



## NDTSS –SGNDT POLICY & OBJECTIVES

Non Destructive Testing Society (Singapore) - NDTSS provides independent and professional person certification services under the scheme name titled SGNDT to its clients as a part of learned society. NDTSS is a non- profit making organization committed to provide the highest Quality when conduct its activities.

- NDTSS shall comply with all legal and contractual requirements relating to its activities as a minimum standard.
- NDTSS shall provide certification services to meet the industry needs to the latest standard.
- NDTSS shall ensure that it has sufficient staff and appropriate resources (including essential equipment) to carry out its activities with due regard for quality; and that staff are sufficiently trained, experienced, qualified and competent to carry out their duties effectively, efficiently and in compliance with this policy and the quality system.
- NDTSS expects all members and subagents to be responsible for the quality of their work at all times.
- In order to provide a competent quality service to clients, the following principles must be maintained:
  - Confidentiality - as required by law; requested by clients and approved by operational standards (e.g. ISO9712).
  - Transparency - disclosure of all conflicts and potential conflicts of interest - program must be available for assessment by the accreditation NDTSS or member of public.
  - Third party - Certification assessments are not subject to influence - certification decisions are taken by persons different from those who carried out the assessment (examination).

Objectives Established for NDTSS-SGNDT Scheme are

- Feedback to customer enquiries within 7 working days
- Provides Results of Examination within 28 days of examination
- Provides Certification for the successful candidates within 45 days of examination
- At least achieve 80% score for customer satisfaction survey

Approved by

S K Babu  
President - NDTSS