



WEIGHING UP THE BENEFITS OF STANDARDS AND ACCREDITATION

The integration of standards, accreditation and weights and measures has helped Malayan Daching grow its business

Malayan Daching has been in Singapore for nearly 60 years and its Chairman, Mr Sim Sem Peng (above), credits its long-term business growth to an ongoing commitment to standards and accreditation.

Malayan Daching started as a simple supply and repair shop for

mechanical weighing scales with just three staff. Today, it is a leading engineering and building construction solutions provider, with a staff strength of 85. Its end-to-end solutions include plant conceptualisation; plant equipment; processing and packaging; and testing, calibration and verification of weights and weighing and measuring instruments.

Gaining credibility

According to Mr Sim, the implementation of standards and obtaining accreditation has played a significant part in making Malayan Daching what it is today. As he describes it, gaining Singapore Accreditation Council – Singapore Laboratory Accreditation Scheme (SAC-SINGLAS) accreditation in 1988 allowed the company to communicate its high standard of

work and professional business manner more widely.

“Since being accredited to SAC-SINGLAS, we started to gain more trust and respect from our customers, and they recognised that we had the technical knowledge and capability to go beyond simply repairing of scales,” he says.

“This helped us retain some important customers in a fiercely competitive industry.”

As Malayan Daching continued to expand its business and confidence in the company grew, it was able to sell more value-added services to its customers.

“Today, we take on complete expansion projects, helping us move towards our goal of becoming a total solutions provider,” explains Mr Sim.

Meeting international benchmarks

Malayan Daching is the first weighing company in Singapore to gain accreditation under SAC-SINGLAS for calibration and measurement of standard test weights and weighing equipment, and it remains the only accredited laboratory for weighbridges and liquid measures.

SAC-SINGLAS accredited laboratories have to comply with ISO/IEC 17025, the single most important standard for calibration and testing laboratories around the world. The standard is an international technical and management systems standard which provides general requirements for the competence of testing and calibration laboratories. Attaining ISO/IEC 17025 has helped Malayan Daching support its customers to meet their own international standards.

“Many of our larger customers, such as multinational corporations, operate under quality management programmes or certified licensing schemes administered by international bodies,” Mr Sim explains.

“They need to show evidence of proper servicing and that the equipment



they use in their operational processes is being maintained by a competent laboratory.”

This is particularly important for the pharmaceutical industry, where small differences in weights of ingredients can have harmful effects on the consumer.

“Malayan Daching provides the kinds of testing that will satisfy third-party assessors because our certificates are internationally recognised,” says Mr Sim.

“Our customers are assured that strict and stringent steps and procedures have been followed throughout the entire testing process.”

Carving Out a Niche

In 2006, Malayan Daching became an Authorised Verifier for Non-Auto-

Since being accredited to SAC-SINGLAS, Malayan Daching started to gain more trust and respect from customers, and gained recognition for their technical knowledge and capability to go beyond simple repairs of scales.

matic Weighing Instruments and Oil Dispensing Pumps under SPRING Singapore's Weights & Measures Programme. The Programme stipulates the use of weighing and measuring instruments to ensure customers and traders get what they pay for.

Only companies certified to ISO/IEC 17025, like Malayan Daching, or the ISO 9001 Quality Management System standard can apply to take on the role of an Authorised Verifier to verify and stamp weighing and measuring instruments. This ensures that these instruments are accurate and fit for use when it was verified.

“Being the only Authorised Verifier for both non-automatic weighing instruments and oil dispensing pumps helped us access a wider customer base,” Mr Sim says.

“It puts us in a competitive position to take on even more high-quality projects through offering this new service, and companies recognise the value-add we can provide.” ■

keytakeaways

■ Standards and accreditation can help a company deliver quality products and services.

■ To find out how SPRING can help you adopt standards to transform your business, visit www.spring.gov.sg/CDG.