

VISION 管略

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**Two Equally Urgent Measures Against Climate Change :
Carbon Emission Reduction and Proper City Planning
應對氣候變化，減碳排放與城市規劃同樣急切**

**Optimizing Management of Physical Assets
實物資產的完善管理**

**Risk Management –
ISO Publishes New Guidance Standards
風險管理 — ISO出版新指引標準**

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

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Article Contributions 歡迎投稿

“VISION” encourages article submissions. Submitted articles should include both printed and soft copy in Word or Rich Text format. Contributions should reach the Chief Editor by fax: (852) 2202 9222 and e-mail: vision@hkqaa.org.

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2009 has been a special year for HKQAA. A number of 20th Anniversary celebration activities have taken place, including a cocktail reception on 25 September 2009. The reception was also an opportunity to launch a newly published commemorative book, which highlights the essential features of HKQAA, such as its primary functions and shared values, and the common goals of HKQAA colleagues. We also published the 2008 Symposium Proceedings and ISO9001:2008 Interpretation Guide, so this has been a busy publishing year. The HKQAA 2009 Symposium will be held in November, so there will shortly be another proceedings.

This year has also been an important year for the world economy, which is now seeing some signs of economic recovery. Faith and confidence are important for economic development, and signs of recovery are simply the booster for the society to drive the wheel of economy. We should not forget though that there are consequences if economic growth takes place without a plan for the proper utilization of natural resources and careful city planning. In this issue, Professor KC Ho shares his insights on urbanization and climate change. In the technical corner, Dr Albert Tsang gives us insights into physical asset management. As usual, Dr Nigel Croft introduces us the latest development of international standards, this time in Risk Management.

對HKQAA而言，2009年是別具意義的一年。我們推出了一連串20周年紀念慶祝活動，包括在2009年9月25日舉行的雞尾酒招待會。招待會的同時，我們亦派發了最近出版的20周年紀念冊，細說HKQAA的本質和特徵、主要功能和共有的價值，以及HKQAA同事的共同目標。我們也出版了2008年專題研討會文集和解讀ISO 9001：2008年指南，因此這是繁忙的出版年。HKQAA 2009年專題研討將在11月底舉行，稍後亦會製作專題研究會精華。

今年也是世界經濟重要的一年，現在可以看到一些經濟復甦的徵兆。信念和信心為經濟發展的重要元素，並且經濟復甦的徵兆也是最直接推動經濟大輪。但我們不應該忘記，如果沒有適當使用自然資源的計劃和仔細的城市規劃，經濟增長將帶來惡果。在這個問題上，何建宗教授分享在都市化和氣候變化的真知灼見。曾慶才博士在技術專欄讓我們洞悉實物資產管理。如常地，倪國夫博士介紹國際標準的最新發展，這次是風險管理的最新標準。

Mission 宗旨

To promote management systems and product certification concepts in accordance with the applicable certification standards; to assist industry and commerce to implement relevant systems; and to deliver world-class assessment and certification services.

以推動管理體系和產品認證概念為己任；協助工商界實施有關體系；提供國際級評審及認證服務。

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Two Equally Urgent Measures Against Climate Change: Carbon Emission Reduction and Proper City Planning

應對氣候變化，減碳排放與城市規劃同樣急切



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Experiencing more and more hot weather, the public at large has shown increasing concerns over climate change or, correctly saying, extrematization. It has been attributed by many to air pollution and carbon emissions. In fact, it is also related to the rapid urbanization of the Pearl River Delta (PRD) in recent years.

As early as mid-20th century, scientists pointed out unequivocally that alongside the growth of the global population and economy and the urbanization seen all over the world, the average global temperature would certainly undergo a gradual rise. Four successive Greenhouse Gas Bulletins published by the World Meteorological Organization between 2006 and 2008 reported record-high concentrations of six main greenhouse gases in the atmosphere, namely carbon dioxide, methane, nitrous oxide, sulphur hexafluoride, hydrofluorocarbons and perfluorocarbons. The ever-increasing average atmospheric temperature has posed serious challenges to the planet Earth in the coming century – the inevitable consequent floods, droughts, wars and food shortages will plunge billions of people into abject poverty and illness.

On the other side of the story, overcrowded building complexes, road construction, soaring traffic volumes, farms and fish ponds filled up for urbanization purposes, reclamation, use of air conditioning and lighting – all contribute to the existence of numerous 'heat islands' in our urban areas, aggravating the various consequences of climate change. A recent report disclosed by officers of the Hong Kong Observatory confirms that the climate changes experienced in Hong Kong and the nearby PRD in recent years are not only caused by global warming; they have also been resulted from recent urbanization activities in local and regional perspectives. Some salient facts and trends are listed below:

(1) One of the most densely populated places in the world, Hong Kong accommodates an average of over 6,000 persons per square kilometre. Here, skyscrapers are as numerous as business and economic activities are frequent. According to recent statistics by the Observatory, the temperatures in urban areas rise at much higher rates than in rural areas. Although the average daily temperature of urban areas is higher than that of rural areas, the daytime temperatures are lower in urban areas than in rural areas. This is similar to the situations in Beijing and London. It may be related both to the powerful blocking of direct sunlight by the crowded buildings in our urban concrete jungle, and to the heat absorption and radiation coefficients of the construction and pavement materials used.

天氣日益炎熱，氣候極端化的問題愈來愈引起社會的擔憂。不少人把它歸咎於污染和碳排放，但其實也和珠江三角洲近年急速的都市化現象相關。

早於上世紀中葉，科學家們已明確指出：伴隨著近年世界人口、經濟和社會的增長而持續上升，全球平均溫度必將逐漸升高。根據「世界氣象組織」於2006年至2008年間陸續發佈的四個全球溫室氣體研究公報顯示，大氣中六種主要的溫室氣體，即：二氧化碳、甲烷、氧化亞氮、六氟化硫、氫氟碳化物和全氟碳化物，其濃度已達到了人類歷史上的最高水平。日漸升高的大氣平均溫度，令地球在未來100年面臨嚴峻的挑戰，勢必引起食物短缺、乾旱、戰爭以及洪水災害等連鎖反應，令數十億人處於極度貧困和疾病之中。

另一方面，過度稠密的建築物群、公路建設、交通流量遞增、農田和漁塘被填埋並變作城區、填海、使用空調和燈光等，也令都市範圍內產生大量「熱島」，加劇了氣候變化的種種惡果。「香港天文台」最近公佈了一個觀測報告，證實了近年香港和鄰近珠江三角洲地區的氣候變化現象，既受到全球變暖所影響，亦可歸因於近年各類城市化活動所形成。以下列舉各種實況和趨勢：

(1) 香港是地球人口密度最高的地方之一，平均每平方公里居住超過6,000人，高樓大廈林立，商業和經濟活動亦極端頻繁。天文台近年的資料顯示：香港市區氣溫的上升速度，遠高於郊區。雖然市區日平均氣溫較郊區為高，但市區日間的氣溫卻比郊區低，情況與北京及倫敦相似，這可能與市區稠密的高樓大廈、石屎森林大量遮擋陽光直接照射地面，並建築和鋪路材料的吸熱與散熱係數攸關。

(2) Research also reveals that in both Hong Kong and Guangzhou, the night-time temperatures are higher in urban areas than in rural areas, basically because of the larger heat capacity of urban areas and the faster cooling through radiation in rural areas. It is exactly this difference in temperature between these areas that causes a local circulation which in turn exerts subtle changing and adjusting effects upon the temperature differences between the two regions.

(3) In Hong Kong, urban buildings are so high that they not only reduce the field of vision of our skies, but also limit the daily insolation percentage and the rate of cooling with particular reference to radiation at night in urban areas. Consequently, compared with rural areas, the cities and towns in the PRD experience higher temperatures during the night and early morning but lower temperatures during the daytime. This in turn affects the macro climate of the whole region and the micro climates of individual places, resulting in the strange meteorological variations observed in recent years.

(4) During the year, spring is the season in which the difference in temperature during the night is the least conspicuous whereas winter, especially in December, is the opposite. The recent phenomenon of 'long spring and short winter' is believed to be related to the influence of human factors upon the release of heat. For example, air conditioners have commonly been used in the urban summer of the PRD and Hong Kong in recent decades, largely increasing the heat released at night in this season. As a result, the normal cycle of season change has been affected, leaving people in South China with shorter and shorter winters.

(5) Moreover, the average monthly amount of cloud and the total amount of solar radiation, the times of sunrise and sunset, the relative humidity, the change of wind speed during the day---all these are becoming significant because of the increasingly conspicuous temperature differences between urban and rural areas.

The continuing growth in the concentrations of greenhouse gases has led to global warming and climate extrematization. Accordingly, gases such as carbon dioxide, methane, nitrous oxide, sulphur hexafluoride, hydrofluorocarbons and perfluorocarbons are all included on the list of emission reduction in the Kyoto Protocol. In the international conference to be held in Copenhagen, Denmark, in December this year, all nations in the world will certainly be requested to participate more in and commit more to the reduction in greenhouse gas emissions, and their pledges are expected to reach higher standards. This conference indeed carries much hope from people around the world.

Back in Hong Kong, equally vital are our city planning and local development blueprint. In this regard, regional collaboration must be reviewed promptly and strengthened pragmatically. Since greenhouse gases can exist in the atmosphere for a relatively long time and travel great distances around the globe, and since the layout of a city is constrained by many factors and thus cannot be improved in a short time, a step-by-step approach and perseverance are much needed in our concerted efforts to tackle climate change at this critical moment in history.

(2) 研究亦指出，香港和廣州市城區的晚間氣溫比郊區高，基本上是與市區較大的熱能容量和郊區夜間較大的輻射冷卻有關，正因如此，一個由市區和郊區間的溫差所引發的局地環流，對兩地之間溫差產生了微妙的改換和調節作用。

(3) 香港市區的建築物極高，令天空的視域因數縮小，亦限制了日照率和市區晚間的輻射冷卻程度。因此，珠三角各城市和鄉鎮民區，晚間至清晨氣溫較郊區略高，日間情況則逆轉，繼而影響了區域的大氣候和個別地方的微氣候變化，造成了近年各種特殊的氣象變異。

(4) 一年之中，晚間溫差最不明顯的季節是春季；冬季(特別是十二月)晚間的溫差則非常顯著。近年春長冬短的現象，相信亦是與種種人為因素影響了熱量的釋放攸關。舉例而言，近年珠三角和香港市區夏季普遍使用室內空調，大大增加夏季晚間人為熱釋放量，因此，改變了季節的正常週期變化，令華南地區的冬天愈來愈少。

(5) 此外，月平均雲量和太陽總輻射量、日出日落時間、相對濕度和風速的日際變化等，其實也因為日益明顯的市區和郊區溫度差異，變得突出。

溫室氣體濃度持續增長，導致了氣候變暖和極端化，因此，二氧化碳、甲烷、氧化亞氮、六氟化硫、氫氟碳化物、全氟碳化物等氣體都被列入《京都議定書》的減排清單之中。今年12月在丹麥歌本哈根舉行的國際會議，勢將要求全球各國共同參與和承擔更多、更嚴格的溫室氣體減排承諾，大家對它期望殷切。

本地方面，我們的城市規劃和地區性發展藍圖也舉足輕重，急需及早檢討和務實地加強區域性合作。由於溫室氣體的大氣壽命較長，亦能夠全球傳輸；而城市的佈局又受到極多的制約，難以在短期間改善，因此，在這個應對氣候變化問題的關鍵時刻，仍需大家貫徹始終，一步一步和堅持不懈地去共同努力！



Optimizing Management of Physical Assets

實物資產的完善管理



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Maintenance is typically regarded as a necessary evil, an expense account which is a popular target for cost reduction programs. The traditional perception of maintenance's role is to fix broken items. Taking such a narrow view, maintenance activities will be confined to the reactive tasks of repair actions or item replacement. If its strategic dimensions of maintenance are also taken into account, the function should cover those decisions taken to shape the future maintenance requirements of the organization, such as equipment replacement decisions and design modifications to enhance equipment reliability and maintainability. When perceived in this wider context, the role of maintenance is expanded to physical asset management (PAM). British Standards Institute (BSI) defines PAM as systematic and coordinated activities and practices through which an organization optimally manages its assets, and their associated performance, risks and expenditures over their lifecycle for the purpose of achieving its organizational strategic plan. Thus, it focuses on optimizing decisions that relate to life cycle stewardship of physical infrastructure assets – acquisition of the right mix of physical assets and making the best use of those assets already in place to meet business needs – within legal, regulatory, contractual, and funding constraints.

Effective management of physical assets can significantly impact an organization's bottom line by reducing maintenance costs, increasing the economic life of capital equipment, reducing company liability, increasing the reliability of systems and components, and reducing the number of systems and components needed to support business operations. It can also bring huge benefits to the top line by enhancing customer satisfaction through improved control of product or service delivery, and improving corporate image. Obviously, PAM, or asset management (AM) in short, is an issue of strategic importance in organizations the business operations of which primarily depend on the functions of their physical infrastructure assets. These organizations are found in the mining, energy, utilities, transportation, and capital intensive manufacturing industries, where the most significant expenditure, effort, dependency and risks are associated with physical infrastructure assets.

PAS 55

PAS 55, published by the British Standards Institution, offers a holistic framework for a systematic approach to optimizing management of physical infrastructure assets. Following the general principles of BSI/ISO standards for management systems, PAS 55 prescribes what has to be done, not how to do it. Furthermore, justifications for the adopted practices must be documented, and evidence for what is being done must be made available for independent audits.

PAS 55 is not sector specific; it is applicable to organizations with any type or distribution of physical assets, and asset ownership structure. In other words, it also applies to organizations with outsourced asset management functions. The guiding principles embedded in the requirements include clear organization objectives, good and sustainable alignment of asset investment, utilization and care to these goals. To be successful, asset management must be holistic, systematic, systemic, risk-based, optimal and sustainable, implemented in an organization with top management commitment and supported by empowered and competent employees.

保養維護一般被認為是一種厭惡但無可避免的職能，一個在削減開支計劃中的必然目標。傳統認為保養維護的角色是修復損壞的東西，鑑於這種狹窄的觀念，保養維護的活動將會被局限於維修類的反應工作或是零部件替換。假如維護保養的策略性部分都同樣被納入考慮的話，其功能應該包括影響機構將來設備維護需要的那些決定，例如：提高設備可靠性和可維護性所需的設備更新和設計變改。在這廣義的前題下，維護保養的角色就延伸到實物資產管理 (PAM)。英國標準協會 (BSI) 定義PAM是一個通過系統化和經過協調的活動和實務使機構能完善地管理其資產的整體生命週期中相關的效能、風險以及開支，藉以達至機構的策略性規劃目標。因此，PAM著重於實物資產的生命週期管理工作中在合乎法律、法規、合同和有限資金的前題下作出最佳的關乎實物資產的決策，比如尋求適當的實物資產組合，並充分運用既有實物資產，以配合業務需求。

有效的實物資產管理，能節省保養維護費用、延長資產設備的經濟使用壽命、減輕公司的財政負擔、提高系統和元件的可靠性，和減少支持商業運營需要的系統和元件的數量，從而深遠地影響一個機構的盈虧。它同樣可以從改良生產或者服務和改善企業形象而提升顧客滿意度繼而帶來巨大利益。顯然，不管PAM或者簡稱資產管理 (AM) 都是那些主要依靠實物資產的功能才可進行業務營運的機構的一項有著重大策略性意義的課題。這些機構分佈在採礦、能源、公用事業、交通、資本密集的製造業等產業，它們最主要的支出、投入、依賴和風險都與實物資產息息相關。

PAS55

由英國標準協會 (BSI) 發佈的PAS55為完善實物資產的系統化管理提供了一個完整的框架。秉承著BSI/ISO管理體系標準的總體原則，PAS 55規定了什麼一定要做，而非如何去做。而且，必須將支持被採用的方法之理據記錄在案，同時，獨立審核時需要提供顯示工作實況的證據。

PAS 55是一個不分行業的標準，它適用於設有任何類型、配置的實物資產的機構，不苟這些資產之擁有權細節。換而言之，它同樣適用於那些將資產管理工作外判的機構。標準內包含了指導性原則，包括清晰的組織目標，資產的投資，使用和維護均須妥善和可持續地與機構目標相配合。要獲得成功，實物資產管理必須是全面的、系統化的、以風險為基礎、完善和可持續的，最高管理層的承擔及得到獲授權和有能力的僱員之支持更是不可或缺的。

Clauses of PAS 55

PAS 55 is structured in a format similar to that of the widely known management system standards such as ISO 9001, ISO 14001 and OHSAS 18001. The clauses in PAS 55 that specify requirements for asset management systems are listed in Figure 1.

PAS 55的條文

PAS 55的結構類似一些眾所周知的管理體系標準(例如 ISO 9001, ISO 14001和OHSAS 18001) 的格式。圖1列出PAS 55資產管理體系須符合的各項條文。

Figure 1: Clauses in PAS 55 that specify asset management requirements 圖1：PAS 55的條文 — 資產管理的具體要求	
4.1 General Requirements	4.1 總體要求
4.2 Asset Management Policy and Strategy	4.2 資產管理方針及策略
4.2.1 Asset management policy	4.2.1 資產管理的方針
4.2.2 Asset management strategy	4.2.2 資產管理的策略
4.3 Asset Management Information, Risk Assessment and Planning	4.3 資產管理的信息，風險評估和規劃
4.3.1 Asset information system	4.3.1 資產信息系統
4.3.2 Risk identification, assessment and control	4.3.2 風險識別，評估及控制
4.3.3 Legal, regulatory, statutory and other asset requirements	4.3.3 法律，法規，法定及其他的資產要求
4.3.4 Asset management objectives	4.3.4 資產管理目標
4.3.5 Asset performance and condition targets	4.3.5 資產效能及狀態目標
4.3.6 Asset management plans	4.3.6 資產管理規則
4.4 Implementation and Operation	4.4 實施和操作
4.4.1 Structure, authority and responsibilities for asset	4.4.1 資產管理的結構，授權及責任
4.4.2 Training, awareness and competence	4.4.2 培訓，意識及能力
4.4.3 Consultation and communication	4.4.3 磋商和溝通
4.4.4 Documentation	4.4.4 記錄
4.4.5 Document, data and information control	4.4.5 文件，數據及資料控制
4.4.6 Operational Control	4.4.6 營運控制
4.4.7 Emergency preparedness and response	4.4.7 緊急事件的準備與反應
4.5 Checking and Corrective Action	4.5 檢查和矯正行動
4.5.1 Performance and condition measurement and control	4.5.1 績效和狀態量度與控制
4.5.2 Asset related failures, non-conformance, corrective & reventive action	4.5.2 資產相關的失效，不符合項的矯正及預防行動
4.5.3 Records and record management	4.5.3 記錄及記錄管理
4.5.4 Audit	4.5.4 審核
4.6 Management Review and Continual Improvement	4.6 管理評審及持續改善

The asset management clauses in PAS 55 fall into two categorizes, namely “system-wide” and “asset specific” (see Figure 2).

PAS 55條文中的資產管理要求可歸類為兩個類別— “系統層面” 和 “資產專有” （看圖2）

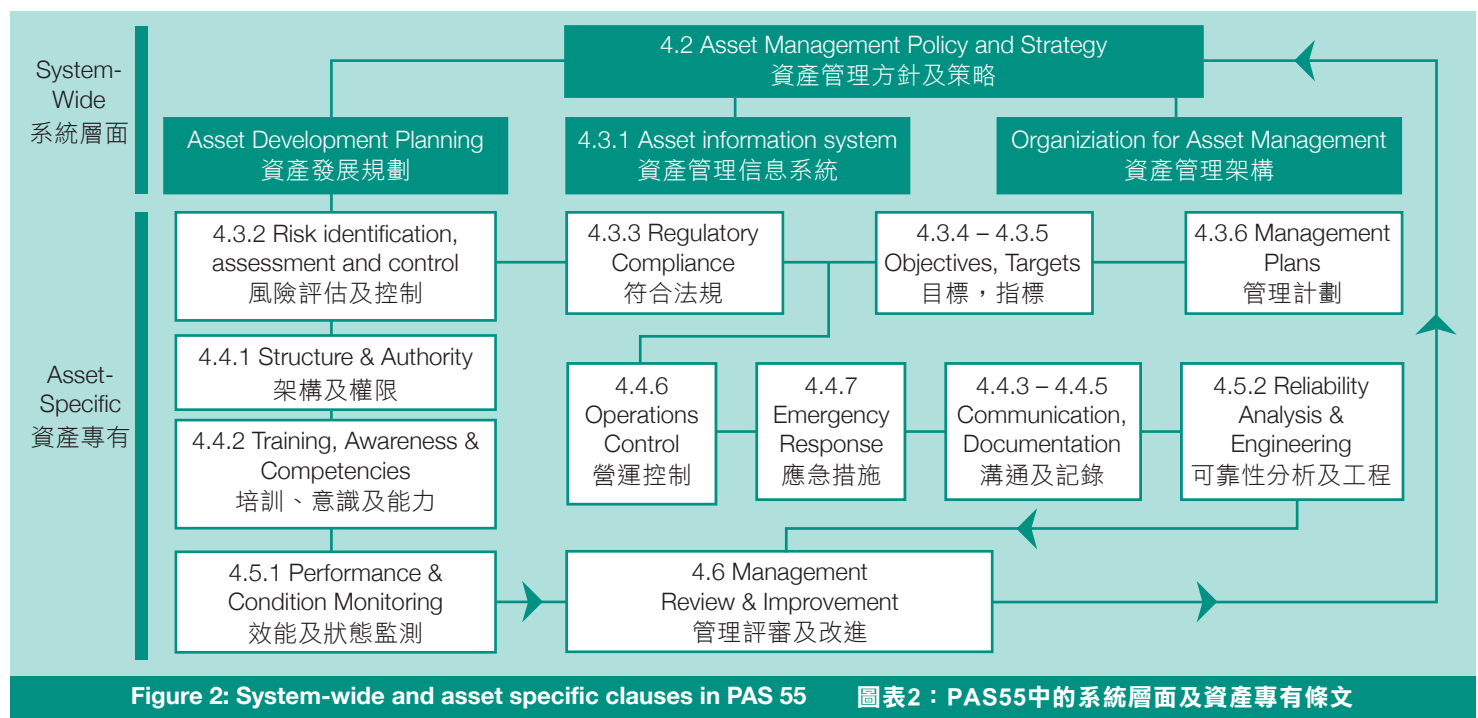


Figure 2: System-wide and asset specific clauses in PAS 55 圖表2：PAS55中的系統層面及資產專有條文

These asset management clauses are outlined below.

Clause 4.1 General Requirements

The organization must have an asset management system that meets the requirements stipulated in the whole of Clause 4. It must also cover outsourced functions.

Clause 4.2 Asset Management Policy and Strategy

The asset management policy must align with the organizational strategy and it is visibly endorsed by top management. The long-term asset management strategy must be consistent with the asset management policy and the organization's strategic plan. The relevant stakeholder groups should be involved in these analyses.

Clause 4.3 Asset Management Information, Risk Assessment & Planning

The organization must establish and maintain an asset management information system to adequately support the processes designed to fulfill the requirements set out in Clause 4. Identification and assessment of asset and asset management-related risks must be an on-going exercise; the necessary control measures must be identified and implemented. The legal, regulatory, statutory and other applicable asset management requirements must be identified and their impacts assessed. Measurable, holistic and coherent asset management objectives that align with business objectives are established. Asset performance and/or condition targets appropriate to the needs of the organization are established. Asset management plans are established and maintained for achieving the organization's asset management strategy, objectives and targets.

Clause 4.4 Implementation and Operation

Many of the requirements stipulated in this clause of PAS 55 are similar to their equivalents in ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007. Operations and activities that are necessary for achieving the requirements stipulated in Clauses 4.2 to 4.3 are identified, planned, implemented and controlled. The potential for, and responses to, incidents and emergency situations must be identified, plans and procedures for preventing and mitigating the likely consequences of these events are established.

Clause 4.5 Checking and Corrective Action

Procedures to monitor and measure the performance of the asset management system are established and maintained. The procedures for (a) defining responsibility and authority for handling and investigation of asset related failures and incidents, (b) taking actions to mitigate their consequences, (c) initiating and implementing corrective and preventive actions, and (d) confirming effectiveness of the corrective and preventive actions taken, are in place and in practice. Procedures for the identification, maintenance and disposition of asset management records are established and maintained. There must be enough competent persons to perform the internal audits. Appropriate follow-up actions must be taken and recorded after each audit; subsequently, the effectiveness of these actions must be reviewed.

Clause 4.6 Management Review and Continual Improvement

Top management must review the design and operation of its asset management system to ensure that it remains appropriate and effective in achieving the organization's stated AM policy, strategy, objectives, targets and plans.

Conclusions

PAS 55 can be used as a standard for certification of asset management systems. The Office of Gas and Electricity Markets (Ofgem), the regulator for the electricity and downstream natural gas markets in Great Britain expects that the network companies in the country's National Grid would have to be PAS 55 certified in 2008. Lessons learned from PAS 55 implementation and the benefits that can be obtained have been reported in Great Britain's electricity distribution sector. Implementation of PAS 55 compliant asset management systems in asset intensive organizations is also promoted elsewhere in places such as Australia and Hong Kong.

以上提到的資產管理的條文的概述如下。

條文4.1 總體要求

機構必須有一個能夠滿足第4項條文內所有要求的資產管理系統，其涵蓋範圍還必須包括外判的職能。

條文4.2 資產管理方針及策略

資產管理方針必須與機構的策略一致並得到最高管理者清晰及明確的確認。長期的資產管理策略必須與資產管理方針和組織的戰略規劃一致。當中的利益相關方應該參與這些分析。

條文4.3 資產管理的信息，風險評估和規劃

機構必須建立並維持一個資產管理信息系統，以充分支持所有既定的過程以滿足第4項條文內的要求。識別和評估資產及管理資產有關的風險必須持續地進行；必要的控制措施，必須被確定並且實施。法律、法規、法令和其他適用的資產管理要求必須被確定，其影響也應被評估。建立可衡量的、全面的和有條理的資產管理目標，而它們應要與業務目標保持一致。建立切合組織需要的資產效能和／或狀態的指標。組織也應建立和維持資產管理計劃以達成資產管理策略、目標和指標。

條文4.4 實施和營運

此條文的大部分要求與ISO 9001:2008、ISO 14001:2004及OHSAS 18001:2007的相應部分相似。需要滿足條文4.2至4.3的要求之營運和活動應被識別、規劃、實施和控制。事故和緊急情況的可能性和相應措施應被識別，也應建立預防和舒緩這些事故可能造成的後果的計劃和程序。

條文4.5 檢查和矯正行動

建立和維持監測及量度資產管理系統績效的程序。必須建立及執行程序以 (a) 定明處理和調查資產相關的故障和事故的責任和權限，(b) 採取舒緩其後果的行動，(c) 提出和實施糾正和預防措施，及 (d) 確認這些措施的有效性。此外，識別、保存和處置資產管理記錄的程序應被建立和維持。內部審核必須由稱職的人員來執行。每一次審核後必須採取適當的跟進行動並保存紀錄，隨後必須評審行動的有效性。

條文4.6 管理評審及持續改進

最高管理者必須評審資產管理系統的設計和營運，以確保系統仍然切合時宜並有效地實現資產管理方針、策略、目標、指標和計劃。

總結

PAS55可作為一種資產管理體系的認證標準。英國電力及下游天然氣市場的規管機關 (Ofgem) 要求該國的國家電網內的網絡公司於2008年內獲取PAS 55認證。由英國輸電行業的記錄中可以得到實施PAS 55所汲取的教訓和從中可帶來的利益。英國以外，其他地區如澳大利亞和香港亦積極地向資產密集型機構推廣符合PAS 55的資產管理體系。

Risk Management — ISO Publishes New Guidance Standards

風險管理 — ISO出版新指引標準



Dr Nigel H Croft
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倪國夫博士
香港品質保證局技術總監

“Today the weather forecast is not so good, and there’s a chance it will rain. Unfortunately I don’t have my umbrella with me. Never mind - I’ll risk going out without it!”

“This is a busy road, and I need to cross to the other side. Should I take the pedestrian bridge, or should I try to cross the road in the middle of the traffic? Even though I’m tired, I think I’ll use the bridge – it’s not worth the risk of getting run down by a car”.

We deal with risk every day of our lives, and have to make decisions based on our assessment of the situation. This usually involves an analysis of the probability (“likelihood”) that an event will occur (in the first example, the chance that it will rain), the potential consequences of that event happening (“If it rains I will get wet”), and the ways in which we might be able to mitigate that risk (“I will be able to see heavy clouds just before the rain starts, and I can always buy an umbrella, or call a taxi if it does start raining.”)

In some cases this “risk assessment” may be highly subjective, as in the examples mentioned above, whilst in other circumstances a more quantitative analysis, sometimes involving highly complex mathematical modelling might be appropriate (for example in the case of an actuarial scientist estimating the risk involved in issuing a life insurance policy, based on a knowledge of the applicant’s age, weight, occupation, lifestyle and habits).

Risk Management

ISO and the IEC (International Electrotechnical Commission) have recently published three important standards that are useful for organizations wishing to take a more disciplined and systematic approach to risk management.

- ISO Guide 73:2009 – Risk Management - Vocabulary – defines “Risk” as “the effect of uncertainty on objectives” and goes on to explain that risk is often characterized by reference to potential events and consequences and the associated likelihood of their occurrence.

Every organization has a different approach to risk, and indeed many very successful organizations have been built by taking risks that others would have considered unacceptable. An organization’s “risk attitude” is defined by ISO Guide 73:2009 as “the organization’s approach to assess and eventually pursue, retain, take or turn away from risk”.

The “risk management process”, according to ISO Guide 73, involves the “systematic application of management policies, procedures and practices to the activities of communicating, consulting, establishing the context, and identifying, analyzing, evaluating, treating, monitoring and reviewing risk”.

「今天的天氣預測不是太好和有機會下雨。不幸的是我沒有帶備雨傘，但不要緊我會冒著沒有雨傘的風險外出！」

「這是一條繁忙的道路，我需要到馬路的另一邊。我應該利用行人天橋，還是嘗試橫過馬路？雖然我累了，但是我想還是使用行人天橋——因為不值得冒著被汽車撞倒的風險。」

我們每天生活也面對著風險，需要就現況來作出決定。這通常包括事件發生的機會率（可能性）來分析。在第一個例子，下雨的機會和事件發生的潛在後果，即「如果下雨，我會被弄濕」，並運用可以轉移風險的方法，「我將在下雨前看到厚密的雲層；那麼在下雨前，我可以買一把傘或乘車。」

在某些情況下，就如上述的例子般，「風險評估」是很主觀的，而在其他情況下定量的分析，複雜的數學計算方法會更合適例如，精算家會根據申請人的年齡、體重、職業、生活方式和習慣而估計發出保險單所涉及的風險。

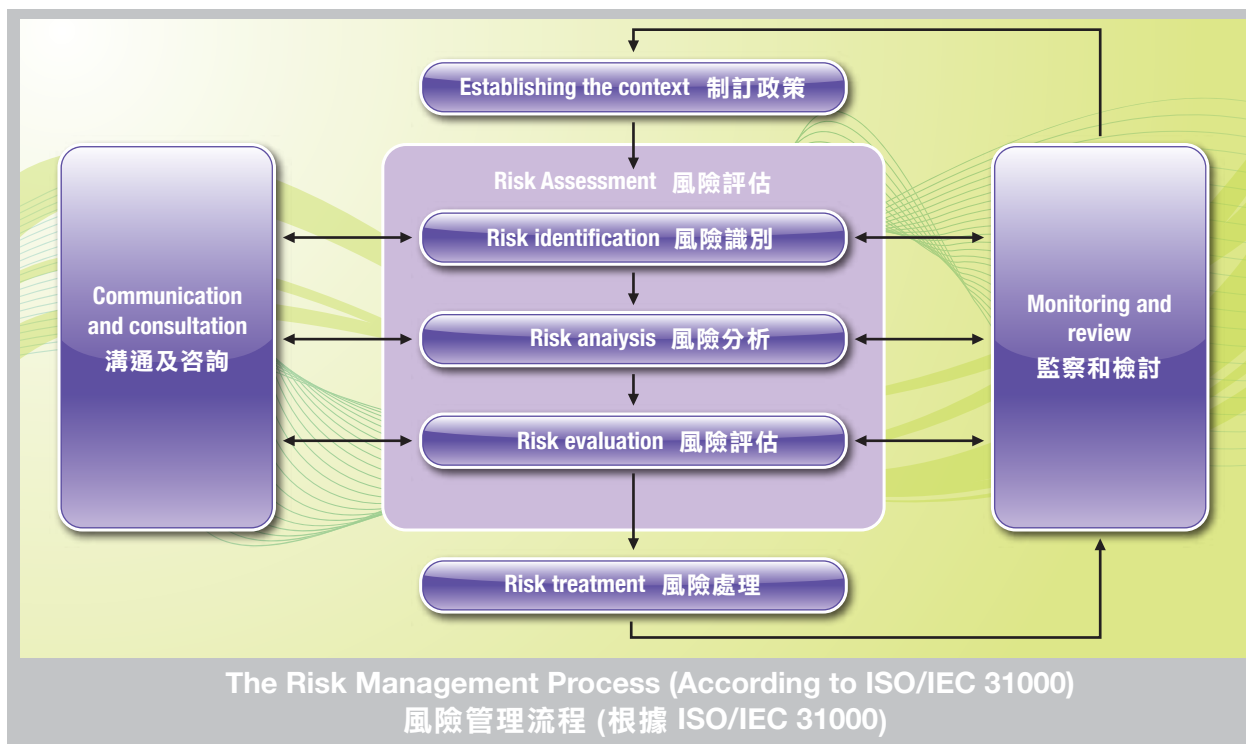
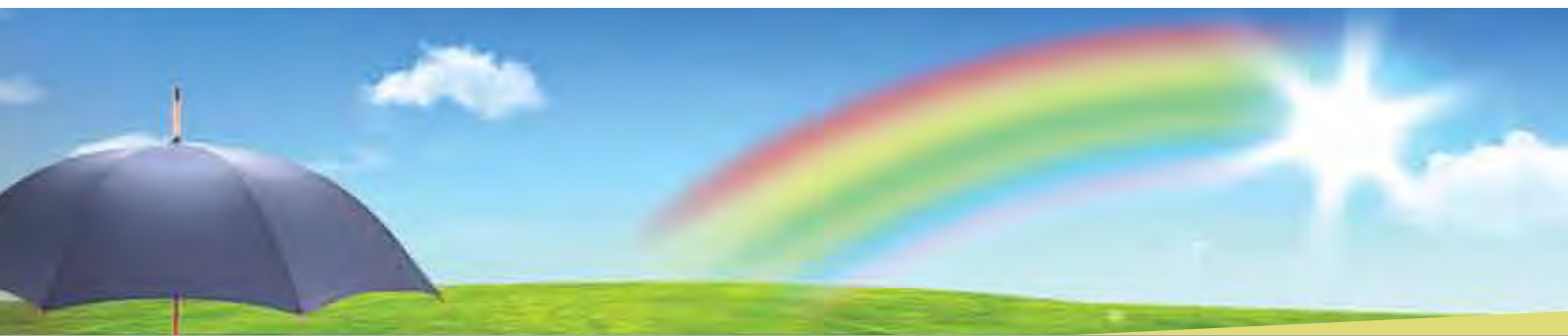
風險管理

最近ISO和IEC（國際電工委員會）公布了三個重要的標準，對希望採取更嚴謹和有系統的風險管理的組織機構有著效用。

- ISO Guide 73:2009—風險管理—詞彙—把“風險”定義為“對目標不確定之影響”，並接著解釋風險普遍是表示參考其潛在事件和後果，以及相關發生的可能性。

每個組織機構都有不同的方式處理風險，事實上許多非常成功的組織機構是通過冒一些其他組織認為不可接受的風險而建立。ISO Guide 73:2009 定義一個組織機構的「風險態度」為「組織來評估和最終追求、保留、接納或遠離風險的方法」。

根據 ISO Guide 73，「風險管理流程」包括管理政策的系統應用、溝通活動的程序和做法、諮詢、建立內容和識別、分析、評估、處理、監測和審查風險。



- ISO/IEC 31000:2009 — Risk management — Principles and guidelines — establishes a number of principles that need to be satisfied to make risk management effective. It recommends that organizations develop, implement and continuously improve a framework whose purpose is to integrate the process for managing risk into the organization's overall governance, strategy and planning, management, reporting processes, policies, values and culture.
- ISO/IEC 31010:2009 — Risk management — Risk assessment techniques — recognizes that organizations of all types and sizes face a range of risks that may affect the achievement of their objectives. These objectives may relate to a range of the organization's activities, from strategic initiatives to its operations, processes and projects, and be reflected in terms of societal, environmental, technological, safety and security outcomes, commercial, financial and economic measures, as well as social, cultural, political and reputation impacts. It emphasizes that all activities of an organization involve risks that should be managed. The risk management process aids decision making by taking account of uncertainty and the possibility of future events or circumstances (intended or unintended) and their effects on agreed objectives.
- ISO/IEC 31000:2009 — 風險管理 — 原則和指引 — 建立了一些需要更有效滿足風險管理的原則，其建議組織制定、實施和不斷改善框架，目的是整合風險管理流程和融入組織的整體管治、策略和規劃、管理、報告程序、政策、價值觀和文化。
- ISO/IEC 31010:2009 — 風險管理 — 風險評估技巧 — 識別到不同類型和規模的組織都會面對不同程度的風險，並可能影響它們目標的實現。這些目標可能聯繫到組織的活動，從策略以致業務運作、流程和計劃項目，並反映於社會、環境、技術、安全結果、商業、金融和經濟措施上，以及社會、文化、政治和聲譽的影響。風險管理強調組織的所有活動所涉及的風險應該加以管理。風險管理過程會考慮不確定性和可能性的未來項目或情況（有意或無意）以幫助決策。

We all have to deal with risks every day as part of our personal and professional lives. The newly-published ISO/IEC Guide 73 promotes a common understanding of the terms involved in risk management, whilst ISO/IEC 31000 and 31010 provide guidance about how to implement a systematic approach to managing risk and undertaking risk assessments.

我們每天都必須面對風險，是我們生活和職業上的其中一部分。新版的ISO/IEC Guide 73 促進共同了解條款涉及的風險管理，同時ISO/IEC 31000和31010提供有關如何實現一個系統方法來管理風險和進行風險評估的指引。

HKQAA 20th Anniversary Cocktail Reception Marks 20 years of remarkable development 香港品質保證局二十周年誌慶酒會展現光輝二十載

The Hong Kong Quality Assurance Agency (HKQAA) celebrated its 20th Anniversary today with a celebratory cocktail reception at the Marco Polo Hongkong Hotel, attended by more than 200 guests. Mr Gregory So Kam-leung, JP, Under Secretary for Commerce and Economic Development, was the officiating guest.

“Hong Kong Government has recently announced that the Testing and Certification industry will be one of the six Economic Pillars of Hong Kong. Honest and trustworthy certification will no doubt promote integrity and improve the competitiveness of Hong Kong business corporations, which will in turn benefit the Hong Kong economy,” said HKQAA Chairman Ir Prof. Peter Mok.

On this special occasion, Executive Director Dr Michael Lam introduced HKQAA's new corporate video, which shows the development and achievements of HKQAA over the last 20 years, as well as how it serves industry and the society by sharing knowledge, transferring technology and providing assurance. Awards were presented to clients who had been loyal to HKQAA for over 10 years.

“HKQAA's future development path is to provide a wider range of services and increased geographical coverage. We are committed to expanding our services and to being innovative. Integrity is the foundation of our role as a non-profit organization serving the community in a socially responsible manner,” Dr. Lam commented.

HKQAA provided only third-party certification for the ISO 9000 series in the early 1980s. After years of continual development, with the range of services constantly expanding, it has become a professional body providing comprehensive conformity assessment services to Hong Kong industries, helping corporations and organizations to optimize their internal supply chain management. HKQAA also helps corporations to conform to requirements in areas such as quality, environment, occupational health and safety, public health, food safety, information security, corporate social responsibility, carbon emissions reduction and sustainable development.



Chairman Ir Prof. Peter Mok (Left) presents a souvenir to event officiating guest, Under Secretary for Commerce and Economic Development, Mr So Kam-leung, Gregory, JP.

香港品質保證局主席莫國和教授工程師(左)致送紀念品予主禮嘉賓商務及經濟發展局副局長蘇錦樑先生太平紳士

香港品質保證局於今日假香港九龍尖沙咀海港城馬哥孖羅香港酒店百年廳舉行二十周年誌慶酒會，超過200名賓客出席這個紀念性的盛會。我們很榮幸邀請了商務及經濟發展局副局長蘇錦樑先生太平紳士擔任主禮嘉賓，分享是次活動的喜悅。

香港品質保證局主席莫國和教授工程師表示：「香港政府早前公布『檢測及認證』為香港六大經濟產業之一，香港品質保證局二十年來致力提供具公信力的認證服務，協助企業提高競爭力，有助香港的經濟發展。」

在這個紀念二十周年的特別日子裡，香港品質保證局總裁林寶興博士更藉此機會向大家展示最新製作的企業短片。此企業短片紀錄了香港品質保證局在過往二十年來的發展里程，亦闡述了香港品質保證局透過三大基本功能，包括「分享知識」、「轉移科技」和「提供保證」以服務工商界。

「香港品質保證局未來的發展路向主要是提供多元化的服務及擴大地域的覆蓋面。我們承諾在產品及服務上會不斷拓展、力求創新，我們會不遺餘力繼續以誠信為基礎、以具社會責任的非利潤分配的合格評定機構為角色服務社會。」林寶興博士稱。

香港品質保證局在成立之初，只著重提供國際質量管理體系ISO 9000 系列的第三方認證工作。經過多年來不斷發展，服務範圍不斷擴大，至今我們已為一家能夠為業界提供全面合格評定服務的專業機構，協助企業從優化內部至供應鏈的管理，滿足不同企業對管理體系的要求，包括質量、環境保護、職業健康和安全、公共衛生、食品安全、信息安全、企業社會責任、碳排放及可持續發展等等。



Ir Prof. Peter Mok, Chairman of HKQAA (Right 5) and Under Secretary for Commerce and Economic Development, Mr So Kam-leung, Gregory, JP, (Right 6) toast for HKQAA 20th Anniversary with the Governing Council and Management Team of HKQAA!

香港品質保證局主席莫國和教授工程師(右5)和商務及經濟發展局副局長蘇錦樑先生太平紳士(右6)，與董事局及管理層成員一同舉杯祝賀香港品質保證局二十周年誌慶！

Guangzhou Office Grand Opening 香港品質保證局廣州分部新址開幕酒會



On July 24, 2009, a cocktail reception was held at the Guangzhou Garden Hotel to celebrate the opening of the relocated Guangzhou Branch of the HKQAA, and the 20th anniversary of the organization. There were 200 guests from a wide variety of industries in Hong Kong and Guangdong province, as well as representatives from the Certification and Accreditation Administration of the People's Republic of China (CNCA) and the China National Accreditation Service for Conformity Assessment (CNAS). Also in attendance were the Vice Governor of Yue Xiu District, Mr Bian Yong and the Vice Mayor of Jiangmen City, Ms Chen Hang.



At the day, Mr Sheng Fei, director from supervision department of CNCA, Ms Alice Choi, deputy director of Hong Kong Economic and Trade Office in Guangdong (GDETTO) were invited to be the guest speakers.

HKQAA was one of the first outside certification bodies to enter mainland China and over the past two decades has been making an effort to service all sectors of industry and commerce in Hong Kong and Guangdong. HKQAA provides almost 20 different sectors of management system standard certification, and assessment and certification services cover the construction industry, infrastructure, telecommunications, electronics, chemicals, toys, textiles, food,

medicine, machinery, logistics and education, among others. The professionalism of our service is recognized locally and regionally, and HKQAA commits to work hard to maintain our reputation for quality and diversity.

2009年7月24日，香港品質保證局廣州分部新址開幕酒會暨本局成立二十周年預祝酒會假廣州花園酒店舉行，近200名粵港兩地各界人士到會慶祝。

當日，大會更邀請了中國國家認證認可監督管理委員會認可監管部生飛主任，香港特別行政區政府駐粵經濟貿易辦事處蔡敏君副主任作為演講嘉賓，令酒會加添色彩。



香港品質保證局為最早進入國內市場的境外認證機構之一，中國國家認證認可監督管理委員會、中國合格評定國家認可委員會等認證行業的最高管理機構也專程派員到賀。另外廣州市越秀區人民政府副區長卞勇先生，江門市人民政府副市長陳杭女士等政府官員也出席了是次酒會。這二十年來，香港品質保證局不斷致力服務中港兩地工商各界，經其評審或認證的企業遍及建築、路橋、電訊、電子、化工、玩具、紡織、食品、醫療、機械、物流、教育、服務等等範疇，提供近20種涉及不同行業的管理體系標準認證服務。我們的專業服務水平不僅得到香港地區客戶的高度認同，也同時贏得了國內眾多企業的信賴。香港品質保證局將不斷開拓，為香港及中國內地提供更多元化的管理評審及認證服務。

"2009 HKQAA My Dream Home Writing and Drawing Contest" Now Open to Entries! 《香港品質保證局理想家園：2009年徵文及繪畫比賽》現正接受報名！

"My Dream Home" is a sustainable development initiative proposed by HKQAA, youngsters are encouraged to express their ideas of contribute and shaping the future through drawings and words. There was an overwhelming response to the second contest – over three thousands submissions were received from over two hundreds schools – and we tailored heartwarming stamps and octopus cardholders with those winning works in Drawing Category. We hope that the third one will be just as successful.



「理想家園」是香港品質保證局的倡議，藉此培養中小學生履行公民義務和責任的精神，並透過繪畫及文字表達對理想家園的憧憬。去年舉辦的《香港品質保證局理想家園比賽》反應十分理想，共收得200多間學校逾3,000份作品，我們已將繪畫項目的得獎作品製成心思心意郵票及精美八達通年曆套，期望今年舉辦的比賽如往年般成功！

All primary and secondary school students are welcome to enroll, either through their school or as individuals. The application form can be downloaded from our website: www.hkqaa.org. For details, please contact Ms Stephanie Leong at 2202 9111.



歡迎全港中、小學生以個人名義或透過學校報名參加，報名表格可於本局網頁 www.hkqaa.org 下載。有關比賽詳情，可致電本局市務組梁小姐（電話：2202 9111）。

主辦



協辦



支持機構



香港展能藝術會
Arts with the Disabled
Association Hong Kong

香港設計學院
HONG KONG SCHOOL OF design

支持媒體



A Devotion to Promoting Education 關愛社區 熱心推動教育工作



Over the years, HKQAA supports the non-economic activities through our economic activities such as the income from offering assessment and certification services. In 2008, HKQAA set up a Business and Community Supporting Fund (BCS Fund) to subsidize sustainable development, increase competitive advantage and maintain a harmonious environment in the community. HKQAA prides itself on being a socially responsible organization,

twelve outstanding students from

Jiangmen Wuyi University and Jiangmen Polytechnic were on HKQAA's scholarship. In July 2009, Dr T L Ng, BBS, JP, Honorary Chairman of HKQAA, and Dr Michael P H Lam, Executive Director of HKQAA were invited to attend 2008/09 Youth College Scholarship Presentation Ceremony, to present the awards to those scholarship winners. HKQAA would like to take this opportunity to encourage people to continue their studies and develop their potential.

香港品質保證局(HKQAA)於多年來透過評審和認證等經濟活動的收入，來支援非經濟活動。我們在2008年成立了企業社區支援基金 (BCS Fund)，以資助形式支援企業及社區達至持續發展，提升企業整體競爭力 and 建設和諧的社區環境。HKQAA繼續頒贈獎學金及助學金予江門五邑大學和職業技術學院後，本局名譽主席伍達倫博士、BBS太平紳士及總裁林寶興博士於今年7月應邀出席青年學院獎學金頒獎禮，頒贈獎學金予成績優異的學生，HKQAA希望藉此機會鼓勵青少年繼續學業，發揮個人潛能。



International Social and Code of Conduct Compliance Seminar

國際社會責任及行為守則研討會



The seminar on the International Social and Code of Conduct Compliance—Procurement Criteria of Overseas Buyers was successfully held on 20 August 2009 at World Trade Center Club in Guangzhou. Invited speakers of Business for Social Responsibility (BSR) and Clothing Industry Training Authority (CITA), Hong Kong and the Manager of

Hong Kong Quality Assurance Agency introduced the most common code of conduct compliance audits such as BSCI, WRAP, ETI, SA8000, latest updates on law of the Republic of China and sustainable supply chain. The seminar attracted over a hundred participants from Hong Kong and mainland China. About a quarter of the participants were buyers and three quarters were manufacturers. Companies represented were Office Depot, Best Buy, Pacific Brands, Euro Group, and IIC InterSport, among others, and there were manufacturers for well-known chain stores including Wal-mart, Migros, Li & Fung, Intercoop, Charles Voegelé, and LG sourcing. Seminar participants were brought up to date on the latest industry issues such as “SA8000 Social Accountability Standards”, “Lean Manufacturing” and “Manufacturing Best Practices”. The next seminar on International Social Compliance will be held in Hong Kong at the end of 2009.

「符合買家要求，拓展海外商機—國際社會責任及行為守則研討會」已於2009年8月20日在廣州世貿中心俱樂部順利舉行。除了本局的代表外，演講嘉賓還包括商務社會責任國際協會、香港製衣業訓練局的嘉賓。在研討會上，演講嘉賓介紹了最常採用的社會責任審核標準，包括BSCI、WRAP、ETI及SA8000等。眾嘉賓還分享了國內最新的法例法規和如何達至可持續之供應鏈的經驗。是次研討會吸引超過100位來自國內和香港的企業代表，其中24%來自買家，76%來自廠家。Office Depot、Best Buy、Pacific Brands、Euro Group、IIC InterSport的買家均有出席。另外，不少海外零售商之供應商，如Wal-mart、Migros、Li&Fung、Intercoop、Charles Voegelé、LG sourcing等均有參與是次研討會。研討會也提供一個資訊交流的平台給買家及廠家分享業內最新資訊，如「SA8000社會責任國際標準」、「精益生產」、「良好的生產習慣」亦於研討會中熱烈討論。鑒於反應熱烈，下一次的「國際社會責任及行為守則研討會」將會於2009年底在香港舉行。歡迎聯繫何小姐查詢有關事宜。（電話：2202 9323，Email: jessie.ho@hkqaa.org）

Delegates from QuEST Forum Visit China

國際電訊業優質供應商領導人論壇來華訪問

From 13 to 17 July 2009, delegates from governing council members of the QuEST Forum traveled to Beijing and Shanghai and visited the CNCA, China National Institute of Standardization (CNIS), China Mobile Group, China Unicom Mobile Network Company Limited and China Telecom Shanghai. The visit was co-arranged by Shanghai Telecom, ZTE Corporation, Huawei and Hong Kong Quality Assurance Agency.

The aim of this visit was to enhance relationships between China Official Departments and to explore trends in the development of TL 9000 in China. Mr Sheng Fei, Director General of the Department for Accreditation, Certification and Accreditation Administration of the People's Republic of China and Zheng Weihua, President of China National Institute of Standardization met the delegate tour. Mr Don Pickens, Chief Operating Officer of QuEST Forum, said that the Forum will keep in close contact with the Chinese government, to promote the use of TL 9000 among industries in China increases, and will share best practice in implementing the system.

A TL 9000 workshop was held in Shanghai after the QuEST Forum, and this was attended by more than 30 industry representatives.

2009年7月13至17日，在上海電信、中興通訊、華為和香港品質保證局的統籌和安排下，QuEST論壇（電訊業優質供應商領導人論壇）董事局成員一行到北京和上海，分別拜訪了中國國家認證認可監督管理委員會、中國標準化研究院、中國移動通信集團公司、中國聯通集團移動網絡有限公司、中國電信上海公司。

論壇此行目的旨在加強與中國有關政府部門的溝通與聯繫，探討電訊業質量管理體系TL 9000在中國的發展。中國國家認證認可監督管理委員會認可監管部生飛主任、中國標準化研究院鄭衛華院長接見了論壇的成員，QuEST論壇首席營運官Don Pickens表示，日後論壇繼續加強與政府部門的聯繫，讓更多國家的企業認識和使用TL 9000標準，共同分享業界的最佳實踐。



論壇隨後在上海舉行了TL 9000測量數據的工作坊，共30多家企業的代表出席了活動。

International Hong Kong & Mainland China 國際、香港及中國內地

International 國際

QSPSC Issue 7 is Now Available

In January, Standing Committee on Concrete Technology (SCCT), The Concrete Producer Association (CPA) and Hong Kong Quality Assurance Agency (HKQAA) had a meeting to discuss Quality Scheme for the Production and Supply of Concrete (QSPSC). During the meeting, it was recommended to include the requirement of Alkali Silica Reactivity (ASR) in the current QSPSC certification scheme. The calculated ASR result shall be assessed during QSPSC audit from late 2009 and onwards.

Issue 7 of QSPSC - Administrative Regulations and Technical Regulations is now available at HKQAA. For enquiries, please contact Marketing Unit at (852) 2202 9111 or visit HKQAA official website: www.hkqaa.org.

International Accreditation Forum Elected New President and Vice-President

Mr Randy Dougherty, Accreditation Director of ANAB, the ANSI-ASQ National Accreditation Board of the USA has taken over as President of the IAF (International Accreditation Forum) in October 2009, replacing Dr Thomas Facklam of Germany. Mr Dougherty was previously Chair of the IAF Technical Committee.

UNIDO Coordinates Project to Examine the Impact of ISO 9000 Certification in Asian Developing Economies

In order to evaluate the impact of ISO 9001 certification in the Asian developing economies, the Trade Capacity Building Branch of UNIDO (United Nations International Development Organization) has teamed up with ISO and the IAF to collaborate on a series of investigations under the project TE/RAS/09/003 – “Implementation of ISO 9001 Quality Management System in Asian developing countries: Survey covering system development, certification, accreditation and economic benefits”

Overall coordination of the project will be carried out by UNIDO, from its Vienna headquarters, with financing from the Norwegian Agency for Development Cooperation (NORAD) and technical inputs into the survey methodologies from ISO and the IAF. The countries involved in the project include Bangladesh, Bhutan, India, Indonesia, Malaysia, Maldives, Nepal, Pakistan, Philippines, Sri Lanka, Thailand and Vietnam. Dr Nigel H Croft has been appointed by UNIDO to lead the project.

第7版的《混凝土生產和供應質量規範》(QSPSC)現已出版

今年1月，混凝土技術常設委員會（SCCT），混凝土生產者協會（CPA）和香港品質保證局進行會議，討論混凝土生產和供應質量規範（QSPSC）。會議上，建議將Alkali Silica Reactivity（ASR）包括在現有的QSPSC之內。ASR的計算結果會在2009年底開始的QSPSC審核中作出評估。

第7版的「QSPSC—行政及技術規範」現已在香港品質保證局有售。如有任何查詢，請聯絡香港品質保證局市務組（電話：2202 9111）或瀏覽香港品質保證局網頁：www.hkqaa.org。

國際認可論壇選舉新主席和副主席

ANAB美國認可局評審總監Randy Dougherty先生，已於2009年10月起接替德國的Thomas Facklam博士擔任IAF（國際認證論壇）主席。Dougherty先生是前IAF技術委員會的主席。

聯合國工業發展組織開發項目研究ISO 9000認證在亞洲發展中經濟體系的影響

為了評估ISO 9001認證在亞洲發展中經濟體系的影響，UNIDO（聯合國工業發展組織）貿易能力建立分部與ISO和IAF，根據TE/RAS/09/003「在亞洲發展中國家執行ISO9001質量管理體系：調查涵蓋體系發展、認證、認可和經濟效益」合作進行一系列調查。

項目的整體協調工作將由聯合國工業發展組織維也納總部負責，配合挪威國際合作發展署（NORAD）的資金，並由ISO和IAF在調查方法上加入技術性的意見。參與該項目的國家包括孟加拉共和國、不丹、印度、印度尼西亞、馬來西亞、馬爾代夫、尼泊爾、巴基斯坦、菲律賓、斯里蘭卡、泰國和越南。UNIDO委派了倪國夫博士負責此項目。



Hong Kong & Mainland China 香港及中國內地

China's "Quality and Safety Year"

2009 was "Quality and Safety Year" in the PRC. With the theme, "Project of Vital; Quality First", the national quality inspection system aimed to strengthen quality and promote "Made in China". Making effect on "Quality and Safe Year", so that Year of 2009 will become the Year of Quality Publicity, Year of Quality Reinforcement, Year of Quality Service, Year of Quality Governance and Year of Quality Construction. At end of June 2009, the national quality inspection system had held 18,880 inspections and distributed nearly 9 million brochures. Published 3,659 articles with different kind of media; There were 4,165 national news reports and 53,018 local media reports, which shows that the initiative was widely publicized

China will contribute more to ISO's Development

The Administrator of the Standardization Administration of the PRC (SAC), Mr. Ji Zhengkun, has indicated that China will increase its participation in international standards work, and help to strengthen communication and cooperation. China will actively take part in ISO's activities and responsibilities, in order to make a greater contribution to ISO's development. Mr. Ji suggested that ISO could do further research on the financial crisis, energy efficiency and renewable energy, environmental protection, climate change, food security, public safety, natural disaster prevention and treatment, as well as bio-technology and other issues of global concern. ISO Secretary Mr. Rob Steele commented that China, which became a permanent member of ISO in 2008, is playing an increasingly important role in ISO.

China enacted regulations for the implementation of The Food Safety Law

The Food Safety Law of the People's Republic of China went into effect officially on 1 June 2009. China's top legislature approved regulations for the implementation of the Law, including CSR of Chinese companies, monitoring and supervision of each department, to ensure that it is strictly implemented. After studying different suggestions, regulations for the implementation of the Food Safety Law will have an impact on the following areas :

1. Clarification of responsibilities of organizations. To strengthen supervision of food and product quality throughout the whole production process and implement strict tracking of goods, as well as a recall system for substandard goods.
2. Enhancement of information – sharing and cooperation with various departments. To smoothen the cooperation and connection for the supervision departments.
3. Clear define the food safety law to enhance the realization in practice.

中國開展「質量和安全年」活動

2009年是中國的「質量和安全年」活動在全國迅速拉開帷幕。在「百年大計、質量第一」方針的指引下，全國質檢系統以質量提升為目標，讓質量的力量牽引著「中國制造」不斷邁向「中國質造」，努力使「質量和安全年」成為質量宣傳年、質量提升年、質量服務年、質量整治年和質量建設年。據不完全統計，截至6月底，全國質檢系統舉辦各類宣傳諮詢活動18,880次，印發各類宣傳資料889萬份，利用各類媒體開辟專欄3,659個，中央媒體報道4,165次，地方媒體報道53,018次，這樣的宣傳也在社會上取得了良好的效果，受到了人民群眾的普遍歡迎。

中國將ISO發展作出更多貢獻

近日，國家標準委紀正昆主任表示，中國將更積極地參與國際標準工作的力度，加強與國際標準化組織（ISO）的交流和合作，積極地參與ISO的各項活動，為ISO的發展作出更多貢獻。另外，紀主任更建議ISO可以進一步研究有關金融危機、能效和可再生能源、環境保護、氣候變化、食品安全、公共安全、自然災害預防與救治以及生物技術等全球關注議題，制定相關國際標準。國際標準化組織（ISO）羅伯·斯蒂爾先生亦強調中國於2008年成為ISO的常任理事國，可見，中國在ISO中的地位越來越重要。

中國通過《中華人民共和國食品安全法實施條例》

《中華人民共和國食品安全法》於2009年6月1日起正式施行，為了配合該法的實施，中國近日通過了《中華人民共和國食品安全法實施條例》，從落實企業責任、強化各部門監管、增強制度可操作性三個方面，保證《中華人民共和國食品安全法》的嚴格實施。在充分研究各方意見的基礎上，遵循食品安全監管客觀規律，《中華人民共和國食品安全法實施條例》在總體思路上把握了以下幾點：

- 一、進一步落實企業作為食品安全第一責任人的責任，強化事先預防和生產經營過程控制，以及食品發生安全事故後的追溯和回收。
- 二、進一步強化各部門在食品安全監管方面的職責，完善監管部門在分工責任與部門間的相互協調、銜接與配合。
- 三、將食品安全法一些較為原則性的規定具體化，增強制度的可操作性。

The Implementation of ISO 9001 Quality Management System

ISO 9001 質量管理體系之實踐



UTILITY TRAINING INSTITUTE
管綫學院 (UTI)

Hong Kong is a competitive and fast paced society, so it is always crucial for companies to obtain certification from certification bodies which with integrity so as to sustain customer confidence. The ability to perform on-going improvements, keep abreast of the latest developments and meet market needs are also crucial for business success.

Developing New Criteria through ISO 9001

As an outstanding professional institute providing high quality utility-related training, Utility Training Institute (UTI) shares the objectives of ISO 9001:2008 Quality Management System developing new criteria in order to keep pace with market developments, such as the ability to realize organization's environment and associated risks and the sensitivity to analysis and make further improvement. Implementing a quality management system is challenging. The new standard requires that necessary preventive and corrective actions are taken. In order to fulfill the requirements, we needed to formulate a system for our unique service and introduce new measures in stages so that our staff were able to adapt. Fortunately, we have been able to work closely with our front-line staff as we have effective communication channels which allow them to give feedback to senior management.

Provides Training to Increase Awareness

UTI provides trainings to staff in order to enhance the awareness towards the new application, and it is also a platform for staff to discuss and raise up new ideas for improvement. In order to realize the needs of our customers, UTI conducts regular surveys and distributes questionnaires to our customers in receiving their comments and expectations of our trainings. Those feedbacks directly reflect the changes of market needs in which sometimes we may have overlooked.

In this ever-changing society, UTI will maintain its competitiveness by providing high quality training, able to meet customers' needs and learn from past mistakes in order to strive for a sustainable business.

香港作為一個具競爭性而又節奏急促的大都會，一些具認受性及知名的認證對加強客戶信心可說是百利而無害。近年來，商界理解到除了要滿足市場需要外，對於持續改善表現、追求先進科技、改善市民生活素質都有更高的寄望，而這些都是成功經商之道。

透過ISO 9001制定新措施

作為一家提供相關管綫訓練課程的專業機構，管綫學院積極實踐ISO 9001:2008質量管理體系，以制定新措施切合市場的發展趨勢，如提升評估市場風險的能力及分析和制定進一步改善的措施。實踐管理體系的過程中也會遇到一些挑戰，我們要為獨特的服務制定系統，並按階段推出新措施，使員工更容易適應新措施。幸好我們能透過有效的溝通渠道，使前線員工能向上級提出改善的意見。

提供員工培訓 提高對制度的認知

員工培訓是十分重要的，有助加快員工對制度的認知並提供一個平台以討論和提出改善表現的意見。管綫學院會不斷裝備以迎接不同的挑戰。為了更明白顧客需要，透過問卷等的意見調查，收集數據反映出用戶對訓練課程質素的意見及期望，並從這些回應留意到市場的轉變而作出相應的調整。

處身於現今信息萬變的社會，管綫學院要維持其競爭力，除了要符合客戶要求外，更要不停改善我們的服務質素、從經驗及錯誤中學習以至能持續的在市場上發展及擴充。



New Certified Clients 新認證客戶

May 2009 to July 2009 | 2009年5月至2009年7月



Memorable Moments 紀念一刻

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems to achieve organizational and business goals since 1989.

From May 2009 to July 2009, we have been pleased to welcome forty-three organizations to our community. Among them, they have obtained fifty-three certificates of ISO 9001, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, QSPSC, SA8000 and HKQAA-HACCP. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自一九八九年成立以來，致力協助工商界實施管理體系，有效地達致機構和營商目標。

由二零零九年五月二零零九年七月期間，香港品質保證局共頒發五十三張證書，包括ISO 9001, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, QSPSC, SA8000和 HKQAA-HACCP。在此謹祝賀四十三家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和利益相關方面帶來更大的裨益。



Hong Kong 香港

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費(每人)港幣	Course Code & Date 課程編號及日期			
			Oct 十月	Nov 十一月	Dec 十二月	Jan 一月 (2010年)
Quality 質量						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系 — 入門	 9:00am-12:00pm Half-day 半天	Free 免費		QMS1C/HK-11A 4		QMS1C/HK-01A 8
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用	 1	HKD 1,300	VM1C/HK-10B 5	VM1C/HK-11A 6	VM1C/HK-12A 4	VM1C/HK-01A/B 4 29
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部質量管理體系審核員培訓	 2	HKD 2,800	VM3C/HK-10A 29-30	VM3C/HK-11A 16-17	VM3C/HK-12A 8-9	VM3C/HK-01A 20-21
ISO 9001:2008 Quality Management Systems Auditor/Lead Auditor Transition Course Update ISO 9001:2008 質量管理體系 — 主任審核員新版演變培訓課程	 1	HKD 1,600/ HKD 1,500*	SO59E/HK-10A 14			SO59E/HK-01A 5
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系 — 進階內部審核技巧	 2	HKD 3,000/ HKD 2,700*			QMS5C/HK-12A 10-11	
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,300		QMS4C/HK-11A 9		
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Reg #A17071) 質量管理體系 — 主任審核員證書培訓課程 (IRCA註冊號#A17071)	 5	HKD 10,000/ HKD 9,500*	IOA1/IRCA/10 7-9 & 12-13			IOA1/IRCA/01 25-29
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 — 理解與應用	 1	HKD 1,500/ HKD 1,300*	EMS2C/HK-10A 7	EMS2C/HK-11A 20	EMS2C/HK-12A 14	EMS2C/HK-01A 14
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 — 內部環境管理體系審核員培訓	 2	HKD 3,000/ HKD 2,700*	EMS3C/HK-10A 22-23	EMS3C/HK-11A 27 & 30	EMS3C/HK-12A 21-22	
ISO 14001: 2004 Environmental Management Systems - Implementation and Documentation ISO 14001:2004 環境管理體系 — 實施及文件指引	 1	HKD 1,500			EMS8C/HK-12A 1	
Improving Business Performance by Managing Carbon Emission 如何辨認、評估及避免風險 (適用於醫療界)	 2	HKD 3,600/ HKD 3,400*#	EM03E/HK-10A 15-16			EM03E/HK-01A 21-22
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Conversion Training ISO 14001環境管理體系 — 主任審核員轉證培訓課程	 3	HKD 6,200/ HKD 5,700*				EMS9E/HK-01A 6-8
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Training ISO 14001環境管理體系 — 主任審核員證書培訓課程	 5	HKD 10,000/ HKD 9,500*				EM01E/HK-01A 6-8 & 11-12
Occupational Health and Safety 職業健康和安全						
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	 1	HKD 1,500/ HKD 1,300*			OH04C/HK-12A 15	
How to Identify, Assess and Avoid Risks in Medical Sector 如何辨認、評估及避免風險 (適用於醫療界)	 1	HKD 1,500		OH08C/HK-11A 4		
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 — 理解與應用	 1	HKD 1,500/ HKD 1,300*	OHS8C/HK-10A 16	OHS8C/HK-11A 19	OHS8C/HK-12A 7	OHS8C/HK-01A 4
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 內部職業健康	 2	HKD 3,000/ HKD 2,700*	OHS9C/HK-10A 27-28	OHS9C/HK-11A 24-25	OHS9C/HK-12A 17-18	OHS9C/HK-01A 18-19
Food Safety 食品安全						
Hygiene Control System - Understanding & Implementation 衛生監控系統 — 理解與實施	 1	HKD 1,300			GP02C/HK-12A 14	
ISO 22000:2005 Food Safety Management Systems Implementation Course (NTTS Approved Course) ISO 22000:2005 實施食品安全管理體系課程 (NTTS認可課程)	 3	HKD 5,200/ HKD 4,800		HA9C/HK-12A 28 Nov & 1-2 Dec		
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 2,800		HA10C/HK-11A 18-19		
ISO 22000:2005 Food Safety Mgmt Systems Auditor/Lead Auditor Course (IRCA Reg.#17289) (NTTS Approved Course) ISO 22000:2005 食品安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號#17289) (NTTS認可課程)	 5	HKD 10,000/ HKD 9,500*#				IRCA/FSMS/01 13-15 & 18-19
Customer Satisfaction 顧客滿意						
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2004 客戶滿意度 — 投訴處理指引 — 理解與應用	 1	HKD 1,300			MT14C/HK-12A 16	
Integrated Management Systems 綜合管理						
Integrated Management Systems Set Up & Audit Approach 綜合管理體系 — 建立與審核方法	 2	HKD 3,000				IMS2C/HK-01A 11-12
Management Tools and Skills 管理工具和技能						
The Must-know Essentials for Quality System Management Representative 質量管理體系 — 管理者代表的重要須知	 1	HKD 1,300				MT23C/HK-01A 25
Implementation of HKQAA 5S in the Workplace Operation 實施HKQAA — 5S 在工作間的營運	 1	HKD 1,300		GP03C/HK-11A 13		
Cost Reduction Technique Leading to Lean Six Sigma Green Belt 營運成本降低的技巧 — 精益六西格瑪綠帶	 3	HKD 5,000/ HKD 4,500*		EW26C/HK-11A 27-28 & 30		
Managing Risk with Business and Financial Analysis (for Non financial executives) 風險管理 — 商業及財務分析 (適用於非財務專業人員)	 2	HKD 4,800/ HKD 4,600*			EW27C/HK-12A 16-17	
Telecommunications and Information Service 電訊和資訊服務						
ISO/IEC 20000:2005 Information Technology Service Management Systems - Understanding & Application ISO/IEC 20000:2005 信息技術服務體系-理解與應用	 1	HKD 1,500		ISE9C/HK-11A 23		
ISO 27001:2005 Information Security Management Systems Lead Auditor Training Course (IRCA Reg.#A17321) (NTTS Approved Course) ISO 27001:2005 訊息安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號#A17321) (NTTS認可課程)	 5	HKD 12,000/ HKD 11,000*#		ISE6/IRCA/11 23-27		

Remarks * Please refer the early bird payment deadline to our web-site
請於本局網頁參看優先報名之付款詳情

備註 # NTTS approved course with 50% course fee reimbursement
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Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) RMB 收費(每人)人民幣	Course Code & Date 課程編號及日期			
			Oct 十月	Nov 十一月	Dec 十二月	Jan 一月 (2010年)
Quality 質量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用	P 1	RMB 600	VM1P/GZ-10A GZ 14			VM1P/SZ-01A SU 7 VM1P/GZ-01A GZ 11
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部質量管理體系審核員培訓	P 2	RMB 1,200	VM3P/GZ-10A GZ 15-16	VM3P/SH-11A SH 5-6	VM3P/SH-12A SH 17-18	VM3P/GZ-01A GZ 12-13
ISO 9001:2008 Quality Management Systems Internal Auditor Transition Training ISO 9001:2008 質量管理體系內審員轉版培訓	P 1	RMB 800	VM4P/SH-10A SH 19		VM4P/SH-12A SH 24	
ISO 9001:2008 Quality Management Systems Documentation Training ISO 9001:2008 質量管理體系文件課程	P 1	RMB 780	QMS4P/GZ-10A GZ 27			
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 — 理解與應用	P 1	RMB 600		EMS2P/GZ-11A GZ 4	EMS2P/SH-12A SH 7	
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 — 內部環境管理體系審核員培訓	P 2	RMB 1,200		EMS3P/GZ-11A GZ 5-6	EMS3P/SH-12A SH 8-9	
Occupational Health and Safety 職業健康和安全管理						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 — 理解與應用	P 1	RMB 600			OHS8P/GZ-12A GZ 21	
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 內部職業健康和安全管理體系審核員培訓	P 2	RMB 1,200			OHS9P/GZ-12A GZ 22-23	
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理体系 — 理解與應用	P 1	RMB 950		ISE3P/SH-11A SH 4	ISE3P/GZ-12A GZ 1	ISE3P/SH-01A SH 8
ISO/IEC 27001:2005 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2005 信息安全管理体系 — 內部信息安全管理体系審核員培訓	P 2	RMB 1,900			ISE7P/GZ-12A GZ 2-3	
ISO/IEC 20000:2005 Information Technology Service Management Systems Auditor Training Course (itSMF Approved Course) ISO/IEC 20000:2005 信息技術服務體系 — 審核員證書培訓課程 (itSMF 認可課程)	P 2	RMB 9,500	ISE8P/GZ-10A GZ 24-25			
ISO/IEC 27001:2005 Information Security Management Systems Lead Auditor Training Course (IRCA Reg.#A17321) (NTTS Approved Course) ISO/IEC 27001:2005 信息安全管理体系 — 主任審核員證書培訓課程 (IRCA 註冊號:#A17321) (NTTS Approved 認可課程)	P 2	RMB 10,000			ISE6P/IRCA/ GZ-12A GZ 12-16	
Management Tools and Skills 管理工具和技能						
How to Create 5S Culture and Conduct Internal Assessment 如何建立5S文化和進行內部評估	P 1	RMB 780				GP01P/SH-01A SH 14
The Must-know Essentials for Quality System Management Representative 質量管理體系—管理者代表的重要須知	P 1	RMB 780				MT23P/GZ-01A GZ 7
Social Accountability 社會責任						
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008社會責任管理體系 — 內部審核員培訓	P 2	RMB 1,200			SA01P/SH-12A SH 10-11	
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	P 3	RMB 2,800				SA05P/GZ-01A GZ 18-20
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡議商界遵守社會責任之條文解讀	P 1	RMB 780			BS02P/GZ-12A GZ 7	
Telecommunications and Information Service 電訊和資訊服務						
Understanding the Essence of TL 9000 Requirements Handbook R5.0 TL 9000 R5.0 質量管理體系要求手冊改版精要	P 1	RMB 900				TL03P/SH-01A SH 11
Understanding the Essence of TL 9000 Measurements Handbook R4.0 TL 9000 R4.0 質量管理體系測量手冊改版精要	P 1	RMB 900		TL05P/SH-11A SH 27		
TL 9000 R5.0/R4.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.0/R4.0 質量管理體系 — 內部審核員培訓	P 3	RMB 3,800		TL04P/SH-11A SH 11-13 TL04P/GZ-11A GZ 19-21		TL04P/SH-01A SH 13-15

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For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名, 請瀏覽香港品質保證局網頁

<http://www.hkqaa.org>

香港品質保證局專題研討會2009 從企業開始創建可持續發展的世界

演講嘉賓

Dr. Jorge E.R. Cajazeira
ISO 26000 社會責任工作組主席

陳智思先生, GBS太平紳士
可持續發展委員會主席

陳漢儀醫生, 太平紳士
食物安全中心食物安全專員

王倩儀女士, 太平紳士
環境保護署署長

* 更多講者有關資料請瀏覽我們的網頁

土木工程拓展署副署長、知識產權署副署長、
國泰航空、中國移動、富士施樂(香港)、
香港旺角朗豪酒店、香港賽馬會、
香港置地集團、香港中華煤氣、
港鐵、信和物業管理
及其他集團企業主席及高層管理人員
將為我們主講是次研討會。

焦點專題

2009年11月24日

專題一 (9:15-12:30)

— 經濟危機下創建企業社會責任新紀元

專題二 (14:15-17:30)

— 營造健康社區—優化食物安全及衛生監控

申請持續專業發展學分 (CPD Units)

出席香港品質保證局專題研討會2009 人士
可在不同專業學會申請持續專業發展學分，詳情請參閱我們的網址。

www.hkqaa.org/symposium2009

2009年11月25日

專題三 (9:15-12:30)

— 減碳排放 建立美好明天

專題四 (14:15-17:30)

— 綠色基建—藍天基石

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HKQAA Symposium 2009

Sustainable World Beginning From Sustainable Business

Our Speakers

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Chairman of ISO 26000 SR/WG

Mr. Bernard Charnwut Chan, GBS, JP
陳智思先生, GBS太平紳士
Chairman, Council for Sustainable Development

Dr. Constance H. Y. Chan, JP
陳漢儀醫生, 太平紳士
Controller, Centre For Food Safety

Ms. Anissa Wong, JP
王倩儀女士, 太平紳士
Director of Environmental Protection

Chairman, Directors and Senior Executives from
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China Mobile Group Zhejiang Co., Ltd.,
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Hongkong Land Company Limited,
MTR Corporation Limited,
Sino Estates Management Limited,
.....and many more will speak to us in the symposium.

* Please visit our website for full speaker list

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Interested parties may claim CPD units for attending particular sessions of the Symposium.

For detail, please visit our website at www.hkqaa.org/symposium2009

Programme

24 November 2009

Session 1 (9:15-12:30)

– An Evolution of CSR Era- After Economic Crisis

Session 2 (14:15-17:30)

– A Healthy Community of Better Food Safety and Hygiene Control

25 November 2009

Session 3 (9:15-12:30)

– A Smaller Carbon Footprint, A Cleaner Future

Session 4 (14:15-17:30)

– Green Infrastructure – A Cornerstone of Blue Sky

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