

IAPMO RESEARCH AND TESTING

LABORATORY RECOGNITION/ ASIA PACIFIC PROGRAMS



JIN LUO
EXECUTIVE VICE
PRESIDENT OF
LAB RECOGNITION/
ASIA PACIFIC
OPERATIONS

“Going international” has become a trend for many large organizations and

corporations to embrace in today’s global economy, but this is not something new to The IAPMO Group. With the first word of IAPMO being “International,” The IAPMO Group’s goal “to promote international public health and safety with environmental awareness” has led our efforts beyond U.S. borders for decades. For more than 20 years, IAPMO’s *Uniform Plumbing Code (UPC®)* has been introduced to many countries around the world. Today, the *UPC* has been either implemented directly or used as a guide to develop plumbing regulations in many countries in Asia and the Middle East. In addition, the IAPMO Group has also developed a series of plumbing codes specifically used in other countries, such as the *UPC-I* for India and SNI 8153:2015 for Indonesia.

As for IAPMO R&T, although our certification program is designed mainly for plumbing product certifications required in the North American countries of Canada, Mexico, and the United States, our services are extended even further. In fact, numerous manufacturers around the world choose IAPMO R&T’s certification services when they want to bring their products to the North America market. Our certifications serve manufacturers representing more than 40 countries, from every part of the world.

Back in the year 2000, IAPMO Group leadership envisioned the potential of the Asia-Pacific region and thus strategically set

Product Certification –
Front (L to R): Phillip Chen,
Anish Desai, Jin Luo, Shirley
Dewi, and Hari Ramanathan.

Back: Kris Adilukito, Arturo
Robles, Carrie Roberts, Ruben
Soto, Vanessa Iraheta, Alex
Contla, Christa Carl, Juan
Gutierrez, Yvette Johnson,
Daniel Woodcock, Jocelyn
Razo, Kyle Thompson, and
Lyle Mpati.



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



relationships with key organizations and industry leaders, our *cUPC*® certification program is very well recognized and chosen by the manufacturers in Asia, which contributed greatly to the significant growth of our program in recent years.

As another example of IAPMO R&T being recognized in other countries and regions, The IAPMO Group's CEO and COO were invited as VIP guests in May to attend the opening ceremony of the Taiwan Plumbing Renovation Institute located in Changhua, a historical town in central Taiwan that makes plumbing valves. This invitation is a true testimony to IAPMO's international outreach, highlighting IAPMO's contribution to the Taiwan plumbing industry, with its first faucet exported to the United States being certified by IAPMO R&T in 1986.



IAPMO R&T–Beijing –
Front (L to R): Jacy Wu, Simin
Wu, Bernie Li, and Lisa Zeng.

Back (L to R): Chris Jie,
George Yin, Lance Wang,
Bowen Tian, and John Li.

up an IAPMO R&T office in Beijing, China. This move gave us several years of advantage over other competing organizations to build relationships with governmental and industrial associations, as well as leading manufacturers in the region. Today, as the result of these close

IAPMO R&T's leading position as the world largest certification organization for plumbing products is also recognized by organizations and government agencies when seeking help to deal with plumbing product certification and regulations. In early 2016, representatives from the Taiwan government's Bureau of Standards, Metrology, and Inspections (BSMI) visited IAPMO R&T to discuss the implementation of low-lead regulation through certification. As the organization having issued the majority of the low-lead certifications in the United States, IAPMO R&T's experience



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

Middle row (L to R): Ara Dembekjian, Charles Gross, Lance Wang, Grant Stewart, Jed Scheuermann, 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.

has proven to be essential for the agency in Taiwan to regulate the lead content from drinking faucets in their home region.

The continued rapid growth of IAPMO R&T's product certification program would have been not possible without the involvement and support of international organizations and manufacturers. It remains our top priority to continue our participation in international activities in the future.

CONTINUOUS COMPLIANCE



OHANNES DEMBEKJIAN
EXECUTIVE VICE
PRESIDENT OF
CONTINUOUS
COMPLIANCE

As 2016 comes to an end, the Continuous Compliance department of IAPMO

R&T prepares to finish another successful year. This year brought increasing challenges exuding from the steady growth of our certification program. Each year, the continuous compliance department performs inspections



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

in compliance with ISO 17020 for all locations that manufacture and/or warehouse IAPMO certified products worldwide. In order to meet this demand, we employ knowledgeable inspectors located in strategic geographic regions, ensuring the best, fastest, and most efficient customer service, conducting inspections usually in the local language and by inspectors familiar with the local culture. We take pride in our striving to have the most capable inspectors in the industry.

This year, as in years past, we accomplished this goal by holding our annual Inspector Training Seminar, an in-depth, two-day event where all of our inspectors from around the world gather at IAPMO headquarters. This meeting is crucial to the success of the



Management Registration Services: Brianda Ramirez, Jin Luo, Shirley Dewi, and Michael Madewell.

department, as it is here that our inspectors are retrained on all of IAPMO R&T certification programs. They conduct one-on-one exercises, have an opportunity to discuss their challenges and market trends, and the event provides a forum for discussion, where the newer inspectors can learn from the most experienced members of the team, a resource that has proven to be invaluable.

In order to maintain the highest level of trust and credibility in the IAPMO R&T certification marks, this year our Continuous Compliance Retesting program continues to retest hundreds of certified products. This program ensures that certified products, even after their initial certification process, continue to be in compliance with the applicable plumbing code and standard, whether it is for the U.S., Canadian, or Mexican market.

The Continuous Compliance department understands the importance of providing excellent customer service and strives to attain the highest customer satisfaction ratings in alignment with IAPMO R&T's 97 percent customer satisfaction goals. Our hard working professional office staff and highly trained team of field inspectors ensure our goals are met by engaging in honest and continuous communication with our customers, assisting them directly, or by providing a point of contact with IAPMO to assist their needs. In order to ensure our goals are on track for the year. We employ customer satisfaction surveys, issued after every inspection performed. This provides a direct link between our client and our department in which the facility personnel can directly inform us of the quality of service provided.

We are excited to state that our customer satisfaction results for this year exceed the 97 percent baseline.

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 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 continued to experience steady growth at 13 percent this past year 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 have successfully upgraded our processes to comply with the ISO/IEC 17021-1:2015 accreditation requirement, as well as received approval from our accreditors to issue ISO 9001:2015 and ISO 14001:2015 certificates.

We held several transition-training courses to assist our clients transitioning to the new revisions of the standards, and more will be scheduled. We will continue to assist all clients with their transition to make sure that they meet the transition deadline of Sept. 15, 2018.

We are also very excited that PT IAPMO Group Indonesia, our new testing and certification facility in Indonesia, officially opened in May. This is a major milestone for our efforts in Indonesia, showing IAPMO's commitment to the health and safety of Indonesian citizens through safe plumbing.