

**What does ISO means?**

ISO stands for International Organization for Standardization.

**What is ISO 9001:2008?**

ISO 9001:2008 is the internationally recognised standard for Quality Management Systems (QMS). It provides your company with a framework and set of principles that ensure a common sense approach to the management of your business activities to consistently achieve customer satisfaction.

**Who is Singapore Silat Federation Quality Management Representative?**

Ms. Nur Asiah Arshad, Admin Executive

**What are the objectives of implementing ISO 9001:2008 to Singapore Silat Federation?**

- To be more presentable and have the professional look that could gain the confidence from the public especially from our customers.
- Basically to have proper documentation and standard operation procedures in alignment with the ISO 9001:2008 requirements.

**What are the General Requirements for Singapore Silat Federation to establish ISO 9001:2008?**

- It is the responsibility of the process owner, staffs and board members to maintain and continually improve its effectiveness to ensure that Singapore Silat Federation consistently provides products and services that meet the needs of its clients and applicable regulatory requirements.

**Which aspect of Singapore Silat Federation does ISO 9001:2008 covers?**

- Management of Silat (Malay Martial Art) activities, inclusive of coaching, talent scouting, fundraising and coordination of competition worldwide.
- Cultural promotion of Silat to educational institutions, corporations and communities.

**What do you understand about Singapore Silat Federation's Quality Policy?**

- Committing to implement Quality Management System.
- Continual improvement to provide the customer with services.
- Meeting their needs and requirements.

**What is Singapore Silat Federation Quality Objective in order to satisfy our policy statement?**

- To upgrade delivering the services in order to meet 75% of customer's satisfaction.
- Enhance continuous improvement in order to achieve top 3 country ranking in Silat in World Championship.

**What are the frequency and the purpose for the Management Review Meeting?**

Once per year. Every October. And the purpose of the meeting is to ensure its continuing suitability, adequacy and effectiveness in satisfying the requirement of the International Standard, ISO 9001:2008 and the Federation's established Quality Policy and Objectives.

**When is Singapore Silat Federation Surveillance Audit?**

In the month of April. Singapore Silat Federation next surveillance audit will be April 2011.

**What is the Management Responsibility in order to make sure Quality Management System objective is met?**

- The commitment they have shown in the development and implementation of QMS and continuous improvement of its effectiveness.
- The communication to the rest of the staff on the importance of meeting customers' needs and providing excellent products and services.
- And conducting management reviews to ensure that all systems are in place and are operating effectively and efficiently.

**What is the frequency of the Surveillance Audit? And what is the purpose for Surveillance Audit and Reassessment?**

External auditor will carry out a minimum of one surveillance audit annual to ensure the certificated organization is maintaining the management system.

**Who is responsible to report non-conformances?**

Everybody has the duty to do so.

**How are internal documents controlled?**

Documents required by the QMS shall be controlled. Singapore Silat Federation has established a documented procedure to define the controls for such documents (*SSF-QP-001 Control of Documents and Records*). And records are established and maintained to provide evidence of conformity to requirements and the effective operation of the QMS.

**What are the benefits of registration for ISO 9001:2008 Standards?**

Based on Singapore Silat Federation's scope and objective, below are few points that we are beneficial for Singapore Silat Federation to get the certification;

- Measuring Customer Satisfaction: Through delivery of products and services that consistently meet customer requirements
- Reduced Operating Costs: Through continual improvement of processes and resulting operational efficiencies
- Improved Stakeholder Relationships: Inclusive of bonding between staffs, customers and suppliers
- Legal Compliance: By understanding how statutory and regulatory requirements impact on the organization and our customers
- Improved Risk Management: Through greater consistency and traceability of products and services
- Proven Business Credentials: Through independent verification against recognized standards.

- Complete logo (as above) shall be used in order to display it.
- The marks shall be displayed only in the appropriate form, size and colour that was detailed.
- The accreditation mark shall normally be printed in a single colour, which should be predominate ink colour of the document.
- Embossment, relief, or die-stamped versions may be used. And the logo may be reproduced as water marks.
- The accreditation marks shall not be displayed on vehicles, but it is allowed in the publicity material such as brochure, name card and letterhead.

**When Singapore Silat Federation received the certification of ISO 9001:2008 Standard?**

25 November 2009. Certificate number is 663727.

**Who is Singapore Silat Federation certification body?**

Guardian Independent Certification Pte Ltd. (GIC). Established in 2002 in Singapore, is a professional services firms that offers comprehensive range of conformity assessments and training services in the areas of Quality, Environmental, Health & Safety and Food Safety Management Systems. An internationally recognized professional certification body registered in the United Kingdom and accredited by the highly regarded accreditation body – United Kingdom Accreditation Service (UKAS) and Australia and New Zealand Accreditation Body (JASANZ) and recently accredited by Singapore Accreditation Council (SAC).

**What are the Rules & Regulation on using ISO 9001:2008 Logo?**



ISO 9001:2008 CERT NO.: 663727