Building Standards and Conformance Competencies

Submitted by: Singapore
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Outline

1. Introduction
2. Developing a Workforce Competent in S&C
3. Examples of Initiatives
4. Issues and Opportunities
SPRING Singapore’s Vision and Mission

VISION
Global Singapore Enterprises

MISSION
To help Singapore enterprises grow and to build trust in Singapore products & services

STRATEGIC OUTCOMES
- Productive, innovative and resilient industries & enterprises
- Good jobs
- Trusted products and services
Singapore Standards Council

Secretariats:

SPRING  IDA  IES  SCIC  SMF

STANDARDS COMMITTEES

- Biomedical & Health
- Building & Construction
- Chemical
- Electrical & Electronic
- Environment & Resources
- Food
- Information Technology
- Manufacturing
- Quality & Safety
- Services

60 TECHNICAL COMMITTEES

90 WORKING GROUPS

Coordinating Committee for Smart Nation (CCSN)
Coordinating Committee for Silver Industry (CCSI)
Standards Promotion Committee
Singapore Accreditation Council

- SAC Secretariat (SPRING Singapore)
- Council Committee for Business Development (CCBD)
- Council Committee for Inspection (CCI)
- Council Committee for Certification (GCC)
- Council Committee for Laboratory (CCL)
- Council Committee for Biomedical & Health (CCBH)

Technical Committees:

- Cargo Inspection
- Mechanical Engineering Inspection
- Site Investigation
- Structural Steelwork Inspection

- Calibration & Measurement
- Physical Engineering
- Electrical & Infocomm Technology
- Chemical & Biological Sciences

- Medical Testing
- Medical Imaging
- Good Laboratory Practice
Our Vision – Quality and Standards 2020

“Quality and Standards as a Key Pillar of the Future Economy”

Emerging Areas
Support enterprises to leverage Q&S for innovation and opportunities in emerging areas

Industry Transformation
Work with industry leads to identify gaps that can be addressed through Q&S to support transformation efforts

Leverage International and Regional Fora
Strengthen the Singapore brand and reduce technical trade barriers for market access

Develop a Q&S-Competent Workforce
Build a workforce equipped to use Q&S practices for strategic growth

Work through Partners

Economic Growth
Productivity & Competitiveness
Market Access
Health, Safety & Environment
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- Economic Growth
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Key Objective

To enhance effective utilisation of S&C for business growth through quality assurance, productivity and innovation

Key Outcomes

Enable Enterprises
Build Skills & Competencies

Key Partners

Business Leaders and BDMs
Trade Associations and Chambers
Institutes of Higher Learning
Industry Professionals
Government Agencies
Incorporate critical S&C knowledge in sectoral **Skills Frameworks**, which is an integral part of SG’s **industry transformation and manpower plan**

**For the industry, by the industry:**
Developed by the government in partnership with employers, industry associations, unions and professional bodies

**Addressing over 25 sectors:**
Highlights career pathways, skills and competencies required for job roles. *S&C knowledge and skills are included within respective sectors*

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**Industry Engagement**

Strengthen workforce competency in S&C through **partnerships with industry multipliers**

**Leverage industry partners:**
Work with key trade associations to organise industry dialogues and workshops for business leaders, which address market insights and industry best practices

**Work with other key government agencies:**
Work closely with other agencies to scope and support industry-led initiatives, and incorporate S&C-related outcomes where relevant
Young Standards Professionals

To develop standards professionals equipped with S&C competencies, and hence build a pipeline of experts whom can be involved in future standardisation activities

Organise introductory workshops:
Work closely with SDOs to organise awareness workshops introducing our standardisation programme

Organise standards induction workshops:
Invite the YPs who had expressed interests to join the Singapore standardization programme as observers

Institutes of Higher Learning

To provide resources to build S&C content into curriculum programmes and materials

Importance of S&C for businesses and industry development:
Use of case studies in Business classes to show how S&C is incorporated in business’ strategy, and sector-specific knowledge can be incorporated in Engineering courses

Co-develop certification and diploma programmes for industry professionals
Develop diploma programmes preparing lab specialists and graduates for work in accredited laboratories
Successful S&C Case Studies

Promoting customer satisfaction with standards

Go in 2014, the company decided to implement ISO 9001 – an international standard that helps the company improve its processes and manage its business more effectively by putting in place a quality management system. A quality management system is a combination of business policies, procedures and practices that ultimately drive improved business performance.

Customer focus
“Thanks to the process of implementing ISO 9001, we identified various areas of our business that needed attention,” says Mr. Soon.

For example, the company realized it needs to put in place a formal process to record customer orders. “Now our staff know exactly the right questions to ask when our customers call, and this helps us provide them with the materials they need, when they need them,” he adds.

Certified success with globally recognised standards

Since adopting ISO 9001, we have increased sales of our egg products to Hong Kong and now supply to all the major supermarkets there.

ABOUT ISO 9001
ISO 9001 is a set of quality management standards that provide criteria for quality management systems. These standards focus on organization, processes, and procedures that ensure products and services are meeting the quality requirements of customers.
Key Issues:

- Partners lack access to network of experts
- Content development is resource intensive and has long lead time
- Partners are interested but may have too many priorities

Opportunities for Collaboration:

- Continued sharing of resources and best practices
- Cross pollination of ideas and suggestions on the way forward
- Support and drive common, strategic areas of interests
Thank You