

From Cynthia Leggett, interviewed by Robert Tucker and Ronald Ottes, 22 December 2003:

So I was offered a job at CFSAN in industry education, working for John Tisler and Taylor Quinn.

RO: John Tisler?

CL: T-i-s-l-e-r. He just retired after 43 years with FDA. We were part of the Division of Consumer and Industry Programs, working for Ed Steele. We were the consumer part. I don't know the industry part. Then that was all part of the Office of Compliance, with Taylor at the helm, Taylor Quinn. And that was a lifesaver for me. It put me back on track professionally, and personally. It put me back into the education realm rather than waving a stick over the heads of experts who were smarter than I was kind of thing, which was the way it had been working for Kennedy, Ellen Williams. And that's when I realized that you stick with what you know. You may have to learn some new language and a new way of doing things, but if you have a talent and you have an ability, why try to do something that's totally foreign?

RO: What year was it, then, that you got back into the mainstream of FDA?

CL: Nineteen eighty, 1980. And that was a wonderful experience because I traveled the whole United States doing industry education. I got to know a lot of people in the other field offices. I was always going out. And, of course, this was an era when Taylor Quinn really hated the whole idea of industry education. He was like Don Healton.

The best education is in the courtroom.

I don't know, but someplace there was this kind of little mandate that had come down, and he had to kind of cope with this. So we were always having to justify what we did with him, but we always managed to get it done.

When the bottom dropped out and funding began to dry up for the kinds of things that we were doing, that's when John and I went out with hat in hand to trade associations and began to ask for their support and cooperation in doing industry education programs. We realized that we had a message to give, but they would lend a credibility with their membership. And so we worked with the trade associations -- we had started a program with the Independent Cosmetic Manufacturers and Distributors, ICMAD, that still exists today. In fact, their next workshop is in February in Santa Monica, doing education for their membership on cosmetic labeling.

RO: Independent Cosmetics?

CL: Independent Cosmetics Manufacturers and Distributors, Inc. It's ICMAD, Inc.

They're out of Chicago. We did incredible workshops, and they became very popular. ICMAD is now a bigger organization, has more members than CTFA (Cosmetics, Toiletries and Fragrances Association), which is the more well-known trade association.

As a result of these workshops, they also published the Cosmetic Labeling Guide, which is something that no one else has, was Heinz Eiermann's word on cosmetic labeling, and, you know, he was the expert. He wrote the cosmetic label regulations in many ways.

We also developed a program on warehouse sanitation that still exists with the

National Pest Control Association, and a number of other programs. So this was early “leveraging.” They funded the workshop, they invited their people. We provided speakers and materials at no cost to them, and only our up-front research cost.