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Hong Kong Quality
Assurance Agency
香港品質保證局

Established in 1989 as a non-profit-distributing organization by the Hong Kong Government, Hong Kong Quality Assurance Agency (HKQAA) helps industry and commerce in the development of quality, environmental, safety, hygiene and social management systems. The professionals in HKQAA possess a wide range of international and industrial knowledge and experiences to provide the market with a full spectrum of conformity assessment and certification services.

香港品質保證局是由香港政府於一九八九年成立的非分配利潤機構，致力協助工商業發展質量、環境、安全、衛生和社會管理體系。精銳而專業的香港品質保證局團隊備有豐富的國際及行業知識和經驗，以提供全方位的評審和認證服務。

International Presence 國際性組織地位

- The Regional Secretariat of the Chartered Quality Institute (CQI)
- Technical Committee member of the Global Food Safety Initiative (GFSI)
- The Greater China Secretary of the Quality Excellence for Suppliers of Telecommunications Leadership (QuEST) Forum

- CQI大中華區秘書處
- 全球食品安全倡議 (GFSI) 技術委員會成員
- 電訊業優質供應商領導人 (QuEST) 論壇大中華區秘書處

Worldwide and Industry Recognition 國際及行業認可

- ANSI-ASQ National Accreditation Broad (ANAB) accreditation
- Business Social Compliance Initiative (BSCI) appointed auditor
- China National Accreditation Service for Conformity Assessment (CNAS) accreditation
- Hong Kong Accreditation Services (HKAS) accreditation
- United Kingdom Accreditation Services (UKAS) accreditation
- IT Services Management Forum (ITSMF) registered certification body
- Social Accountability Accreditation Service (SAAS) accreditation
- Worldwide Responsible Accredited Production (WRAP) accredited monitor

- 美國認可局 (ANAB) 認可認證機構
- 倡議商界遵守社會責任組織 (BSCI) 指定評審機構
- 中國合格評定國家認可委員會 (CNAS) 認可認證機構
- 香港認可處 (HKAS) 認可認證機構
- 英國認可局 (UKAS) 認可認證機構
- IT服務管理論壇 (ITSMF) 註冊認證機構
- 社會責任認可服務組織 (SAAS) 認可認證機構
- 環球可信社會責任生產組織 (WRAP) 指定評審機構

Training and Resources Centre 培訓課程及資源中心

To help companies strengthen their staff on effectively applying advanced management principles and knowledge into their operations, HKQAA offers a wide variety of generic training services. The spectrum ranges from basic introductory seminars to interactive workshops on the interpretation and application of standards to deliver intensive internal auditor training.

為了協助工商業界有效地於現有運作流程中實施先進的管理原則和技巧，香港品質保證局提供不同的培訓課程，包括各認證體系的入門課程、認證標準條文解說及內部審核員培訓等等。

HKQAA also delivers seminar to different associations and institutions to increase the awareness of good management practice among industry.

除此以外，香港品質保證局會為不同的機構組織及學會提供體系講座，以進一步提升業界對良好管理規範的關注。

To provide a convenient service for industries, different ISO & GB standards, and reference materials are available for sale under HKQAA Resources Centre.

香港品質保證局資源中心，備有不同的國際管理體系標準、中華人民共和國國家標準及相關參考書等以供發售。

The successful Hong Kong Quality Assurance Agency formula revolves around the following five value-added attributes:

香港品質保證局的成功源自於五項本局所堅持的增值服務特質，包括：

• Hong Kong Quality Assurance Agency Brand Name

With the continuous effort, HKQAA has established a professional and quality brand name in the region. We endeavour to maintain the professional service in order to strengthen the leading position in the market.

• 香港品質保證局品牌

香港品質保證局經過多年的努力，於區內成功建立專業及優質的品牌，我們重視並致力保持專業的服務水平，以鞏固市場上的領導地位。

• Understanding Clients' Business Knowledge

In the competitive business environment, HKQAA is equipped with new and updated management and industry news and practices. Besides, we are willing to understand the latest market trend and customer requirements so that we can provide the suitable value-added services.

• 掌握客戶業務的知識

在這競爭激烈的營商環境中，香港品質保證局積極裝備，搜羅最新的管理和行業資訊及技能。同時，香港品質保證局亦主動了解市場和客戶的需要，以提供合適的增值服務。

• Professionalism

Our experienced team are trained to focus on customers' requirements. Coupled with their thoroughly sound and practical understanding of certification practices, industry know how, core processes and the critical issues involved and the need for continual improvement, is it any wonder that the HKQAA's touch of professional is next to none?

• 專業

香港品質保證局的團隊擁有豐富的經驗，明白客戶需求與關注，深明業務持續改善的重要性，提倡認證業務的核心價值及重要事項。同事對認證業務的了解及擁有業界的專業知識，香港品質保證局是客戶的不二之選。

• Empathy

In order to assist our clients to elevate their business performance, we should build a mutual trust relationship with them. HKQAA is eager to communicate with clients proactively to understand their needs so as to serve them better.

• 了解客戶需要

香港品質保證局了解到要有效協助客戶改善營運效益，必須要與客戶建立互信的關係。所以，香港品質保證局積極與客戶溝通，主動關注客戶的感受及需要，以展示香港品質保證局以客為先的服務態度。

• Integrity

Being an impartial assessment and certification body, HKQAA insists that every certification application is accorded the same stringent process and procedure. So as to ensure the certification issued for our clients is globally and locally recognized.

• 誠信負責

作為一家具有公信力的評審和認證機構，香港品質保證局堅守誠信負責的專業操守，堅持每個審核均經過嚴密程序，以確保客戶獲得具公信力的國際性及地區性認可資格。

Certification Process 認證程序

