

Customs PO7.19.V01

Circular No: 33/98

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CUSTOMS AND EXCISE DEPARTMENT

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Traders/Freight Forwarders

ISO 9002 CERTIFICATION OF QUALITY SERVICE FOR CED

We are pleased to inform you that the Customs & Excise Department has been awarded ISO 9002 Certification by the Singapore Productivity and Standards Board with effect from 31 Aug 98. The certification covers our business functions of Cargo Clearance, Passenger Clearance and Revenue Collection.

2 This Certification was obtained in pursuit of our commitment to build a world-class Customs Service geared towards professionalism and quality service. It represents a major milestone in our efforts to assure quality service in our business dealings with the public.

3 We would like to express our appreciation to all traders and public for making this certification possible. We would continue to strive for better quality service and to fulfill our role to help Singapore become a world class logistics and transshipment hub.

TAY CHNG YEOW
DEPUTY DIRECTOR-GENERAL (POLICY & MANAGEMENT)
for DIRECTOR-GENERAL OF CUSTOMS & EXCISE



CERT. NO. 98-2-0877
SS ISO 9002: 1994



The Way of Excellence in Public Service