



**BUREAU  
VERITAS**

# Failure Analysis Services

*A Proactive Approach to Risk Reduction*

## BUSINESS CHALLENGE

While no company likes the thought of facing a possible product failure, unfortunately, inferior or defective products can enter the marketplace as a result of unforeseen factors, or fail after purchase simply through consumer abuse or misuse of the product. There are a multitude of reasons for consumer product failure, ranging from simple physical breakdowns to potentially hazardous situations such as electrical shock, fire, or melting. Or, there could be customer complaints regarding alleged sensitivity to the product or other concerns. The real challenge when these failures occur is in knowing what steps to take next. Was the product actually defective? Is it necessary to conduct a product recall? Are there liability issues involved and the potential for impending lawsuits? Is there something that can be done to prevent this situation from happening again in the future?



## SOLUTION

### What is Failure Analysis?

When a product fails, you need to know what happened and what steps you must take to reduce your company's risk. Understanding the real issue behind the failure is a critical step in developing an appropriate response. If a failure is discovered in the field, or uncovered by company staff prior to market, your pre-shipment testing or certification documentation will be insufficient to provide the answers you need. Failure Analysis is a service developed by Bureau Veritas to provide the additional technical knowledge and information necessary to obtain the answers and solutions for your unique situation.

### What are the key benefits?

- Answers to your specific concern or questions
- Enhanced risk management and brand protection
- Minimized possibility of costly recalls
- Protection of the consumer from potential harm

## WHY CHOOSE BUREAU VERITAS?

**Reputation** – For over 30 years, we have worked successfully with top manufacturers and retailers around the world to help them better manage risk and regulatory compliance.

**Worldwide Locations** – With locations close to sourcing areas in over 40 countries, we offer you the convenience of global coverage with local service where you need it.

**Technical Knowledge & Leadership** – Our staff participate in the development of international, industry and regulatory standards worldwide, keeping you and us at the forefront of changes in safety requirements and testing methods.

**Personalized Service** – We are committed to meeting your evolving needs as you anticipate new market trends. We offer customized quality assurance services throughout your supply chain. Providing you with the highest levels of service is our priority.

## RELATED SERVICES

Our services work together to help you minimize the risk of recalls and returns, protecting your brand equity.

- Inspections
- Factory Assessments
- Security Assessments
- Social Audits
- Training
- Consulting

Ask us how these services can benefit you and your company.



## OUR APPROACH

Bureau Veritas has extensive experience in Failure Analysis and can provide the right balance of necessary investigation to solve your unique problem, while taking into account reasonable turn-around time and budget constraints. As with all our services, we operate in an atmosphere of complete confidentiality. Whether your product is found defective and subject to recall, or is exonerated by our investigation, our experienced engineers will be able to offer guidance toward the best outcome.

Bureau Veritas offers failure experience in a variety of product categories, including:

### Toys & Juvenile Products

- Radio controlled/battery- operated toys
- Infant/child care devices

### Electrical Products

- Seasonal items
- Household appliances
- Lighting fixtures
- Batteries & battery-operated products

### Household Goods/Hardware

- Indoor/Outdoor furniture
- Outdoor power equipment
- Household plumbing fixtures
- Home improvement/DIY supplies
- Personal safety equipment

### Textiles/Soft Goods

- Clothing
- Footwear
- Upholstery
- Fabric



## FAQ

### What types of products are at risk of failure?

All types of consumer products can experience potential failure, including electronics and electrical products, housewares, hardware, sporting goods, toys, textiles and more.

### I have repeated customer returns and complaints for defects on a particular product.

#### What can I do to reduce customer returns?

For this type of situation, a Failure Analysis can help identify the problem defect associated with the product. Our Engineering Services team has available a variety of tools and resources, including laboratory evaluations, to analyze and isolate the failure defect from a sample of the defective product. Once the root cause leading to the defect has been identified, the problem will be outlined in the Failure Analysis report. This type of analysis is most useful for investigating design flaws, product abuse, manufacturer defect, operator error, material defect, or warranty claims.

### What is the cost of this service? How quickly can I get results?

Costs and turn-around times are situation specific. Please contact one of our knowledgeable Bureau Veritas engineers who can work with you to create a Failure Analysis plan that best meets your requirements and timeframe.

## CONTACT

For details about Failure Analysis services contact  
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## FOR MORE INFORMATION

Please visit: [www.bureauveritas.com/engineeringservices](http://www.bureauveritas.com/engineeringservices)