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Our Ref: OM-QSA/006

25 January 2005

**MEMORANDUM**

To: Members of the Staff

From: Andrew Loh

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**BCA ISO 9000 CERTIFICATION SCHEME**
**CONTINUOUS REGISTRATION AUDIT SURVEILLANCE VISIT**

The BCA ISO 9000 Certification (Continuous Registration Audit Surveillance) has been successfully completed without any minor/major non-compliance. The findings from the audit are as follows:

**(i) Documentation Requirements**

The Firm is recommended to update the "Authority Submission Status" as and when required according to the procedure.

**(ii) Human Resources**

a. To consider the needs to include "recruitment" or "head-hunting" process in the procedure under "Human Resources".

b. To consider the needs to conduct internal training and even invite client or fellow Consultants to join in to improve business ties and better understanding of M&E Consultancy.

**(iii) Design & Development**

The Firm can look into making the "Design Review Record" more flexible in terms of usage. Comments put down on drawings need not be duplicated and typed into the record.

**(iv) Monitoring & Measurement**

a. To review the needs to obtain Feedback from fellow Consultants and Contractors to improve image of the Firm.

b. To review the needs to conduct Client Feedback at various stages of project or at interval in order to obtain "timely" feedback from Client.

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ISO 9000
CERT. NO.: 236
SS ISO 9001 : 2000

**(v) Improvement**

To review the needs to identify areas of improvement including planning on how to achieve those objectives and targets set especially during Management Review. Status of all the achievement should be recorded in the Management Review Meeting Minutes. Likewise on the overall planning on how to achieve those targets set.

The management would like to thank all staff who have contributed their time and effort to make this audit successful.

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ANDREW LOH

cc TLS/RT/CCG/LFY
cc Notice Board
cc ISO File

/hi