

IAPMO RESEARCH AND TESTING

LABORATORY RECOGNITION / ASIA PACIFIC PROGRAMS



JIN LUO
SENIOR DIRECTOR
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OPERATIONS –
LABORATORY
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It has always been IAPMO R&T's vision to achieve and

maintain our position in the plumbing and mechanical industry as the certification body of choice by the manufacturers, inspectors, and authorities having jurisdiction. In the last year, we focused all our efforts with this vision in mind. A few highlights follow:

To be the certification agency of choice, we know we need to provide comprehensive services to meet the needs of the industry and our clients. Last year, we continued to assess the needs of the clients and introduced a new program that will make us able to certify products to Canadian requirements without requiring the prerequisite *UPC* certification. In addition, we continued to be the key player for the EPA's WaterSense certification programs. As a new EPA WaterSense program is under development to address pre-rinse valves (expected to be ready late 2013), IAPMO R&T has been actively participating in the development process and is well positioned to offer the service as soon as it is finalized. Furthermore, the federal lead law will become effective on Jan. 4, 2014. IAPMO R&T has been working closely with the industry and our existing clients to provide them with certifications for compliance to this law requirement. Because of the comprehensive programs/services we are able to provide, clients can really benefit from the one-stop-shop service that IAPMO R&T is providing. Certainly, to maintain our integrity in offering all these certifications, we are keeping updated with all required

accreditations through ANSI and SCC to ensure the compliance of our services to the ISO/IEC Guide 65 requirements.

To be the certification agency of choice, we know we need to offer services that are accepted by jurisdictions, inspectors, retailers and the general public. Being the most widely accepted certification agency for plumbing and mechanical products, our *cUPC* and other certification marks have been used for years by inspectors and jurisdictions to confirm the compliance of products to the *Uniform Plumbing Code® (UPC)* and other codes adopted by jurisdictions. Now, the recognition of these marks is supported further by major retailers. One example is the recent recognition by Costco Wholesale, which designates IAPMO R&T's *UPC* and *cUPC* marks as the approved mark when it evaluates and approves plumbing products before purchases.

To be the certification agency of choice, we know we need to bring our services to our clients. Tradeshows are an important avenue to reach out to those who need our services. Through the major industry tradeshows, including ISH Frankfurt, KBIS-USA, and China Kitchen and Bath Show, we met with many clients to understand what are their needs. As I write this article, I have just returned from China after a successful Kitchen and Bath show in Shanghai. More than 1,300 exhibitors of kitchen and bath products from all over the world attend these four-day-long shows. Many of the exhibitors are already using our certification services, with *cUPC* certification marks displayed throughout the show floor. More than 50 new applications were received from this show alone. Providing an approachable and professional interface with potential clients makes our services more accessible to the end users.

To maintain our position as the certification agency of choice, we know we need to continuously provide services that are satisfactory to our clients — with added values. Through The IAPMO Group's Government Relations department, we are able to monitor regulatory updates and/or proposed changes, and thereafter relay such updates and changes relating to the requirements of plumbing products to our clients so they can be made aware of the new regulations and changes from an early stage. An example is the EPA approach for product compliance to the new



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

federal low-lead requirements. We are keeping our clients updated on the EPA requirements as an added value.

To continue our leading position as the first choice certification agency by our clients, we know we need to understand the economic situation and be sensitive to the costs that our clients are paying for our services. It is important to note that IAPMO R&T has not increased certification fees since 2009. This is one of our ways to assist our listees through these trying economic times.

With the focus on our organization's vision, IAPMO R&T has enjoyed another successful year. We will continue to focus on the needs of our clients in all of our operations in order to continue to be their top choice.

CONTINUOUS COMPLIANCE



OHANNES DEMBEKJIAN
SENIOR DIRECTOR
OF CONTINUOUS
COMPLIANCE

The IAPMO R&T Continuous Compliance department had another successful year by completing all designated inspections all over the world. We support certification activities by conducting pre- and post-certification inspections at manufacturing and warehouse facilities where

Continuous Compliance Inspectors (Seated, L to R): Jin Luo, Jose Madrigal, Jamella Hardy, Ohannes Dembekjian, Amber Hidalgo and Jenny Bituin. (Back row, L to R): Gunter Schieweck, Chris Jie, Bernie Li, Donato Lozano, Jed Scheuermann, Vinnie Siciliano, Terry Leppellere, Matt Marciniak, John Mata, Edwin Ho, Hari Ramanathan, Ara Dembekjian, Oscar Zononi, Charles Gross, Ed Chester and Dwight Perkins.



Continuous Compliance (L to R): Jose Madrigal, Jamella Hardy, Ohannes Dembekjian, Amber Hidalgo, Jenny Bituin. (Not pictured: Carol Gallardo)

IAPMO R&T listed products are manufactured and warehoused. This huge task is accomplished by our experienced and hard-working team of inspectors and with tremendous support from our invaluable office staff. Our inspectors are highly qualified and undergo annual training to ensure they are knowledgeable on all IAPMO procedures and the latest issues in the field.

Inspectors from all over the world were brought to IAPMO World Headquarters for a three-day training seminar in June. During this time, some of the inspectors were also audited in the field by qualified IAPMO inspectors to monitor their performance and ensure the quality of service provided is at its maximum.

This year, our inspectors have been crucial in assisting manufacturers in understanding and implementing the new changes, which took effect late last year, adopted by the EPA's WaterSense program. Many manufacturers have demonstrated their appreciation for all the help and information our inspectors have provided them. Additionally, our inspectors continue to improve the manufacturing process by pointing out sources of improvement and by identifying potential issues before the product leaves the factory. Inspectors have also been crucial in expanding IAPMO R&T communications by serving as the point of contact for some listees to ensure their questions and concerns are addressed in a timely manner. Our inspectors are monitored by customer satisfaction surveys to ensure the level of quality is maintained.

This is the fifth year that the Continuous Compliance department did not raise inspection fees, even though the cost of travel has increased. We continued to coordinate inspection activities in North America, Europe, Asia Pacific, the Middle East, Oceania and Latin America. We also supported manufacturers with jurisdictions to ensure the acceptance of the IAPMO certification marks. The Continuous Compliance department increased the number of categories of surveillance of products via testing to ensure products bearing the IAPMO certification marks continue to comply with all applicable

standards and code regulations, as well as to maintain an even playing field for all manufacturers.

MANAGEMENT REGISTRATION SERVICES



SHIRLEY DEWI
DIRECTOR OF MANAGEMENT REGISTRATION SERVICES

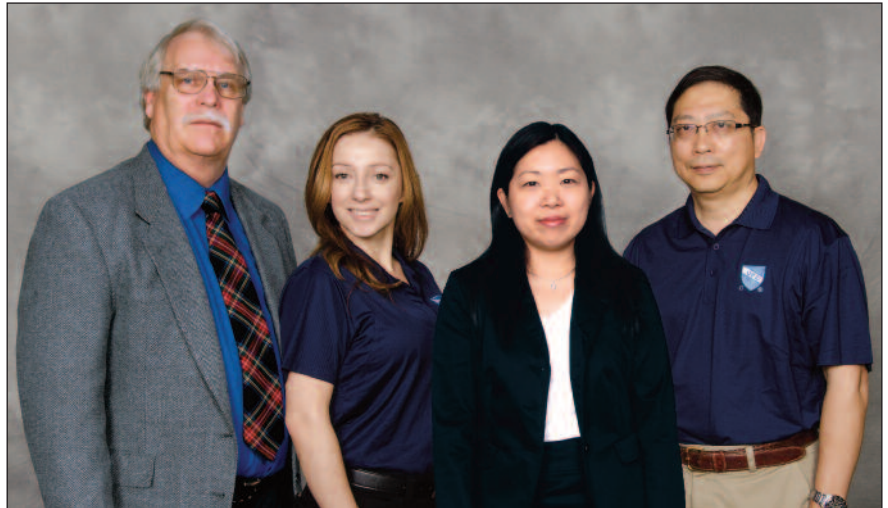
Much like last year, 2013 has been a great and busy year for the IAPMO R&T

Registration Services department, as we continued to experience significant growth.

In response to our unprecedented growth in Indonesia, we expanded our office space in Jakarta from a single floor to two. We also added additional staff to accommodate the steady demand for our services. In conjunction with the growth of our Management System Registration Services, we have since worked closely with the BSN (Badan Standardisasi Nasional), the Indonesian national standardization agency, to develop the *Uniform Plumbing Code – Indonesia*[®]. Further, we have begun the process to obtain accreditation from KAN (Komite Akreditasi Nasional), the Indonesia accreditation body, to better serve the needs of our Indonesian clients. We expect to gain KAN accreditation by the third quarter of 2013.

Another major milestone achieved by our department is being selected as the third-party witnessed auditing agency for the 2012 Indonesian Car of the Year event. It was such an honor to be trusted to help adjudicate this event. It was a testament to the dedication of our staff and the quality of our work.

With the overall growth of our ISO certification program in the past year, we feel the need to further improve our processes to better serve our clients' needs. This will be a primary focus for 2014. We are excited with the growth of our programs and look forward to many new opportunities to come.



STANDARDS



ABRAHAM MURRA
DIRECTOR OF STANDARDS DEVELOPMENT

The past year continued to bring many positive changes and exciting new opportunities for growth to the

IAPMO Standards Department. We continued streamlining and enhancing the services that we provide to our customers and expand the development of new IAPMO/ANSI consensus standards. The highlights of the past year include the development of several new editions of IAPMO/ANSI standards, as well as the following three CSA/IAPMO harmonized standards, which have late 2013 target publication dates:

Top: Management Registration Services: Alan Egleston, Evangelina Varela, Shirley Dewi and Jin Luo.

Above: Standards Department: Kyle Thompson, Abraham Murra and Ohannes Dembekjian.