

# realising future aspirations

We have successfully renewed our ISO certification to the ISO 9001:2000 standard in January 2008. IRAS was commended for having a culture of continual improvement that is clearly evident through the numerous initiatives and programmes implemented throughout the organisation over the years.

As part of IRAS' drive for continued organisational excellence, we will also be going for an integrated re-certification of our Singapore Quality Class (SQC) and People Developer (PD) status in the third quarter of 2008.

In our pursuit to reap productivity gains from IRIN, in FY2007/08, we have launched more and better e-Services, including the online application for IRAS PIN. We will also commence turnkey projects such as new mobile applications, stamp duty

applications, small volume tax and the casino tax projects. We will further explore technologies to add value to our business, particularly in the areas of compliance and service as well as enriching staff work experience.

2008 heralds a new Corporate Planning Exercise (CPE) with the objective to define the strategic directions and plans for the organisation for the next five years (2009 to 2013). Following up from the risks identified through the Enterprise Risk Management Framework (ERM) project that commenced in FY2006/07, this year, we will focus on the institutionalisation and operationalising of the ERM. ERM serves as a means of managing risks in IRAS in a holistic manner and is used as a tool to better manage capabilities.

**IRAS will continue to actively monitor the external economic and tax environment, and engage stakeholders to better understand business trends, practices and concerns. We are confident that our line-up of programs and initiatives will lead us towards achieving our vision of partnering taxpayers in nation-building and economic development.**

