continues to grow steadily. We are very proud to say that IAPMO R&T is the only certification agency in North America to certify plumbing products in the United States, Canada, and Mexico. This year, the Continuous Compliance



Retesting Program, designed to ensure that IAPMO certified products continue to comply with their applicable product standard(s), has successfully retested hundreds of randomly selected products, strengthening the credibility of the IAPMO R&T certification program and ensuring continuous compliance.

Through ongoing communication with our Continuous Compliance department's hard-working staff and field inspectors, we have diligently emphasized providing second to none customer service. This year, in our continued effort to provide excellent customer service, the Continuous Compliance department held the most rigorous annual inspector training seminar to date. IAPMO inspectors underwent a two-day training seminar where they participated in detailed presentations of various programs, procedures, inspection skills, and hands on group training. In addition, in order to continue to gauge our customer satisfaction level, we continue to implement the "Survey Feedback Form," which is sent automatically to the manufacturing location contact person after the inspector has finished the inspection and submitted an inspection report. We continue to exceed the 97 percent satisfaction baseline to which we hold ourselves.

Our remarkable office staff and experienced field inspectors enjoy helping customers solve problems and are always there to assist them in their needs. With this said, the Continuous Compliance department has been very successful in establishing the trust and confidence of our customers.

We look forward to continuing this established trend and strive to enhance it further for the coming year. At the end of the day, we say to

Continuous Compliance:
(L to R) Carol Silva, Jose Madrigal, Ohannes Dembekjian, Jamella Hardy, Jenny Bituin, and Amber Hidalgo.



Continuous Compliance Inspectors – Front row (L to R): Jenny Bituin, Jamella Hardy, Jose Madrigal, Ohannes Dembekjian, Jin Luo, Carol Silva, and Amber Hildalgo.

Middle row (L to R): Ara Dembekjian, Charles Gross, Lance Wang, Grant Stewart, Jed Schuerman, John Mata, Oscar Zanoni, and Bernie Li.

Back Row (L to R): Donato Lozano, Adam Weggmann, Sal Farruggia, Vinnie Siciliano, Matthew Marciniak, Ed Chester, Edwin Ho, and Guenter Schieweck.

our valued customers thank you for your continued support of our listing programs. We also appreciate very much your business and look forward to serving you again.

MANAGEMENT REGISTRATION SERVICES



SHIRLEY DEWI
SENIOR VICE PRESIDENT OF MANAGEMENT REGISTRATION SERVICES

IAPMO R&T's Registration Services department had another remarkable year. We continued to experience steady growth and reached several important milestones in the past year.

We are happy to report that we underwent several successful audits with both of our accreditors, ANAB (ANSI-ASQ National Accreditation Board) and KAN (Komite Akreditasi Nasional) in the past year. We also successfully upgraded our staff and auditors competency processes to the new ISO/TS 17021-2 and ISO/TS 17021-3 requirements. Our competency process has been improved

tremendously and made much more robust since we implemented the new ISO/TS 17021-2 and ISO/TS 17021-3.

2016 will be a very busy year for the Registration Services department. The revised version of both the ISO 9001 and ISO 14001 standards were published this fall. We will be offering transition-training courses to assist our clients in their transition to the new revisions of the standards. The changes on these standards are quite significant, therefore a three-year transition time frame will be allowed to all clients upon the publishing of the new standards.

We are also very excited that the Indonesian National Plumbing Standard, SNI 8153:2015, based on the adoption of applicable sections of IAPMO's *Uniform Plumbing Code*, was published last March in conjunction with the World Plumbing Day celebration in Jakarta, Indonesia. The publication of this standard through the collaboration between IAPMO and the BSN (Badan Standardisasi Nasional), the Indonesian national standardization agency, along with our continued growing management systems registration services in Indonesia, demonstrated that the dedication and quality of work of our staff in Indonesia is recognized and truly valued. We look forward to continued expansion of our services in Indonesia.