

# Promoting the Quality of Chinese Mechanical and Electrical Products, Protecting the Safety of Consumers

-- By Wang Chao

(chief Specialist/Director of the Institute of Industrial Products  
Inspection, Chinese Academy of Inspection and Quarantine )

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It is commonly acknowledged that mechanical and electrical products take a very important position in protecting and improving the living level of human being. Quality and safety of such products are closely related to human health, safety and quality of life. China is famous for and takes the lead in manufacturing and exporting mechanical and electrical products. Meanwhile, China is also the country to consume a large quantity of mechanical and electrical products. As the data of statistics showed that, in the year 2009, the total quantity of mechanical and electrical products imported into and exported from China valued at 1204.58 billion US dollars, of which, the exportation was 713.11 billion, and the importation was 491.47 billion US dollars. Taking the advantage of better quality and lower price, the mechanical and electrical products of China have contributed a lot for foreign consumers who can enjoy a high quality of life at a comparatively low expense. At the same time, the

mechanical and electrical products from China are also playing a very important role to help the different countries in withstanding the inflation.

Mechanical and electrical products are distinguished for their long operation-life and advanced technology. They are widely used not only in all aspects of industrial fields, but also by consumers in their daily life. To some extent, the service for consumers and the economic profits of mechanical and electrical products mostly depend on their technological content and quality level. So, the quality level of such products is just the determining factors for the life quality of the consumers. Workers produce mechanical and electrical products in factories, by assembling hundreds and thousands of parts and components together through complicated procedures. Every component, especially the key part, and each step of procedure shall leave a critical influence to the quality of each piece of product.

According to the analysis of the notification cases to Chinese export household electric appliances in recent years, it can be found that the defects of products and the failure of assessment for potential hazards are the main reasons of such cases, which are closely related

to the management level of a factory, the sense of workers, the technical development and design, manufacturing technology, sources of raw materials, quality of parts and components, and many other complicated aspects. Except for the quality defects of products, the other courses of notifications for some products are concerned with the credit of the manufacturer, inadequate information or defective samples offered by the clients, inadequacy of testing and inspection standards, and so on.

For the reasons mentioned above, the government and the society of China have been laying special concern to the quality and safety of consumer products, and make all efforts to protect the rights and benefits of consumers all over the world. Chinese government takes an open-minded and conscientious position and attitude, to raise the quality and safety level of consumer products, and to protect the consumers. “Vitalize the quality level” is set as the key link in the strategy of establishing a harmonized society in China, and also as one of the basic policies of the state to take up our responsibility for the world when participating in the globalization. In the circumstance that “Made in China” is popularizing all over the world, Chinese government has taken a series of measures, as mentioned below, to strengthen quality supervision, and to improve the quality

and safety level of mechanical and electrical products, so as to solve the problems of quality that are really existing in certain kinds of products, and to protect the rights and benefits of consumers of all countries.

1. The first measure taken is to set up and apply a perfect legal system for quality safety of products (including mechanical and electrical products), to be suitable for the development of Chinese economy. Ever since the 1980s', Chinese government successively formulated and published *the Law for Protecting the Rights and Profits of the Consumers*, *the Law for Product Quality*, *the Law for Inspection of Import and Export Commodities*, *the Law for Standardization of the People's Republic of China*, and other rules and regulations. The technological regulations fitting the WTO rules are also promulgated as the safeguard to raise the quality safety level of mechanical and electrical products.

2. Build up a system of quality safety standard for mechanical and electrical products, to give a technical support to raising the quality safety level of such products. To meet the the quality level of the world, China has revised a number of IEC standards into the edition of Chinese national standards, so as to effectively improve the quality of Chinese mechanical and electrical products.

3. Establish a supervision system for quality safety of mechanical and electrical products. A series of control systems in concern to production permission, supervision and random inspection, market permission, product recall, market withdraw, etc. are set up for the mechanical and electrical products in relation to the safety of human life and property, production safety, labor safety, public safety, and so on.

4. Make the import and export commodity inspection system more perfect. This is to strengthen the quality and safety control, so as to ensure the quality safety of the import and export mechanical and electrical products. On the basis of risk analysis, dynamic control has been laid on quality safety of export mechanical and electrical products. At the same time, there is also the reinforced management over different enterprises of production, and the development of green channel for export.

5. Certification and accreditation of mechanical and electrical products are strengthened. The manufacturers of mechanical and electrical products have been offered with strong back-up to improve the quality of their products to pass through the assessment and certification for ISO9000 and ISO14000. Enterprises of export products have been encouraged to obtain the related international accreditation for safety, sanitation, energy saving, and social

responsibility. Great efforts have been made to enlarge international cooperation and technical exchange, and improve the effectiveness to ensure the safety of mechanical and electrical products.

6. Measures are taken to rectify the order of market and economic activities, and give severe punishment to those who produce or sell counterfeit products. There are the activities of readjustment and rectification, to accelerate the establishment of, on the basis of information and digital data, the monitoring and supervision system for mechanical and electrical products, so as to guarantee the legal rights and benefits of the consumers.

7. Construct the working structure of “self-restriction of the enterprises, supervision by the government, guidance to the market, and participation by the whole society”. The generalized quality control system of “depending on local supervision, allying different department, focusing on enterprises, controlling the products” is accelerated, to give a long-acting insurance to quality safety of mechanical and electrical products.

8. Set up and cultivate the sense in the society and the industry that “factory should always stand first to take up responsibilities”. The manufacturers are encouraged and conducted to turn their sense of “competition with low price” into “win by good quality”, and to change from the pattern of “process and assembly” into

“brand-oriented”, to improve the level of safety and quality for mechanical and electrical products from the original source.

Nowadays, the problems of product quality and safety become a challenge to human being. And how to raise the level of product quality and safety is the common task to all countries. Of course, it is surely the responsibility and aim of every one participating today’s meeting.

So far as we have seen, during the past 60 years from the 1950s’, the industry of mechanical and electrical production in China rose up from an almost blank base with the dedication of the whole society and have achieved a good success not only in varieties, but also in quantity. The mechanical and electrical products made in China are sufficient to meet the needs of domestic market, and have entered into hundreds and thousands families in different countries. They have contributed a lot to improve the life level for people all over the world. Today, the enterprises of mechanical and electrical production of China have become the pillar industry in national economy and foreign trade. Chinese people have made joint efforts in facilitating and fulfilling this fast development which had taken longer time of

even more than 200 years and through a tougher course in many developed countries.

Especially during the past 30 years since the social reform and open of the country, the mechanical and electrical products of China have improved in both quality level and safety. The quality of television sets, washing machines, air conditioners and other household appliances have reached the level of international standard. 50% of the refrigerators meet the energy efficiency standard of Grade I, which take a leading position in the world. The result of random sampling and inspection by the state authorities shows that, more than 95% of microwave oven, rice boiler, and other small-size household appliances are found qualified; more than 90% of gas cooking appliances are up to standard. A number of famous national brands such as Haier, Lenovo, Changhong, have rose up and enjoy a good fame in the world. Along with the improvement of quality of Chinese mechanical and electrical products, the level of consumption and the demand for safety have also been rising.

For the purpose of consolidating these achievements, the State Administration of Quality Supervision, Inspection and Quarantine (AQSIQ), as one of the most important authorities for product



quality and safety supervision, has decided to take 35 items of important activities in the system of quality supervision, inspection and quarantine all over the country in 2010, the year of “quality promotion”, including the promotion of service level, the promotion of scientific supervision and management, and the promotion of guarantee for fundamental work.

In the aspect of promoting the service level, AQSIQ has put forward the activities of quality revitalization, under the system of government reward to good quality, and applied the strategy of encouraging famous-brands, setting up model zones for production of good quality products, facilitating the establishment of prestige and honest system for quality, and provide all kinds of convenience to foreign trade.

As for the promotion of scientific supervision and management, the analysis system for quality status and the system for quality supervision have been built up for the purpose of raising up the effectiveness of product quality rectification, improving the level of supervision and law reinforcement, renew the system of quality and safety supervision, so as to prevent regional and systematic occurrence of serious quality and safety accidents.

The promotion of guarantee for fundamental work is realized in the course of pushing forward the work of standardization, and facilitating the establishment of certification and accreditation system, reinforcing the capability to guarantee the inspection and quarantine technology, laying more stress on the construction of fundamental facilities for inspection and quarantine at the entry and exit ports, improving the information system, and raising the general capability of the whole system to take up the responsibilities of quality supervision.

AQSIQ, by pushing forward the related plan and the activities in concern, aims at giving a strong back-up to the manufacturers to exert their responsibilities of quality and safety; encouraging the supervising departments to strengthen their leadership over the control for quality and safety. Meanwhile, the competent departments and enterprises are encouraged to intensify their cooperation of mutual support, guidance and service, and make the whole society aware of the sense of quality. It is expected that, all these activities and efforts will surely push the quality and safety of Chinese mechanical and electrical products up to a new stage.

Taking the leadership of the largest developing country in the world, Chinese government has been laying stresses and actively supporting the departments and enterprises involved in safety of mechanical and electrical products to participate international cooperation and exchange. During the years passed, China has aimed at protecting the safety of local products and accelerating the development of trade, made great efforts to enlarge import and export of mechanical and electrical products with the main countries and regions of the world on the principle of practical, mutual respect, and consulting each other on the base of equality.