

RCS Register

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IATA CHANGES IN 46th EDITION

The 46th Edition of the IATA *Dangerous Goods Regulations* recently went into effect on January 1, 2005. The 46th edition of the IATA *Dangerous Goods Regulations* includes many significant changes in regards to the 45th Edition. These changes were made in response to the 2005-2006 Edition of the ICAO *Technical Instructions*.

The following sections include changes:

- Dangerous Goods Security;
- State variations;
- Operator variations;

- Classification;
- List of Dangerous Goods;
- Special provisions;
- Packing Instructions;
- Packaging Specifications & Performance Tests;
- Marking & Labeling;
- Documentation; and
- Handling

Please contact RCS for a detailed description of these changes and how the changes and modifications of the 46th edition of the IATA Dangerous Goods Regulations may affect your facility or business.

Pittsburgh, Allegheny Ludlum Corp. To Pay \$2,375,000

Pittsburgh, Allegheny Ludlum Corp. has agreed to pay a \$2,375,000 penalty as a part of a settlement resulting from Clean Water Act violations. The violations took place at the company's Pittsburgh-area steel mills and finishing plants.

This settlement concludes more than nine years of litigation over water pollution from the Allegheny Ludlum plants. The company was originally cited by the EPA in 1995 for unlawful discharges of oil and toxic pollutants, including

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OSHA: WORKERS EXPOSED TO BERYLLIUM

U.S. Occupational Safety and Health Administration, OSHA, has recently discovered that several of its own employees have been affected by exposure to beryllium. At least three (3) known OSHA workers have developed blood abnormalities linked to beryllium exposure. These exposures most likely occurred during OSHA safety inspections of workplaces with high levels of the toxic metal.

In 1999, the Occupational Safety and Health Administration alerted workers to the hazards of exposure to beryllium, which can cause chronic beryllium disease (CBD), a disabling and often fatal form of lung disease. In the past, OSHA has been accused of being slow to address the dangers of beryllium in the workplace. Many feel that the exposure limit set by OSHA is set too high. Exposure to low levels of

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Research and Special Programs Administration Ceases Operation

As part of an U.S. Department of Transportation (DOT) reorganization, the Research and Special Programs Administration (RSPA) ceased operations on February 20, 2005. RSPA programs have moved to one of two new agencies or the Office of the Secretary of the US DOT. RSPA has now become the Pipeline and Hazardous Materials Safety Administration (PHMSA) and the Research and Innovative Technology Administration (RITA).

The Pipeline and Hazardous Materials Safety Administration will be responsible for the following:

- Pipeline Safety
- Hazardous Material Safety

The Research and Innovative Technology Administration will be responsible for the following:

- Innovation, Research, and Education
- Transportation Science & Technology
- Advanced Vehicle Program
- Remote Sensing
- Human Factors
- Hydrogen
- Technology Transfer
- University Transportation Centers
- Transportation Safety Institute
- Volpe National Transportation Systems Center

The Office of Emergency Transportation has been moved to the Office of the Secretary of the U.S. DOT.

Please contact RCS for additional details regarding these two new agencies and their responsibilities.

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beryllium dust, fumes, metal, metal oxides, ceramics or salts can result in CBD in some workers even if the exposure is over a short period of time. CBD symptoms include an unexplained cough, shortness of breath, fatigue, weight loss or loss of appetite, fevers, and skin rash.

Beryllium is used in a variety of industries to help make products including nuclear missile components, laptop computers and golf clubs. OSHA estimates three-fourths of its force have conducted inspections in industries handling beryllium.

OSHA did not begin testing its workers until after Adam Finkel, a top agency official, filed a whistleblower complaint regarding to beryllium exposure in 2003. Mr. Finkel alleged that he was transferred for advocating a safety plan involving beryllium testing for potentially exposed workers.

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chromium, copper, zinc, and nickel to the Allegheny and Kiskiminetas Rivers.

This settlement was announced on 02/01/05 and was reached during court-ordered mediation.

IMPORTANT DATE



RCS will be closed on March 28, 2005 in observance of Easter.

Bouncing Back: Customer Service Recovery

In order to be successful in today's marketplace, companies must place a huge importance on customer service. As we all know, it is impossible to be 100% perfect 100% of the time, if that were the case there would be no reason for continual improvement.

In the event that something goes wrong, no matter how minor or major the situation is, companies must be able to bounce back and correct the situation, so that no customer is lost. The ability to recover from mistakes is a crucial element, which can determine the quality of customer service. The ability to change a dissatisfied customer into a satisfied customer will ensure you that your company will never lose customers due to a mistake here and there.

The first thing, which should be done in the event of a mistake, is to listen to the customer. Make sure that your actions reassure the customer that you are taking them seriously and intend to rectify the situation. By asking the customer questions in return, will allow you to decipher what they are expecting from your company.

By providing results which in the end satisfy the customer,

Free: Malcolm Baldrige Award Application Fee

With a typical Malcolm Baldrige Award application fee ranging anywhere from \$500 to \$5000, the National Institute of Standards and Technology is waiving the application fee for the 1000th applicant. The contest runs through May 26, 2005.

The Baldrige award is given by the President of the United States to businesses - manufacturing and service, small and large - and to education and health care organizations that apply. Those that apply are judged to be outstanding in seven (7) areas: leadership, strategic planning, customer and market focus, information and analysis, human resources focus, process management, and business results.

Congress established the award program in 1987 to recognize U.S. organizations for their achievements in quality and performance and to raise awareness about the

importance of quality and performance excellence as a competitive edge. The award is not given for specific products and services. Three awards may be given annually in each of these categories: manufacturing, service, small business and starting in 1999, education and health care. The award was established in the early to mid-1980's and was envisioned as a standard of excellence that would help U.S. organizations achieve world-class quality.

Many companies, who apply for the Malcolm Baldrige Award, do not have the mindset of winning, however they are using the feedback, consultations and the minimum 200 hours of review to thoroughly examine their company and to identify areas of improvement.

For additional information on the many benefits of applying for the Baldrige Award, please go to http://baldrige.nist.gov/Why_Apply.htm.

studies show that the previously dissatisfied, now satisfied customer is more likely to return for repeat business, than going elsewhere.

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