

Standards, standardization, quality and the consumer

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Standards, Standardization, Quality And The Consumer

By

Robert Pereira

SEMINAR ON CONSUMERISM : SOME MAJOR ISSUES IN THE 80s

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And The Consumer

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Introduction

SIRIM is a national Body responsible for Standardization and Industrial Research in Malaysia, involving a multi-faceted range of functions. The Institute was established under the Laws of Malaysia Act 157, 1975, with the basic role of encouraging and stimulating technological development in Malaysian industries by the provision of a wide range of activities and services. The functions of the Institute as laid down in this Act, where the consumer and advancement of consumer protection, either directly or indirectly, is relevant, is given in the following parts of the Act :-

Part II, Article 4 : The functions of the Institute are :-

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- (b) To promote industrial efficiency and development;
- (c) Promote public welfare, health and safety;

.....

Part II, Article 5 : The activities of the Institute, among others, are :-

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- (c) Make provision for the registration of the Standards Mark (Certification for identification of quality products);
- (d) Encourage and undertake educational work in connection with Standards and Standardization;

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Among the more basic activities of the Institute, and apart from the primary objectives of assisting in the upgrading & development of Malaysian industries, is the complementary objective of instituting guidelines for the protection and well-being of the consumer, through the promulgation and promotion of Standards & Standardization. In its role as a national Standards Body, the Institute undertakes various activities such as to serve as an initiator and coordinator for the development of Malaysian Standards for industry, commerce and the consumer, and as well as to provide assistance to industry, regulatory bodies and the consumer in encouraging the use and acceptance of Standards & Standardization in Malaysia thereby creating a consciousness for improved quality in Malaysian products, processes and services. Some of the technical back-up services provided by the Institute include technical testing, consultancy and advisory services, research & development and certification of products and processes, to Standards.

The primary task of SIRIM, thus, is to provide

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the stimulus and reinforcement of the technological needs of the Malaysian industries particularly the secondary and manufacturing sectors on the one hand, taking into account the needs and aspirations of the consumer and public, on the other hand. Thus SIRIM's role, in assisting to upgrade the technological status of industries, provides the impetus in productivity and product quality, inevitably resulting in better performance, safety and fitness for purpose of products as well as reduction of irrelevant and wasteful variety resulting from usage of unstandardized materials or products which would otherwise, add to the overall cost that could be passed on to the consumer. Consequently, the primary roles of SIRIM, as an Agency responsible for technological support, are :-

- (1) To serve as a clearing house for the transfer and dissemination of technical information;
- (2) To service industry, Government, technical organisations and the consumer by providing industrial testing, analytical and evaluation facilities;
- (3) To provide the groundwork for setting National Standards and the development of quality in Malaysian products through Quality Assurance activities such as certification of products, being the National Standards and Certification Agency;
- (4) To undertake research and evaluation work to study and upgrade the quality and utility of materials and natural resources; and
- (5) To carry to the various industries the numerous technological processes and techniques needed in these industries, particularly the small and medium-scale industries, as well as to upgrade local skills and develop indigenous technology and expertise.

NATIONAL STANDARDS FOR MALAYSIA

As a country moves towards industrialization, the need for Standards, particularly in the area of production of goods and services, becomes more

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urgent. It is thus imperative that Malaysia develops National Standards, which would provide the basic infrastructure by which technological and quality parameters are transferred to industry. Such Standards provide the technical language for communication and constitute the basic medium for the technological development and upgrading of local industries. At the same time, consumers, purchasers and the general public will benefit in turn, as more and more Standards are adopted by industry. Hence it has been the policy, from Malaysia's earliest onset of industrialization, to promulgate or lay down Standards for industry and commerce and to provide for the promotion of voluntary adoption and implementation of such Standards, particularly because Malaysia enjoys a free enterprise economy. Keeping this in view, Malaysian Standards will find their way into daily trading practices such as in the use of trade and sales agreements, tender specifications and quotations, and other commercial transactions, only when such Standards are realistic, dynamic (not static) and relevant to the needs and circumstances locally encountered. Many Standards find their way into daily usage not only for the trader, the manufacturer, or industrialist but also for the average consumer, the man-in-the-street or the housewife. Such Standards become useful to him as a measure of his requirements which, very often, are difficult if not impractical to stipulate at the instant of purchasing goods and services. Standards form useful documents for substantiating and reinforcing the consumer's demand for quality and performance not merely at the moment of purchase but also serves as a retrospective indicator of his needs at the time of manufacture of the product in question.

You may ask, with all the benefits that may be accrued to the consumer, why not ensure that Standards are utilised in the manufacture of all products sold in this country? Although it is ideal that there be Standards for each and every item in this country, however practicalities make this impossible, particularly being a young industrialising country where Standards must be prepared along specific priority directions to provide guidelines to the manufacturer as well as to protect the consumer in the more pressing areas of requirement.

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To-date, SIRIM has prepared some 1,033 Standards covering a wide range of fields and activity areas. However, it is a recognised fact that all Standards, irrespective of whether the Standards pertain directly to product quality, performance and safety or whether they relate to a process or guidelines for industry to proceed along, or whether they simply define or describe practices for industrial or commercial applications - all these have, in one way or another, a bearing on consumer protection in the final analysis. For example, SIRIM has contributed considerable effort in the establishing of Standards which are called "Codes of Practice" such as for the storage and handling of liquefied and other compressed gases. This would help to establish industrial practices in the refilling and recycling of gas cylinders which, as you are aware, would have significant bearing on the safety of the domestic consumer, despite the fact that this Code of Practice is not intended for consumer usage directly. There are many other examples where Standards play a major role in contributing towards consumer protection, welfare and health and value-for-money but which require industry's full participation and cooperation in order that the consumer may derive the benefits from these. Notwithstanding this, SIRIM has also found it necessary to prepare a wide range of consumer-type Standards, that is Standards which are prepared with the consumer's requirements directly in mind. It is especially in this area that consumers have a direct avenue in deciding the contents of the final National Standards which would be available for his adoption as well as by industry. As such, pertinent Standards are usually prepared when the need for such Standards is demonstrated as important priorities over many other areas which may also require Standards but are not of immediate priority, taking into account, our limited resources.

IMPLEMENTING STANDARDS IN MALAYSIA

As I earlier mentioned, Standards are for voluntary adoption. However, when public safety, health and welfare or the quality of life is greatly influenced by the absence of Standards, the preparation of such Standards would be high in the National priority, taking into account the limitations and capacity of a growing country like Malaysia to produce Standards on a wide scale.

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Standards are only as useful as the extent of their utilisation or implementation. As you may be aware, many Standards, particularly those which imply precautions for safety, public welfare and health aspects of products, may appear restrictive to the manufacturer or the trader who would find it necessary to inject greater finance and techniques or skills to upgrade the product to meet the demands for safety and public welfare as outlined in Standards. It is in such instances that many Standards which provide the guidelines and parameters for safety, health and public welfare, are required for mandatory implementation under legislation by the relevant regulatory agencies.

In the free world, the number of Standards that have been made mandatory account for a very small percentage of the total number of National Standards set in the country. However, indirect imposition of the use of Standards such as through Government tender (Government being one of the larger purchasers in the country) or by licensing arrangements has resulted in the more widespread adoption of Standards in the areas of safety, public welfare and health than may be noticed by a cursory inspection.

It has been observed in communist and socialist countries, that widespread mandatory imposition of Standards has resulted in the reverse effect of what Standards are actually meant for. Essentially, Standards would contribute towards industrial development, leading to the availability of improved and better goods and services. As a result, in these countries, only goods that comply with the minimum requirements of Standards are produced, owing to the absence of competition. Widespread mandatory imposition of Standards in these countries has given rise to sluggish industrial development and lessened incentive for product improvement.

Perhaps, the answer for a developing country like Malaysia would be a reasonable blend of the voluntary adoption of Standards by Industry and the consumer as well as the imposition of mandatory Standards in very specific areas such as in the areas of public welfare, safety and health. Thus, in Malaysia, the use of safety Standards is paramount in the minds of regulatory agencies and technical service agencies such as SIRIM.

SAFETY STANDARDS FOR THE CONSUMER

Keeping in mind the need for safety and public welfare, SIRIM has from the time of its inception taken steps to set the machinery in motion for the formulation of Standards for safety, particularly for consumer usage. This activity has been generated as a result of increasing awareness of the need for safety Standards by the various regulatory agencies, industry and the consumer, and particularly as illustrated by the recently expressed concern by consumer groups in Malaysia, for the existing urgency to stipulate acceptable levels of quality and safety of consumer items manufactured or imported into Malaysia. In Malaysia, many consumer products are relative newcomers in the industrial scene. As such, only a limited range of consumer products which are seen in the market today are actually manufactured in this country. Irrespective of this, consumer items have found their way into almost every home, be they domestic, electrical consumer items such as Instant Hot Water Heaters and the Crock Pot, or cooking utensils, fans or food products such as Instant Noodles, Sugar, Sauces, Milk or Textiles and Garments. Presently, many of these items are manufactured in accordance with individual manufacturer's specifications, and may or may not take into account, safety and welfare aspects of the consumer, or otherwise their utility or suitability for general consumer usage. Additionally, many of these consumer products are imported into Malaysia from countries whose standards of manufacture and regulatory controls vary considerably. Amongst the exporting countries, there are some which are known to employ, apart from manufacturers' specifications, National Standards in the manufacture of such products. Additionally, some of these countries also impose regulatory controls on these products in order that they may be suitable, safe and take into account the local requirements of the consumer in the country manufacturing the product. However, only a few exporters consider it necessary to ensure that Standards, particularly Safety Standards, are utilised when considering exporting their products to the recipient countries, especially when the level of consumer consciousness in such countries does not stress the need for safe and quality products.

THE PARADOX OF QUALITY VERSUS PRICE

As you are aware, there is a "cost" for quality. However, if consumer products in Malaysia can be manufactured in accordance to quality control parameters, the resulting quality "costs" are easily absorbed by the benefits accrued by employing these quality parameters in their manufacture. The added cost for quality would thus not amount to very much more than what any responsible manufacturer would undertake, to ensure that his production system is efficiently running and turning out an optimum product with the minimum defects. This means that manufacturing for quality is actually profitable, provided that the manufacturer's outlook is towards long-term gain and productivity rather than the short-term gain and profits produced by reduced cost resulting from cutting corners in their manufacture. Some of the long-term benefits a responsible manufacturer would receive are the recognition by the consumer that his products are designed and produced to meet his basic requirements for safety, utility and performance, and in many instances, such products would reach wider markets than those turned out on the short-term low quality criteria. However, in many developing countries, particularly for the poorer communities, many consumer products lie outside their reach. Despite this, with the present onset of the age of consumerism in countries such as Malaysia and with the attitude that consumer products would result in an improved "Quality of Life", many consumers are inclined to purchase consumer goods of unknown or doubtful quality and safety because such goods fall within their budgetary constraints. It is in such circumstances that price takes precedence over quality. It is this "Quality versus Price" paradox in the area of manufacture and usage of consumer goods that contributes a major problem which we are faced with in developing countries like Malaysia. Perhaps, the answer lies in part with increasing public awareness for the need to demand for quality; at the same time creating an understanding that higher quality does not necessarily mean increased cost but instead, could mean irreplaceable safety, health and public welfare which are all factors essential in the development of the quality of life of a community such as Malaysia's. Thus, the onus does not lie only in the hands of the regulatory agencies to promote greater employment of quality control parameters and safety in the manufacture of safety products but also, responsibility must be taken by consumer groups, societies and

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agencies to encourage consumer selection for quality. It is by the increased demand for quality on the part of the consumer that will result in improved quality in the manufacture of products. However, at this stage of Malaysia's development, the regulatory agencies can reinforce the consumer demand for improved quality by providing valuable initiative by adopting and employing safety Standards, particularly in the consumer products area - to hasten and precipitate greater public awareness. In the meanwhile, SIRIM as the National Standards and Certification Agency, has recognised the need for developing Standards and certifying products to Standards to provide the consumer with a means to identify and select for better quality.

TOWARDS STANDARDS AND QUALITY FOR THE CONSUMER

SIRIM has taken the lead by setting the ball rolling in the establishment of various Technical Committees covering a wide range of consumer products to enable the formulation of Standards for specifications, processes and practices required in Malaysia. All in all, some 180 Technical Committees have been set up in SIRIM to deal with the setting of Standards for this wide range of products, not only those covered under the Consumer Products Group but also for industrial products. It might be encouraging to note here that high priority has been placed in the area of safety Standards, particularly for consumer protection. The setting of Standards by Technical Committees provides ample avenue for representation by various interested parties - such as the manufacturing sector which is represented by the Federation of Malaysian Manufacturers, commercial area through Associations such as the National Chambers of Commerce, and the consumer and end-users through Associations such as the Federation of Malaysian Consumers Association, and Government and Technical Agencies involved in consumer protection. It is through such representation, that a consumer may voice his requirements and needs before a product is even manufactured, and contribute in the long run to a ready supply of reliable and safe consumer products, in the market.

In addition to the developing of Standards, SIRIM also carries out the certification of products to Standards Specifications. Certification provides the mechanism for the identification of quality products by the

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consumer and purchasers. One of the ways in which a consumer may identify a certified product is by the presence of the SIRIM Mark on the product. This means that this product has been derived from a process of manufacture which is supervised, controlled along quality control lines and meets the minimum requirements for safety, quality and performance. In Malaysia, an increasing number of consumer products now bear the SIRIM Mark. Consumers now have better access to goods that have third party assurance for quality, safety and performance. A variety of products which now bear the SIRIM Mark and for which the consumer is urged to select for, are food products such as butter, sugar, tea, milk and domestic electrical appliances such as fans, electric irons, refrigerators, kettles, just to mention a few. SIRIM publishes information on certified products in a handbook or directory called "The Buyer's Guide". Newly certified products are announced from time to time in the mass media for consumer information.

Consumers, therefore, should take advantage of this facility or tool for quality identification of products when making their purchases and particularly are urged to select for SIRIM-certified products in preference to products which do not carry the SIRIM Certification Mark which are invariably of unknown or even at times of doubtful quality. Although, generally, the majority of SIRIM-certified consumer products in the market are the result of voluntary participation by manufacturers who have shown moral, corporate responsibility, many more products still remain uncertified. Consumers, therefore, have a further role to play by demonstrating their preference for certified products in order to encourage greater participation by the manufacturing sector for SIRIM certification of their products. On the other side of the picture, regulatory enforcement for certification of consumer products as a mechanism to reinforce consumer safety and protection has been initiated by the various regulatory agencies in specific areas where health, safety and welfare cannot be compromised. Such areas are in the area of road transport where certification of safety belts and crash helmets have been made mandatory, as well as the majority of domestic electrical appliances.

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In conclusion, the role of the consumer cannot be more-emphasised than in the area of Standards and Quality for consumer products. The consumer has a big part to play in deciding his future, especially in his selection for quality. Consumer education, especially to urge greater response towards quality selection and the doing away of "brand consciousness", would go a long way towards ensuring an increased quality of life which today's community is aspiring for.

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RDP/LTC/k

AppendixLIST OF SOME TYPICAL MALAYSIAN STANDARDS ON CONSUMER PRODUCTS1. Consumer Goods (Non-edible)

Bandages, Crepe	MS 2.36 : 1976
Bandages, Open-wove	MS 2.35 : 1976
Bandages, zinc oxide, elastic self-adhesive	MS 2.58 : 1976
Bedding and Furnishing:	
- Cotton bedsheets	MS 2.4 : 1972
- Cotton drills	MS 2.2 : 1972
- Cotton sheeting	MS 2.6 : 1972
- Fabrics for upholstery and other purposes, PVC coated	MS 8.24 : 1977
- Wool & wool/ rayon blanket for household and institutional use	MS 2.7 : 1972
Clothing: - Briefs, cotton knitted, Gents'	MS 2.52 : 1976
- Cardigans, Ladies	MS 2.74 : 1979
- Drawers, cotton, short, Gents' plain-knitted	MS 2.51 : 1976
- Gloves, knitted	MS 2.56 : 1976
- Jerseys, round neck	MS 2.70 : 1977
- Jerseys, Y-neck, plain, knitted	MS 2.68 : 1977
- Lint, absorbent	MS 2.34 : 1976
- Pullovers, Gents' worsted, one-piece	MS 2.75 : 1979
- Sewing Threads, domestic	MS 2.67 : 1976
Condoms, Rubber	MS 11.41:1973
Cotton wool, absorbent	MS 2.59 : 1977
Detergent powder for household laundry, synthetic	MS 8.21 : 1978
Fabrics for upholstery and other purposes, PVC coated	MS 8.24 : 1976
Gauze, absorbent	MS 2.16 : 1976
Insecticidal aerosol, household	MS 8.11 : 1974
Insecticidal spray, household	MS 8.7 : 1973

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Lint, absorbent	MS 2.34 : 1974
Matches	MS 8.12 : 1974
Mosquito coils	MS 8.2 : 1971
Paper products and stationery:	
- Books, school exercise	MS 1.26 : 1973
- Envelope, mailing	MS 1.25 : 1973
- Paper, Blotting	MS 1.98 : 1976
- Paper, Carbon, handwriting	MS 1.76 : 1975
- Paper, carbon, for typewriters	MS 1.73 : 1975
- Paper (drawing and tracing)	MS 1.82 : 1975
- Paper (duplicating, copy liquid process)	MS 1.77 : 1975
- Paper, filter, for use in chemical analysis	MS 1.101 : 1976
- Paper, Greaseproof, high wet-strength	MS 1.100 : 1976
- Paper, kraft, wrapping (unbleached and untreated)	MS 1.78 : 1975
- Paper, stencil (duplicating - machine, dry-process)	
- Paper, typewriting	MS 1.102 : 1976
- Paper tapes, gummed	MS 1.99 : 1976
- Papers and boards, trimmed sizes of	MS 1.3 : 1971
- Tissue-paper, facial	MS 1.10 : 1971
- Tissue-paper, toilet	MS 1.11 : 1971
Plaster, extension	MS 2.76 : 1979
Plaster, zinc oxide, elastic self-adhesive	MS 2.65 : 1977
Plaster, zinc oxide self-adhesive	MS 2.66 : 1977
PVC sheeting, unsupported thick, flexible	MS 8.36 : 1979
Scouring powder (synthetic detergent type)	MS 8.13 : 1975
Soap, filled	MS 8.6 : 1973
Soap, hard, genuine	MS 8.1 : 1971
Soap, Toilet	MS 8.3 : 1971
Tissue Paper, Facial	MS 1.11 : 1971
Tissue Paper, Toilet	MS 1.10 : 1971
Toothpaste	MS 8.27 : 1977

2. Foodstuffs

Bananas, Fresh	MS 3.61 : 1976
Beef, Fresh, Chilled and frozen	MS 3.77 : 1977
Beer	MS 8.31 : 1979
Beverages (Carbonated & non-carbonated), Ready-to-drink	MS 8.35 : 1979
Biscuits	MS 8.22 : 1976
Black tea, Malaysian	MS 3.48 : 1975
Bread and wholemeal bread	MS 8.8 : 1974
Butter	MS 8.9 : 1974
Caramel in the manufacture of soya sauce	MS 8.23 : 1977
Chilli sauce	MS 8.29 : 1977
Cocoa beans, Malaysian, Grading of	MS 3.37 : 1975
Coconut oil	MS 3.34 : 1974
Condensed milk	MS 8.4 : 1971
Cordials/Squashes and syrups	MS 8.34 : 1979
Glucose syrup (Liquid Glucose)	MS 3.7 : 1971
Groundnuts, Fresh in-shell	MS 3.60 : 1976
Ice-cream	MS 8.32 : 1979
Jams (Fruit preserves), jellies and marmalades	MS 8.30 : 1979
Lamb and mutton, Fresh, chilled and frozen	MS 3.80 : 1977
Mandarins, Malaysian grown, for fresh fruits consumption	MS 3.26 : 1974
Milk, Pasteurized	MS 8.16 : 1976
Milk, Pasteurized reconstituted	MS 8.19 : 1976
Milk, Ultra heat treated	MS 8.17 : 1976
Milk, Ultra heat treated reconstituted	MS 8.18 : 1976
Milk powder, Full cream	MS 8.33 : 1979
Monosodium glutamate	MS 8.10 : 1976
Noodles, Instant	MS 8.26 : 1977
Padi, Grades for	MS 3.14 : 1973
Pepper, Whole	MS 3.28 : 1974
Pineapples, Canned	MS 8.14 : 1975
Pork, Fresh, chilled and frozen	MS 3.79 : 1977
Poultry, Fresh, chilled and frozen	MS 3.42 : 1975
Rambutans, Canned	MS 8.15 : 1975
Rice bran oil	MS 3.33 : 1974
Rice, Milled, Grading	MS 3.19 : 1974

Salted fish, dry :

- Horse mackerels (Caranx sp.), dry salted	MS 3.54 : 1975
- Ikan kurau (Threadfin), dry salted	MS 3.55 : 1975
- Ikan talang (Chronimus sp.), dry salted	MS 3.53 : 1975
Shrimps, Frozen	MS 3.5 : 1971
Starch, Sago, Edible	MS 3.73 : 1976
Starch, Tapioca, Edible	MS 3.15 : 1973
Sugar, White refined, for general use	MS 3.3 : 1971
Tapioca, Pearl	MS 3.17 : 1973
Tomato Ketchup	MS 8.28 : 1977
Wheat bran, wheat pollard & wheat germ	MS 3.31 : 1974
Wheat flour	MS 8.5 : 1973

3. Automobile

Restraining devices for children in motor vehicles	MS 6.33 : 1979
Safety glass for land transport	MS 6.34 : 1979
Seat belt assemblies for motorists	MS 6.3 : 1972
Seat belts, Anchorages for	MS 6.4 : 1972
Seat belts with retractors, Motorists'	MS 6.29 : 1978
Tyres, Passenger car, Performance requirements for	MS 6.6 : 1973
Tyres, Pneumatic rubber, for passenger cars and commercial vehicles, Retreading of	MS 6.20 : 1974

4. Household Electrical Products

AC Electric axial-flow type ventilating fans for domestic and similar uses	MS 4.10 : 1972
AC Electric ceiling type fans & regulators	MS 4.4 : 1972
AC Electric table type fans and regulators	MS 4.15 : 1973
AC Electric pedestal type fans and regulators	MS 4.5 : 1972
Ballasts for tubular fluorescent lamps	MS 4.17 : 1973
Capacitors for use in tubular fluorescent, mercury and sodium discharged lamp circuits	MS 4.25 : 1975
Glow starters for tubular fluorescent lamps	MS 4.11 : 1972
Plugs, 13A Switched and unswitched sockets-outlets and boxes (In metric units)	MS 4.31 : 1976
Tubular fluorescent lamps for general lighting	MS 4.3 : 1972
Tungsten filament electric lamps for general service	MS 4.1 : 1971

5. Others

Vitreous china sanitary appliances, Quality of	MS 7.10 : 1973
Batteries, Lead-acid motorcycle	MS 4.22 : 1975
Batteries, Lead-acid, Hard rubber container for	MS 4.8 : 1972
Batteries, Lead-acid, Separators for	MS 4.32 : 1976
✓ Batteries, Lead-acid starter	MS 4.2 : 1971
Batteries, (Lead-acid plants positive type), stationary	MS 4.37 : 1976
Cells and batteries, Primary	MS 4.6 : 1972
Lampholders, Edison screw	MS 4.30 : 1976
Fire extinguishers, Portable, carbon dioxide	MS 6.18 : 1974
Fire extinguishers, Portable, foam type	MS 6.19 :
Fire extinguishers, Portable, halogenated hydrocarbon type (BCF)	MS 6.21 : 1977
Fire extinguishers, Portable, water type (gas pressure)	MS 6.17 : 1974
Food cans, Metal, Hermetically sealed	MS 10.40 : 1978
Helmets, Safety, Industrial	MS 6.11 : 1973
Books, School exercise	MS 1.26 : 1973
Envelope, Mailing	MS 1.25 : 1973
Paper, Blotting	MS 1.98 : 1976
Paper, Carbon, Handwriting	MS 1.76 : 1975
Paper, Carbon, for typewriters	MS 1.73 : 1975
Paper (Drawing and tracing)	MS 1.82 : 1975
Paper (Duplicating, copy liquid process)	MS 1.77 : 1975
Paper, Filter, for use in chemical analysis	MS 1.101 : 1976
Paper, Greaseproof, High wet-strength	MS 1.100 : 1976
Paper, kraft, wrapping (Unbleached and untreated)	MS 1.78 : 1975
Paper, Stencil (Duplicating - Machine, dry-process)	MS 1.103 : 1976
Paper, Typewriting	MS 1.102 : 1976
Paper tapes, Gummed	MS 1.99 : 1976
Papers and boards, Trimmed sizes of	MS 1.3 : 1971
Tissue-paper, Facial	MS 1.10 : 1971
Tissue-paper, Toilet	MS 1.11 : 1971
Aluminium wood primer	MS 1.45 : 1973
Paint, dry cementitious (Cement Paint)	MS 1.80 : 1975
Paint: Finishing Aluminium	MS 1.81 : 1975
Paint: Finishing, exterior and interior latex emulsion	MS 1.39 : 1975

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Paint: Finishing, gloss enamel air drying	MS 1.30 : 1973
Priming paint: Red-lead based for iron and steel	MS 1.67 : 1975
Priming paint: Red-oxide for iron and steel	MS 1.68 : 1975
Priming paint: Zinc chromate for metal surface	MS 1.69 : 1975
Paint remover, solvent type, non-inflammable	MS 1.83 : 1975
Under coating paint for use in paints: Finishing, gloss enamel air-drying	MS 1.37 : 1973
Varnishes, single pack, for wooden panelling	MS 1.122 : 1976
Water paint/distemper, washable oil bound	MS 1.46 : 1973
Varnish, Marine spar (Copal Varnish)	MS 1.134 : 1978