Consumer Protection and Product Liability Risk Management Training Course

28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #LAW2965_200088

Course Introduction / Overview:

In today's highly regulated and litigious global marketplace, understanding the intricacies of consumer protection law and managing product liability risk is no longer optional but a critical necessity for corporate survival and success. This comprehensive training course is meticulously designed to navigate the complex legal landscape, providing a robust framework for identifying, assessing, and mitigating risks throughout the entire product lifecycle. As noted by legal scholar Richard A. Epstein in his foundational work on torts, the principles of liability are constantly evolving, demanding proactive and informed strategies from businesses. This program moves beyond theoretical knowledge, offering practical, actionable insights into creating compliant products, effective warning labels, and robust quality control systems. Participants will explore real-world case studies and learn to implement preventative measures that safeguard their organization's financial stability and brand reputation. BIG BEN Training Center has developed this course to empower professionals with the expertise to transform legal challenges into a competitive advantage by fostering a culture of safety, compliance, and consumer trust.

Target Audience / This training course is suitable for:

- Legal Counsel and Corporate Lawyers.
- Compliance Officers and Managers.
- Product Development and Design Engineers.
- Quality Assurance and Control Professionals.
- Risk Management Specialists.
- Marketing and Advertising Managers.
- Supply Chain and Procurement Managers.
- Senior Executives and Business Owners.
- Customer Service and Relations Managers.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Consumer Packaged Goods (CPG).
- Pharmaceuticals and Medical Devices.
- Automotive and Aerospace.
- Electronics and Technology.
- Retail and E-commerce.

- Food and Beverage.
- Government regulatory bodies and consumer protection agencies.
- Insurance and Financial Services.

Target Organizations Departments:

- Legal Department.
- Compliance and Ethics Department.
- Research and Development (R&D).
- Quality Assurance / Quality Control (QA/QC).
- Risk Management Department.
- Product Management and Marketing.
- Operations and Supply Chain Management.
- Customer Support and Post-Sales Services.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the core principles of consumer protection laws and product liability doctrines.
- Identify potential liability risks at every stage of the product lifecycle, from design to disposal.
- Differentiate between manufacturing defects, design defects, and warning defects.
- Develop and implement effective risk mitigation and transfer strategies, including insurance and contractual clauses.
- Master the legal requirements for product warnings, labels, and user instructions.
- Formulate a comprehensive product recall plan and crisis management protocol.
- Evaluate supply chain vulnerabilities and manage third-party liability risks.
- Navigate the complexities of litigation, including discovery, expert testimony, and settlement negotiations.
- Conduct internal compliance audits to ensure adherence to safety standards and regulations.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in a professional context. We move beyond traditional lectures to foster a dynamic learning environment where knowledge is co-created and reinforced through active participation. The course heavily relies on the case study method, analyzing landmark product liability cases to deconstruct legal arguments and corporate responses. Interactive workshops and group discussions will challenge participants to debate complex scenarios and develop collaborative solutions. Role-playing exercises, such as mock recall strategy meetings and deposition preparations, provide a safe space to practice critical skills. The program incorporates practical exercises in drafting warning labels and reviewing supply chain contracts for liability clauses. Our expert instructors facilitate a continuous feedback loop, ensuring that individual questions are addressed and complex concepts are clarified, thereby maximizing comprehension and skill retention for every participant.

Course Agenda (Course Units):

Unit One: Foundations of Consumer Protection and Product Liability

- Introduction to Consumer Protection Laws.
- Historical Evolution of Product Liability.
- Theories of Liability: Negligence, Breach of Warranty, and Strict Liability.
- Key Terminology and Legal Concepts.
- The Role of Regulatory Agencies.
- Understanding the 'Reasonable Consumer' Standard.
- Global Perspectives on Consumer Rights.

Unit Two: The Legal Framework and Types of Product Defects

- Deep Dive into Strict Liability in Tort.
- Analyzing Manufacturing Defects and Quality Control Failures.
- Deconstructing Design Defects and Risk-Utility Analysis.
- Failure to Warn: The Law of Warnings, Labels, and Instructions.
- Understanding Express and Implied Warranties.
- Unfair and Deceptive Trade Practices.
- The Impact of E-commerce on Product Liability.

Unit Three: Risk Assessment Across the Product Lifecycle

- Identifying Liability Risks in the Research and Development Phase.
- Risk Assessment in Sourcing and Supply Chain Management.
- Due Diligence for Component Parts and Raw Materials.
- Product Testing, Certification, and Documentation Protocols.
- Assessing Risks in Marketing and Advertising Claims.
- Post-Sale Duties and the Duty to Warn.
- Conducting a Product Liability Audit.

Unit Four: Proactive Risk Mitigation and Management Strategies

- Developing Legally Sound Product Warnings and Instructions.
- Implementing Robust Quality Control and Assurance Programs.
- Contractual Risk Transfer: Indemnification and Hold-Harmless Clauses.
- The Role of Product Liability Insurance.
- Establishing a Document Retention Policy.
- Compliance Programs and Corporate Ethics.
- Training Employees on Product Safety and Liability.

Unit Five: Crisis Management, Litigation, and Dispute Resolution

- Managing Consumer Complaints and Incident Reports.
- Developing and Executing a Product Recall Plan.

- Crisis Communication Strategies for Brand Protection.
- The Product Liability Litigation Process: From Complaint to Trial.
- Key Defenses in a Product Liability Lawsuit.
- The Role of Expert Witnesses.
- Alternative Dispute Resolution: Mediation and Arbitration.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of rapid technological advancement and AI-driven products, how should the traditional legal doctrines of product liability evolve to ensure consumer protection without stifling innovation?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself through its holistic and proactive approach, bridging the critical gap between legal theory and practical business application. While many programs focus narrowly on the litigation aspects of product liability, this training provides a comprehensive 360-degree view of risk management across the entire product lifecycle, from the initial design concept to post-sale support and crisis management. We emphasize preventative strategies, equipping participants not just to defend against claims, but to build inherently safer products and more resilient organizational processes that minimize liability from the outset. The curriculum is uniquely structured to foster cross-departmental understanding, enabling legal, technical, and commercial teams to speak the same language of risk. By integrating deep dives into regulatory compliance, supply chain due diligence, and crisis communication, the course delivers a strategic toolkit that transforms a legal necessity into a source of competitive advantage, building consumer trust and protecting the organization's long-term brand equity and financial health.