

MANAGEMENT SYSTEM STANDARDS

HOW TO PURCHASE STANDARDS :

i. Self Collection at TOPPAN Leefung Pte. Ltd., Resource Centre

Fax your order to 6820 3341 or send in your payment with the completed order form to Toppan Leefung Pte. Ltd.

Toppan Leefung Pte. Ltd., Resource Centre
1 Kim Seng Promenade
#18-01 Great World City
Singapore 237994

Operating Hours : 9.30am to 6.00pm (Monday to Friday)
Closed on Saturday, Sunday and Public Holidays

Mode of payment :

- Cash or Nets or Visa/Mastercard (applicable at counter only)
- Cheque (crossed cheque made payable to 'Toppan Leefung Pte. Ltd.')

ii. Order via Singapore Standards eShop

For purchase of International Standards
Please log on at <http://www.singaporestandardseshop.sg> to place your order.

For purchase of International Standards, such as ISO or IEC,
please complete the Request Quotation Form at
<http://www.singaporestandardseshop.sg/quotation/QuotationRequest.aspx>
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SALES ENQUIRIES :

Please contact Toppan Leefung Pte. Ltd., Resource Centre at
Tel: +65 6826 9691 Fax: +65 6820 3341
Email: singaporestandardseshop@toppanleefung.com
Website: <http://www.singaporestandardseshop.sg>



Standards to Enhance Business Competitiveness

Sales managed by:

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SPRING Singapore has appointed Toppan Leefung Pte. Ltd. to manage the sale of the Singapore Standards and Technical References, as well as selected international and overseas standards. As the National Standards Body, SPRING Singapore continues to facilitate the development, promotion and implementation of Singapore Standards.

Enabling Enterprise

MANAGEMENT SYSTEM STANDARDS

Management System Standards are essential tools for organisations to improve their competitiveness. They cover best practices for areas such as quality management, business continuity, security, environmental management, as well as occupational safety and health. The advantages of implementing Management Standards are:

1. Creates a more efficient, effective operation
2. Increases customer satisfaction and retention
3. Reduces audits
4. Enhances marketing
5. Improves employee motivation, awareness, and morale
6. Promotes international trade
7. Increases profit
8. Reduces waste and increases productivity.
9. Common tool for standardisation

SINGAPORE STANDARDS

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| <p>1. SS ISO 9000:2005
Describes fundamentals of quality management systems, which form the subject of the ISO 9000 family, and defines related terms.</p> | <p>\$34.00</p> |
| <p>2. SS ISO 9001:2008
Specifies requirements for a quality management system where an organisation: a) needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and b) aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.</p> | <p>\$34.00</p> |
| <p>3. SS ISO 9004:2009
Provides guidance to organisations to support the achievement of sustained success by a quality management approach. Applicable to any organisation, regardless of size, type and activity. Not intended for certification, regulatory or contractual use.</p> | <p>\$47.00</p> |
| <p>4. SS 540:2008
Specifies the requirements for organisations intending to build competence, capacity, resilience and readiness to respond and recover from events which threaten to disrupt normal business operations and activities. Stipulates the requirements to attain and maintain readiness to deal with risks and risk events faced by organisations due to the nature of their businesses, external environment or regulatory requirements.</p> | <p>\$47.00</p> |

****SS ISO 9000 series (Items 1 to 3)**

\$103.50
(Save \$11.50)

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| <p>5. SS ISO 31000:2011
Provides principles and generic guidelines on risk management. Can be applied throughout the life of an organisation, and to a wide range of activities, including strategies and decisions, operations, processes, functions, projects, products, services and assets. Intended to be utilised to harmonise risk management processes in existing and future standards. Provides a common approach in support of standards dealing with specific risks and/or sectors, and does not replace those standards.</p> | <p>\$35.70</p> |
| <p>6. SS ISO 50001:2011
Specifies requirements for an organisation to establish, implement, maintain and improve an energy management system, which enables an organisation to take a systematic approach, in order to achieve continual improvement of energy performance, including energy efficiency, energy use and consumption. Also specifies requirements applicable to energy use and consumption, including measurement, documentation and reporting, design and procurement practices for equipment, systems, processes, and personnel that contribute to energy performance.</p> | <p>\$28.35</p> |

INTERNATIONAL / OVERSEAS STANDARDS

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| <p>7. ISO 10001:2007
Quality management – Customer satisfaction – Guidelines for codes of conduct for organizations</p> | <p>\$136.16</p> |
| <p>8. ISO 10002:2004
Quality management – Customer satisfaction – Guidelines for complaints handling in organizations</p> | <p>\$159.84</p> |
| <p>9. ISO 10003:2007
Quality management -- Customer satisfaction – Guidelines for dispute resolution external to organizations</p> | <p>\$198.32</p> |
| <p>10. ISO/TR 10013:2001
Guidelines for quality management system documentation</p> | <p>\$118.40</p> |
| <p>11. ISO 10015:1999
Quality management – Guidelines for training</p> | <p>\$118.40</p> |
| <p>12. ISO 22320:2011
Societal security – Emergency management – Requirements for incident response</p> | <p>\$159.84</p> |
| <p>13. ISO 26000:2010
Guidance on social responsibility</p> | <p>\$290.08</p> |

**Prices are subject to change and exclude GST.*