



**nilan  
johnson  
lewis PA**

## Preventive Measures and Risk Management Strategies

Nilan Johnson Lewis attorneys have deep expertise in working with clients to implement preventative measures and risk management strategies that reduce litigation, including areas involving: Design, Manufacturing, and Compliance Product Warnings and Instructions Sales and Marketing Vendor Management Document Control Field Management Post-Sale Management **Design, Manufacturing, and Compliance**

- Coordinate and conduct in-house training of engineers and technicians
- Develop product safety committees and policies
- Develop certification testing documents and annual test reports
- Draft recall policies and procedures
- Ensure compliance with the Consumer Product Safety Commission (CPSC)
- Provide counseling on compliance with state and federal rules and regulations

### Product Warnings and Instructions

- Develop warning systems, including operator's manuals and on-product warnings
- Evaluate product warranty language, warnings, instructions for use, and product labeling

### Sales and Marketing

- Develop point-of-sale materials
- Evaluate brochures/promotional materials/radio and television advertisements to ensure compliance with state and federal rules and regulations
- Ensure sales and marketing initiatives comply with client's overall product safety policies

### Vendor Management

- Establish systems for sourcing qualified vendors
- Draft and review vendor contracts
- Develop dealer training materials

### Document Control

- Develop document control systems, including electronic records to protect confidentiality, storage, and retrieval
- Provide counseling on product and component part testing, certification, and record retention requirements in compliance with the CPSIA and industry-leading product safety policies

## Overview of our expertise

### Product Liability/Mass Tort

Recreational and Powersports Products

Medical Device, Pharmaceuticals, and Other Health Care Products

Transportation Litigation

Unmanned Aircraft Systems (UAS or Drones)

Toxic Torts

Premises Liability

Fire and Explosion Cases

Occupational Safety and Health Administration (OSHA)

Preventive Measures and Risk Management Strategies

Social Media Investigation of Jurors and Opposing Parties

Food Industry Litigation

Examples of Value Our Team Provides

## **Field Management**

- Establish strategies for training of field service technicians involved in post-sale activities like installation and repairs to effectively capture customer complaints and reactions to products
- Develop field monitoring systems as a central source to receive and review post-sale user experience, including customer complaints, incidents, accidents, claims, and service and warranty repairs

## **Post-Sale Management**

- Ensure compliance with any regulatory mandate for post-sale monitoring and reporting requirements
- Implement recalls and other product upgrade programs
- Develop product safety bulletins
- Represent product manufacturers before industry groups
- Represent clients in CPSC civil penalty investigations and requests for information related to recalls