

CONSUMER SAFETY -TESTING

Paper no.- HSRM – 401

CC -10

Credits -4+0=4

Sem. – 4 (M.Sc. R.M.)

Marks – 100 +0= 100

Objectives

- To sensitise the students about consumer safety
- To gain experience in conducting consumer research and product testing
- To understand and apply the techniques of analysing consumer goods for product safety and performance.

Unit-1 Products and Services available to consumers.

- Products –Types , design requirements, quality requirements, performance appraisals : after sale services.
- Services-types , qualitative assessment techniques.
- Consumer safety, hazards and liabilities with reference to all consumer goods and services.
- Warranties, guarantees and sales contracts
- Consumer, research and product safety, environmental effects.

Unit-2 Quality control and Standardisation for

- Food
- Textiles
- Consumer durable
- Building materials

Unit-3 Food Testing & Textile testing

- Sensory evaluation
- Qualitative tests to detect common adulterations in milk and milk products, fats and oils, spices and condiments, tea, coffee etc.
- Fibre identification
- Tests for serviceability, wear and abrasion; colour fastness, fabric dimensions and fiber contents.

Unit-4 Equipment testing, Drugs & Medicines

- Testing of electrical appliances
- Testing of consumer items - comparative study of various brands for performance, fuel efficiency and end products.

REFERENCES

1. Chadha, R(1995): The Emerging Consumer, New age International Publishers Limited and Willey Eastern Limited, New Delhi.
2. S. George Getz(1991): The Consumer and the Law, Wiley Eastern Limited.
3. J.F.Engle, R.D.Black Well (1990) Consumer Behavior, 4th Edition, Holt Sanders International Editions, Chicago.
4. Test ISI Booklets on Textiles, Appliance and Food Material.