



NDTSS –SGNDT POLICY & OBJECTIVES

Non-Destructive Testing Society (Singapore) - NDTSS provides independent and professional personal certification services under the scheme name titled SGNDT to its clients as part of a learned society. NDTSS is a non-profit organization committed to provide the highest Quality when conducting 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.
- To provide competent quality service to clients, the following principles must be maintained:

Confidentiality - as required by law; requested by clients and approved by system & operational standards (ISO/IEC 17024:2012, ISO9712:2021, Pr EN4179P6 & NAS 410 Rev 5 & Others as applicable).

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