



## IAPMO RESEARCH AND TESTING

### LABORATORY RECOGNITION / ASIA PACIFIC PROGRAMS

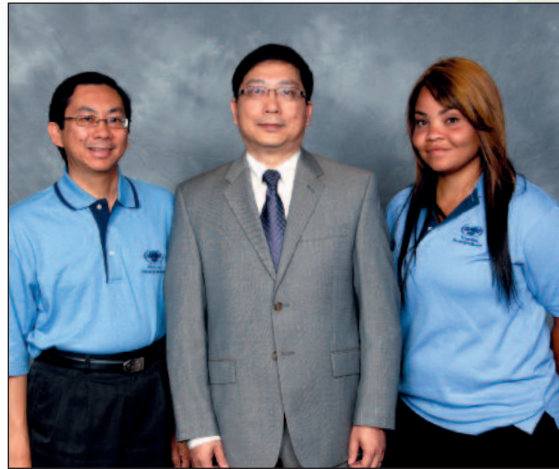


**JIN LUO**  
SENIOR DIRECTOR  
OF ASIA PACIFIC  
OPERATIONS –  
LABORATORY  
RECOGNITION /  
ASIA PACIFIC

It was another busy, successful and record-setting year

for IAPMO R&T's certification business. For IAPMO R&T, the past year was a busy year and also a very successful one. Our certification business just made another record-setting year. It is worth noting that our success did not come easily at a time when the overall global economy is still in slow recovery and the industry we service continues to be affected by decreased development and low demand for construction materials.

Nonetheless, we further expanded our already comprehensive certification scopes with accreditation bodies. Through a successful American National Standards Institute (ANSI) assessment, we obtained accreditations on more than a dozen additional product categories from the U.S. EPA's ENERGY STAR® program. In addition, we became recognized for a new U.S. EPA WaterSense® program to certify weather-based irrigation controllers. This made IAPMO R&T eligible for every Water Sense program available. Since the recognition, we issued the first WaterSense certification of weather-based irrigation controller in this program, maintaining our record as the



Laboratory Recognition  
(L to R): Kris Adilukito,  
Jin Luo and Amber Hidalgo.



certification body issuing the first certificate on each WaterSense program.

Offering “one-stop-shop certification” to our clients has always been the strategy we use to meet the needs of our clients. This strategy has helped make us the biggest plumbing product certifier in Canada through our cUPC listing, which is now accepted by all provinces in Canada. This year, we focused on promoting the “one-stop-shop certification” by offering our clients the certification programs that other IAPMO business units provide in other countries. It helped our clients to enter the markets they wanted, and at the same time, it also helped the business growth of other IAPMO business units.

Further expanding the acceptance of our certifications is another area on which we focused. Our clients have trusted us with their certification needs because our certification marks have been widely accepted by various levels of jurisdictions in the United States. In order to offer our clients even greater value, we promote our certification for acceptance to many plumbing wholesalers and DIY retailers.

Beijing office: Front row  
(L to R): Cattie Zhao,  
Simin Wu, Cherie Liu and  
Vila Liang. Top row (L to R):  
George Yin, Chris Jie,  
Bowen Tian, Lance Wang  
and Bernie Li.

Through the efforts of in-person visits and close communications, all major plumbing wholesalers and retailers nationwide are now accepting us.

With help from The IAPMO Group's Marketing and Communications professionals, we stepped up our marketing efforts throughout the year to reinforce our position as the most trusted and accepted certification service provider of plumbing and mechanical products. We designed new advertisements and promotional materials; published many press releases; and also attended many important tradeshow, both domestically and abroad. These marketing efforts and strategies have helped us win out over competitors.

With the certification business becoming more competitive these days, it is all the more important to stay close to the clients we are serving. During the year, we met with many of our clients face-to-face. These direct meetings proved critical in our understanding the need of our clients and the industry, and helped us make adjustments and improvements in the course of our business when providing our services.

Our ISO Registration Services experienced significant growth, up 30 percent from the previous year. In addition to ISO 9001 registrations, we are also able to provide registration to ISO 14001 standards. We also offer RABQSA-certified Lead Auditor and Internal Auditor training courses, for internal auditor training which also contributed to the growth of our ISO Registration Services business.

Historically, IAPMO R&T has enjoyed sizable business contributions from our international operations. The past year was again no exception. Our international operations remained a vital part of our certification business. China continued to be a remarkable market for us. The dedicated work and continuous efforts from our China team have made IAPMO R&T well known as the predominant certification body among manufacturers in China and other Asian nations. Our family of *UPC* certification marks has become highly recognizable in the region.

The annual International Kitchen and Bath Show in Shanghai this year continued to showcase IAPMO R&T as the choice for

manufacturers wishing to certify their products for the North American market. Furthermore, we cultivated strong local support through the full endorsement of two major industry associations in China — China Building Ceramic Sanitary Ware Association and China National Hardware Association. Many of the members of these two associations are companies that utilize our certification services.

These are just a few highlights of IAPMO R&T's activities in the past year. We still have a lot to do in this year in order to continue our business growth and to maintain our leading position among the plumbing product certification bodies.

## CONTINUOUS COMPLIANCE



**OHANNES DEMBEKJIAN**  
SENIOR DIRECTOR  
OF CONTINUOUS  
COMPLIANCE

The Continuous Compliance division of IAPMO R&T in 2012 continued to play a vitally instrumental role in helping our clients maintain an adequate and consistent quality system and ensuring that IAPMO R&T certified products abide by the strict requirements of the applicable national standards and appropriate plumbing, mechanical, solar and building codes.

IAPMO R&T's Continuous Compliance inspection program is based on the requirements of ISO/ISE-17020 and maintains well-trained and experienced inspectors all over the world — Asia, Middle East, Africa, Europe, South America, Mexico, United States and Canada — to ensure these surveillance audits are carried out to the aforementioned ISO requirements. This geographically strategic inspection force enables IAPMO R&T to provide the fastest service to our clients while simultaneously reducing the cost associated with performing such inspections.

Our inspection program requires that all of our clients' factory and warehouse locations be inspected according to the characteristics



Left: Continuous Compliance Inspectors (Seated, L to R) Edwin Ho, Hari Ramanathan, Ohannes Dembekjian, Jin Luo, Dwight Perkins and Gunter Schieweck. (Middle row, L to R) Ed Chester, Bernie Li, George Yin, Ara Dembekjian, Terry Leppellere, Oscar Zaroni, John Mata and Charles Gross. (Back row, L to R) Jose Madrigal, Vinnie Siciliano, Bowen Tian, Donato Lozano and Matt Marciniak.

of the product and standards to which they were tested and certified. Each manufacturing location is required to maintain a current Quality Assurance Manual meeting or exceeding IAPMO R&T minimum guidelines. Inspectors review this manual to ensure each client's commitment to quality in all aspects of the manufacture of IAPMO R&T certified products.

IAPMO R&T will also conduct these inspections on behalf of other certification agencies if it is more convenient for a client to do so.

We continue to select random samples for compliance testing to the applicable standards to which an initial product was tested for certification. This practice is extremely important to make sure that each manufacturer is still producing their certified products in compliance with those standards. For convenience, we still provide an option for the manufacturer to choose witness testing by one of our inspectors of the selected samples if they meet certain requirements. Manufacturers recognize the value of flexibility from a certification agency that is willing to go the extra mile in effort to help reduce their costs.

As in past years, certifications and continuous compliance inspections to the requirements of



the U.S. EPA's WaterSense® product labeling program continued to keep IAPMO R&T busy as a majority of manufacturers utilize IAPMO R&T for their WaterSense needs. We look forward to continuing our industry leadership in this area in 2013.

Our office staff, as well as our field inspectors, will continue their hard work in providing reliable and attentive customer service to each of our clients. We thank them for their continued support of our listing programs and hope to keep serving their needs for years to come.

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