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Our Ref: OM-QSA/095

30 September 2003

MEMORANDUM

To: Members of the Staff

From: Andrew Loh

BCA ISO 9000 CERTIFICATION SCHEME
CONVERSION AUDIT CUM THIRD ROUTINE SURVEILLANCE VISIT

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

(i) Clause 6.2.2 (Competence, Awareness & Training)

The Firm is recommended to evaluate the effectiveness of the training received by the staff. The evaluation could be carried out by the immediate superior of the trainees to ascertain the necessary competence level (required for the trainees).

(ii) Clause 8.2.1 (Monitoring & Measurement Customer Satisfaction)

Though the overall setting of Client Satisfaction feedback is targeted to be at least 75%, the Firm should also look in depth the various individual comments and feedback collected, so as to see if there is any trends and the need for further improvement to be made.

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

ANDREW LOH

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

/hi

BCA ISO 9000
CERT. NO.: 99/077
SS ISO 9001 : 1994