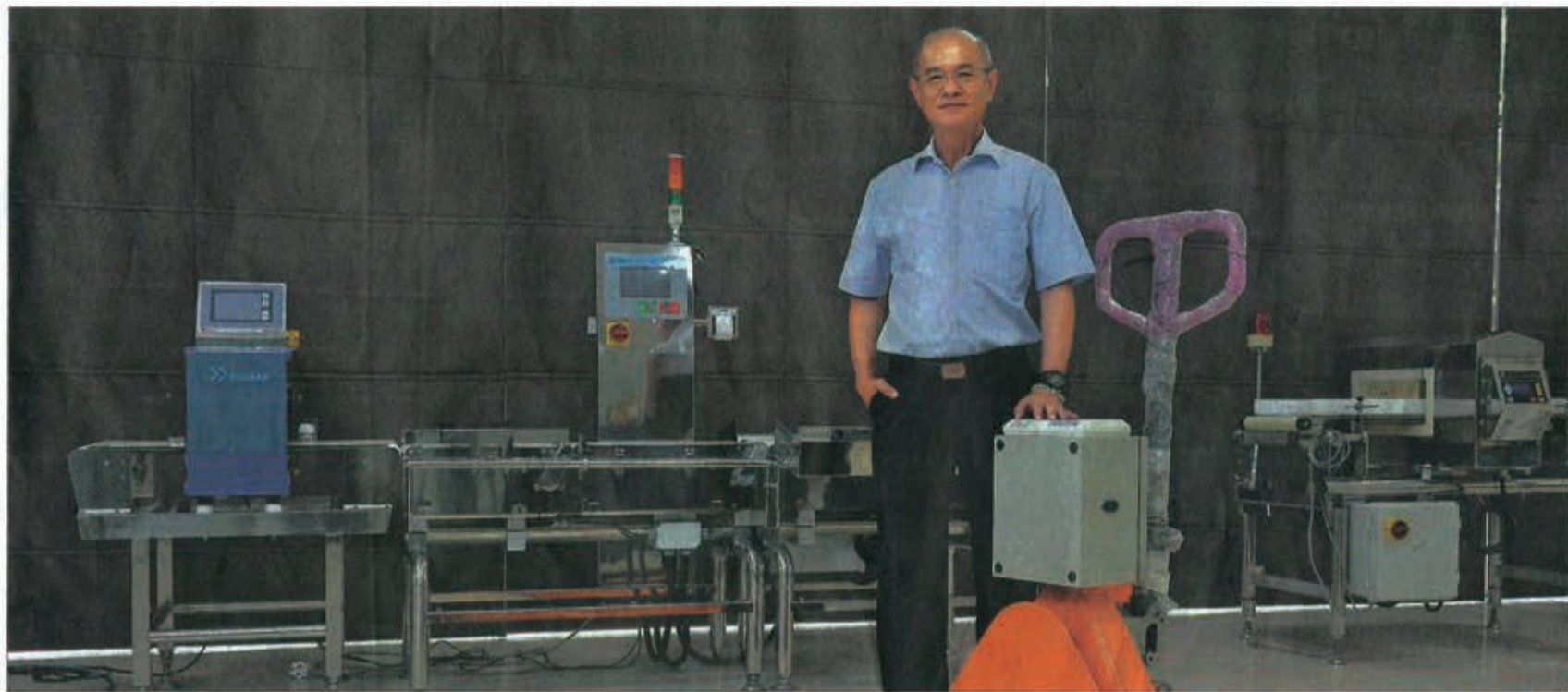


WEDNESDAY, JULY 27, 2016



Spring Singapore (known then as the Singapore Institute of Standards and Industrial Research) provided us with very good support by guiding us with the relevant standards, as information then was not easily accessible.



**MR SIM SEM PENG**  
chairman  
Malayan Daching Company

Through the Quality & Standards infrastructure, MDC clinched many new business deals, gained recognition and successfully expanded its business, says Mr Sim. PHOTOS: CHONG JUN LIANG

## Pulling its weight

WHEN the Singapore Accreditation Council's Singapore Laboratory Accreditation Scheme (SAC-SINGLAS) was started in 1986, Malayan Daching Company (MDC) was the first weighing company to jump on board.

As one of the industry pioneers in Singapore, MDC already had the necessary technical know-how. All it needed was a set of quality standards to complete the application for accreditation.

Says MDC chairman Sim Sem Peng: "Spring Singapore (known then as the Singapore Institute of Standards and Industrial Research) provided us with very good support by guiding us with the relevant standards, as information then was not easily accessible."

MDC gained its SAC-SINGLAS accreditation just two years later, in 1988.

### Springboard for business

After MDC adopted the Quality & Standards (Q&S) infrastructure, it was able to service multinational corporations. These organisations needed to show evidence of proper servicing and maintenance of equipment used in their operational processes, and that calibration of such equipment was performed by a competent laboratory.

"As we were aggressively expanding our business in the late 1980s, we knew that Q&S infrastructure would help us greatly in doing so. We managed to clinch

many new business deals because we adopted standards and attained various certifications and accreditations," says Mr Sim.

MDC also gained recognition within the industry, and this helped the company retain some major customers despite the fierce competition in an industry typified by a low barrier-to-entry.

Today, it is the only laboratory in Singapore to be accredited for weighbridges (a large set of scales used to measure entire rail or road vehicles and their contents) and standard liquid measures under SAC-SINGLAS.

It was also accredited in October by SAC-SINGLAS as the highest capacity force measurement laboratory in Singapore and among the highest in the world, with a measurement capacity of up to 20 meganewtons (about the weight of seven Airbus A380 planes).

### Assurance of quality

These accreditations are equivalent to marks of quality assurance to our customers, says Mr Sim.

He adds: "The end users of our services are assured that strict and stringent steps and procedures have been followed through in MDC's testing and calibration processes. They are also assured that MDC has in place, and also maintains, a proper laboratory conforming to ISO/IEC 17025."

As a result, clients gain confidence and become more willing to use MDC's other new services. When MDC set up its Building & Construction Division, it also had



MDC was the first weighing company to gain the SAC-SINGLAS accreditation.

to use MDC's other new services. When MDC set up its Building & Construction Division, it also had some ready customers who were "more than willing" to let the company undertake their complete expansion projects.

However, Mr Sim hopes that more companies can appreciate the significance or value of using proper testing and calibration standards for their operations, instead of just comparing prices or doing it out of absolute necessity.

To keep abreast of the latest re-

quirements and procedures, MDC has a team of laboratory personnel to regularly update its quality and technical manuals. Staff are regularly sent for external training conducted by the National Metrology Centre Singapore and Spring Singapore. This is in addition to routine in-house training and refresher courses.

MDC is currently adding another scope of laboratory service to its portfolio, with more on the horizon.

**MEREDITH WOO**