

The Bench Marking of NMI's Systems and Operations

Trip to Singapore and Hong Kong

18-22 January 2016



Introduction:

Since the recognition of EMI as National Metrology Institute of UAE by BOD of Emirates Authority for Standardization and Metrology (ESMA) in 11 December 2014, EMI has taken many steps to play his national role as UAE NMI. EMI currently Chairing 4 out of 5 Technical Committees (TCs) of Gulf Metrology Association (GULFMET) and also holding secretariat positions of all 5 TCs. EMI also has applied for associate membership Asia Pacific Metrology Program (APMP). An important tool to verify EMI role as national metrology institute was to bench mark our system and operations with NMIs of countries that have similar size of population and economy to the UAE. Therefore, EMI has decided to bench mark its role and mandates with NMC of Singapore and SCL of Hong Kong, bearing in mind that NMC and SCL have almost 43 and 32 years of history.

Objective:

EMI is about to prepare its second cycle 5 years strategic plan and in order to well define EMI objectives and goals, getting familiar with strategies and objectives of almost comparable NMIs is a key elements.

Visit plan:

On December 6th 2015 EMI has communicated with both NMC of Singapore and SCL of Hong Kong for possibility of visiting their laboratories and both entities welcomed EMI request and accordingly it was agreed that EMI delegation headed by H.E. Eng. Hussain Al Katheeri SG of ADQCC accompanied by H.E. Dr Helal Al Kaabi Executive Director of EMI, Mr Khalifa Al Blooshi Director of Customer Service and Product Control at EMI and Eng. Mohammed Al Mulla EMI Quality Manager to visit NMC and SCL from 18-22 January 2016 (see visit plan in annex A).

NMC in brief:

Established in 1973, the National Metrology Centre (NMC) of the Agency for Science, Technology and Research (A*STAR) serves as the custodian of the national measurement standards in Singapore. NMC is responsible for the establishment and maintenance of the nation's highest metrology reference standards traceable to the International System of Units (SI) established under the Metre Convention. NMC participates actively in international comparisons with other national metrology institutes and is a signatory of the International Committee for Weights and Measures Mutual Recognition Arrangement (CIPM MRA). NMC provides technical expertise and support in measurement and calibration technologies to the industry, research, government organizations and other end users (see details in annex B).

SCL in brief:

Established in 1984 the Standards and Calibration Laboratory (SCL) of the Innovation and Technology Commission is responsible for maintaining the reference standards of physical measurements for Hong Kong. These standards are metrologically traceable to the International System of Units (SI).

SCL also provides calibration services to users of measurement standards and measuring instruments to ensure measurement accuracy and proper metrological traceability.

Accredited by the Hong Kong Laboratory Accreditation Scheme (HOKLAS), SCL implements a management system that complies with the requirements of ISO/IEC 17025 and HOKLAS regulations (see details in annex C).

NMC and SCL quality system:

NMC has a self-declared quality system as top Singapore Measurement Authority which based on peer evaluation, intercomparison with other NMIs and engagement with BIPM and APMP activities. SCL on the other hand implements ISO/IEC 17025 for their quality system which they have been granted accreditation by Hong Kong Laboratory Accreditation System (HOKLAS)

Facts about NMC, SCL and EMI:

For sake of benchmarking the table below shows some facts about NMC, SCL and EMI

Parameters	NMC(Singapore)	SCL(Hong Kong)	EMI(UAE)
No. of labs	10	8	10
Buildup area	2500 m ²	2500 m ²	1200 m ²
No. of talents	74	44	32
No. of calibrations in 2015	4829	1163	360
Operational budget (\$)	12 M	10 M	10 M
Turnaround time	15 Days	13 days*	45 Days *
No. of clients	545		31
% income/budget	N/A	≈ 6%	0%
No. training conducted in year 2015	17	8	10
CMCs	243	187	51
No. primary standard	6	5	3
Talent satisfaction (2015)	N/A	N/A	90%
Customer satisfaction (2015)	N/A	86%**	100%

*90% of job completed within this time.

**This rate belongs to year 2014

Way forwards:

During the Singapore and Hong Kong visit EMI has shown its interest in further collaboration with NMC and SCL and it was agreed that a draft MoU will be sent to both NMIs for their review and to be signed at later date, particularly that EMI has already applied for APMP associate membership.





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