

Ref: PC-180808

**SPRING SINGAPORE CALLS FOR PUBLIC COMMENTS ON SINGAPORE STANDARDS – 18 AUGUST 2008**

Singapore Standards are established based on an open system which is also in accordance with the World Trade Organisation requirements. SPRING Singapore is inviting public comments for the following draft to be established as a Singapore Standard.

**Quality management systems – Requirements** (Revision of SS ISO 9001 : 2000) (Identical adoption of ISO 9001, ISO/FDIS 9001) (S\$41.73 per copy)\*

This standard specifies requirements for a quality management system where an organisation:

- a) needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

During the revision, due consideration was given to the provisions of SS ISO 14001: 2004 to enhance the compatibility of the two standards.

The requirements of the standard are generic and are intended to be applicable to all organisations, regardless of type, size and product provided.

**Note:**

1. The notice of the review of the 2000 edition of SS ISO 9001 was released for public comment on 16 May 2008 and no comments were received.
2. Draft SS ISO 9001 is currently based on the final ISO draft and should there be any technical changes to the ISO/FDIS, there will be another round of public comment. The final adoption will be based on the final ISO 9001.
3. \*Customers who purchase these drafts will be provided with the final printed copy of SS ISO 9001 when it becomes available as a Singapore Standard. Should there be another round of public comment due to further technical changes to the ISO/FDIS draft, the customers will be provided with the SS draft at no extra cost.

Copies of the drafts are available for reference/sale at:

SNP Corporation Ltd  
1 Kim Seng Promenade #18-01  
Great World City East Tower  
Singapore 237994

Customer Service Hotline: (65) 6826 9691  
Fax: (65) 6820 3341  
Email: [singaporestandardseshop@snpcorp.com](mailto:singaporestandardseshop@snpcorp.com)  
Contact person: Mr Rahman Daud

Operating Hours:  
Mon to Fri: 9.30am to 6.00pm  
Closed on Saturdays, Sundays and Public Holidays

The closing date for comments is **20 October 2008**. The public can send their comments on-line through [http://www.spring.gov.sg/public\\_comments](http://www.spring.gov.sg/public_comments) or by post or fax (65) 6278 6990 to:

Head  
Standardisation Department  
SPRING Singapore  
5<sup>th</sup> Level Podium Block  
2 Bukit Merah Central  
Singapore 159835

For more information, please contact Mrs Kay Chua, Senior Administrative Executive at Tel: (65) 6279 1804, Email: [kay\\_chua@spring.gov.sg](mailto:kay_chua@spring.gov.sg) or Fax: (65) 6278 6990.

## Frequently asked questions about public comment on Singapore Standards:

### 1. What is public comment?

Singapore Standards are established based on an open system which is also in accordance with the World Trade Organisation requirements. These documents are issued as part of a consultation process before any standards are introduced or reviewed. This important stage in the development of Singapore Standards is the Public Comment period. This mechanism helps industry, companies and other stakeholders be aware of forthcoming changes to Singapore Standards and provide them with an opportunity to influence, before their publication, the standards that have been developed by their industry and for their industry.

### 2. How does public comment benefit me?

The benefits are:

- It ensures that your views are considered and gives you the opportunity to influence the content of the standards in your area of expertise and in your industry;
- It enables you to be familiar with the content of the standards before they are published and you stand to gain a competitive advantage with this prior knowledge of the standards.

### 3. Why do I have to pay for the draft?

The drafts are available for **free viewing** at SNP at the address given above. However, a nominal price is charged for copyright and administrative reasons for those who wish to purchase the drafts. National standards are knowledge documents developed by standards committees for the specific industry. The release of the draft for public comment is to allow other members of the industry affected to make the standard more suitable for their use. The charge for public comments on national standards is an international norm for national standards bodies and free distribution is not possible due to copyright reasons as national standards are an embodiment of knowledge. ISO/IEC sells the ISO/IEC draft standards at the full price similar to a published ISO/IEC standard.

### 4. Why do I have to pay for the standards which are proposed for review, withdrawal or archival?

These standards are available for **free viewing** at SNP at the address given above. However, the normal price of the standard will be charged for those who wish to purchase a copy. At the stage where we propose to review, withdraw or archive the standards, the standards are still current and in use. We seek comments for these standards so as to:

- provide an opportunity for the industry to provide inputs for the review of the standard that would make the standard suitable for the industry's use,
- provide feedback on the continued need for the standard so that it will not be withdrawn,
- provide feedback to update the standard proposed for archival given that an archived will be kept in its present form and will not be updated.

### 5. What happens after I have submitted my comments?

The comments will be channelled to the relevant standards committee for consideration and you will be informed of the outcome of the committee's decision and you may be invited to meet the committee if clarification is required on your feedback.

### 6. What is archival of standards?

Archived standards are standards that are not expected to change over time, and are still in use. A review would be initiated only upon a request from the industry or the standards committee.

### 7. Can I purchase drafts after the public comment period?

Drafts will not be available after the public comment period.

### 8. How do I request for a new standard?

You can inform us of your standardisation needs by completing the Proposal Form found at:  
[http://www.standards.org.sg/files/invitation\\_to\\_new\\_standards.htm](http://www.standards.org.sg/files/invitation_to_new_standards.htm)

### 9. How do I get updates of Singapore Standards or standardisation activities?

We provide a free email alert service, "Update Me". You can register at: <http://www.standards.org.sg/Forms/UpdateMe.cfm>

For more information on the national standardisation programme, please visit the Standards Website at:  
<http://www.standards.org.sg/index.cfm>.