



SINGAPORE
QUALITY
INSTITUTE



IN CELEBRATION OF THE 50TH ANNIVERSARY OF THE
SINGAPORE QUALITY INSTITUTE (SQI)

IN CELEBRATION OF THE 50TH ANNIVERSARY OF THE SINGAPORE QUALITY INSTITUTE (SQI)

Chairman's Message



*I*t is with great pleasure that I announce in 2021 that SQI is celebrating our 50th Anniversary of our inauguration as a Quality Professional Institute.

In line with the occasion, I am extremely proud of, and thankful to our loyal customers and partners for the trust and confidence in SQI. In addition, my special thanks also go to the committed and resourceful loyal members, Secretariat Staff, competent Trainers, Advisory Panel members, active Executive Council and Committee members for their continuous support rendered to keep SQI fully operational and sustainable.

We appreciate all your continuous support.

Thank you.

Tan Gheng Een

**Chairman,
SINGAPORE QUALITY INSTITUTE (SQI)
Board Member,
ASIAN NETWORK FOR QUALITY (ANQ)**



SINGAPORE
QUALITY
INSTITUTE

Congratulatory Messages on Commemorating SQI's 50th Anniversary



I would like to extend my sincere congratulations to SQI on its 50th anniversary. Over the past decade, Singapore has witnessed dramatic economic growth thanks to the development of the service industry. I would like to pay tribute to SQI for its contribution to this development in terms of service quality improvement. I also commend SQI for its significant dedication to the development of ANQ as one of the board member organisations.

Personally, I am very proud to have been invited by SQRA to cooperate with the technology transfer of TQC in 1983, 1984, and 1985. I hope SQI will continue to grow in the future.

Dr. Noriaki Kano

Honorary Chairperson,

ASIAN NETWORK FOR QUALITY (ANQ)

Honorary Fellow of SQI

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



*S*ingapore has now become a unique signature as the world class quality nation. On behalf of ANQ(Asian Network for Quality), I would like to express my utmost compliment to SQI, Chairman G.E. Tan and past leaders for their great contribution towards national excellence. We salute SQI's 50 years long journey in quality through providing innovative training and education, fostering partnerships, and expanding their roles and responsibilities worldwide. I have personally observed that every member of SQI I met was a genuine quality professional with integrity and excellent skills. I admire their influence and expect continued innovative initiatives for the next half century to come.

Wan Seon Shin, Ph.D.

Chairman,

ASIAN NETWORK FOR QUALITY (ANQ)

Professor at SUNGKYUNKWAN UNIVERSITY, KOREA



SINGAPORE
QUALITY
INSTITUTE

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



*S*QI's efforts in championing quality initiatives have helped inculcate a strong quality mindset among Singapore enterprises and its workforce. SQI has been an important partner in strengthening enterprise capabilities on the quality of products and services, through its robust standards and conformance training programmes (e.g. Quality Management Systems). We wish everyone at SQI continued success in your quality pursuits, and fly the Singapore flag high on the quality world map.

Ms Choy Sauw Kook

**Director-General, Quality & Excellence,
ENTERPRISE SINGAPORE (ESG)**



SINGAPORE
QUALITY
INSTITUTE

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)

SQI成立50周年贺词



衷

心祝贺SQI成立50周年!半个世纪以来,经过几代人的努力, SQI不断融合发展东、西方质量管理智慧,引领新加坡各行各业实现高质量发展。德不孤,必有邻, CAQ愿意与SQI一道,共创质量未来。

—— 中国质量协会副会长兼秘书长 段永刚

I extend my heartiest congratulations to the 50th anniversary of SQI! Over the past half century, SQI, through the efforts of several generations, has been leading all sectors in Singapore to achieve high-quality development by continuously integrating and developing the wisdom of the east and the west on quality management. Excellent organisations do not dwell alone; they're sure to have neighbors. CAQ is willing to work with SQI to create a shared future of quality.

Dr. Duan Yonggang

**Vice President & Secretary General
CHINA ASSOCIATION FOR QUALITY (CAQ)**

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



*R*eaching the half-century mark is indeed a justified reason for SQI to celebrate. The founders of SQI led the way with keen insights, and eventual successors continued to make it one of the most admired Quality organisation regionally and globally.

As a young and relatively small nation to succeed on the world stage, Singapore had built an excellent reputation in both manufacturing and services. It is a fact that Quality, strongly promoted by SQI through preaching and practicing, is a key success factor. Most importantly, the Quality awareness had been infused into the whole population. Quality products and services had let to Quality of life for all Singaporean, to the admiration of the whole world.

SQAT is honored to have this opportunity to congratulate SQI on this Golden Jubilee. Best wishes for the continued success over any and all challenges.

Panisuan Jamnarnwej, Ph.D.

**President,
STANDARDS AND QUALITY ASSOCIATION OF THAILAND (SQAT)**



SINGAPORE
QUALITY
INSTITUTE

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



On behalf of Vietnam Quality Association of Ho Chi Minh City (VQAH), a national quality organisation, I am honored to congratulate SQI on its 50th Anniversary in 2021.

SQI is an active member organisation as well as a board member of Asian Network for Quality (ANQ) since 2004.

SQI's Key Achievements, Pioneers & Milestones has been recognized that "The Singapore Quality Institute under the previous excellent leaderships and positive current leadership as Mr. G. E. Tan continues to be a trailblazer in Quality movement recognized in Singapore, Asian area and regions afar".

The quality of our thinking will determine the quality of our future in a VUCA World.

Once again, I have the pleasure to share my opinion about future development of the Asian quality and commemorating SQI's 50th Anniversary.

Wishing SQI always develop sustainability and as an important partner of VQAH.

NGO Van Nhon, Ph.D.

Chairman,

VIETNAM QUALITY ASSOCIATION OF HO CHI MINH CITY (VQAH)

President,

INSTITUTE FOR QUALITY ASSESSMENT AND DEVELOPMENT (IQAD)

Board Member,

ASIAN NETWORK FOR QUALITY (ANQ)

Member,

INTERNATIONAL ACADEMY FOR QUALITY (IAQ)

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



*T*here were not many national Quality institutions in the world fifty years ago. To have completed fifty years continuously promoting Quality for the benefit of industry and community is therefore an achievement to applaud and celebrate.

Globally, the Quality discipline has contributed immeasurably to raising the capability of business and reorienting its purpose towards satisfaction of customers and society and the happiness of employees.

The Singapore Quality Institute is an admirable example of such vast influence, not only within Singapore, but also in Asia and the world.

I offer my warmest congratulations to you, and may you remain strong beyond a century.

N. Ramanathan

Board Member,
ASIAN NETWORK FOR QUALITY (ANQ)
Past President,
INDIAN SOCIETY FOR QUALITY (ISQ)

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



*I*n Confucian Analects (論語), the Master said (子曰), “At Fifty, I knows Destiny (五十知天命).” Marriage with quality for fifty years since 1971, we also named it as “Golden wedding”! Thus, Quality is the destiny of SQI. It is my heartiest congratulations to Singapore Quality Institute (SQI) on its 50th anniversary in 2021.

SQI is a very active quality institute in the world and hosts many international conferences, local workshops and seminars related to quality periodically. We always meet in different international quality conference such as ANQ Congress, ASQ World Conference for Quality and Improvement (WCQI), International Conference on Quality (ICQ) and World Summit for Chinese Quality (WSCQ), even in Saudi Arabia for National Quality Conference (NQC)!

I sincerely hope that SQI will continue its pioneering spirit, efforts and track record of successes in promoting world-class quality in Singapore, Asia and the World.

Acn. Dr. Lotto K.H. LAI

Chairman,

HONG KONG SOCIETY FOR QUALITY (HKSQ)



SINGAPORE
QUALITY
INSTITUTE

Congratulations on the 50th Anniversary of Singapore Quality Institute (SQI)



*T*he cooperation of the Kazakhstan Organization for Quality and Innovation Management (KOQIM) with the Singapore Quality Institute (hereinafter - SQI), began in 2009, when our association became a member of Asian Network for Quality. Since that time, we have known SQI as one of the leading organisations that actively promotes its achievements, knowledge and best practice in the field of quality management obtained in Singapore in the Asian region. SQI is widely recognized by the National Quality Organisations as a leader in providing high quality training and professional development services to improve business performance. SQI's initiative to organize and host the Asian Service Award (Asian Service Award) has been supported by many national quality organisations. On behalf of our organisation, I congratulate the management and staff of SQI on your 50th anniversary and wish you a new creative success for the benefit of the people of Singapore.

Prof. Azat Abdrakhmanov

President of the Kazakh Organization for Quality and Innovation Management

Key Achievements, Pioneers & Milestones

Today, SQI operates as a non-profit professional institute, which promotes and advances excellence in the quality of products and services in Singapore. The Institute is affiliated with the American Society for Quality (ASQ) and is a Board Member of Asian Network for Quality. SQI also prepares participants for the Certified Quality Manager, Certified Reliability Engineer, Certified Quality Engineer and Certified Six Sigma Black Belt examination administered by ASQ.

To get a clear picture of SQI's Achievements and Milestones and the people who played a part, a walk down memory lane is necessary.

The Singapore Quality Institute (SQI), previously known as Singapore Quality Reliability Association (SQRA) was formed in 1971. Under the encouragement of the then Minister for Finance, the late Mr. Hon Sui Sen, got together a group of people led by Dr. Lee Kum Tatt, past Chairman of the Singapore Institute of Standards and Industrial Research (SISIR) to set up SQRA.



Dr. Lee Kum Tatt

After making substantial progress over 17 years, in January 1988, an Ad-Hoc Committee was formed to look into the possibilities of Constitutional change to turn the Association into a professional institute. The proposed Constitutional change was approved by the members during the Extraordinary General meeting on 24 February 1989. On 5 July 1989, the Registry of Societies approved the change of name from SQRA to SQI as well as the changes in the Constitution to reflect the new professional image.

Twenty-five years ago, industrialisation was taking off very well in Singapore. Factories were popping up like mushrooms around the island and new products were being rolled off the machines to waiting orders.

The market, both local and overseas, was becoming more discerning and was demanding products that were competitive in price, sophisticated in design, excellent in performance and reliable in quality. Then it struck the government and a group of people that for Singapore's continued success, productivity alone was not enough. Quality and the reliability of locally made products were equally important.

It was this environment that gave birth to the Singapore Quality Reliability Association in 1970. Run initially by a small but dedicated team, led by Pro-Tem Chairman, Mr. J.F. Conceicao, the association grew from strength to strength. But more than its increasing size, SQRA brought a new awareness about quality.

Mr. J. F. Conceicao, who in his capacity as Chairman had a message for manufacturers. In his speech, which was reported in the Straits Times of April 30, 1972, he said: *"Many manufacturers have confused ideas about quality control. Some think it means sorting out the good from the bad at the end of the production line. Instead, such control has actually to be worked into the production process from the beginning."*

Mr. Conceicao also had a message for the Singapore consumer, *"Singaporeans must learn to be proud of Singapore's ability to produce. We should insist on high quality of our own products and, whenever possible, buy our own goods,"* he said. Today, we see the results of this enterprising venture. Singapore products and services are now synonymous with quality and reliability around the world. Equally important too is the acceptance by Singapore of locally made goods.

The first meeting for the steering committee of the Quality Control Society was held on August 17, 1970 at the Conference Room of the Light Industries Building at River Valley Road. During this meeting, the basics of the new Organisation like its objectives were thrashed out and the general strategy on how these could be achieved were agreed upon.

The approach was to be a multi-pronged one and the plan included:

- Requesting the Singapore Manufacturers' Association to support the idea of giving an annual award to the best quality product of the year manufactured in Singapore;
- Getting the aid of the consumers associations to promote quality consciousness in Singapore so that consumers will learn to demand quality products from manufacturers;
- Approaching the government to request the big purchasing departments such as the Housing and Development
- Board and Port of Singapore Authority to give preference to products which have been awarded quality certificates;
- Organising factory visits for school leavers and union members to show them the important role quality control plays in producing quality and reliable products;
- Organising quality reliability week and inviting the minister or Prime Minister to speak on quality and quality control;
- Persuading the government to give incentives such as tax relief to companies which produce quality goods;
- Inviting interested consumers associations in Singapore to attend the society's meetings;
- Publicising SISIR's quality certificate scheme and value of quality control in trade bulletins;
- Launching educational programmes on the value of quality control and the application of quality control techniques in factories through formal courses and lectures;
- Preparing films and organising forums.

Three names, Singapore Quality Reliability Association (SQRA), Singapore Association for Quality and Reliability (SAQR) and Quality Reliability Association, Singapore (QRAS) were tossed about before the committee decided on SQRA. This was done after some discussion at the fourth meeting in November 1970.

The SQRA finally got started when it was registered on March 29, 1971. After many brainstorming sessions and much effort at fine-tuning, a constitution was drawn up for the association. To ensure that the aims of the SQRA would be met, a list of objectives was drawn up. These were:

- To promote nationally an appreciation of the importance of quality and reliability in Singapore products and services and to foster, and where necessary, initiate ways of attaining these;
- To correlate the quality and reliability activities of all members of the Association;
- To provide the means for the interchange of information among individuals and organisations concerned with quality and reliability;
- To assist all individuals and organisational members in correlation their quality and reliability activities;

- To act as a central source of information about activities for the advancement of the study and promotion of quality and reliability;
- To promote training and education in the field of quality and reliability.

With these objectives in mind, the SQRA went about its duties with much enthusiasm right from the start. Several announcements were made by the Association's readers calling for companies to make more effort to improve the quality of their products and services.

An example would be the speech of Mr. J.F. Conceicao, who in his capacity as Chairman had a message for manufacturers. In his speech, which was reported in the Straits Times of April 30th, 1972, he said: "Many manufacturers have confused ideas about quality control. Some think it means sorting out the good from the bad at the end of the production line. Instead, such control has to be worked into the production process from the beginning." Mr. Conceicao also had a message for the Singapore consumer, *"Singaporeans must learn to be proud of Singapore's ability to produce. We should insist on high quality of our own products and, whenever possible, buy our own goods."*

A year later, he urged that a quality control movement be started among factory workers.

Similar sentiments and views were voiced through the years by other leaders of the association like Mr. Tan Eng Liang, Mr. Ivan Baptist, Dr. Ahmad Mattar, Mr. Eugene Yap, Mr. Goh Chee Wee and Mr. Leong Horn Kee.

Some made subtle appeals while others delivered hard-hitting speeches. Eight years after the formation of SQRA, Mr. Baptist took some manufacturers to task for dragging their feet over quality matters. He said: *"It would be a shame for Singapore goods to lose out to its competitors overseas just on quality although our price is right"*.

All these speeches and points of view served to galvanise the manufacturers to constantly upgrade themselves and consider quality control as just another aspect of the production process. This in turn brought about greater reliability of the Singapore product.

During the same period, SQRA started organising seminars on a national scale. Among them was the National Food Seminar. It proved very successful. Many food industries participated in the seminar and at the end of it, recommendations were made to various institutions. These were made with the hope of making permanent the effort by Singaporeans to promote the highest standards of quality and reliability of locally manufactured food.

Spurred by the success of this seminar, another seminar on quality control in the electronics and electrical industries was jointly organised by SQRA and Association of Electronic Industries in Singapore in November 1974.

But perhaps the biggest task the society took on during the 70's was the promotion of Quality Control among Singaporean businesses. Today, this phrase of quality control in business are household terms in every industry, but back then, it was a totally new idea.

In 1974, a QC sub-committee was formed to investigate the strategies for the introduction of QC circles in industries. Experts like Dr. Kaoru Ishikawa, the Japanese expert on Quality Control, were brought in to give talks to association members. Workshops and seminars on topics like "*Quality Control Circles*" were frequently held to familiarise members and others with the new concept.

In 1980, the QC idea received a shot in the arm with the formation of a resource centre at the Singapore Institute of Standards and Industrial Research (SISIR). The centre was designed to provide material of research by quality control circles.

In the same year, the SQRA and the Technology Transfer Institute (TTI) jointly organised a study tour to Japan for local businessmen. The idea here was to get more information about quality control methods in Japanese factories.

With the burgeoning interest in QC came a demand for more training courses. To meet this need, the SQRA started holding training programmes for QC facilitators in 1981.

All the groundwork on this new concept by the association did not go unnoticed. In 1981 the National Trades Union Congress (NTUC) gave its endorsement for the QC circle movement in Singapore.

After promoting this concept in a piece-meal fashion, Mr. Eugene Yap in November 1981 unveiled a plan by the SQRA to sell QC as a total concept involving workers from various sections and top management. Members of the association felt the time was ripe to introduce Total Quality Control (TQC) because the idea of had taken a firm hold in the industry.

It was in the mid 80's that members started taking a closer look at the SQRA as an association. Some calls were made to register it as a professional body. Among the first to make this point were Dr. Lee Kum Tatt, the Chairman of SISIR and his successor, Colonel (RES) Quek Poh Huat. They felt that it was necessary for the association to review its status and image to serve its members and the nation better.

Thus, the transformation of SQRA to SQI on July 5, 1989 was more than a mere change in the name itself. It turned the association into a professional body for quality practitioners.

Under the new institute a more stringent set of membership requirements were laid down, which required members to have quality related qualifications.

The SQI also conduct courses which allow non-professionals to acquire professional qualifications. These courses are the Certified Service Quality, Certified Quality Inspector, Certified Quality Technician, Certified Quality Supervisor, Certified Quality Manager, Certified Reliability Engineer, Certified Quality Engineer and Certified Six Sigma Green/Black Belt. Additionally, Executive courses are run, covering International Standards, Problem Solving Techniques, Agile, Change management and in-house sector specific e.g. Aerospace.

Thus, the Institute can look back with pride on its many achievements. Nothing more so than the achievement of having embedded quality and reliability in the minds of Singaporeans.

SQI's goal is best summarised in the words of Mr. Leong Horn Kee, the former Chairman of the Institute (1986 to 1992). He said: *"Quality consciousness should permeate throughout the entire organisation; from the highest level of top management to the middle level down to the workers and support staff"*.

The Singapore Quality Institute under the current leadership of Mr. G. E. Tan continues to be a trailblazer in Quality movement recognized in Singapore and regions afar.

When it comes to Quality Management Systems SQI 'Walks the Talk', when in 2018 Certification by TÜV SÜD PSB Pte Ltd, Singapore to ISO 9001:2015 was achieved, and in 2021, Certification was renewed for a further three years.

Apart from being the World Partner of American Society for Quality (ASQ), the Singapore Quality Institute has also established excellent ties with other renowned Quality organisations such as the Chartered Quality Institute (CQI) UK, Asian Network for Quality (ANQ), China Association for Quality (CAQ) and the World Alliance for Chinese Quality (WACQ).

The 19th Asian Network for Quality (ANQ) Congress 2021 was hosted by the Singapore Quality Institute, with attendees from 19 Countries/Regions.

Dr. Roy Rimmington

**Public Relations Committee Chairman,
Member of the Executive Council,
SINGAPORE QUALITY INSTITUTE**

SQI MISSION

To be a World Class Centre to
Advancing Learning and
Sharing Knowledge on Quality
and Its Best Practices



SINGAPORE QUALITY INSTITUTE

1 Sophia Road, #05-06/07 Peace Centre Bldg., Singapore 228149
Tel: 6467 4225 | Fax: 6467 4226 | Email: enquiries@sqi.org.sg
www.sqi.org.sg



CQI



IRCA



SQI
INTERNATIONAL

World Partner
in Quality



Board
Member of



Board
Member of

