



Group plc

Testing everywhere for markets anywhere.

Retail & Consumer Product Services

Performance and Safety Reviews



Mark Keller
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Labtest

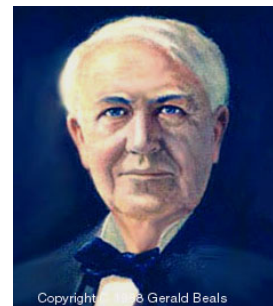
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About Intertek

- World leader in product testing, certification, inspection, auditing, and safety consultation services
- Public company with annual revenue of more than \$750M
- 283 laboratories, 531 offices, more than 12,900 skilled employees in 102 countries, predominantly in the Americas, Asia, and Europe
- Multicultural heritage with North American roots dating back to 1896 with Thomas Edison's Electrical Testing Laboratories (ETL)
- Includes Warnock Hersey; one of Canada's first testing and inspection companies founded in 1888



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Performance Testing & Benchmarking

How do the products you sell perform when matched head-to-head, feature-to-feature against your competitors? Can you safely say your products are the “fastest”, ‘most durable’, ‘most efficient’? Can you prove it through independent, objective testing?

■ Global Capabilities:

Specifically built laboratories in North America (Cortland, NY, Springfield, NJ), Europe (Milton Keynes and Leicester, UK), and Asia (Hong Kong, Guangzhou, and Shanghai) for dedicated performance testing

■ Products Tested:

Household Appliances, Consumer Electronics, Hardlines, Toys, Textiles, Batteries, Tools, Outdoor Power Equipment, Building Products, and much more

■ Test Performed:

Pre-purchase Testing, Benchmarking, Product Ratings, Consumer Acceptance and Usability, Claims Verification, Durability and Failure Analysis



Performance Testing

Pre-purchase Testing -- Retailers require performance and safety testing on products prior to purchasing from vendors. Products must meet minimum requirements.



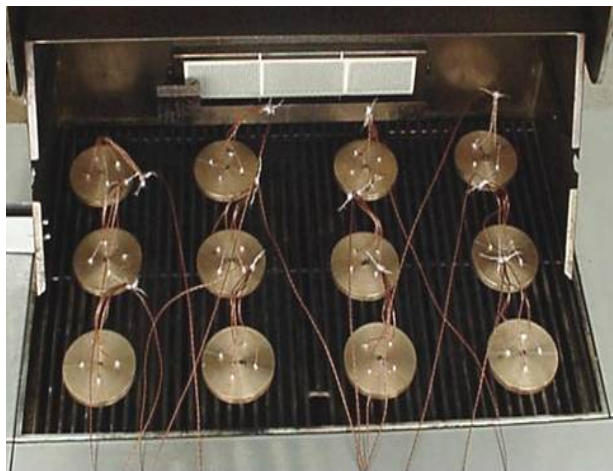
Performance Testing

Benchmark Testing -- Products are compared head-to-head, and feature-to-feature against their competitors.



Performance Testing

Consumer Acceptability Testing -- User panels and experts measure performance attributes that can't be measured by lab equipment.



Thermal Performance Testing



Cooking Performance Testing

Performance Testing

Durability Testing – Accelerated Stress Testing or continuous use testing helps uncover failure modes and potential safety hazards



Performance Testing

Advertising Claim Substantiation – Testing can be tailored to verify ad claims and satisfy FTC and network requirements.

_____ has always gone to great lengths to design, engineer and build the highest quality dishwashers in the world. Now we've raised the standard again with our next generation designs. Like every _____ dishwasher before them, our new tall-tank models **out-clean ordinary units while using far less water and electricity**. They're **super-quiet**, dependable and backed by the most highly regarded warranty in the industry. _____ dishwashers also have the **most user-friendly control systems** to choose from. Plus, _____ **holds 20% more than most**—which means fewer loads and **more water and energy savings**. And style? We've got the widest selection on the market. No wonder _____ dishwashers stand head and shoulders above other brands.

Product Safety Review

Four steps to safety assurance -- the 4 Cs

1. Compliance with Government regulations
2. Certification to appropriate safety standards
3. Compliance with industry safety standards
4. Completion of scientific risk analysis

Nationally Recognized Testing Laboratories

Under OSHA's Directorate of Science, Technology, and Medicine

- Applied Research Laboratories, Inc. (ARL)
- **Canadian Standards Association (CSA) – CSA International**
- Communication Certification Laboratory, Inc. (CCL)
- Curtis-Straus LLC (CSL)
- Electro-Test, Inc. (ETI)
- Entela, Inc. (ENT)
- FM Global Technologies LLC (FM)
- **Intertek Testing Services NA, Inc. (ETL)**
- MET Laboratories, Inc. (MET)
- NSF International (NSF)
- National Technical Systems, Inc. (NTS)
- SGS U.S. Testing Company, Inc. (SGSUS)
- Southwest Research Institute (SWRI)
- TUV America, Inc. (TUVAM), TUV Product Services GmbH (TUVPSG), TUV Rheinland of North America, Inc. (TUV)
- **Underwriters Laboratories Inc. (UL)**
- Wyle Laboratories, Inc. (WL)

Some Familiar North American Product Safety Certification Marks



Products bearing any of these marks would indicate that the product has met the minimum requirements of widely recognized US or Canadian product safety standards.