

## IAPMO RESEARCH AND TESTING

### LABORATORY RECOGNITION/ ASIA PACIFIC PROGRAMS



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

With the great effort and hard work by many people since it was established

in 1926, the IAPMO name now is truly synonymous with “plumbing experts.” When it comes to plumbing certification, IAPMO’s *UPC*® shield is what often comes first to the mind of plumbing inspectors, wholesalers, and retailers in the United States.

What the founders probably did not anticipate is the impact their association has made in the plumbing industry around the world, far beyond the border of the United States. IAPMO R&T, the certification arm of The IAPMO Group, has expanded over the years to become the first third-party certification agency with capabilities to issue certification for plumbing products in the entire North American market — that is, including Canada and Mexico. The journey taking us international began approximately 15 years ago when the Canadian market certification was added to our menu. Then, later in 2014, we added certification for the Mexican market. With these international expansions, manufacturers now can easily obtain certification for U.S., Canadian, and Mexican markets simply by contacting IAPMO R&T and taking advantage of the convenience and efficiency of dealing with only one agency.

While the NOM certification is relatively new, there is a great need by the manufacturers interested in this market. I would like to take this opportunity to discuss our Mexico certification program in more detail.

**Product Certification:**  
 (Front, L to R) Phillip Chen, Anish Desai, Jin Luo, Shirley Dewi, and Hari Ramanathan.  
 (Back, L to R) Carrie Roberts, Ruben Soto, Jeneé McCray, Juan Gutierrez, Kris Adilukito, Danielle Nadeau, Vanessa Iraheta, Alex Contla, Christa Carl, Arturo Robles, Jocelyn Razo, Daniel Woodcock, Gina Vargas, Lex Zuna, Lyle Mpati, and Justin Rebrovich.



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



**Below: IAPMO R&T- Beijing:**  
 (Front, L to R): Bernie Li, Jin Luo, Simin Wu, Madeline Li.  
 (Back, L to R): George Yin, John Li, Lance Wang, and Chris Jie.



Oftentimes, manufacturers get quite intimidated when trying to enter this market. On top of language barriers, information regarding certification and regulations is not readily available. Our team has spent countless hours reaching out to accreditors and regulators in Mexico in order to make sense of the various requirements and regulations so that they are no longer a barrier for manufacturers to enter this market.

The first thing with which manufacturers need to be familiar is the difference between NOM and NMX. NOM is Mexican Official Standards and is the name of each of a series of official, compulsory standards and regulations for diverse activities in Mexico. A product that is subject to a NOM cannot be imported into Mexico unless it has been certified as being in compliance with the NOM. NMX, on the other hand, represents the Mexican “Voluntary” Standards and are issued by recognized national standards-developing bodies. Compliance to NMX is mandatory only when a claim is made that a product meets the NMX, when a NOM specifies compliance, and whenever applicable in government procurement.

IAPMO R&T is accredited by entidad Mexicana de acreditación, a.c. (ema) and recognized by Comisión Nacional del Agua (CONAGUA) to provide certification of:

- Flushometer valves (NOM-005-CONAGUA-1996)
- Showerheads (NOM-008-CONAGUA-1998)
- Water closets (NOM-009-CONAGUA-2001)
- Fill and flush valves (NOM-010-CONAGUA-2000)
- Valves and faucets (NMX-C-415-ON NCCE-2015)

It is also worth mention that the NMX standard for valves and faucets is under review by CONAGUA and expected to become a NOM standard before end of 2017. IAPMO R&T is ready to assist manufacturers in achieving compliance with the upcoming NOM standard. We have been providing the necessary technical support to CONAGUA throughout the process of developing this NOM standard and would be very pleased to answer any questions manufacturers may have to get themselves ready for this new NOM.

In addition, IAPMO R&T's service does not end when a certificate is issued. We also automatically notify Mexican customs for all models that were certified. This is to ensure that such products are not held at Mexican customs.

We have dedicated staff members for this program who are ready to assist manufacturers with any question they may have related to Mexican certification. We understand that it can be intimidating entering a new market; that's why we are here to assist.

We believe that offering this Mexican certification program will make it much easier for manufacturers to enter the market. The trust placed in IAPMO R&T for the past decades has been the driving force behind the continued rapid growth of IAPMO R&T's product certification program. Our hope is to continue expanding our services into markets where our presence can help minimize the challenges that manufacturers face when entering them.



## CONTINUOUS COMPLIANCE



**OHANNES DEMBEKJIAN**  
EXECUTIVE VICE  
PRESIDENT OF  
CONTINUOUS  
COMPLIANCE

As 2017 draws to a close, the Continuous Compliance department of IAPMO

R&T prepares to finish another successful year. Every year, Continuous Compliance performs inspections in compliance with ISO 17020 for all locations that manufacture and/or warehouse IAPMO R&T-certified products worldwide. Our knowledgeable and highly trained inspectors are located in strategic geographic regions, ensuring the most efficient customer service, conducting inspections usually in the local language and by inspectors familiar with the local culture.

All of our inspectors undergo a rigorous training program, which ensures that they remain current with the latest certification programs, policies, and procedures. We accomplish this 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 department. Here our inspectors participate in interactive exercises,

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

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

(Back, L to R): John Mata, Charles Gross, Oscar Zanoni, Matthew Marciniak, Jed Scheuermann, Donato Lozano, Edwin Ho, Vinnie Siciliano, Albert Colabelli, Robert Schut, Ed Chester, Glenn Tate, Lance Wang, Sal Farruggia, Dwight Perkins, and Ara Dembekjian.



have an opportunity to discuss their challenges and market trends, and provide 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.

During 2017, as in previous years, Continuous Compliance continued to retest hundreds of certified products, allowing us to maintain the highest level of trust and credibility in the IAPMO R&T certification marks. 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.

Continuous Compliance 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 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 continue to employ customer satisfaction surveys issued after every inspection performed. This provides a direct link between our clients 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 exceeded 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

This past year, IAPMO R&T's

Registration Services department has placed a priority on ensuring a smooth transition for all Indonesian-based clients now being handled by IAPMO's newest business unit, PT. IAPMO Group Indonesia. This transition is scheduled to be completed by year's end. The transition process includes transfer of