



Product Safety Insights LLC

580 Hunting Ridge Rd.
Stamford, CT 06903
917-561-2906
Don@ProductSafetyInsights.com

DONALD L. MAYS **Founder and Practitioner**

Mr. Mays is a product safety and quality consultant specializing in the field of consumer product safety. He focuses his practice on safety program audits, litigation support, test program development, and product safety training. He holds undergraduate and advanced degrees in mechanical engineering and has extensive experience in consumer product testing for safety, quality, and performance. Mr. Mays actively participates in the development of product safety standards and is a frequent speaker and trainer on matters of product safety, including best practices. In addition, Mr. Mays has worked extensively in advising companies on risk assessment and management, including hazard identification, and root cause analysis.

Areas of Expertise

Product safety program auditing
Litigation support and expert testimony
Risk assessment and management
Safety crisis and recall management
Testing protocol development
Public speaking and training

Product Specialties

Furniture
Nursery products and toys
Appliances
Outdoor power equipment and power tools
Sporting goods and exercise equipment
Consumer electronics

Education

M.E. Mechanical Engineering, Manhattan College, Riverdale, NY – 1980
B.E. Mechanical Engineering, Manhattan College, Riverdale, NY – 1977

Courses Taught

St. Louis University, Richard Chaivez School of Business

Instructor, Product Safety Management and Advanced Product Safety Management Program:

“Auditing Product Safety Programs” – 4/1/21

“Managing Global Products in a Crisis” – 1/28/21

“Auditing Product Safety Programs” – 3/12/20

“Product Safety System Design and Audit” – 1/17/19

“Product Integrity Process Assessment – Building as Self-Audit” – 4/19/18

“Product Integrity Process Assessment – Identifying Gaps to Reduce Risks” – 4/18/17

Instructor, Consumer Product Safety Professional Certification Program:

“Crisis Management” – 9/24/20

“Big Data Analytics and Risk Assessment” – 1/28/20

Professional Affiliations

ASTM – International

Chairman F15 Committee on Consumer Products – since 1/22

Vice Chairman, Executive Committee for Consumer Products (F15) 1999 - 2021

ASTM Board of Directors – 2012 - 2015

Member of 24 subcommittees since 1998 including:

Connected Products (F15.75)

Furniture Safety (F15.42)

Infant Bedding (F15.19)

Crib Mattresses (F15.66)

Cribs, Toddler Beds, Play Yards, Bassinets, Cradles, and Baby Changing Products (F15.18)

American National Standards Institute

Board of Directors – 2007 - 2012

Member Consumer Interest Forum – 2007 - 2015

International Consumer Product Health and Safety Organization

Member – since 1998

Board of Directors – 2000 - 2004

Society of Product Safety Professionals

Board Vice President – since 2022

Member – since 2019

Member Advisory Committee on Product Safety Professional Certification program – since 2017

Kids in Danger

Member Board of Directors – since 2015

Member Finance Committee – since 2018

Vice Chair Design Safety Tool Kit – since 2020

Awards

The Paul S. Richards, M.D. Endowed Distinguished Visiting Lectureship in Occupational Medicine award from University of Utah – 4/22/22

Awarded ASTM's Margaret Dana Award in 2021 for longstanding commitment, dedication, and promotion of consumer product safety

Part of team that received the CPSC Chairman's 2013 Circle of Commendation Award for the advancement of toy safety through ASTM F15.22

Employment Positions Held

Product Safety Insights, LLC – 2021 - Present

Founder and practitioner of product safety consulting services including auditing, litigation support, test program development, and training

Samsung Electronics America, Inc. – 2018 - 2021

Chief Safety and Quality Officer -- responsibilities included oversight and risk mitigation of appliances, TVs, and mobile phones sold in North America

Deloitte & Touche, LLP – 2011-2018

Managing Director, Product Safety & Quality – developed and led consulting practice that provided advisory services to major companies in North America

Consumers Union/Consumer Reports

Senior Director, Product Safety / Technical Policy – 2007 - 2010 – served as advocate and spokesperson for product safety issues

Senior Director, Product Safety and Consumer Sciences – 2005-2007 – directed laboratory testing operations that included child products, tools, power equipment, textiles, and foods

Director of Testing – 1989 - 1998 – directed testing on exercise equipment, sporting goods, tools, and outdoor power equipment

Senior Project Leader – 1984 - 1989 – tested appliances, outdoor power equipment and exercise equipment

Good Housekeeping (Hearst Corp) – 1998 - 2002 – Technical Director, Good Housekeeping Institute – managed testing laboratory and administered Good Housekeeping Seal on approved products

Intertek Group plc – 2002 - 2005

Vice President, Retail and Consumer Product Services – provided quality assurance inspection services and drove widespread acceptance of ETL safety certification mark

Testimony

“Children’s Products Containing Lead: Technology Feasibility of 100 ppm for Lead Content,” before the US Consumer Product Safety Commission – 2/16/11

“Agenda, Priorities and Strategic Plan FY 2011,” before the US Consumer Product Safety Commission – 8/25/09

“ Import Safety,” before the US President’s Interagency Working Group on Import Safety – 10/1/07

“Ensuring the Safety of Chinese Imports: Oversight and Analysis of Federal Response,” before the US Senate Committee on Commerce, Science, & Transportation – 7/18/07

“Protecting our Children: Current Issues in Children’s Product Safety,” to House Energy and Commerce Committee – 5/15/07

“Defective Products: Will Criminal Penalties Ensure Corporate Accountability?” before Senate Judiciary Committee – 3/10/06

Publications:

“Valuing the Product Safety Professional” – 2023 ADK Product Safety and Recall Directory

“Safety Starts With Care – Customer Care” – 2023 ADK Product Safety and Recall Directory

“Product Safety Program Audits – An Often-Missed Opportunity” – 2020 ADK Product Safety and Recall Directory

“Glass Tables – Related Injuries in Children,” *Pediatric Emergency Care*, by Amir A. Kimia, Mark L. Waltzman, Michael W. Shannon, and Donald L. Mays – March 2009

Consumers Union – contributed to countless reports in *Consumer Reports*, *Shop Smart*, and the *CR Safety Blog* without by-line attribution

Presentations/ Speeches/ Lectures:

“Product Safety Crisis Prevention” – 10/1/22 – lecture for University of Utah’s Product Safety Engineering and Engineering Ethics program

“What Companies Get Wrong About Product Safety” - presentation at 36th Annual Utah Conference on Safety and Industrial Hygiene – 10/14/22

“Product Safety – The Nuts, Bolts, and Screw-ups” - keynote speech at the University of Utah’s Rocky Mountain Center for Occupational and Environmental Health – 4/22/22

“Standards Development and Compliance” for Society of Product Safety Professionals webinar series - 3/16/22

“Human Relations: Factors That Facilitate or Hinder Communications” at Society of Product Safety Professionals webinar series – 1/26/22

“Stay Recall Ready: Recall Effectiveness and Measuring Success” at Juvenile Products Manufacturers Association Summit – 5/19/21

“Product Safety Management Best Practices” at Society of Product Safety Professional webinar series – 5/5/21

“Practical Methods for Establishing a Product Safety Program” at International Symposium on Product Compliance Engineering – 5/7/19

“Product Safety Management: How to Establish and Effective Program – 2/25/19 by Don Mays & Ken Ross at 2019 ICPHSO Annual Meeting and Training Symposium

“Remarks on New Crib Regulations” at Capitol Hill press conference with Senator Mark Prior, Senator Kirsten Gillibrand, and CPSC Commissioner Robert Adler – 6/27/11

“The Year of the Recall” at Capitol Hill press conference with House Speaker Nancy Pelosi, Rep. Bobby Rush, Rep. Rosa DeLauro, Rep. Bart Stupak, and Rep. Diana DeGette – 10/30/07

“Stuff Happens – How You Can Reduce The Risk” at 2014 Promotional Products Association Safety Summit – 8/13/14

“Food and Product Safety Trends” at National Retail Federation – 11/30/12

“Predicting and Mitigating Risk” – keynote speech at IEEE Symposium on Product Compliance Engineering – 11/5/12

“Finding Common Ground With Advocacy Organizations” at Juvenile Products Manufacturers Association Summit – 3/9/10