VISION 管略

Kickoff of "HKQAA Hong Kong Registration – Recycling Services"
「香港品質保證局香港註冊—環保回收服務」啟動

Interview with Secretary for the Environment, Mr Wong Kam Sing:
Enhancing Circular Economy, Reducing Municipal Waste
專訪環境局局長黃錦星：促進循環經濟　減少都市廢物

HKQAA Symposium 2015 Held Successfully
香港品質保證局專題研討會2015圓滿舉行

New Versions of ISO 9001 and ISO 14001 Reach Final Stages
新版ISO 9001 和 ISO 14001進入最後階段

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

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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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《管略》為香港品質保證局定期出版之通訊，所有刊登於本通訊的文章版權為本局所有。本刊所載專文，未必代表香港品質保證局之意見。如欲轉載本刊內容，請致電（852）2202 9111 與本刊總編輯聯絡。

From the Editor 編者的話

Encouraging Waste Recycling

After a century of rapid urbanisation and population growth, the world is facing serious trash problems. As reported in the scientific journal *Nature*, in recent years, rubbish is being generated faster than other environmental pollutants, including greenhouse gases. Solid waste generation rates will more than triple in future and will exceed 11 million tonnes per day by 2100.

Hong Kong is no exception to this trend. According to the Government's statistics, our city's average disposal rate is 14,311 tonnes per day and the three landfills will be full within the decade. To tackle the waste crisis, the Environment Bureau has unveiled "Hong Kong: Blueprint for Sustainable Use of Resources 2013-2022" and rolled out long-term strategies, policies and action plans for waste management. Promoting waste recycling is one of the important solutions proposed.

Without doubt, waste recycling helps reduce the strain on our landfills, environment and natural resources by utilising waste in a constructive way. This also enables our city to move towards a circular economy so that all resources are managed more efficiently throughout their life cycle.

Responding to industry needs and expectations, and aligning with the Government's environmental direction, HKQAA has developed the "HKQAA Hong Kong Registration -- Recycling Services". This initiative encourages good practice among recycling companies and promotes appropriate maintenance of downstream record of recyclable material during the recycling process. We also aim to motivate the public and business community to support clean recycling and the separation of waste at source.

We believe this initiative will, with the support of different parties, enhance the industry's professional level, strengthen its competitive edge in long run, and contribute to the sustainable development of our society and our planet.

推動廢物回收

過去一個世紀，全球經歷了城市化及人口急速增長，現在正面臨嚴重的垃圾問題。據國際科學雜誌《Nature》指出，近年垃圾的產生速度，已快於其他環境污染物如溫室氣體。未來固體廢物將以三倍速度增加，於2100年前，全球每天將新增超過1,100萬噸廢物。

香港的情況也不例外。根據政府統計，本港每日平均的廢物棄置量達14,311噸，三個堆填區亦將於未來10年內飽和。針對廢物危機，環境局公布了《香港資源循環藍圖2013-2022》，提出一系列長遠策略、政策及計劃以進行廢物管理，而推動廢物循環再造則為其中一個重要方案。

廢物循環再造有助紓緩堆填區的壓力，減低對環境影響和天然資源的耗用；同時可以促進本地循環經濟的發展，讓資源在生命週期中更有效地運用。

為回應業界需求及期望，以及配合政府的環保政策方向，本局啟動「香港品質保證局香港註冊—環保回收服務」，旨在鼓勵回收業界實踐良好做法，促進機構在回收過程中，提供可回收物料向下流向的記錄能力，同時推動公眾及商界支持乾淨回收和源頭減廢。

我們深信在各界支持下，此註冊服務可提升業界的專業水平，長遠增強其競爭力，為社會及地球的可持續發展出一分力。

Kickoff of "HKQAA Hong Kong Registration – Recycling Services"
「香港品質保證局香港註冊—環保回收服務」啟動

On 29 May, 2015, HKQAA announced the kickoff of its new initiative, the "HKQAA Hong Kong Registration – Recycling Services" at our annual flagship event, HKQAA Symposium 2015, and Mr Wong Kam Sing, JP, Secretary for the Environment, the Government of the HKSAR was the officiating guest of the ceremony. The services aim to promote good business practices within industry and to encourage clean recycling and source separation.

Encourage Good Management Practice in Recycling Industry

Every city has to face the challenge of treating waste effectively. According to statistics published in "Monitoring of Solid Waste in Hong Kong 2013" by the Environmental Protection Department, the average disposal rate of Hong Kong is 14,311 tonnes per day and the annual recyclable materials has reached a total of 2.01 million tonnes. With our landfills reaching the threshold in a few years, waste recycling is one of the major approaches to handling solid waste.

In response to industry needs, HKQAA has developed its latest initiative, the "HKQAA Hong Kong Registration - Recycling Services" with the purpose of promoting appropriate maintenance of downstream record of recyclable materials during the recycling process and encouraging good practices among recycling companies.

本局於2015年5月29日正式啟動「香港品質保證局香港註冊—環保回收服務」，旨在向業界推廣良好管理做法，促進社區實踐潔淨回收和源頭分類。啟動禮假本局年度旗艦活動「香港品質保證局專題研討會2015」上舉行，並邀得香港特區政府環境局局長黃錦星太平紳士擔任主禮嘉賓。

向回收業推廣良好管理做法

廢物處理是每個城市都要面對的重要課題。根據環境保護署最新出版的《香港固體廢物監察報告2013》的統計數字，香港每日平均棄置14,311公噸的廢物，而全年廢物回收量更達到201萬公噸。香港的堆填區亦將於未來數年內飽和，廢物回收無疑是本地處理廢物的重要途徑。

為配合業界和社會需求，本局制訂了「香港品質保證局香港註冊—環保回收服務」，旨在促進註冊機構在回收過程中，提供可回收廢物向下流向的記錄能力，推動回收業界實踐良好做法。

Mr Wong Kam Sing, Secretary for the Environment, the Government of the HKSAR (middle), Ir C. S. Ho, Deputy Chairman (right) and Dr Michael Lam, Chief Executive Officer (left) of HKQAA officiated the kickoff ceremony of HKQAA Hong Kong Registration – Recycling Services.

香港特區政府環境局局長黃錦星太平紳士(中)、香港品質保證局副主席何志誠工程師(右)及總裁林寶興博士(左)主持「香港品質保證局香港註冊—環保回收服務」啟動禮。

Promote Clean Recycling and Source Separation

This initiative encourages organisations to dispose of, collect and treat waste properly. It also aims to promote environmental protection and occupational health and safety practices within the recycling industry. "I am pleased to announce that HKQAA is addressing the emerging trend of waste recycling," said Ir C. S. Ho, Deputy Chairman of HKQAA. "Through this initiative, we aim to enhance the industry's professional level in the long run, promote clean recycling concept, and motivate the public and business community to support source separation and the recycling of waste."

This initiative received positive responses during the consultation stage and more than 20 industrial and professional associations, academic institutes and environmental groups have become supporting organisations of this initiative.

Companies in the waste collection, waste transfer and waste storage sector are eligible to register for "Waste Collector", while companies recycle waste to raw materials, semi-finished products or finished products can opt for "Waste Recycler". Other companies involving waste collection, such as property management or facility management companies, may become a "Companion" of this initiative, to show their support for the facilitation of source separation and recycling. HKQAA is currently inviting organisations to join the pilot programme of this initiative. Participating companies will receive a registration or companion mark for promotional use.

促進潔淨回收　鼓勵源頭分類

此註冊服務鼓勵機構正確地處理廢物，並提供實務守則，以助回收業界改善在環境及職業安全和健康方面的表現。香港品質保證局副主席何志誠工程師表示：「本局一直致力探討廢物回收議題，我們希望透過此註冊服務，能長遠地提升業界的專業水平，推廣潔淨回收概念，推動商界和社會大眾支持源頭分類及廢物回收。」

此註冊服務在諮詢階段已獲得業界的鼎力支持，迄今已有逾20間業界組織、專業協會、學術機構和環保團體成為支持機構。

從事廢物收集、分類，運輸及儲存的機構，可以申請「廢物收集商」的註冊類別；而將廢物再造成原料、半製成品或產品的機構，則可申請「廢物再造商」的註冊類別。至於其他有參與集合廢物的機構，如物業管理或設施管理公司，則可以成為「同行者」，以支持促進源頭分類和廢物回收。本局現正招募機構參與先導者計劃，參與機構將獲得「註冊」或「同行者」標誌，以作宣傳之用。

Waste Disposal 廢物棄置
Criteria for "Companion"
- Facillity for source separation
- Records of source separation
- Promotion of source separation

「同行者」要求：
- 源頭分類設施
- 源頭分類記錄
- 源頭分類推廣

Use of Product 產品使用

HKQAA Hong Kong Registration - Recycling Services 香港品質保證局香港註冊 - 環保回收服務

Waste Collection 廢物收集
Criteria for "Collector"
- Environment
- Occupational health & safety
- Operation records

「收集商」要求：
- 環境
- 職業安全和健康
- 運作記錄

Waste Recycling 廢物再造
Criteria for "Recycler"
- Environment
- Occupational health & safety
- Operation records

「再造商」要求：
- 環境
- 職業安全和健康
- 運作記錄

Supporting Organisations 支持機構

Enhancing Circular Economy, Reducing Municipal Waste
促進循環經濟 減少都市廢物

An Interview with the Secretary for the Environment
Mr Wong Kam Sing, JP
專訪環境局局長黃錦星太平紳士

Hong Kong's daily domestic waste per capita has been around 1.3kg in recent years, which is 40 – 60% higher than neighbouring cities such as Taipei, Tokyo and Seoul. Our food waste per capita is also almost double that of other cities. Therefore, waste reduction and recycling has become one of the key aspects of Hong Kong SAR Government's policy. VISION is honoured to talk to the Secretary for the Environment, Mr Wong Kam Sing, JP to discuss this issue and to share ways of promoting the development of a circular economy in Hong Kong.

Multi-pronged Approach to Encourage Waste Reduction

To address imminent and acute challenges and to develop a more sustainable management regime, the Government has introduced a series of waste reduction measures in recent years, as well as setting up a blueprint with a target which aims to reduce municipal solid waste per capita by 40% in ten years.

"We take action in three areas, namely reducing waste at source, waste recycling and waste management infrastructure," Mr Wong said. "The Government has legislated for waste reduction at source, including the plastic shopping bag charging, and quantity-based charging for municipal solid waste that will be introduced later. We also encourage the public to initiate waste reduction in their daily lives, through public education such as the 'Food Wise Hong Kong Campaign' and 'Clean Recycling Campaign'."

Mr Wong used Taipei and Seoul as positive examples. These two cities implemented quantity-based municipal solid waste charging about 15-20 years ago, when their amount of waste per capita were just closer to that of Hong Kong. In recent ten years, their amount of waste disposal per capita has been reduced a lot less with the application of relevant policies and facilities. "From the experience of these cities, the performance in waste reduction can be greatly enhanced if Hong Kong implements various key measures in parallel."

"In regard to infrastructure, the trend in large cities is to utilise modern technologies to convert waste to energy. However, Hong Kong is lagging behind in this area and we need to enhance our facilities. The government will invest resources to improve waste management infrastructure, such as developing an integrated waste management facility to process municipal solid waste and to convert waste to energy," Mr Wong said. "How to enhance the quality and quantity of recyclables is one of the key areas in waste reduction policies. To reach an effective outcome, it is necessary to introduce mandatory policies along with economic incentives."

Challenges Facing the Recycling Industry

"There are currently around 1,900 companies in the recycling industry, and more than 90% of them are small and medium enterprises (SMEs). They are facing challenges in three areas, namely money, land and people," Mr Wong said. "In terms of money, it means the economic opportunities and restrictions, which is a part of Hong Kong's circular economy. At present, some recyclables are of low commercial value and not clean enough. There is little economic incentive for the industry to conduct large-scale recycling of certain materials, affecting overall recovery rate. Hong Kong is yet to have a quantity-based charging scheme for municipal solid waste, so the current market value of some recyclable materials might not be at a satisfactory level. In contrast, Taipei's and Seoul's quantity-based municipal solid waste charging foster a relatively better value of recyclables, encouraging the development of a circular economy. The limited land supply in Hong Kong also restricts the further development of the industry." In addition, Mr Wong said that the public has room to improve their

香港每日人均家居廢物生產量，都徘徊在1.3公斤，相比其他鄰近城市如台北、東京和首爾高出四至六成，人均廚餘產生量亦比其它城市多近倍。因此，減廢回收近年成為香港特區政府施政重點之一。今期《管略》很榮幸邀請到環境局局長黃錦星太平紳士，與我們探討這課題，分享如何推動香港循環經濟的發展。

多管齊下 推動惜物減廢

為了應對這個迫切和嚴峻的挑戰，以及發展更可持續的管理策略，特區政府近年推出了一系列惜物減廢措施，並設立藍圖與目標，期望在十年，減少人均棄置在堆填區的都市固體廢物四成。

「總的來說，是從源頭減廢、回收再造、末端處理設施和基建三方面著手，多管齊下。」黃局長道。「例如政府就源頭減廢訂立法規，當中包括塑膠購物袋收費，和未來會推出的都市固體廢物按量收費。我們亦透過公眾教育，例如『惜食香港運動』、『乾淨回收運動』等，推動市民從日常生活做起支持減廢。」

黃局長以台北、首爾為例，在15-20年前左右開始實施都市固體廢物按量徵費，當時他們的人均垃圾量和香港相對相若。在相關的政策和配套支持下，近十年來他們的人均垃圾棄置量已少了很多。「這些地區的經驗告訴我們，香港如能同時採取各項關鍵措施，減廢的成效可以顯著提升。」

「至於基建方面，大城市的發展趨勢是善用現代轉廢為能科技，但香港在這方面起步較慢，需要加強配套。所以政府會投放資源以完善廢物相關基建，例如設立轉廢為能的綜合廢物管理設施，處理都市固體廢物。」黃局長說：「另一方面，如何提升回收物料的質和量，也是減廢政策的關鍵之一。而要達到良好效果，往往需要通過一些強制性政策和經濟槓桿誘因。」

環保回收業面對的挑戰

「現時香港約有1,900間機構從事環保回收行業，當中大概九成以上為中小企業。他們所面對的挑戰，可以概括歸納為三方面：錢、地、人。」黃局長分析：「先說錢，即有關經濟方面的機遇和限制吧，這是香港循環經濟的一部分。現時某些可回收物料因為商業價值不太高或不太乾淨，令業界缺乏經濟誘因去大量回收，影響整體的回收率。香港正正是缺少按量收費的都市固體廢物管理

habit of clean recycling, which influences the recycling value and quality of recyclables, making it the third challenge.

In order to support the development of the recycling industry, the Government has recently set up the "Steering Committee to Promote Sustainable Development of Recycling Industry", assisting the industry to cope with these challenges. "Before the implementation of municipal solid waste charging, we will promote the recycling of materials with less recycling value in the market through the Recycling Fund. We will also provide resources for manpower training of the recycling industry, to help reduce operation costs of the industry. In addition, the Steering Committee will explore opportunities of providing land with a longer rental period, so companies can have longer term planning and development in investing in machinery and equipment."

Clean recycling is a matter of public education. "This year, we hold a territory-wide clean recycling publicity campaign. Some of the industry stakeholders have already initiated and signed a charter for clean recycling, encouraging recycling and property management companies etc. to engage and train their employees in strengthening clean recycling actions." Mr Wong mentioned that contaminated recyclables, like those with food residues discarded in recycling bins, reduce overall recoverability and affect the effectiveness of the circular economy. Therefore, education about clean recycling must be done from the source of the waste. Members of the public are encouraged to start clean recycling at home or their work place.

"The Environmental Protection Department has introduced the 'Community Green Station' project, with the aim of setting up a 'Green Station' in each of the 18 districts, to focus on supporting the collection of recyclables with low market value, as well as serving as a base to support and educate the public about waste reduction and recycling. Through cooperating with non-governmental organisations (NGOs), we hope to promote a new idea of waste less and clean recycling." A new mobile application 'Waste Less', which covers over 7,000 recycling points all over Hong Kong, has also been developed by the Environmental Protection Department. Serving as a communication platform with the public, it provides environmental information and facilitates recycling. In addition, the "Big Waster" Facebook Page also helps disseminate green messages in a more creative manner.

Providing Guidelines to Enhance Industry Level

To address industry needs, Hong Kong Quality Assurance Agency has recently kicked off the "HKQAA Hong Kong Registration - Recycling Services". Mr Wong believes that this registration will assist in the development of the local recycling industry. "This registration provides good management practices and guidelines for the industry to follow, and helps enhance industry's performance, thus strengthening the confidence of stakeholders and the public."

"We look forward to this registration service being further developed in depth and in range, for example, expanding its scope of recyclable materials to food waste. In fact, food waste makes up about 30 - 40% of Hong Kong's municipal solid waste, making it an opportunity for the recycling industry." Mr Wong explained that exploring more green business opportunities would further enhance the circular economy while the registration service could boost the industry's public image.

Looking forward, Mr Wong hopes that the commercial sector, community and public can incorporate waste reduction and recycling into their daily operations and living, and work together with the government for a sustainable society.

制度，所以目前部分回收物料的價值，未必是一個理想的市場價格。有些地方如台北、南韓，有按量徵費就有相對較佳的回收價值所在，有利於社會發展循環經濟。其次，香港的土地供應緊張，亦局限業界的進一步發展。」再者，黃局長指出，部分市民仍缺乏乾淨回收的習慣，影響了回收物料的價值和質量，這是第三個挑戰。

為促進環保回收行業發展，政府新近成立了「推動回收業可持續發展督導委員會」，協助業界應對這些挑戰。「首先，立法需時，在廢物按量徵費落實前，我們將透過回收基金，推動本來市場上回收價值沒那麼高的物料可以更多循環再造。我們亦會在回收業人手培訓上，提供資源以減低相關的業界運作成本。此外，督導委員會亦正研究，提供較長的租用期土地，讓業界在投資器械方面有更長遠的規劃和發展。」

至於乾淨回收，則是一個全民教育的問題。「我們在今年推出一個全港性的乾淨回收運動。有些業界人士已自發自強，亦為乾淨回收訂立約章，讓回收業界和物業管理公司等能一起推動和訓練員工。」黃局長表示，已受污染的可回收物料如混和食物殘餘，若被投入回收箱，會減低整體回收程度甚至浪費其他乾淨回收物料，影響循環經濟的效力。因此，乾淨回收的教育要從源頭做起，鼓勵市民無論在家裡或公司，都拿乾淨的物料去回收。

「環保署亦推出『綠在區區』計劃，在全港18區設立社區環保站聚焦支援，回收市場價值較低的物料，同時作為支持和教育環保回收的基地，透過與非政府組織 (NGO) 合作，於社區推動乾淨回收和減廢新思維。」環保署早前亦推出了新的手機應用程式「咪嘥嘢」，展示全港超過七千個回收點，作為與市民的溝通平台，提供環保資訊並方便回收行動。還有，「大嘥鬼」的臉書專頁，亦以較創新的手法傳遞環保信息。

給予業界指引　提升行業水平

為回應業界需求，香港品質保證局最近亦推出了「香港註冊 - 環保回收服務」。黃局長認為這將有助本地環保回收業的發展。「此服務提供了良好的實務守則，給予指引讓業界有所依循，幫助整個行業提升水平，為市民和持份者強化信心。」

「期望註冊服務未來在參與程度和深度兩方面，都會有進一步發展，例如將回收物料的範圍擴大，把廚餘也納入其中。事實上，廚餘佔香港都市固體廢物量約三至四成，對業界來說也是一種機遇。」黃局長表示，發掘環保商機，將可進一步促進循環經濟，同時透過這類註冊服務，幫助業界提升在市民心目中的形象。

展望未來，黃局長期望商界、社區和市民可以將減廢回收的習慣，融入日常營運和生活之中，與政府攜手合作，締造一個可持續發展的社會。

To reduce the municipal solid waste disposal rate by 40% on a per capita basis by 2022, the Environment Bureau has mapped out various policies and encouraged the public to incorporate waste reduction and recycling into daily lives.

為實踐於2022年減少40%的都市固體廢物人均棄置量之減廢目標，環境局制訂一系列減廢政策，並鼓勵公眾將減廢回收習慣，融入日常生活中。

Some of the Government Policies
政府部分政策

Food Wise Hong Kong Campaign 惜食香港運動 (Commenced in 2013) （2013年展開）	"Waste Less" mobile app 「咪嘥嘢」手機APP (Introduced in mid-2014) （2014年中推出）	Full implementation of the Plastic Shopping Bag Charging 全面塑膠購物袋收費 (Effective on 1st April, 2015) （2015年4月1日生效）	"Community Green Stations" in 18 districts 「綠在區區」十八區回收網絡 (The first one, Shatin Community Green Station, opened in mid-2015) （綠在沙田已於2015年中啟用）	Glass Bottled Products Responsibility scheme 玻璃樽產品責任制 (Bill submitted to LegCo in 2015) （2015年提交立法草案）	Recycling Fund 回收基金 (Pending funding approval by LegCo) （待立法會撥款）	Quantity-based waste charging 廢物按量收費相關立法草案 (Relevant bills to be submitted to LegCo in 2016/17) （預計2016/17提交立法會）

What can you do for Hong Kong's waste reduction at source?
✅ Reduce about 40% of waste by putting these seven tips into habit

源頭減廢，你可以為香港做甚麼？
✅ 每日做齊七件事，減廢可以近40%

No Leftovers 無剩食	Do not Use Napkins 不用抹手紙	Use less Plastic Bags 少用膠袋	Clean Recycling for Newspapers, etc. 報紙等乾淨回收	Clean Recycling for Glass Bottles 玻璃樽乾淨回收	No Bottled Water 不用樽裝水	Don't Buy Lunch Box 不買外賣飯盒
Daily municipal solid waste disposal: 9,547 tonnes　每日都市固體廢物棄置量：9,547公噸 (2013) Approximate portion percentage in landfill　約佔堆填區的百份比						
13% （~1,200 tonnes 公噸） Food Waste 廚餘 According to a research from the UK, about 1/3 of food waste can be avoided 英國研究顯示，廚餘當中約有三份一是「可避免的」剩食	**7%** （650 tonnes 公噸） Napkins 紙巾 Due to hygienic reasons, napkins should not be recycled 衛生理由，紙巾不宜回收	**7%** （640 tonnes 公噸） Plastic Bags 膠袋 Bring your own bags 常自備購物袋	**5%** （~430 tonnes 公噸） Newspapers & Magazines 報刊 Newspapers etc. found in trash are usually contaminated and not suitable for recycling 報刊等丟到垃圾桶多被剩食污染，不利回收	**3%** （~250 tonnes 公噸） Glass Bottles 玻璃樽 Glass recycling bins are available at about 1,000 housing estates and 150 public areas 約1,000個屋苑及150個公共地方已設玻璃回收箱，並陸續擴展中	**2%** （~200 tonnes 公噸） Plastic Bottles 膠樽 Approximately equal to 6.87 million plastic bottles. We should use less or reuse the bottles, and recycle clean areas, and will continue to extend 約等於687萬個膠樽，盡量少用，又或重用，最後乾淨回收	**0.5%** （~40 tonnes 公噸） Foam Containers/ Disposable Cutlery 發泡膠/ 餐具 A take-out breakfast or lunch meal produces around 8 pieces of single-use waste 一份早/午餐外賣，隨時產生八件即棄垃圾

Source: Environmental Protection Department 資料來源：環保署

HKQAA Symposium 2015 Held Successfully
香港品質保證局專題研討會2015圓滿舉行

HKQAA's annual flagship event, the HKQAA Symposium 2015, was held successfully in the Langham Place Hotel, Mongkok on 29 May, 2015.

This year, the main theme of our Symposium was "Strategic Management of Megatrends to Achieve Sustained Success". We brought together renowned local and overseas speakers from different sectors to share their professional knowledge and experience of good management practices which respond to evolving trends. Topics in the morning session included balancing urban development and environmental concerns, green building, carbon performance, impact investment and the water footprint. In the afternoon session, topics such as big data, innovative business incubation, family business inheritance, latest development of ISO 9001 international management standard, were covered.

Over 700 attendees from different sectors, including government departments, corporations, associations and academies, joined the Symposium. Ir C. S. Ho, Deputy Chairman of HKQAA, said, "We believe our programme will stimulate local organisations to think ahead and craft new management strategies to strengthen their competitive edge and achieve long-term success."

We would like to take this opportunity to thank all the speakers, sponsors and supporting organisations for making the Symposium a success. The presentations of the speakers are now available on our website at: www.hkqaa.org/symposium2015.

本局一年一度的旗艦盛事—「香港品質保證局專題研討會2015」，已於2015年5月29日，假香港旺角朗豪酒店舉行。

今屆研討會以「管理大趨勢‧邁向持續成功」為主題，匯萃來自各界的本地和海外著名講者，分享他們的專業知識和實戰經驗，與管理決策者一起探討良好的管理模式，以應對各種轉變趨勢。上午的題目包括城市發展與環境保與的平衡、綠色建築、碳表現、影響力投資、水足跡等。下午的題目則有大數據、培育創新企業、家族生意傳承及ISO 9001國際管理標準的最新發展等。

研討會反應熱烈，共吸引超過七百名來自不同領域的人士參與，包括政府部門、企業、協會組織、學術機構等。香港品質保證局副主席何志誠工程師表示：「我們希望是次研討會能啟迪新思維，推動本地機構放眼長遠發展，探索在大趨勢下的嶄新管理策略，以增強競爭力，持續發展。」

是次研討會的成功，全賴各演講嘉賓、贊助商及支持機構的鼎力支持。有關更多研討會的資訊及演講內容，請瀏覽本局網頁：www.hkqaa.org/symposium2015。

香港特區政府環境局局長黃錦星太平紳士在研討會上致辭。
Mr Wong Kam Sing, Secretary for the Environment, the Government of the HKSAR delivered the Keynote Remarks in the Symposium.

香港品質保證局總裁林寶興博士（左）與講者嘉賓之一香港特區政府署理政府資訊科技總監林偉喬太平紳士（右）合照。
Dr Michael Lam, CEO of HKQAA (left) and one of the guest speakers, Mr Victor Lam, Acting Government Chief Information Officer, the Government of the HKSAR (right).

香港機場管理局企業發展執行總監馮永業先生為講者嘉賓之一。
Mr Wilson Fung, Executive Director, Corporate Development, Airport Authority of Hong Kong was one of the guest speakers.

上午專題討論環節（左起）：香港公開大學科技學院院長、環境學與應用科學課程主任何建宗教授；心苗亞洲慈善基金行政總裁勞思國先生；香港賽馬會持續發展高級經理郝雪麗工程師；香港綠色建築議會主席黃天祥工程師；國際標準化組織質量體系技術委員會（ISO/TC176/SC2）主席倪國夫博士。
Panel discussion in the morning session (from left): Prof Ho Kin Chung, Dean of School of Science and Technology, Programme Leader in Environmental Studies and Applied Sciences, The Open University of Hong Kong; Mr Scott Lawson, Chief Executive Officer of SOW Asia Foundation; Ir Shirlee Algire, Executive Manager, Sustainability, Hong Kong Jockey Club; Ir Conrad Wong, Chairman of Hong Kong Green Building Council; Dr Nigel Croft, Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2).

下午專題討論環節二（左起）：國際標準化組織質量體系技術委員會(ISO/TC176/SC2) 主席倪國夫博士；香港科技園公司首席企業發展總監楊德斌工程師；大家樂集團有限公司主席、傳承學院榮譽主席陳裕光博士。
Panel discussion II in the afternoon session (from left): Dr Nigel Croft, Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2); Ir Allen Yeung, Chief Corporate Development Officer, Hong Kong Science and Technology Parks Corporation; Dr Michael Chan, Chairman of Café de Coral Holdings Limited, Honorary Chairman of Legacy Academy.

下午專題討論環節一（左起）：華為加拿大IT產品線研究室主任袁曙濤博士；香港電腦學會副會長（專業發展）湛家揚博士；中國深圳市質量協會執行會長李榕博士。
Panel discussion I in the afternoon session (from left): Dr Steven Yuan, Director of IT product line, Huawei Canada Research Center; Dr Toa Charm, Vice President (Professional Development) of Hong Kong Computer Society; Dr Li Rong, Chairman of Shenzhen Association for Quality.

香港品質保證局副主席何志誠工程師致閉幕辭。
Ir C. S. Ho, Deputy Chairman of HKQAA delivered the Closing Remarks.

香港品質保證局專題研討會2015吸引超過700名來自企業、政府部門、協會組織及學術機構等人士參與。
The event drew over 700 participants from corporations, government departments, associations and academies.

Symposium Highlights 研討會花絮

We would like to acknowledge the following organisations for their support for the HKQAA Symposium 2015.
特別鳴謝以下贊助商及機構對香港品質保證局專題研討會 2015 的鼎力支持。

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# Latest Findings of Hong Kong Carbon Performance Survey
最新香港碳表現調查結果

Launched in June 2013, the "HKQAA-HKJC Carbon Disclosure e-Platform (CDeP)" allows Hong Kong organisations to share their performance data and good practices in carbon management. To help organisations to understand their carbon information and report it in a simple, user-friendly and methodical way, the "Carbon Performance Questionnaire" was designed according to a disclosure framework set out by HKQAA. All the responses from the participating organisations gathered in the last two years were analyzed and the findings were announced at the 2015 HKQAA Symposium.

「HKQAA-HKJC 碳披露電子平台」於2013年6月正式推出，讓本港不同機構能分享其在碳管理方面的表現及良好做法。為方便參與的機構透過簡易的答題方式，提供所需資料，並層次井然地向外界展示其碳管理績效，香港品質保證局特別制訂了一套碳披露框架，用以設計「碳表現問卷」。我們分析了過去兩年所收集的問卷答覆，結果已於「香港品質保證局專題研討會2015」上公布。

Participants

From June 2013 to 30 April 2015, total GHG emissions reported were 130,480,906 tCO$_2$e. Around half of the submissions were from Utility and Construction and Engineering industries.

Participants by Sector 參與機構行業分布
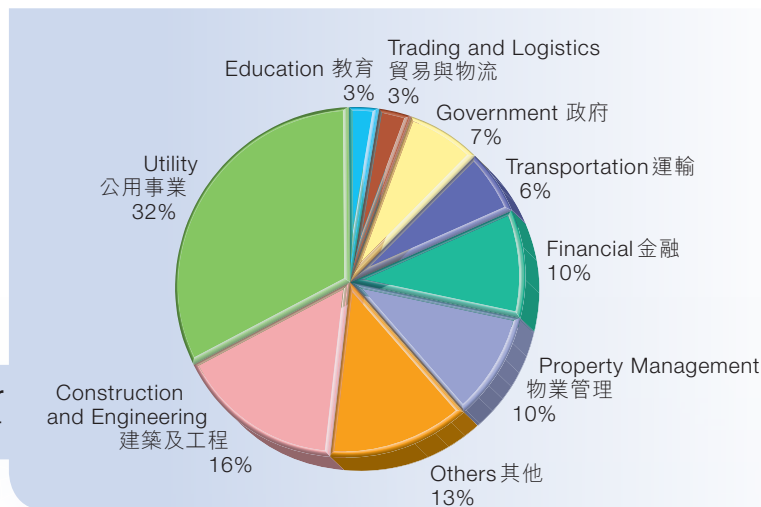
參與機構

自2013年6月至今年4月30日，在「碳披露電子平台」匯報之溫室氣體排放量，共達130,480,906公噸二氧化碳當量（tCO$_2$e）。在提交的問卷當中，接近一半來自公用事業和建築及工程界。

Reported Annual GHG Emissions from Various Industrial Sectors

65% of the respondents reported all their direct, indirect and other indirect (Scopes 1, 2 and 3) emission footprints. Scope 1 emissions contributed to 90% of the total emissions while Scope 2 and Scope 3 contributed 1% and 9% to the total respectively.

Utility and Transportation industries reported almost 100% of the Scope 1 emissions. With 90% of the respondents captured and reported their annual Scope 2 emissions, Utility and Financial sectors recorded over 50% of the footprints.

各行業組別匯報的年度總溫室氣體排放量

65%的受訪者均報告了其直接、間接和其他間接（範圍1、2及3）的氣體排放量。範圍1之氣體排放佔總氣體排放九成，而範圍2和3則佔1%和9%。

接近全部範圍1的排放量均來自公用事業和運輸業。高達九成的問卷回覆報告了其在範圍2的排放量，當中超過五成來自公用事業和金融業。

Distribution of Scope 1, 2 and 3 Emissions
排放量範圍1、2和3的分布
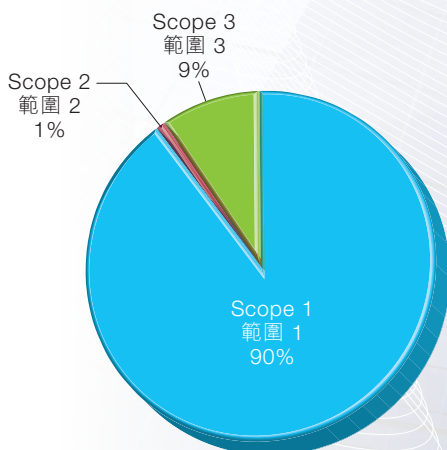
Major Carbon Emission Sources according to Survey Analysis
從調查分析所得的主要碳排放來源

Scope 1: From Owned & Controlled Sources
範圍1：企業擁有及控制的碳排放源

1. Dual fuel generators at production plants 生產工廠的雙燃料發電機
2. Company vehicles 公司車輛
3. HFC refrigerants 氫氟碳化物（HFC）製冷劑

Scope 2: From the Generation of Purchased Energy
範圍2：企業從購買能源中產生的碳排放源

1. Electricity consumption at production plants 能源生產廠的用電量
2. Use of lighting, HVAC systems, servers, computers, and other electronic devices 使用照明系統、空調系統、伺服器、電腦及其他電子設備
3. Cookers and boilers 瓦斯爐和鍋爐

Scope 3: From Sources not Owned or Directly Controlled but related to Corporate Activities
範圍3：從事相關活動但不擁有或直接控制的來源

1. Paper waste disposal 廢紙處置
2. Sewage processing 污水處理
3. Business travel 商務旅行

Commitment to Reducing Emissions

Carbon reduction policies were established in 48% of the submissions. Around 90% of them had GHG reduction targets ranging from 2% to 31% to be achieved in 3 to 9 years.

The emission reduction measures include renewable energy installation, tree planting projects, fuel switching, LED lighting replacement, HAVC retrofit, office building chillers replacement and carbon credits purchasing. In addition, the following table summarises the good practice found in general and by sector.

減排承諾

48% 的受訪公司已實行減碳政策，當中有九成已訂立了溫室氣體減排目標，減排量介乎 2% 至 31%，預計在三至九年內達成。

現有的減排措施包括可再生能源裝置、植樹計劃、燃料替換、LED 照明替代、HAVC 改造、空調機組更換和購買碳信用額。此外，以下列表亦歸納出一般和個別行業的一些良好的減排做法。

Industrial Sector 行業分類	Good Practice 良好做法
In General 一般	Carry out energy audits for premises and implement the identified energy management opportunities 為物業進行能源審計並實行已識別之能源管理的可行方法
	Implement programmes under ISO 14001 and ISO 50001 management systems for continuous improvement of environmental performance and energy efficiency performance respectively 採用 ISO 14001 及 ISO 50001 管理體系，以持續改善企業的環保表現及能源效益表現
	Promote environmentally friendly practices among staff, e.g. switching off air conditioning and lighting immediately after use, setting optimal room temperature, recycling waste, double-sided printing/ copying, and avoiding unnecessary printouts 向員工宣傳環保做法，如關掉不使用的冷氣和燈具、調校室溫至合適水平、廢物回收、雙面使用紙張和避免不必要的列印
	Reduce energy consumption by using timer control and sensors 善用時間掣和感應器，以減少能源浪費
	Increase the adoption of electric vehicles for corporate fleet 使用電動車作為企業車輛
	Reduce business trips through teleconferencing 以電話會議取代海外出差
Construction and Engineering 建築及工程界	Promote the use of environmentally friendly materials and technologies from design, to construction, operation and maintenance of the portfolio 推廣在設計、興建、營運及維修等環節應用環保物料及科技
	Engage consultants and contractors to implement environmental policies and realise the commitments 僱用顧問檢討環保政策及鼓勵承辦商執行環保政策，實踐環保承諾
Financial 金融業	Promote the disclosure of information about the environmental impact of businesses 鼓勵企業披露有關業務對環境影響的資料
	Utilise the Internet for collecting applications from clients or the public 善用互聯網收集客戶及公眾的申請，以減少浪費紙張
Others 其他	Rainwater recycling for toilet flushing purposes 循環使用雨水作沖水之用
Property Management 物業管理行業	Engage suppliers and contractors regarding environmental management 鼓勵其供應商及承辦商實施環保管理措施
	Arouse public awareness of environmental protection and quality living 向公眾宣傳環境保護訊息和優質生活
Utility 公用事業	Paperless billing 使用電子賬單
	Completely disclose the corporate carbon emission inventory 披露完整的碳排放量數據

The Way Forward

Respondents' progress in GHG reduction is creating competitive advantages, such as reduced costs, increased productivity, stronger brands and reduced risk. However, 71% of the submissions indicated the non-disclosure of their performance data of emissions. We expect to see more carbon-reduction engagement as well as an improved disclosure rate of carbon management through CDeP to better mitigate the effects of climate change.

To learn more about the participating organisations' profile and their disclosures, please visit the CDeP website at http://cdep.hkqaa.org/.

展望未來

受訪者在溫室氣體減排的進程上創造了競爭優勢，如成本下降、生產力提高、強化品牌與減低風險。但是，71% 的受訪機構並未同意公開其碳表現及排放數據。我們期望未來有更多機構積極參與減碳，並願意經由「碳披露電子平台」公開碳管理資料，以進一步推動本地業界投入應對氣候變化的影響。

更多機構資料及其公開資訊，請瀏覽「碳披露電子平台」的網站：http://cdep.hkqaa.org/

New Versions of ISO 9001 and ISO 14001 Reach Final Stages
新版 ISO 9001 和 ISO 14001 進入最後階段

Dr Nigel H. Croft
Associate Technical Director, HKQAA
Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC 176/SC2)
倪國夫博士
香港品質保證局技術總監
國際標準化組織質量體系技術委員會（ISO/TC176/SC2）主席

As this edition of VISION goes to press, the Final Draft International Standards (FDIS) of ISO 9001 and ISO 14001 are about to be published (July 2015), and both will be subjected to a 60-day ballot by the member bodies of ISO. Both standards received a strong positive vote at the previous (DIS) stage, and only relatively small changes have been made to address the comments received. The FDIS ballot is a simple "Yes/No" vote, and no further changes to the technical content are permitted.

Assuming that the FDIS ballots are approved, then the new ISO 9001:2015 and ISO 14001:2015 standards are expected to be available in mid-September 2015. ISO and the IAF (International Accreditation Forum) have already agreed that there will be a three-year transition period during which organisations currently certified to the standards can make the necessary adaptations to their quality and environmental management systems. The formal Transition Plans are available for free download from the IAF website (www.iaf.nu).

The Revision Process

Work on the revision to the two standards began in earnest in 2012, although preliminary work had started before that, to look at the challenges that needed to be addressed in order for the standards to remain relevant for the next decade or more. This included work by a TC176/SC2 Task Group on "Future Concepts for Quality Management Systems" and a TC 207/SC 1 Study Group on "Future Challenges for Environmental Management Systems", both of which evaluated the potential implications of evolving stakeholder expectations and new technological developments since the last major revisions over ten years ago.

Both standards use the new harmonized High Level Structure that has been developed by ISO's Joint Technical Coordination Group, and published in Annex SL of the ISO Directives (available for free download from http://www.iso.org/sites/directives/directives.html). This will make life easier for organisations that choose to have a single ("integrated") management system to meet the requirements not only of ISO 9001 and ISO 14001, but also including standards such as ISO 27001 (Information Security), the future ISO 45001 for Health and Safety Management Systems (which is expected to replace OHSAS 18001), and the future Anti-Bribery management systems standard (ISO 37001) among others.

在今期 VISION 出版之時，ISO 9001 和 ISO 14001 的最終草案也差不多已出版（2015 年 7 月），並將經由 ISO 成員組織在 60 天內投票。兩項標準於早前的草案階段均獲得大比數通過，只有小部分需作修改，以回應相關意見。而是次最終草案的投票只需成員投予「贊成」或「反對」票，有關技術內容的部分則不會再作修改。

若最終草案正式通過，新版 ISO 9001:2015 和 ISO 14001:2015 預計將於 2015 年 9 月中旬生效。ISO 與國際認可論壇（IAF）已同意現有的認證客戶將可在三年過度期內，就其質量和環境管理體系作出適當的調整。正式的過渡計劃現已上載至 IAF 網站（www.iaf.nu），以供公眾免費下載。

修訂過程

雖然兩項標準的改版工作於 2012 年才正式開始，但為讓新版能在未來 10 年或以上都適用，相關的準備工作早已開始，去探討和應對有關挑戰，當中包括 TC176/SC2 工作小組所處理的「質量管理體系的未來概念」和 TC207/SC1 工作小組所處理的「環境管理體系的未來挑戰」。兩個小組都評估了自逾十年前改版後，持份者的一些新期望與科技發展所帶來的潛在影響。

兩項標準均採用由 ISO 聯合技術協調小組所編寫，並出版在 ISO 指引《附件 SL》內的「高階架構」及「相同文本」，以便選擇使用單一（綜合）管理體系的機構，能更容易達到不同管理體系的標準。當中不只限於 ISO 9001 和 ISO 14001，亦包括 ISO 27001 信息安全管理體系，以及將會推出的 ISO 45001 職業安全健康管理體系（預期將取代 OHSAS 18001）和 ISO 37001 防止賄賂管理體系標準。

The overall "Annex SL" sequence is as follows:

1. **Scope**
2. **Normative references**
3. **Terms and definitions**
4. **Context of the organisation**
   - Understanding the organisation and its context
   - Understanding the needs and expectations of interested parties
   - Determining the scope
   - Management system
5. **Leadership**
   - Leadership and commitment
   - Policy
   - Organisational roles, responsibilities and authorities
6. **Planning**
   - Actions to address risks & opportunities
   - Objectives and planning to achieve them
7. **Support**
   - Resources
   - Competence
   - Awareness
   - Communication
   - Documented information
8. **Operation**
   - Operational planning and control
9. **Performance evaluation**
   - Monitoring, measurement, analysis & evaluation
   - Internal audit
   - Management review
10. **Improvement**
   - Non conformity and corrective action
   - Continual Improvement

《附件SL》的章節結構如下：

1. **範圍**
2. **引用標準**
3. **詞彙和定義**
4. **機構內涵**
   - 了解機構及其內涵
   - 了解相關利益團體的需求和期望
   - 決定管理體系的範圍
   - 管理體系
5. **領導**
   - 領導與承擔
   - 方針
   - 機構職能、職責與權限
6. **規劃**
   - 應對風險和機會的措施
   - 目標和計劃實行
7. **支援**
   - 資源
   - 員工能力
   - 員工意識
   - 溝通
   - 文件記錄
8. **營運**
   - 營運規劃與監控
9. **績效評估**
   - 監察、測量、分析與評估
   - 內部審核
   - 管理評審
10. **改進**
   - 不符合項與糾正措施
   - 持續改進

The publication of the FDIS is a key milestone for the new standards, not only because it provides the opportunity for all interested parties to see the final text and to make the appropriate preparations, but it also allows for certification and accreditation bodies such as HKQAA and HKAS to finalize their auditor training, in preparation for carrying out transition audits to the new standards. The IAF has made it clear that provided there are no changes between the FDIS and the published versions of the standards (which is HIGHLY unlikely), then certificates to ISO 9001:2015 and ISO 14001:2015 can be issued based on audits carried out against the FDIS versions. This is, of course provided the auditors and the certification bodies have demonstrated their competence to carry out such audits.

As Chair of ISO/TC176/SC2, the ISO subcommittee responsible for ISO 9001 and ISO 9004 (among other standards), I am very excited about this revision, and I know from my colleagues in ISO/TC207/SC1 (the equivalent committee that is responsible for ISO 14001) feel the same.

New Key Concepts

Some of the key concepts that are being incorporated into the new standards are as follows:

- Both ISO 9001 and ISO 14001 recognise that no two management systems will be, or should be identical, because organisations operate in different business contexts. Both standards require organisations to think about the external and internal factors that can affect the way in which their systems need to be managed in order to be successful. The external factors may include, for example, issues arising from legal, technological, cultural, social and economic conditions at the international, national, regional or local levels. Also important are the internal factors, such as the values, culture, knowledge and performance of the organisation.

- Both standards include stronger requirements for management at all levels to show their leadership, and to ensure that the quality and environmental management systems are aligned with the strategic direction of the organisation and integrated into the way it does business.

- Both standards put a strong emphasis on managing processes in order to achieve the desired outcomes (which, in the case of ISO 9001, means providing customers with "consistent, conforming products", and for ISO 14001 means preventing pollution, meeting compliance obligations and improving environmental performance). This approach provides more flexibility for organisations to decide for themselves how much documentation is needed, of course they can demonstrate that the processes are effective.

- Interwoven into the new standards is a focus on "risk-based thinking", whereby an organisation needs to identify the risks (and opportunities!) associated with its activities, and take actions to mitigate the risks of generating non-conforming products or producing negative environmental impacts. It is not the intention of ISO 9001:2015 or ISO 14001:2015 to require organisations to adopt formal risk management methodologies, but rather to provoke a mentality of "risk-based thinking". Put simply, this means considering risk qualitatively (and, depending on the organisation's context, quantitatively) when defining the rigour and degree of formality needed when planning and controlling individual activities and processes.

It is to be hoped that all users will be able to benefit from the new versions of these two important standards, and will take advantage of the changes that are being introduced to ensure that their quality and environmental management systems continue to be relevant in the years to come.

出版最終草案是改版的重要里程碑，不但能讓各界人士透過最終草案內容，作出適當的準備，亦可讓認證機構如香港品質保證局，以及認可機構如香港認可處（HKAS）落實審核員的訓練課程，以便能在過渡期內應用新標準進行審核工作。IAF明確表示，若新標準的最終草案和正式出版的內容並無差異（可能性較低），所有根據最終草案而作的審核，均獲採納作為ISO 9001:2015及ISO 14001:2015認證之用。但前提是審核員和認證機構必須具備使用新版標準的審核能力。

身為負責ISO 9001和ISO 9004的ISO委員會（ISO/TC176/SC2）主席，我非常期待這次改版，而ISO/TC207/SC1（負責ISO 14001的委員會）的同事亦有此同感 。

主要新概念

新標準加入了以下主要概念：

- ISO 9001 和 ISO 14001均認為各個管理體系應是獨一無二，不同機構是在不同的商業環境下營運。兩項標準都要求機構去考慮一些會影響其管理體系成功與否的外在和內在因素。外在因素可包括國際、國家、地區或本地層面上，有關法律、科技、文化、社會和經濟情況。此外，內部因素如價值觀、文化、知識和機構表現亦同樣重要。

- 兩項標準對各階層的管理人員都有相對較嚴謹的要求，以展示其領導能力，同時確保其質量和環境管理體系與機構的策略方向一致，且能融入於商業營運中。

- 兩項標準都著重管理過程，以達致理想效果（例如ISO 9001要求向顧客提供統一和合規的產品，而ISO 14001則強調防止環境污染，履行所規定的責任和改善環境表現）。此做法可讓機構在更有彈性地決定所需文件量，以顯示其有效的管理過程。

- 「風險管理思維」是新標準的一個重點，機構都需於其工作中識別出存在風險（和機會），並作出適當的行動去緩和不符合規格的產品或負面環境影響所衍生的風險。ISO 9001:2015 或 ISO 14001:2015並不旨在要求機構採用正式的風險管理方法，而是旨在促進機構備有「風險管理思維」的心態。簡單來說，根據機構內涵的情況，質化和量化地考慮其風險，而設定該活動及流程的嚴謹度及相對措施。

期望所有使用者都可受惠於此兩個新版標準，透過新引入的改變，對其質量和環境管理體系有所得益，並能在未來日子持續有效推行。

International
國際

Work on Revision to ISO 9004 will Begin in Hong Kong

The first meeting of the newly-formed Working Group ISO/TC176/SC2/WG25 will be held during the TC176 Plenary week of meetings in Hong Kong in November 2015. TC176 members voted to revise the 2009 version of ISO 9004 ("Managing for the sustained success of an organisation — A quality management approach"). The Convener of the Working Group will be Dr Isaac Sheps of Israel. Dr Sheps is a former Vice President of Carlsberg Breweries in Europe, and President of the Baltika Brewery in Russia, where he used ISO 9004 extensively as an integral part of the overall management strategy.

Revisions of ISO 10005, 10006 and 10007

The revision process for these three standards will also begin in November. ISO 10005 provides guidelines for the development of quality plans and was last revised in 2004. ISO 10006 (Guidelines for quality management in projects) should be of particular interest to the construction sector, and ISO 10007 provides guidance for configuration management, providing for identification and traceability, physical and functional requirements, and access to accurate information in all phases of the product life cycle.

Update of other ISO Publications

The imminent publication of the new version of ISO 9001 has stimulated the revision of a number of other ISO guidance documents, as follows:

- ISO's handbook "Integrated Use of Management System Standards" will be revised to reflect the new "Annex SL" High-Level Structure that now applies to all of ISO's management system standards

- The document "ISO 9001 – What does it mean in the supply chain" will undergo some minor updates, to reflect the new ISO 9001:2015, but is not expected to undergo significant changes. The current version of this document is available for free download from http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100304

- The handbook "ISO 9001 for Small Businesses - What to do" (currently available from http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100313 is also being updated, to be consistent with the ISO/TS 9002 standard ("Guidelines for the application of ISO 9001:2015") that is expected to be published later this year

Publication of New Requirements Standard for Management System Certification Bodies

The new revision of ISO/IEC 17021 (Conformity assessment — Requirements for bodies providing audit and certification of management systems) was published in June 2015. This is the standard that is used as a basis for the accreditation of management system certification bodies (for example HKQAA) by accreditation bodies such as HKAS, UKAS, CNAS, and others. The International Accreditation Forum (IAF) has defined a transition period of two years for certification bodies to comply with the new requirements.

ISO 9004改版工作即將在香港展開

新成立的 ISO/TC176/SC2/WG25 工作小組首個會議將於2015年11月,在香港舉行的TC176全體會議進行。TC176會員已投票同意展開2009年版本的ISO 9004(「持續成功之機構管理—質量管理方法」)之改版工作。工作小組召集人是來自以色列的 Dr Isaac Sheps,他在歐洲擔任嘉士伯酒廠副總裁和俄羅斯Baltika酒廠總裁時,廣泛地應用ISO 9004作為整體管理策略之核心。

ISO 10005、10006、10007改版

這三項標準的改版工作亦將於11月展開。ISO 10005 為制定質量計劃提供指引,上次改版已是2004年。ISO 10006(項目質量管理指引)應為建築行業所關注。而 ISO 10007 則將為建構管理提供指引,包括辨識和可追溯性、實體和功能上的要求,以及在產品生命週期的各個階段,均能取得正確資訊。

其他ISO刊物的最新消息

即將出版的新版 ISO 9001,推動了一系列其他ISO指引文件進行改版,如:

- ISO手冊《管理體系標準的綜合使用》將進行修訂,加入有關現適用於所有ISO管理體系標準的新《附件SL》的「高階結構」

- 《ISO 9001 – 供應鏈內的應用》文件將作少量更改,以配合新版 ISO 9001:2015,但預期文件將不會有大改動。現有版本可於 http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100304 上免費下載

- 《小型企業如何實踐ISO 9001》手冊(現可於http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100313下載)亦正進行更新,以配合計劃將於今年出版的ISO/TS 9002標準《ISO 9001:2015實用指引》

管理體系認證機構的新要求標準即將出版

新版 ISO/ IEC 17021(合格評定—管理體系審核及認證機構的要求)已於2015年6月出版。這標準是供認可機構如 HKAS、UKAS、CNAS等,對管理體系認證機構如本局,進行認可的標準。國際認可論壇(IAF)已公布給予認證機構兩年的過渡期,以符合新標準要求。

Seminars on Revisions to ISO 9001 & ISO 14001
新版 ISO 9001 與 ISO 14001 簡介研討會

The revisions to ISO 9001 and ISO 14001 are expected to be published in September this year, bringing about further alignment of the content and structure of management system standards. The revisions have reached the stage of Final Draft International Standard (FDIS). Certified organisations have to prepare for the transition in good time.

To provide the latest information regarding the revisions to our clients and industry, the "Executive Seminar on the Next Generation of Management System Standard – Preparing for ISO 9001:2015" was organised with Macau Productivity and Technology Transfer Center on 30 May 2015 in Macau. Two sessions of "Seminars on ISO 9001 & 14001 Revisions – New Progress" were also held on 1 June 2015 in Hong Kong. Dr Nigel H. Croft, Chairman of the ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2), presented the seminars. Dr Croft is recognised as one of the world's foremost experts on quality management and the conformity assessment of management systems. The seminars in both cities received an overwhelming response and attracted over 350 participants from various organisations.

新修訂版的 ISO 9001 和 ISO 14001 標準預計將於今年 9 月正式推出，修訂將令兩個管理體系標準的架構和內容更加統一。這次改版已經進入最終草案階段，獲證機構都要適時為這次改版作好準備。

本局於 2015 年 5 月 30 日，與澳門生產力暨科技轉移中心在澳門舉辦了「高級管理人員簡報會：ISO 9001:2015 帶出的變化、影響和好處」，向客戶和業界提供這次改版的最新資訊。此外，本局亦於 6 月 1 日，在香港舉行了兩場「ISO 9001 和 ISO 14001 最新發展」研討會。研討會邀得國際首屈一指的質量管理和合格評定專家－國際標準化組織質量體系技術委員會（ISO/TC176/SC2）主席倪國夫博士主講，反應熱烈，兩天活動共吸引逾 350 名人士出席。

Promoting HKQAA Services at HOFEX 2015
參與 HOFEX 2015 推廣本局服務

HKQAA participated in HOFEX 2015, which was held at the Hong Kong Convention and Exhibition Centre from 6-9 May, 2015. We ran two sessions of seminars and a booth to promote our conformity assessment services for food and wine related business.

On 7 May, 2015, a seminar on "The Latest Development of Food Safety Standards" was given to promote food safety management in the industry. The next day, we held another seminar on the "Wine Storage Management Systems (WSMS) Certification Scheme & Hong Kong Wine Registration (HKWR) Scheme", to introduce the requirements and benefits of the schemes, which are intended to enhance the brand image and reputation of wine businesses.

HOFEX 2015 is one of the leading food and hospitality trade shows in Asia. The four day event drew a total of 38,053 trade buyers.

本局於 2015 年 5 月 6-9 日，參加了假香港會議展覽中心舉行的「國際餐飲及酒店設備商貿展覽會 2015」（HOFEX 2015）。活動上，我們舉辦了兩場講座，並設置宣傳攤位，推廣本局有關食品安全及葡萄酒之合格評定服務。

本局於 5 月 7 日率先舉辦「食品安全標準的最新發展」研討會，向業界推廣有關食品安全的管理；翌日則舉行了「香港葡萄酒註冊計劃及葡萄酒儲存管理體系認證計劃」簡介會，讓入場人士了解計劃的要求及好處，以提升其品牌形象和信譽。

HOFEX 2015 是亞太區內最大型的餐飲及酒店設備商貿展覽會之一，一連四日的活動共吸引了 38,053 名買家進場參與。

New Certified Clients
新認證客戶

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 organisational and business goals since 1989.

From February to April 2015, we have been pleased to welcome 22 organisations to our community. Among them, they have obtained 28 certificates of ISO 9001, ISO 13485, ISO 14001, OHSAS 18001, ISO 50001, ISO 55001, HKQAA HACCP, SA8000, QSPS-TA, WSMS-COMM, WSMS-FINE and WSMST-COM. 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1989年成立以來，致力協助工商界實施管理體系，有效地達至機構和營商目標。

由2015年2月至4月期間，香港品質保證局共頒發28張證書，包括ISO 9001、ISO 13485、ISO 14001、OHSAS 18001、ISO 50001、ISO 55001、HKQAA HACCP、SA8000、QSPS-TA、WSMS-COMM、WSMS-FINE 及 WSMST-COM。在此謹祝賀22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持份者帶來更大的裨益。
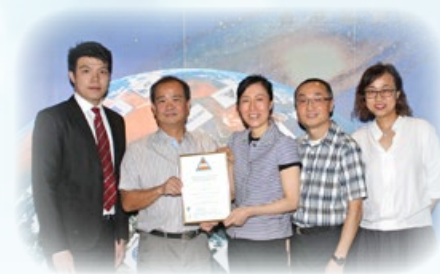
特訂服務 | Customised Services

We Customise Services to your Needs
致力開發創新服務 切合客戶獨特需要

As one of the leading and most trusted conformity assessment bodies in the region, HKQAA keeps developing and introducing innovative services to meet the needs of the market and individual organisations. We are pleased to tailor a wide range of services to satisfy specific client requirements, including verification, assessment, certification, registration, survey, research, training and other professional services.

Contact our Business Team for customised services that focus on your specific business goals.

作為亞太區內最具規模及領導地位的合格評定機構之一，香港品質保證局持續開發及推出不同類型的創新服務，以回應市場及個別機構的需求。我們樂意為您度身制訂各種服務，範圍遍及驗證、評審、認證、註冊、培訓、調查、研究及其他專業服務。

請與我們的業務部聯絡，我們會摯誠為您制訂切合業務需要的服務。

Tel 電話 : (852) 2202 9111   E-mail 電郵 : hkqaa@hkqaa.org

Mainland China 中国内地

Aug - Nov 2015　2015 年 8 月至 11 月

Course Title 课程名称	Duration (Day) 课程长度（天）	Fee (per head) RMB 收费（每人）人民币	Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality 质量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系－理解与应用	(P) 1	RMB 600	VM1P/SH-08A **SH** 18 VM1P/GZ-08A **GZ** 05	VM1P/GZ-09A **GZ** 21	VM1P/SH-10A **SH** 19 VM1P/GZ-10A **GZ** 28	VM1P/SH-11A **SH** 09 VM1P/GZ-11A **GZ** 23
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 质量管理体系－内部质量管理体系审核员培训	(P) 2	RMB 1,200	VVM3P/SH-08A **SH** 19-20 VM3P/GZ-08A **GZ** 06-07	VM3P/SH-09A **SH** 10-11 VM3P/GZ-09A **GZ** 22-23	VM3P/GZ-10A **GZ** 29-30	VM3P/SH-11A **SH** 12-13 VM3P/GZ-11A **GZ** 24-25
The Must-know Essentials for Quality System Management Representative 质量管理体系 - 管理者代表的重要须知	(P) 1	RMB 980	MT23P/GZ-08A **GZ** 20		MT23P/GZ-10A **GZ** 20	
ISO 9001:2008I Quality Management Systems Documentation Training ISO 9001:2008 质量管理体系文件课程	(P) 1	RMB 780	QMS4P/GZ-08A **GZ** 14			QMS4P/GZ-11A **GZ** 13
Environment 环境						
ISO 14001:2004 Environmental Management Systems – Understanding & Application ISO 14001:2004 环境管理体系－理解与应用	(P) 1	RMB 600	EMS2P/SH-08A **SH** 11 EMS2P/GZ-08A **GZ** 24	EMS2P/SH-09A **SH** 15 EMS2P/GZ-09A **GZ** 15	EMS2P/GZ-10A **GZ** 19	EMS2P/SH-11A **SH** 16 EMS2P/GZ-11A **GZ** 18
ISO 14001:2004 Environmental Management Systems – Internal EMS Auditor Training ISO 14001:2004 环境管理体系－内部环境管理体系审核员培训	(P) 2	RMB 1,200	EMS3P/SH-08A **SH** 12-13 EMS3P/GZ-08A **GZ** 25-26	EMS3P/GZ-09A **GZ** 16-17	EMS3P/SH-10A **SH** 13-14 EMS3P/GZ-10A **GZ** 20-21	EMS3P/GZ-11A **GZ** 19-20
Occupational Health and Safety 职业健康和安全						
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Understanding & Application OHSAS 18001:2007 职业健康和安全管理体系－理解与应用	(P) 1	RMB 600	OHS8P/SH-08A **SH** 25 OHS8P/GZ-08A **GZ** 10	OHS8P/SH-09A **SH** 25	OHS8P/SH-10A **SH** 09 OHS8P/GZ-10A **GZ** 12	
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Internal OHS Auditor Training OHSAS 18001:2007 职业健康和安全管理体系－内部职业健康和安全管理体系审核员培训	(P) 2	RMB 1,200	OHS9P/SH-08A **SH** 26-27 OHS9P/GZ-08A **GZ** 11-12	OHS9P/SH-09A **SH** 21-22	OHS9P/SH-10A **SH** 26-27 OHS9P/GZ-10A **GZ** 13-14	OHS9P/SH-11A **SH** 26-27
Integrated Management Systems 综合管理系列课程						
Integrated Management Systems (ISO 9001 / ISO 14001 / OHSAS 18001) - Internal Auditor Training 综合管理体系 IMS（ISO9001/ISO14001/OHSAS18001）内审员培训	(P) 4	RMB 3,500	IMS4P/GZ-08A **GZ** 17-20			IMS4P/GZ-11A **GZ** 17-20
Indentification of EHS Factors and Risk Assessment EHS因素识别与风险评价	(P) 2	RMB 1,800	EH01P/GZ-08A **GZ** 27-28	EH01P/GZ-09A **GZ** 10-11	EH01P/GZ-10A **GZ** 07-08	EH01P/GZ-11A **GZ** 08-09
Social Accountability 社会责任						
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008 社会责任管理体系－内部审核员培训	(P) 2	RMB 1,800	SA01P/SH-08A **SH** 27-28 SA01P/GZ-08A **GZ** 11-12	SA01P/GZ-09A **GZ** 03-04	SA01P/SH-10A **SH** 29-30 SA01P/GZ-10A **GZ** 26-27	SA01P/SH-11A **SH** 19-20 SA01P/GZ-11A **GZ** 03-04
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡议商界遵守社会责任之条文解读	(P) 1	RMB 780	BS02P/SH-08A **SH** 21 BS02P/GZ-08A **GZ** 05		BS02P/SH-10A **SH** 20	BS02P/SH-11A **SH** 23 BS02P/GZ-11A **GZ** 05
Telecommunications and Information Service 电讯和资讯服务						
Understanding the Essence of TL 9000 Requirements Handbook R5.5 TL 9000 R5.5 质量管理体系要求手册改版精要	(P) 1	RMB 1,300	TL03P/SH-08A **SH** 20	TL03P/SH-09A **SH** 24 TL03P/GZ-09A **GZ** 16		TL03P/GZ-11A **GZ** 23
TL 9000 R5.5/R5.0 Quality Managerment Systems - Internal Auditor Training TL 9000 R5.5/R5.0 质量管理体系－内部审核员培训	(P) 3	RMB 3,800	TL04P/GZ-08A **GZ** 26-28	TL04P/GZ-09A **GZ** 16-18		TL04P/GZ-11A **GZ** 23-25
TL 9000 R5.5/R5.0 Quality Managerment Systems - Auditing TL 9000 R5.5/R5.0 质量管理体系审核课程（QuEST 论坛认可课程）	(P) 3	RMB 9,600	TL02P/GZ-08A **GZ** 11-13			TL02P/GZ-11A **GZ** 17-19
EHS 管理系列课程						
Handling Dangerous Chemicals 危险化学品管理	(P) 1	RMB 1,200	EH04P/GZ-08A **GZ** 06	EH04P/GZ-09A **GZ** 01	EH04P/GZ-10A **GZ** 09	EH04P/GZ-11A **GZ** 04
EHS Manager Training EHS 经理人培训	(P) 2	RMB 2,200	EH07P/GZ-08A **GZ** 05-06		EH07P/GZ-10A **GZ** 15-16	
Effective Safety Inspection 高效安全检查	(P) 1	RMB 1,200	EH05P/SH-08A **SH** 14 EH05P/GZ-08A **GZ** 04	EH05P/GZ-09A **GZ** 03	EH05P/GZ-10A **GZ** 12	EH05P/GZ-11A **GZ** 09
Management Tools and Skills 管理工具和技能						
The 5 Core Tools-APQP/PPAP/MSA/FMEA/SPC 五大核心工具（APQP/PPAP/MSA/FMEA/SPC）	(P) 5	RMB 4,800		MS01P/GZ-09A **GZ** 07-11		MS01P/GZ-11A **GZ** 16-20
The 8D Problem Solving Process and 7 QC Tools 解决问题的方法8D+QC七大手法	(P) 2	RMB 1,800	EO07P/GZ-08A **GZ** 03-04		EO07P/GZ-10A **GZ** 15-16	
Achieving Excellence in Service Quality Management 卓越服务管理质量提升	(P) 2	RMB 2,000		ES06P/GZ-09A **GZ** 02-03		ES06P/GZ-11A **GZ** 26-27
BenchMark Management Tool - Quantifying Your Management Level BenchMark管理工具－教您如何量化自身的管理水平	(P) 2	RMB 3,000		ES13P/GZ-09A **GZ** 07-08	ES13P/GZ-10A **GZ** 22-23	
Comprehensive Quality Promotion Of Management 管理干部综合素质提升	(P) 2	RMB 2,000	MT37P/GZ-08A **GZ** 12-13 MT37P/SH-08A **SH** 18-19	MT37P/GZ-09A **GZ** 29-30	MT37P/GZ-10A **GZ** 29-30 MT37P/SH-10A **SH** 15-16	MT37P/SH-11A **SH** 24-25
The Internal Structure and Core Strengths of Leaders 领导者的内在架构和核心力量	(P) 1	RMB 3,000	ES23P/GZ-08A **GZ** 25			ES23P/GZ-11A **GZ** 06
Communication and Influencing Skills of Leaders 领导者的沟通力和影响力	(P) 1	RMB 3,000		ES24P/GZ-09A **GZ** 15		ES24P/GZ-11A **GZ** 13
Staff Coaching and Team Building 员工辅导和团队建设	(P) 1	RMB 3,000			ES25P/GZ-10A **GZ** 23	
Analytical Mind to Solve Problems 思维之剑 — 分析型解决问题	(P) 2	RMB 2,500		ES26P/GZ-09A **GZ** 15		ES26P/GZ-11A **GZ** 16
Job Market-oriented Mind Map 思维之网 — 职场思维导图	(P) 2	RMB 2,500	ES27P/GZ-08A **GZ** 14		ES27P/GZ-10A **GZ** 12	
Key to Strong Enterprise - Quality Circle Operation 强企之本 — 品质圈运作	(P) 2	RMB 2,500		ES28P/GZ-09A **GZ** ...		ES28P/GZ-11A **GZ** 05
Personality Analysis & Team Strength 性格分析与团队力量	(P) 1	RMB 2,000		C001P/GZ-09A **GZ** 25	C001P/GZ-10A **GZ** 28	

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

Hong Kong 香港

Aug - Nov 2015　2015 年 8 月至 11 月

Course Title 課程名稱		Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality and Integrated Management Systems 質量和綜合管理							
ISO 9001 Quality Management Systems - Understanding & Application ISO 9001 質量管理體系—理解與應用	C	1	HKD 1,500	VM1C/HK-08A **07**	VM1C/HK-09A **17**	VM1C/HK-10A **05**	VM1C/HK-11A **04**
ISO 9001 Quality Management Systems - Internal QMS Auditor Training ISO 9001 質量管理體系—內部審核員培訓	C	2	HKD 3,200	VM3C/HK-08A **25-26**	VM3C/HK-09A **29-30**	VM3C/HK-10A **26-27**	VM3C/HK-11A **18-19**
ISO 9001 Quality Management Systems Documentation ISO 9001 質量管理體系文件	C	1	HKD 1,600/ HKD 1,500*			QMS4C/HK-10A **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	C	1	HKD 1,600/ HKD 1,500*		MT23C/HK-09A **11**		
ISO 9001 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001 質量管理體系 — 進階內部審核技巧	C	2	HKD 3,500/ HKD 3,300*	QMS5C/HK-08A **13-14**			
NEW 最新課程 ISO 9001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17779)	E	1	HKD 1,900	S181E/HK-08A **04**			
NEW 最新課程 "How Your QMS Will Be Without Management Representative?" Transition Strategies for ISO 9001:2015	C E	1	HKD 1,600	VM6C/HK-08A **10**	VM6E/HK-09A **01**		
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17399) 質量管理體系 — 主任審核員證書培訓課程(IRCA 註冊號 #A17399)	E	5	HKD 11,500/ HKD 11,000*		QMS/IRCA/09 **14-18**		
Environmental Conservation 環境保育							
ISO 14001 Environmental Management Systems - Understanding & Application ISO 14001 環境管理體系 — 理解與應用	C	1	HKD 1,650/ HKD 1,550*		EMS2C/HK-09A **07**		EMS2C/HK-11A **20**
ISO 14001 Environmental Management Systems - Internal EMS Auditor Training ISO 14001 環境管理體系 — 內部環境管理體系審核員培訓	C	2	HKD 3,300/ HKD 3,200*	EMS3C/HK-08A **03-04**		EMS3C/HK-10A **26-27**	
NEW 最新課程 ISO 14001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17778)	C	1	HKD 1,900	S182C/HK-08A **24**			
NEW 最新課程 Are Your EMS Clear of Environmental Responsibilities After Sale in ISO 14001:2015?	C	1	HKD 1,600	EM19C/HK-08A **12**			
Environmental Management Systems Auditor/Lead Auditor Training (IRCA Registration No. A17400) 環境管理體系 — 主任審核員證書培訓課程(IRCA 註冊號 #A17400)	E	5	HKD 11,500/ HKD 11,000*				EMS/IRCA/11 **23-27**
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理體系 — 理解與應用	C	1	HKD 1,200/ HKD 1,080*	EM07C/HK-08A **05**			EM07C/HK-11A **06**
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理體系 — 內部審核員培訓	C	2	HKD 3,500/ HKD 3,300*	EM08C/HK-08A **13-14**			
NEW 最新課程 ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course ISO 50001:2011 能源管理系統 — 主任審核員證書培訓課程	C	5	HKD 9,000/ HKD 8,000*				EM10C/HK-11A **09-13**
Occupational Health and Safety Management 職業健康和安全							
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	C	1	HKD 1,650/ HKD 1,550*		OHS8C/HK-09A **16**		OHS8C/HK-11A **30**
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康安全管理體系 — 內部審核員培訓	C	2	HKD 3,300/ HKD 3,200*	OHS9C/HK-08A **03-04**		OHS9C/HK-10A **12-13**	
Occupational Health and Safety Management Systems Auditor/Lead Auditor Training Course OHSAS 18001 職業健康和安全管理體系 — 主任審核員證書培訓課程	C	5	HKD 9,000/ HKD 8,000*				OH06C/HK-11A **28-30 Oct & 2-3 Nov**
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存							
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	C E	2	HKD 3,500/ HKD 3,200*	HA10E/HK-08A **10-11**	HA10C/HK-09A **31-Aug, 7, 14 & 21 Sep**		
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理體系 — 理解與應用	C	1	HKD 1,600/ HKD 1,500*		HA5C/HK-09A **25**		
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理體系 - 內部審核員培訓	C	2	HKD 3,500/ HKD 3,300*				HA7C/HK-11A **16-17**
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	C	2	HKD 3,700/ HKD 3,500*	HA9C/HK-08A **17-18**			
FSSC 22000 Auditor/Lead Auditor Course (IRCA Reg.#17512) FSSC 22000 主任審核員證書培訓課程(IRCA 註冊號 A17512)	E	5	HKD 11,500/ HKD 11,000*			IRCA/FSMS/10 **12-16**	
Personal Enrichment & Certification 個人提升和專業資格							
NEW 最新課程 Meeting Facilitation in LEGO® SERIOUS PLAY®	C	2	HKD 4,800/ HKD 4,500*	M501C/HK-08A **24-25**		M501C/HK-10A **09-10**	
NEW 最新課程 Strategic Planning in LEGO® SERIOUS PLAY®	C	1	HKD 2,400/ HKD 2,200*		M502C/HK-09A **24**	M502C/HK-10A **31**	M502C/HK-11A **20**
NEW 最新課程 九型人格心理學～管理篇(初階)	C	1	HKD 1,680		M040C/HK-09A **17**	M040C/HK-10A **23**	
NEW 最新課程 Mind Map® 思維導圖輕鬆提升工作效率	C	1	HKD 2,300/ HKD 1,980*	M504C/HK-08A **31**			M504C/HK-11A **09**
NEW 最新課程 Mind Map® 思維導圖激發創造力	C	1	HKD 2,300/ HKD 1,980*		M505C/HK-09A **10**		
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (ISNS Certified Coaching Essential) 掌管人生的法則 — 改變的法則	C	2	HKD 1,100/ HKD 980*	M506C/HK-08A **07 & 08**			
NEW 最新課程 彼得‧德魯克 Peter Drucker 管理課程系列 - 經理人與組織	C	1 or 2	HKD 2,400/ HKD 4,800*				M509C/HK-11A **06 & 07**
NEW 最新課程 彼得‧德魯克 Peter Drucker 管理課程系列 - 創新與領導變革	C	1 or 2	HKD 2,400/ HKD 4,800*	PC510C/HK-08A **22 & 29**			
Appreciative Internal Auditing : Creating Positive Changes 轉化內部審核形式，為員工帶來正向改變	C	2	HKD 4,000/ HKD 3,600*		M511C/HK-09A **10-11**		
The 7 Habits of Highly Effective People Signature Program	C	2	HKD 10,000/ HKD 9,000*	M512C/HK-09A **25-26**			
Hogan Assessment Certification Workshop 2015	C	2	HKD 18,500		PC06C/HK-09A **15-16**		PC06C/HK-11A **25-26**
NEW 最新課程 MATRIZ Introduction Workshop – Innovative Ideas Generation Method	C	1	HKD 1,100/ HKD 980*	M514C/HK-06A **05**		M514C/HK-10A **29**	
Law and Legislation (Hong Kong, Macau & China)							
NEW 最新課程 Fundamental Contract Law for Managers and Professionals	C	1	HKD 1,500			M906C/HK-10A **06**	
NEW 最新課程 Fundamentals of Negligence for Managers and Professionals	C	1	HKD 1,500		M907C/HK-09A **02**		M907C/HK-11A **05**
NEW 最新課程 Safety and Environmental Offences in Construction Projects	C	1	HKD 1,500		M908C/HK-09A **24**		M908C/HK-11A **16**
NEW 最新課程 內地勞動法、勞動合同法簡介	C	Half Day	HKD 800/ HKD 700*		M901C/HK-09A **17**		

Hong Kong 香港

Aug - Nov 2015　2015 年 8 月至 11 月

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			
				Aug 八月	Sep 九月	Oct 十月	Nov 十一月
中國傳統智慧課程							
NEW 易經與領導藝術	C	1	HKD 1,500/ HKD 1,400*	M004C/HK-08A **05**			M004C/HK-11A **09**
NEW 道德經生活哲學	C	1	HKD 1,500/ HKD 1,400*	M005C/HK-08A **29**			
NEW 諸葛亮教練技術	C	1	HKD 1,500/ HKD 1,400*		M008C/HK-09A **02**		M008C/HK-11A **16**
NEW 香學養生班	C	1	HKD 1,500/ HKD 1,400*	M012C/HK-08A **15**			
NEW 「現代管理帝王術」研習班	C	1	HKD 1,500/ HKD 1,400*		M042C/HK-09A **01**		
NEW 卧龍兵法〈諸葛亮〉	C	1	HKD 1,500/ HKD 1,400*			M007C/HK-10A **20**	
NEW 精讀論語行政之道	C	1	HKD 1,500/ HKD 1,400*			M009C/HK-10A **28**	
Management Tools, Skill for Improvement 管理工具和技巧							
Workshop on Developing Supervisory Skills & Leadership Charisma	C	1	HKD 1,080/ HKD 980*		M022C/HK-09A **05**		
Workshop on Performance Management through KPI Setting	C	1	HKD 1,080/ HKD 980*		M021C/HK-09A **24**	M021C/HK-10A **24**	
Workshop on Strategic Compensation System Design	C	1	HKD 1,080/ HKD 980*				M023C/HK-11A **06**
Workshop on Business Process Improvement	C	1	HKD 1,080/ HKD 980*		M024C/HK-09A **24**		
Workshop on Effective Project Management	C	1	HKD 1,080/ HKD 980*			M025C/HK-10A **28**	
Workshop on Effective Performance Appraisal	C	1	HKD 1,080/ HKD 980*	M026C/HK-08A **07**		M026C/HK-10A **17**	
Workshop on Effective Account Management and Selling Skills	C	1	HKD 1,080/ HKD 980*		M027C/HK-09A **22**		
NEW Workshop on Effective Communication & Influencing Skills	C	1	HKD 1,080/ HKD 980*				M028C/HK-11A **28**
NEW Waste Reduction & Lean Application in Office Environment Workshop	C	1	HKD 1,700/ HKD 1,500*	M017C/HK-08A **11**			M017C/HK-11A **18**
NEW Originated from maslow's hierarchy of needs 成就鐵三角動力	C	1	HKD 1,200/ HKD 980*	M042C/HK-08A **14**		M042C/HK-10A **20**	
NEW 中港物業管理行業用語溝通及會話課程 (週六或晚間課程 - 廣東話及普通話授課)	C	24 Hours	HKD 2,980/ HKD 2,780*		M013C/HK-09A **05 / 08 intake**		
NEW 實用企業及活動司儀培訓 (週六或晚間課程)	C	6 Hours	HKD 1,600/ HKD 1,380*	M020C/HK-08A **29**		M020C/HK-10A **07 & 09**	M020C/HK-11A **14**
NEW 成功管理人員必經的培訓師之路	C	1	HKD 1,800/ HKD 1,600*	M014C/HK-08A **22**		M014C/HK-10A **23**	
NEW Basic Verbal Skills for Communicating with Foreigners	E	1	HKD 1,400/ HKD 1,150*				M001C/HK-11A **16**
NEW Email Etiquette and Business Writing: Good Behavior Online	E	1	HKD 1,400/ HKD 1,150*	M003C/HK-08A **31**			M003C/HK-11A **14**
Business Continuity Management, Risk and Crises Management 營運持續管理體系、風險及危機管理							
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系 — 理解與應用	C	1	HKD 1,600	RM01C/HK-08A **13**		RM01C/HK-10A **15**	
NEW Business Continuity Planning and Management	C	3	HKD 6,000/ HKD 5,800*	RM03C/HK-08A **10-12**			RM03C/HK-11A **18-20**
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 — 理解與應用	C	1	HKD 1,600			RM04C/HK-10A **15**	
Customer Service: From Good To Great 顧客服務：邁向優越							
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 理解與應用	C	1	HKD 1,600/ HKD 1,500*		MT14C/HK-09A **21**		
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	C	2	HKD 3,200/ HKD 3,000*			MT56C/HK-10A **19-20**	
NEW Effective Compliant Handling and Risk Management in the Customer Service Centre 高效投訴管理技巧及客戶服務中心風險管理	C	1	HKD 1,200				EW53C/HK-11A **TBC**
Corporate Social Responsibility 企業社會責任							
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	C	1	HKD 1,600				SR01C/HK-11A **23**
Telecommunications, Information Security and Management 電信、資訊保安與管理							
NEW ISO/IEC 20000:2011 Information Technology Service Management Systems - Understanding & Application ISO/IEC 20000:2011 信息技術服務體系 - 理解與應用	C	1	HKD 1,600/ HKD 1,500*		ISE9C/HK-09A **29**		
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO 27001:2013 信息安全管理體系 — 理解與應用	C	1	HKD 1,600/ HKD 1,500*		ISE3C/HK-09A **29**		
ISO 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) ISO 27001:2013 信息安全管理體系 - 主任審核員證書培訓課程 (IRCA 註冊號 A17321)	E	5	HKD 13,000/ HKD 12,000*				ISE6E/HK-11A **02-06**
HKQAA Sustainable Building Index 樓宇可持續發展指數 (HKQAA SBI)							
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 — 理解與驗證	C	1	HKD 1,550	SBI1C/HK-08A **14**			

Remarks 備註

* Please refer the early bird payment deadine to our website 請於本局網頁參看優先報名之付款詳情

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請看本局網頁

Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services 聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

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For enquries, please contact our Training Service Unit at Tel : 2202 9111　　Our web-site : http ://training.hkqaa.org　　Email : training@hkqaa.org　　*Last Updated Date : 14 July 2015*

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The next revision to ISO 9001 has reached the Final Draft International Standard stage and the final version is expected to be published by September this year. We are now ready to prepare a series of transitional courses that help you gain a deep understanding of the core changes and requirements of ISO 9001:2015. It will assist you to develop an action plan in a way that is easily implemented within an organisation.

ISO 9001 改版已步入最終草案階段〈FDIS〉，預計其正式新版本將於今年九月公布。就此，為了協助您過渡至新版本，我們正在安排一系列相關的培訓課程，讓您加深了解最關鍵的轉變及 ISO 9001：2015 新版本的要求，以助您發展一個易於在組織內執行的行動計劃。

Courses 課程

- ISO 9001:2015 Quality Management Systems – Introduction
  ISO 9001:2015 質量管理體系 – 入門

- ISO 9001:2015 Quality Management Systems – Understanding & Application
  ISO 9001:2015 質量管理體系 – 理解與應用

- ISO 9001:2015 Quality Management Systems – Internal QMS Auditor Training
  ISO 9001:2015 質量管理體系 – 內部質量管理體系審核員培訓

- ISO 9001:2015 Quality Management Systems Documentation
  ISO 9001:2015 質量管理體系文件

- ISO 9001:2015 Quality Management Systems – Advanced Internal Auditing Techniques
  ISO 9001:2015 品質管理體系 – 進階內部審核技巧

- Quality Management Systems Auditor/Lead Auditor Training Course
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