



20 Years of Humanising Quality



DEPARTMENT OF STANDARDS MALAYSIA

Publisher

DEPARTMENT OF STANDARDS MALAYSIA

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2016



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■ FOREWARD



FOREWORD by

YB DATUK SERI PANGLIMA MADIUS TANGAU
MINISTER
Ministry of Science, Technology and Innovation

It is both a privilege and a pleasure to add a few words to this remarkable celebratory record of the success of Standards Malaysia over the past 20 years. It is a lasting tribute, not only to the dedicated enthusiasm and determination of Standards Malaysia but also to all those who have since continued to benefit from the relevant policies, programmes and activities that have been introduced and implemented throughout the years.

As the Minister with a mandate to oversee the overall policy in relation to Standards Malaysia's core business, I am truly delighted to note Standards Malaysia's hard work and success culminating in this 20th anniversary commemorative publication.

“ I firmly believe that Standards Malaysia has a critical leadership role of convening all stakeholders to acculturate quality. We must never lose sight of the contributions of standards, certification and accreditation to the growth of our nation. It is my fervent hope that Standards Malaysia continues to strive and be continue to support MOSTI... ”

Standards, certification and accreditation constitute an ecosystem of a quality infrastructure to advance the interests of our business community and to strengthen the framework of our regulatory regime so as to sustain our socio-economic well-being this ecosystem is crucial to the success of our industry in the global supply chains and to effectively safeguard the *rakyat's* well-being.

The relevant policy set by the Ministry in this field provides an enabling and conducive environment for trade and businesses, where it increases business opportunities for trade in goods and services, thus, promotes a better market access. A product or service conforming to a recognised standard and technical regulation and undergoing rigorous certification process will bring benefits and confidence to the *rakyat*. For the business world, “standard” is something that has to be earned, and achieving the “standard” is the ultimate branding that can launch a business into the international arena in meeting the world demand for quality products and services.

To this end, I firmly believe that Standards Malaysia has a critical leadership role of convening all stakeholders to acculturate quality. We must never lose sight of the contributions of standards, certification and accreditation to the growth of our nation. It is my fervent hope that Standards Malaysia continues to strive and be continue to support MOSTI in harnessing Science Technology and Innovation (STI) for knowledge generation, wealth creation and ensuring societal wellbeing.

Finally, I trust this book serves as a crucial conduit of information and reference to future generations to excel. Keep on doing your best towards achieving a competitive, sustainable and inclusive high income economy.

Thank you.

■ MESSAGE



MESSAGE by

YBHG DATO' DR MOHD AZHAR HJ YAHAYA
SECRETARY GENERAL
Ministry of Science, Technology and Innovation

“ *Nurturing a quality culture amongst the public especially the young generation, through standards, accreditation and innovation is a challenging and meaningful task.*

Congratulations to the Department of Standards Malaysia for accomplishing this task and for completing 20 glorious years of success!

Well done and I wish you many more years of continued success as you celebrate this important milestone ”

MESSAGE ■

MESSAGE by

YBHG TAN SRI MUSTAFA MANSUR
CHAIRMAN

Malaysian Standards and Accreditation Council (MSDAM)



I pleased to note that over the past 20 years, Standards Malaysia have contributed to our economic growth, a safe and sustainable environment, and a better quality of life for Malaysians.

I do hope that Standards Malaysia will continue its efforts in forging strategic partnerships with the various stakeholders, including enforcement agencies, academia, industry associations and non-governmental organisations so as to flourish the quality culture among the Rakyat.

As the Chairman of the Malaysian Standards and Accreditation Council (MSDAM), I urge all Malaysians to work hand in hand with us to create a demand for high quality products and services. By having such a culture, Malaysians will not settle for inferior products and services over good quality ones. Let us reach a time when the mere mention of MALAYSIA will be synonymous with QUALITY.

On behalf of the Malaysian Standards and Accreditation Council (MSDAM), I extend our heartiest congratulations to the management and staff of the Standards Malaysia on this auspicious occasion of the anniversary.

■ STATEMENT



STATEMENT by

YBHG DATUK FADILAH BAHARIN
DIRECTOR GENERAL
Department of Standards Malaysia

This year marks 20 years since Standards Malaysia's establishment on 28 August 1996. It also marks my 10-year tenure as the Director-General. Looking back, we are still a relatively young organisation in comparison to our peers around the world. But in this short span of time, I feel that we have had a growth spurt like no other.

Starting up, we focused on reorganising our quality infrastructure and governance, where functions on standards, certification, metrology and accreditation were streamlined between agencies. Among our top priorities were to develop as many standards as possible, and establish as many accreditation schemes and programmes. We continue to face challenges at the local scene, where our industry in particular the Micro, Small and Medium Enterprises (MSMEs) were struggling to embrace standards, accreditation and certification as beneficial tools for their businesses. At the same time, standards and conformity assessment were a foreign concept to certain regulators. On one hand, the industry was struggling to get their product marketed and accepted in the supply chain; the regulators on the other hand were facing the burden to adequately protect the consumers and the environment, as well as preventing the dumping of lower quality or unsafe products.

**“ We have to convince them, “why choose quality?”
Because, their choice exudes that our products and
services are the best. Our task at hand is to go down
to the grassroots. Setting the demand for quality is
impossible without the people. Quality centres on
the people and evolves around the people ”**

So, we had to go to the ground. Numerous dialogues were held with both the industry and regulators with the aim to introduce standards and the benefits of standards compliance. Standards were also introduced as a tool to relieve regulatory burden and achieve legitimate objectives. Through various regional and international Mutual Recognition Arrangements (MRAs) and Multi-lateral Recognition Arrangements (MLAs) that Standards Malaysia has become signatory, laboratory reports and certification can be recognised by fellow countries that have also entered into these MLAs and MRAs. This in turn, facilitates trade by reducing technical barriers so as to enable greater market opportunities.

Through these determinations, our continuous efforts in the past 20 years have become fruitful. To date, more than 6000 Malaysian Standards have been developed; there are almost 800 laboratories and 30 certification bodies that offer certification to 14 programmes accredited by Standards Malaysia. Another highlight was when the Prime Minister launched the National Standards Compliance Programme (NSCP) on 4 June 2014, a programme for industries which provides an information hub related to standards compliance, capacity building programme, consultancy and handholding programme which aims to assist industries especially MSMEs in getting certified, or in other words comply to standards.

Our work does not stop here. The quest towards humanising quality culture continues because ultimately quality is for the *Rakyat*. The *Rakyat* are our users and beneficiary, they are the determinant of quality. We have to convince them, “why choose quality?” Because, their choice exudes that our products and services are the best. Our task at hand is to go down to the grassroots. Setting the demand for quality is impossible without the people. Quality centres on the people and evolves around the people.

This is what we set out to do and this is what we are still doing. To the industry, get certified, get accredited, and you're halfway there. To the regulators, latch onto us. Your work is already halfway done. To the *Rakyat*, exercise your rights as an informed consumer. We shall continue to strengthen this and we hope to do so for many years to come. Happy 20th anniversary Standards Malaysia!

#adastandarduntung

■ MESSAGE

MESSAGE by

FORMER DIRECTOR GENERAL
Department of Standards Malaysia



“ I would like to convey my heartiest congratulations to Standards Malaysia for reaching 20 years. Since its establishment on the 28th August 1996, the Department of Standards Malaysia has continuously inculcated the development of quality in sectors of manufacturing and services in Malaysia. This has made our nation more competitive at the global level.

I sincerely hope Standards Malaysia would continue its mission and play an even more effective role for the industry and country.

Best of luck in all its undertakings ”

YBhg Dato' A Aziz Mat
1996-1999



“ On this 20th Anniversary celebration of Standards Malaysia, I share the happiness and extend my heartiest congratulations to Standards Malaysia for its success, achievements and its contributions to Malaysia economic development. Standards Malaysia has developed more than 6000 Malaysian Standards, majority of which are aligned to international standards and are market relevant. Its world-class accreditation services are internationally recognised through MLAs and MRAs , which lend credibility to the country's conformity assessment activities.

Congratulations to the present dynamic leadership and its committed team for continually bringing the national quality to a higher level, thus enhancing our country's global competitiveness.

Congratulations, Congratulations, Congratulations Standards Malaysia ”

Tn Hj Ir Mah Lok Abdullah
March 2000–September 2000



“ Congratulations to the Standards Malaysia for completing 20 years of success in Standardisation and Accreditation. The Department has achieved significant growth in leading the nation to be an effective global player in Standards & Accreditation thus advancing the national economy and facilitating Malaysian products and services to be globally competitive.

I hope the future will be just as successful as the past and the Department reaches to new heights in the coming years. I wish the Department all the best for the future ”

YBhg Dato' Mariani Mohammad
October 2000–29 September 2006

■ STANDARDS MALAYSIA AT A GLANCE

STANDARDS MALAYSIA AT A GLANCE

Governed by the Standards of Malaysia Act 1996 (Act 549), the Department of Standards Malaysia (Standards Malaysia) is an agency established on 28 August 1996, now is under the Ministry of Science, Technology and Innovation (MOSTI). Standards Malaysia is the National Standards & Accreditation Body of Malaysia providing confidence to various stakeholders, through credible standardisation and accreditation services for global competitiveness. Our aspiration is to create a culture of quality amongst Malaysians, to make standards an accepted component of businesses locally and to achieve global recognition for our products and services; thus improving the overall quality of life.

As a custodian and authoritative body, we continually engage with our stakeholders to develop MS, which will protect the interest of consumers by providing an

assurance of health and safety. For more than 20th years, we have successfully developed more than 6,000 Malaysian Standards (MS) and provided credible Accreditation Services to positively contribute to the economic, societal, environmental and national well-being. Standards Malaysia is also a signatory to the regional and international Mutual Recognition Arrangements and Multi-Lateral Recognition Agreements, and are subject to rigorous evaluation processes. This further enhances Malaysia's competitive edge by facilitating trade through international recognition of our products and services through MS and Accreditation.

VISION

Accepted by
Malaysians,
Recognised by
the World

MISSION

To provide credible
standardisation and
accreditation services
to enhance economic,
societal and environmental
well-being



STANDARDS
MALAYSIA

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1996-2016

Anniversary

CHAPTER 1

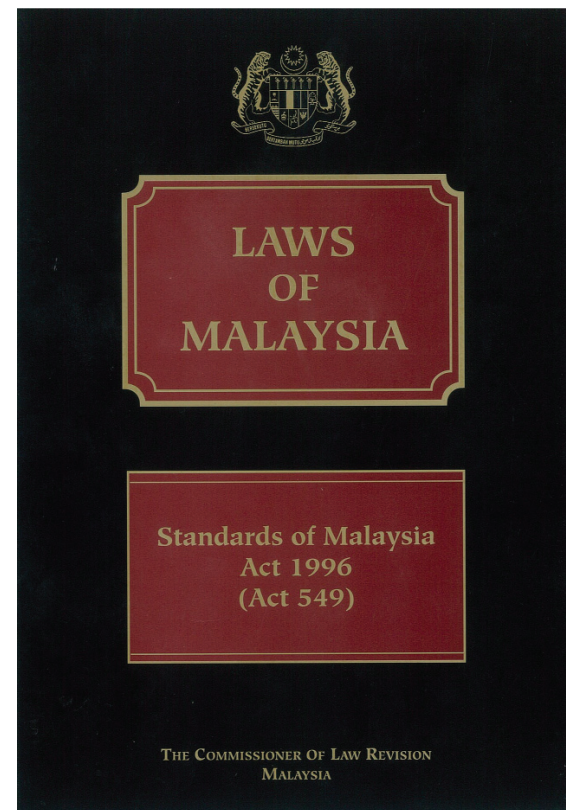
THE BEGINNING OF EXCELLENCE

■ THE BEGINNING OF EXCELLENCE

The Beginning of Excellence

August 28, 1996 - the significant date that will remain in the history of the Department of Standards Malaysia (DSM). On that momentous day, DSM was officially launched by the former Minister of Science, Technology and the Environment Malaysia, Y.B Dato' Seri Law Hieng Ding. Prior to the establishment of DSM, standards and accreditation have been identified by the Government as one of the key enablers for the nation to accelerate industrial development and boost economic growth. This led to the passing of the Standards of Malaysia Act 1996 (Act 549) on April 23, 1996 that marked the formation of DSM.

DSM is under the ambit of the Ministry of Science, Technology and Innovation (MOSTI) as the sole National and Accreditation Body to oversee all activities related to standards and accreditation in Malaysia.



Malaysia Standards Department to be set up

THE Malaysia Standards Department will be set up following the corporatisation of Standards and Industrial Research Institute of Malaysia, Science, Technology and Environment Minister Datuk Law Hieng Ding said.

After tabling the Standards of Malaysia Bill 1985 in Dewan Rakyat, Law said the department would continue to play the roles that would not be transferred to Sirim Berhad.

At the same time, Sirim's authority in the field of standards would cease with the enforcement of the Bill.

Law said the department would be headed by a director-general who will be advised by the Standards and Accreditation Council.

He said Sirim Berhad, which is expected to be operational by the year end, would take over most the activities, asset and liabilities of Sirim.

He said Sirim Berhad would focus on business activities by providing services to the industry in research and technology development, commercialisation of technology and standardisation activities.

The Bill was later passed by the Dewan Rakyat.

Law said, however, the department would appoint Sirim Berhad to undertake activities to develop Malaysian Standards and international standardisation. He said the Bill would also tighten several regulations on the accreditation scheme.

The Story of Transformation – Over Four Decades of Purposeful Mission

In 1966, the Standards Institute of Malaysia (SIM) was established to pioneer standardisation activities in Malaysia.

In 1972, SIM evolved in its role and was rechristened as the National Institute for Scientific and Industrial Research (NISIR).

In 1975, NISIR assumed a greater role with vested authority for developing standards in the country, and was repositioned as Standards and Industrial Research Institute Malaysia (SIRIM), under the gazette of SIRIM act.

In year 1996, SIRIM was corporatised and its standards development role was transferred to an independent body called Department of Standards Malaysia (STANDARDS MALAYSIA) – an independent government agency established on August 28 of the same year and governed by the Standards of Malaysia Act 1996 (Act 549) under Ministry of Science, Technology and Environment (MOSTE) and now is Ministry of Science, Technology and Innovation (MOSTI).

Today, STANDARDS MALAYSIA acts as a secretariat to all policy committees, and manages the national standards development infrastructure at policy level as well as represents Malaysia in international standardisation activities. SIRIM now is one of our Standards Development Agencies (SDA).



STANDARDS
MALAYSIA

th

1996-2016

Anniversary



CHAPTER **2**
REBRANDING
OF STANDARDS
MALAYSIA

■ REBRANDING OF STANDARDS MALAYSIA

Rebranding of Standards Malaysia

Standards and accreditation have been identified as instrumental in propelling the entry and acceptance of Malaysian products and services internationally. In order to increase our visibility and approachability to various stakeholders, the year 2006 marked the transformation of the Department of Standards Malaysia through a re-branding exercise that saw a brand new logo bearing the words 'Standards Malaysia'.

The new logo is aimed to strengthen our image and at the same time conveys the meaning that represents the standards and accreditation services provided by Standards Malaysia. Our guiding principles have always been based on our vision and mission statements which have been continuously reviewed to meet the challenges of the 21st century.

STANDARDS
MALAYSIA

Launch of Standards Malaysia's new logo by the late Tan Sri Jamaluddin Jarjis, former Minister of Science, Technology and Innovation during the 10th Year Anniversary of Standards Malaysia.





STANDARDS
MALAYSIA

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CHAPTER 3

CHARTING THE COURSE FOR EXCELLENCE

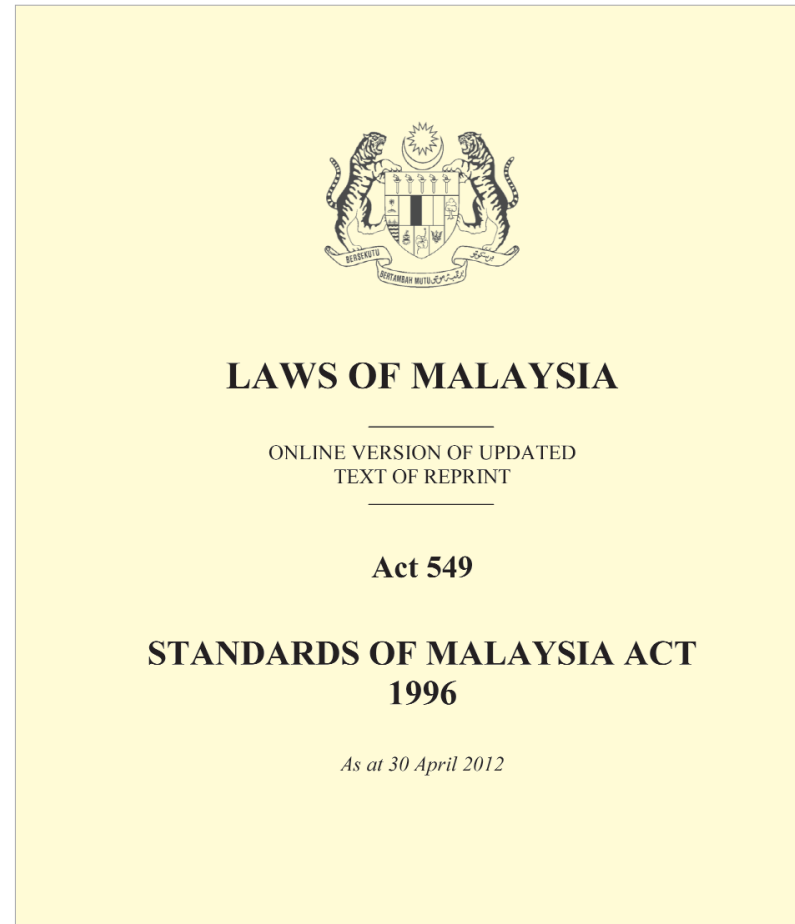
■ CHARTING THE COURSE FOR EXCELLENCE

Charting The Course for Excellence



The Government approved the National Standards and Strategy Plan (NSSAP) on 13 October 2004. The NSSAP is formulated to provide a common approach and understanding amongst all stakeholders to enhance Malaysia's standardisation activities until year the 2020. This document also provides the 'blueprint' that charts the strategies and directions for the nation's standardisation activities, both at national and international levels.

In April 2012, the amendment of the Standards of Malaysia Act 1996 (Act 549) was gazetted. The amendment of the Act further served as an impetus for Standards Malaysia to develop standards and accreditation based on recognised international practices in efforts to help raise the competitiveness of Malaysian products and services and achieve greater global market penetration. Furthermore, with the amendment of the Act, the rate of standards development in the country will also be expedited, become more focused and capable of meeting the requirements of various industries through the appointment of industry-specific Standards Development Agency (SDA). Each newly appointed SDA will have the knowledge and expertise to develop standards for specific industry, hence expediting the process of developing industry-relevant standards.



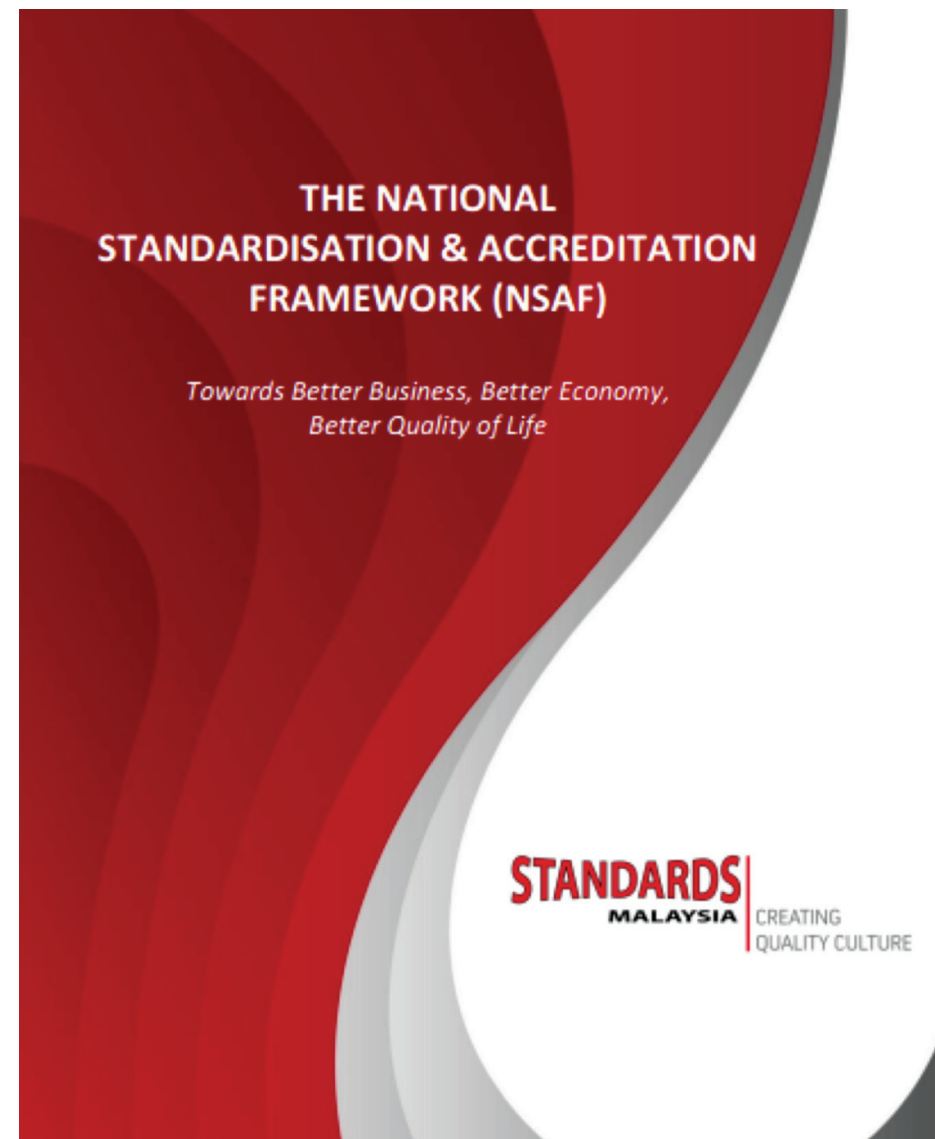
In addition, amendment to the Act also allows Standards Malaysia to expand our accreditation services overseas. This move comes about following the highly encouraging development in the Malaysian accreditation services, whereby the Standards Malaysia accreditation symbol has become the recognised and preferred mark among foreign companies which have become confident with the expertise and transparency of our accreditation system. Through the amendment of the Act, we also have a new role in strengthening the enforcement of Malaysian Standards (MS) within the ambit of the requirements in the country. This new role will help ensure the coordination for the use of standards to be carried out in an integrated, efficient manner and in line with the country's commitments in international agreements, particularly World Trade Organisation Technical Barriers to Trade (WTO TBT) agreement.

■ CHARTING THE COURSE FOR EXCELLENCE

The amendment was also in line with the Government's New Economic Model concept which outlines the importance of standards and quality in contributing towards making Malaysia a developed, high-income nation through Strategic Reform Initiatives (SRIs). These are a part of the Government's Economic Transformation Programme (ETP) which will boost the country's economic growth further. Under the ETP, standards have been included under the SRI, namely Competition, Standards and Liberalisation (CSL) which has also been highlighted as one of the enablers for the National Key Economic Areas (NKEAs). Being one of the SRIs is another important milestone for Standards Malaysia.



ECONOMIC TRANSFORMATION PROGRAMME



In 2015, the National Standardisation and Accreditation Framework (NSAF) was approved by the Malaysian Standards and Accreditation Council (MSDAM). The document outlines the critical roles of standardisation and accreditation as means of advancing national economy and protecting the health and safety of the public and the environment. It also provides a framework of strategies for sustaining the role Standards Malaysia to support the transformation of Malaysia towards becoming a developed nation.



STANDARDS
MALAYSIA

the

1996-2016

Anniversary

CHAPTER 4

ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

■ ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

Advancing Standards and Accreditation for the Nation

Since our establishment, we have continuously worked to set and strengthen the framework of standards and accreditation in Malaysia, as part of the National Quality Infrastructure. With the foundation in place, we have ramped up the standardisation and accreditation activities to advance our country's capabilities in providing quality goods and services. In the span of 20 years, Standards Malaysia have developed more than 6,000 Malaysian Standards (MS) in 25 economic sectors. 60% of these MS are aligned to international standards for compliance and adoption by industries, which have enabled them to deliver products and services of high quality and to gain greater access into global markets. In addition to uptake by the industry, our MS are also being referred to in technical regulations by various ministries and agencies, which leverages upon the compliance to World Trade Organization (WTO) obligations and Good Regulatory Practices (GRP), thus contributing to reduce the regulatory burden on regulators. Presently, a total of 7% MS have been used as mandatory standards by 16 national regulatory bodies.

In order to provide greater market access and global recognition for technical competence and quality assurance, as the National Accreditation Body, Standards Malaysia continue to provide credible accreditation services to testing laboratories, inspection bodies and certification bodies in Malaysia and beyond. We currently

offer five accreditation schemes, namely Skim Akreditasi Makmal Malaysia (SAMM), Accreditation of Certification Bodies (ACB) Scheme, Malaysia Inspection Bodies Accreditation Scheme (MIBAS), Good Laboratory Practice Compliance Programme (GLP CP) and Malaysia Proficiency Testing Provider Accreditation Scheme (MyPTP). Standards Malaysia also remain as active members of and signatories to Multilateral Recognition Arrangements (MLAs) and Mutual Recognition Arrangements (MRAs) to various international bodies, such as Asia Pacific Laboratory Accreditation Cooperation (APLAC), International Laboratory Accreditation Cooperation (ILAC), Pacific Accreditation Cooperation (PAC) and the International Accreditation Forum (IAF). The purpose of these arrangements are to ensure mutual recognition of accredited certification between signatories to the MLAs and MRAs, and subsequently acceptance of accredited certification in many markets based on one accreditation.

Malaysian Standards (MS) documents and accreditations symbol of Standards Malaysia.



■ ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

The peer recognition received by Standards Malaysia is extended to its talents, where Standards Malaysia officers and assessors have showcased their expertise in international accreditation activities by becoming lead evaluators and evaluators for APLAC and PAC. They have performed evaluation for accreditation bodies such as Japan, Thailand and Singapore. In addition, Standards Malaysia also celebrates the appointment as the member of the APLAC Board of Management. With APLAC's recognition of Standards Malaysia expertise, the department is able to represent Malaysia's interest in international accreditation policies and agenda.

As mandated in the amended Act 546, which allows for appointment of sector-specific Standards Development Agencies (SDAs) to enable faster delivery of industry relevant standards, 6 SDAs have been appointed to date, namely SIRIM Berhad, Malaysian Plastics Manufacturers Association (MPMA), Malaysian Association of Standards Users (Standards Users), Malaysian Timber Industry Board (MTIB), Malaysian Institute of Chemistry (IKM) and the Malaysian Rubber Board (MRB).

In addition to domestic standardisation activities, Standards Malaysia is also committed to its standardisation role at a global level. Standards

Malaysia represents Malaysia through its membership in several notable international standardisation bodies that develop and publish fully consensus-based International Standards, namely the International Organization for Standardization (ISO) and the International Electro-technical Commission (IEC). We have actively contributing in the ISO and IEC Technical Committees (TCs) as both Participating (P) member and Observer (O) member and have also successfully hosted several related international meetings. Beyond the technical committees, Standards Malaysia has also held pivotal roles in the policy and governing committees of these international standardisation bodies, namely as member of the ISO Council and also as member of the ISO Technical Management Board (TMB). Malaysia is also a frontrunner at the regional level, where Standards Malaysia is a member and current Chair to the ASEAN Consultative Committee on Standards and Quality (ACCSQ), Asia-Pacific Economic Cooperation Sub-Committee on Standards and Conformance (APEC SCSC) and Pacific Area Standards Congress (PASC). These regional bodies work on standards harmonisation, technical cooperation and capacity building in various sectors for the ASEAN and Asia-Pacific region.

2002

Hosted the 19th Meeting of ISO/TC 157 - Mechanical Contraceptives, where Malaysia was the Chairman and Secretary.



■ ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

2003

Organised Forum with the Regulatory Bodies, as a platform for continuous engagement between stakeholders.



2004

The Medical Testing Programme under *Skim Akreditasi Makmal Malaysia (SAMM)* was launched.



■ ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

2005 | Launch of MS Online System -
the one stop access to Malaysian
Standards collections.





2005

Forum held in conjunction with the visit to Malaysia by ISO President, Prof Masami Tanaka.

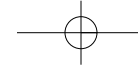


■ ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

2005

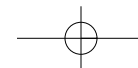
The Veterinary Testing Programme under the *Skim Akreditasi Makmal Malaysia (SAMM)* was launched.

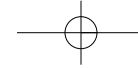




2006

Hosted the 28th ISO on Consumer Policy Committee (COPOLCO) Workshop and Plenary. COPOLCO undertakes a range of activities to promote and encourage consumer participation in international standards making process.





■ ADVANCING STANDARDS AND ACCREDITATION FOR THE NATION

2007 Hosted the 13th General Assembly and Technical Meeting of Asia Pacific Laboratory Accreditation Cooperation (APLAC). It marked the first time ever Malaysia hosted this prestigious event.

