

# Preventing a recurrence of an accident based on lessons learned

## Consumer Safety Investigation Commission

The Consumer Safety Investigation Commission was established in the Consumer Affairs Agency in October 2012. It investigates accidents affecting the life and/or health of consumers to determine the causes of the accidents and to find measures to prevent their recurrence and expansion. Based on the results of the investigation, it offers recommendations and opinions to the Prime Minister and/or the heads of corresponding ministries. It releases to the public a report on accidents affecting life and/or health in the fields of products, foods, facilities, and services after a commission consisting of intellectuals deliberates.

### Scope of investigation

#### Consumer accidents affecting life and/or health

\*Including accidents that occurred before the enforcement of the applicable acts

- Consumer accidents affecting life and/or health in a wide range of fields such as products, foods, facilities, and services (Except for accidents that are in the scope of investigation of the Japan Transport Safety Board)
- Accidents whose causes must be investigated to prevent the occurrence and expansion of accidents affecting life and/or health and to mitigate the damage caused by such accidents

### Flow of investigation into the causes of accidents to submission of recommendations

#### Triger information

- Accident information affecting life and/or health
- Request for investigation from consumers → Effectively selecting accident cases subject to cause investigations

#### Investigation into the causes of accidents

##### ● Investigation into the causes of accidents (conducted by the Commission)

Exercising its authority to investigate to the extent that it requires  
Consumer accidents for which necessary investigations are not sufficiently made  
[Authority to investigate] Collection of reports, on-site investigations, and questions

##### ● Evaluating the results of investigations by other administrative organs

Evaluating the results of investigations by other administrative organs and providing opinion if necessary

#### Recommendations to prevent the occurrence and expansion of accidents

Measures and actions to be taken to prevent the occurrence and expansion of accidents affecting life and/or health and to mitigate the damage caused by such accidents

- Submitting recommendations and opinions to the Prime Minister
- Submitting opinions to the heads of the corresponding ministries

#### Various preventive measures for accidents affecting life/health and expansion of damage by corresponding ministries (including the Consumer Affairs Agency)

- Planning and executing measures to prevent the occurrence and expansion of accidents
- Recommendations and orders given by the relevant administrative organ to the business operators in the fields in its jurisdiction
- Alerts to consumers