



VISION 管略

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**ISO Guidelines for the Management of
Drinking Water Utilities and Services**
有关饮用水设施及服务管理的ISO指引

Implications of the Paris Climate Change Forum
巴黎气候变化峰会的启示

Introduction of New Council Members
新董事局成员介绍

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

03	Feature 专题特写 ISO Guidelines for the Management of Drinking Water Utilities and Services 有关饮用水设施及服务管理的ISO 指引
06	Technical Corner 技术研讨 Implications of the Paris Climate Change Forum 巴黎气候变化峰会的启示
07	HKQAA Updates 本局快讯
08	Council Members 董事局成员 Introduction of New Council Members 新董事局成员介绍
10	News & Trends 新闻搜索
12	Welcome on Board 迎新天地
13	Training Schedule 培训课程

Enhance Drinking Water Services Management

Water is a worldwide challenge for the 21st century and is addressed as an important component of the 17 UN Sustainable Development Goals for 2030 approved by all Heads of State at the end of 2015. According to World Health Organization, in 2015, 663 million people worldwide still lacked improved drinking water sources. Though many developed countries and big cities enjoy a reliable water supply, increasing pollution causes public concern about the safety, quality and sustainable supply of drinking water. Therefore, the international community has committed itself to improving the overall governance and management of drinking water utilities and services.

The International Organization for Standardization (ISO) recently published ISO 24518:2015, which provides guidance for developing and implementing a crisis management system for water utilities. There are also a number of ISO standards for drinking water services management, such as ISO 24510 *Activities relating to drinking water and wastewater services - Guidelines for the assessment and for the improvement of the service to users* and ISO 24512 *Guidelines for the management of drinking water utilities and for the assessment of drinking water services*, applicable to stakeholders including public authorities and agencies of water supply utilities. The standards were developed to help meet user expectations, and promote health protection and sustainable development.

HKQAA has been dedicated to introducing advanced international management concepts through technology sharing and knowledge transfer, to help enhance organisations' management performance, and benefit to the society. To address the rising public concern on drinking water, in this issue of *VISION*, Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, introduces different ISO standards related to management of drinking water utilities and services.

Sound water management will contribute to the enhancement of water supply services. We believe that applying ISO guidelines on drinking water management will become common practice in water utilities and service providers in the long-run. With the concerted effort of different sectors, quality drinking water is possible.

优化饮用水服务的管理

水资源是廿一世纪的全球挑战，也是联合国成员于2015年末通过，锐意在2030年达成的17个可持续发展目标项目的重要元素之一。根据世界卫生组织的数字，于2015年，全球有6.63亿人缺乏已改善的饮用水源。即使大部分已发展的国家及大城市，都享有稳定可靠的水源供应，但随著环境污染日益严重，公众亦越趋关注饮用水的安全、质素及可持续供应。因此，近年国际社会都十分重视提升饮用水设施和服务的整体管治和管理。

国际标准化组织 (ISO) 近期出版了 ISO 24518:2015，为制定和执行水设施的危机管理体系提供指引。此外，ISO 亦制定了不少与管理饮用水相关之标准，例如 ISO 24510《有关饮用水及废水服务活动—评估及改善使用者服务的指引》及 ISO 24512《饮用水设施管理及饮用水服务评估的指引》等，让政府机关、供水设施机构等持份者应用，协助它们达到使用者期望，保障公众健康，促进可持续发展。

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良好的水管理，为持续改善供水服务的基石。相信长远而言，ISO 有关饮用水管理的指引，将成为供水设施及服务供应者的普遍做法；并期望在各界的共同努力下，可以为市民带来更优质的饮用水。

Article Contributions 欢迎投稿

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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ISO Guidelines for the Management of Drinking Water Utilities and Services

有关饮用水设施及服务管理的ISO 指引

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We do not always realise how valuable water, and in particular clean, potable water, really is - until we do not have it, or our access to it is somehow threatened! Its management is a classic example of the old saying "Think globally; act locally". We all have a role to play. Water is a worldwide challenge for the 21st century, and is addressed as an important component of the 17 UN Sustainable Development Goals for 2030, recently approved by all Heads of State at the end of 2015. Goal 6 includes targets aimed at ensuring the availability and sustainable management of water and sanitation for all; to improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, reducing significantly the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally. At the local level, Goal 6 foresees the support and strengthening of the participation of local communities in improving water and sanitation management.

The Overall Role of ISO Standards

Over the years, ISO has developed and published a large number of standards that can be used to bring safe water to millions. For example, long-established standards for pipes and valves increase the efficiency of water distribution services and reduce leakages, preventing unnecessary water losses. Metering and hydrometry standards help monitor and measure water conservation, and testing standards address topics such as the physical, chemical, biochemical, biological, and microbiological properties of water. These technical standards are of course important, but over recent years the international community has also committed to improving the overall governance and management of drinking water and wastewater services and, to this effect, has made it a priority to build capacity with local governments.

ISO has therefore been developing standards that provide guidelines for service activities relating to drinking water supply systems and wastewater sewerage systems. These standards are designed to help water authorities and their operators to achieve a level of quality that best meets the expectations of consumers and the principles of sustainable development.

在一般情况下，我们都不会意识到水的珍贵，尤其是洁净的饮用水。直到我们不再拥有，或用水受到威胁时，才会意识到要珍惜此资源。诚然，水的管理是需要「环球思维，地方实践」，我们全都从中担当一定角色。水资源是21世纪的全球挑战，也是联合国成员于2015年末通过，期望在2030年达成的17个可持续发展目标项目的重要元素之一。当中第六项目标包括确保供水和卫生环境的可持续管理；以及透过减少污染、废物倾倒、有害化学品和物料排放，以及未经处理的废水比例，同时实质地提高全球废物回收和安全再用的表现，以改善水的质素。于地区层面上，该目标预视了社区对水和环境卫生管理的支持及更大参与度。

ISO 标准的整体角色

过去多年，ISO 制定并出版了大量有关供水安全的标准，例如针对水管及水阀的标准，以加强配水服务的效率及减少漏水，避免造成不必要的浪费；计量和水文测量标准则协助监察和量度贮水量；而测试水的标准则涵盖物理、化学、生物化学、生物学和微生物学等范畴。这些技术标准固然重要，惟近年国际社会亦著重提升饮用水和废水服务的整体管治与管理，并与各地政府合作，以加强水管理为首要工作。

ISO 亦因此推出不同标准，为饮用水供应系统和废水处理系统的相关服务提供指引。这些标准旨在协助水务机构和其经营者达到一定质素，以符合消费者的期望及可持续发展的原则。

ISO Guidelines for Drinking Water and Wastewater Services

Three specific standards provide guidelines for the various activities relating to drinking water and wastewater management:

ISO 24510 — “Guidelines for the assessment and for the improvement of the service to users”, which addresses the following topics:

- a brief description of the components of the service relating to the users;
- core objectives for the service, with respect to users' needs and expectations;
- guidelines for satisfying users' needs and expectations;
- assessment criteria for service to users in accordance with the provided guidelines;
- examples of performance indicators linked to the assessment criteria that can be used for assessing the performance of the service.

ISO 24511 — “Guidelines for the management of wastewater utilities and for the assessment of wastewater services”, which covers:

- a brief description of the physical/infrastructural and managerial/institutional components of water utilities;
- core objectives for water utilities, considered to be globally relevant at the broadest level;
- guidelines for the management of the water utilities;
- guidelines for the assessment of the water services with service assessment criteria related to the objectives, and performance indicators linked to these criteria.

ISO 24512 — “Guidelines for the management of drinking water utilities and for the assessment of drinking water services”

The objective of ISO 24512 is to provide the relevant stakeholders with guidelines for assessing and improving the provision of drinking water services to users, with guidance for managing water utilities, consistent with the overarching goals set by the relevant authorities. It is intended to facilitate dialogue between the stakeholders, enabling them to develop a mutual understanding of the functions and tasks that fall within the scope of water utilities.

Examples of such stakeholders include:

- governments or public agencies (international, national, regional or local) acting with legal or legislative authority;
- associations of the utilities themselves (e.g. international, regional/multinational and national drinking water or wastewater associations);
- autonomous bodies seeking to play an overview role (e.g. non-governmental organisations);
- users and associations of water users.

The aim of water utility companies is to offer services to everybody and to provide users with a continuous supply of drinking water under economic and social conditions that are acceptable to the users and to the utility. As water is considered a “social good”, it is expected that the management of water utilities be transparent to and inclusive of all stakeholders identified in accordance with the local context.

有关饮用水及废水服务的ISO指引

为饮用水及废水管理活动而提供指引的三项特定标准如下：

ISO 24510 — 《评估及改善使用者服务的指引》，包括以下议题：

- 简介与使用者有关的服务组成部分
- 服务的核心目标，须把使用者的需求和期望都加入考虑之中
- 达到使用者需求和期望的指引
- 依据指引的使用者服务评估准则
- 提供与评估相关，可用作评估服务表现的表现指标例子

ISO 24511 — 《废水设施管理及废水服务评估的指引》，包括：

- 有关水设施的物理/基础建设及管理/机构组成的简介
- 将水设施核心目标广泛定为与全球相关
- 水设施管理的指引
- 水服务评估指引，并附有与目标、表现指标相关的评估准则

ISO 24512 — 《饮用水设施管理及饮用水服务评估的指引》

ISO 24512 旨在为持份者提供饮用水服务评估与改善指引，以及水设施管理的指引，并与相关机构所定的总体目标保持一致，以促进和持份者的沟通，让他们就水设施的功能及工作范围建立共识。

持份者包括：

- 政府或与法律或立法机关相关的公共机构（国际、国家、地区和本地）
- 设施组织（例如：国际、地区/跨国及国家的饮用水或废水协会组织）
- 担任监察角色的独立机构（例如：非政府机构）
- 使用者及使用者协会组织

水设施公司的目标是大众提供服务，在使用者及机构都接受的经济和社区条件下，提供持续的饮用水供应。由于水被视为社会产品，其设施的管理应根据当地环境保持透明度，并让所有已识别的持份者参与。

In a context of scarcity of resources, including financial resources, ISO 24512 recommends that water tariffs generally aim at meeting cost-recovery principles and at promoting efficiency in the use of the resources, while striving to maintain affordable basic access to water services. Consistent with this principle, it suggests that appropriate investments need to be made in installations and that necessary attention be paid to proper maintenance and effective use of the installations. Another ISO management system standard (ISO 55001 Asset Management) can be very useful in this respect.

ISO 24512 uses the principle of the “plan-do-check-act” (PDCA) cycle: it proposes a step-by-step process, from identifying the components and defining the objectives of the water utility, to establishing performance indicators, with a loop back to the objectives and to the management, after having assessed the performance. Although the implementation of ISO 24512 does not require a water utilities organisation to have a quality or environmental management system that meets ISO 9001 or ISO 14001, such systems can facilitate the implementation of the ISO 25412 guidelines and conversely, the ISO 25412 guidelines can help to achieve the technical provisions of ISO 9001 and ISO 14001 for organisations choosing to implement them.

ISO 24512 addresses drinking water systems in their entirety and is applicable to systems at any level of development (e.g. on-site systems, distribution networks, treatment facilities), and includes:

- definition of a language common to different stakeholders;
- definition of the components of drinking water supply systems;
- guidelines for the management of drinking water utilities;
- guidelines for objectives, service assessment criteria and related performance indicators, appropriate for the assessment of drinking water services.

Other Relevant ISO Standards

The recently-published **ISO 24518:2015** addresses the crisis management of water utilities, for example in situations where the normal supply of potable water or collection and treatment of wastewater are interrupted because of a crisis situation. It suggests steps that should be taken in preparing for a crisis situation (the pre-crisis phase), how a crisis should be dealt with (the crisis phase), guidelines on re-establishing services (post-crisis phase) and on drawing conclusions and revising procedures for the future. It emphasises the need for effective communications with the public to mitigate or prevent panic and to establish trust by disclosing important information appropriately in the area affected by a crisis or in neighbouring areas.

Another important standard in the ISO portfolio is **ISO 14046**, for calculating water footprints, promoting efficient measurement and management of this scarce resource, helping organisations to harmonize reporting, and setting an international benchmark for water use.

A further standard (**ISO 24526**) “**Water efficiency management systems — Requirements with guidance for use**” is under development, and scheduled for publication in 2017.

These various ISO technical and management system standards, taken together, can be applied in the developed and developing economies; in big cities or small towns, and irrespective of whether the utility operator is public or private. They can help to promote better dialogue among stakeholders (including consumers, local or national water authorities, public or private water utilities, laboratories etc), a mutual understanding of responsibilities and tasks, provide methods and tools to define objectives and specifications at a local level, and assess performance.

在资源匮乏的环境下，包括财政资源，ISO 24512 建议收取水费时，一般应以达到收支平衡为原则，以及在提供基本实惠的水服务之同时，亦能促进有效善用资源。在这原则下，此标准建议在设备上投放合适资源，并注意正确保养和有效使用设备。另一个 ISO 管理体系标准 (ISO 55001 资产管理) 非常适用于此范畴。

ISO 24512 使用「策划—实施—检查—处置」(PDCA) 循环的原则，提倡使用循序渐进的过程，由识别各部分及定义水设施目标，到建立表现指标，在完成表现评估后，再检视目标和管理。虽然执行 ISO 24512 的水设施机构不一定要实行 ISO 9001 质量管理体系或 ISO 14001 环境管理体系，但这些标准可有助实施 ISO 25412 的指引；相反地，ISO 25412 指引可协助一些实行 ISO 9001 和 ISO 14001 的机构，达到其技术规范。

ISO 24512 针对整个饮用水系统，可应用在不同的发展程度 (例如现场系统、配水网络、处理设施)，并包括：

- 为不同持份者定义共同语言
- 定义饮用水供应系统的组成部分
- 饮用水设施管理的指引
- 适用于饮用水服务评估的指引，包括目标、服务评估准则及相关表现指标

其他相关的 ISO 标准

最近推出的 **ISO 24518 : 2015** 标准针对水设施的危机管理，例如应对一般食水或废水收集及处理系统，因紧急情况而受到干扰的事件。这标准建议了预防危机时应采取的步骤 (危机前期阶段)，如何处理危机 (危机阶段)，重新建立服务的指引 (危机后期阶段)，以及作出总结和修改程序，以应对将来发展。为减轻或避免恐慌，标准强调与公众有效沟通的需要，在受危机影响的地方或邻近地区，正确地提供重要资讯，以建立诚信。

ISO 系列中另一个重要的标准 **ISO 14046**，旨在计算水足迹，以推广有效量度和管理此珍贵资源，协助机构统一化报告，为用水建立国际基准。

另一个标准 **ISO 24526《水效率管理体系—要求及使用指引》**正在筹备当中，预计于2017年推出。

这些不同的 ISO 技术及管理体系标准，均可应用于已发展或发展中的经济环境，大城市或小市镇，公营或私营设施营运商。这些体系能促进持份者之间的沟通 (包括消费者、本地或国家的水管理机构、公营或私营的水设施、实验室等)，了解互相的责任和工作，并提供方法和工具，以定义本地层面的目标和规格，以及评估表现。

Implications of the Paris Climate Change Forum

巴黎气候变化峰会的启示

An Interview with Ir Dr Otto Poon, BBS, OBE
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Co-founder and Immediate Past Chairman of Hong Kong Climate Change Forum
专访香港品质保证局董事、香港气候变化论坛创始人兼前任主席
潘乐陶博士工程师, BBS, OBE



Ir Dr Otto Poon has been a member of the Governing Council of HKQAA for many years. He has a wide knowledge of climate change and is the Co-founder and Immediate Past Chairman of Hong Kong Climate Change Forum. Last year, he attended 21st Conference of the Parties to the United Nations Framework Convention on Climate Change (COP21) in Paris. VISION is pleased to interview Dr Poon, who shares his views on the Conference and its implications for businesses.

'The "Fifth Assessment Report" (AR5) by the Intergovernmental Panel on Climate Change (IPCC) states that anthropogenic greenhouse gas emissions have increased since the industrial revolution, causing climate change,' Dr Poon said. 'Increase in global temperatures and sea levels have been observed. Extreme weather events are on the increase with significant impact on economies and communities.'

Countries Agree to Cut Carbon Emissions in COP21

It is realised that climate change is unequivocal and has to be dealt with jointly by the community of nations. "The United Nations Framework Convention on Climate Change" (UNFCCC) came into force in 1994, with the ultimate objective of stabilising greenhouse gas concentrations in the atmosphere at a level that will prevent dangerous human interference with the climate system. However, little progress was made in the past 20 years due to the disagreement between developed and developing countries, until COP21. I am delighted to see an agreement reached by 195 participating countries in December 2015. They agreed to make Intended Nationally Determined Contributions (INDC) on carbon reduction. They aim to keep a global temperature rise well below 2 degrees Celsius and to drive efforts to limit the temperature increase even further to 1.5 degrees Celsius.'

Dr Poon said that there was little doubt that an agreement was reached through the admirable diplomatic efforts of China, US, EU and in particular France. 'Instead of inviting the heads of states to come at the end of the Convention, France invited them to open COP21. The heads of State said lots of nice things and charged their ministers and delegation to iron out their differences. In addition, France offered generous hospitality to delegates and observers which was also conducive to the success of COP21.'



潘乐陶博士工程师担任香港品质保证局董事多年，也是香港气候变化论坛创始人兼前任主席，对气候变化议题有深切了解，去年亦有份参与巴黎气候变化峰会。本期《管略》特意专访潘乐陶博士工程师，分享他出席气候峰会的感受及峰会成果对商界之影响。

潘博士道：「政府间气候变化专门委员会 (IPCC) 之《第五次评估报告》(AR5) 明确指出自工业革命以来，人类活动令温室气体排放量不断增加，导致气候变化，全球气温与海水水位上升，带来极端天气，世界各地频繁出现水灾、乾旱等现象，以致股市停市、交通瘫痪，对经济、民生造成严重影响。」

巴黎气候变化峰会达成减排共识

各国政府均意识到气候变化已不能逆转，必须共同应对。「《联合国气候变化框架公约》(UNFCCC) 早于1994年生效，目标是稳定温室气体浓度，避免人类活动对气候的影响，只可惜发展中国家与发展中国家一直未能就减排目标达成共识，经过多年讨论不果。很高兴到了2015年，在这次巴黎峰会上，195个缔约国家终于就控制温室气体排放达成共识，提交『自主减碳承诺』(INDC)，目标是把全球平均气温升幅控制在摄氏2度内，并以升幅不超过摄氏1.5度的目标而努力。」

是次会议能达成共识，潘博士认为主办国法国功不可没。「过往各国的元首都是在峰会闭幕时才出席，这次法国特意安排元首出席开幕礼，期间他们表示了积极减碳之决心，并责成辖下官员务必在会议上取得成果，令官员受到一定压力，促使他们竭尽所能达成共识。此外，法国在会场提供高质素的餐饮膳食及休憩设施，成功营造舒适友善的会议气氛，凭著出色的外交手腕，令会议得到突破性共识。」



Opportunities and Challenges Faced by Industry

The Paris Agreement shows clearly the way forward, providing challenges and opportunities and a framework for businesses to make sensible investment decision.

Dr Poon expressed the hope that the government would put more effort into promoting energy saving and emission reduction. He also urged tertiary institutions to nurture environmental experts so as to foster the continued development of the environmental industry.

Dr Poon concluded, 'We cannot expect the Paris Agreement to provide a complete answer to the problem but it must be a big step forward in the right direction. Despite Hong Kong being such a small city, we have obligations to de-carbonise. I hope that with the joint efforts of the government, industry and society, the aims of the Paris Agreement will be achieved.'



商界面对之机遇和挑战

各国落实减排的同时，亦为商界带来发展机遇。潘博士道：「企业可投放资源在国内发展再生能源，所产生的能源也可让香港受惠；另外，一些节能产品和工程的需求将有所提升，如电动车、屋宇节能工程等，为业界缔造不少商机。」

潘博士亦剖析了商界在减排所面对的挑战。他指出：「发展再生能源为一项长线投资，并不是一朝一夕可成，这可能令部分企业却步。加上市民大众对减排了解不多，很多时只考虑到个人方便，未必予以支持，令商界推行减排时遇到一定阻力。」他期望政府进一步加强宣传节能减排，鼓励商界及社会积极响应有关做法；亦建议大学加强培训环保人才，让环保行业得以持续发展，迎合社会需要。

潘博士总结说：「虽然巴黎协议不可能圆满地解决气候变化问题，但绝对是缓和气候变化的一大步。香港即使是弹丸之地，也有责任为减碳出一分力。期望政府、业界与社会共同努力，向巴黎协议的目标迈进。」

UKAS Accredited Certification Services for ISO 9001:2015 and ISO 14001:2015 Now Available in HKQAA

本局现已提供英国认可局认可之 ISO 9001:2015 及 ISO 14001:2015 认证服务

HKQAA Updates

本局快讯

HKQAA is pleased to announce the attainment of the United Kingdom Accreditation Service (UKAS) accreditation for ISO 9001:2015 Quality Management Systems (QMS) and ISO 14001:2015 Environmental Management Systems (EMS). HKQAA received the above accreditations in January and February 2016 respectively from UKAS. Together with the accreditation from Hong Kong Accreditation Service (HKAS), HKQAA now offers UKAS and HKAS accredited certification services for ISO 9001:2015 and ISO 14001:2015.

To ensure certified clients can smoothly convert to the new standards, HKQAA also provides a series of certification support services, including training, seminars and gap assessments. For further details, please contact us at:

香港品质保证局现提供英国认可局(UKAS)认可的ISO 9001:2015质量管理体系及ISO 14001:2015环境管理体系认证服务。本局分别于2016年1月和2月正式从UKAS取得以上两项认可资格，连同早前获得香港认可处(HKAS)的认可，本局现可提供UKAS及HKAS认可的ISO 9001:2015与ISO 14001:2015认证服务。

为协助获认证机构顺利过渡至新标准，本局亦提供相关的培训课程、研讨会和差距评审等一系列支援服务。欲知更多详情，请联络我们：

Hong Kong Quality Assurance Agency 香港品质保证局

Email 电邮 : hkqaa.mkt@hkqaa.org

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 Shanghai 上海 - (86 21) 6876 9911
 Guangzhou 广州 - (86 20) 8383 3777
 Macau 澳门 - (853) 6238 8759

Introduction of New Council Members 新董事局成员介绍



Ir Paul K. M. Chung
鍾冠文工程师

Ir Chung K. M. Paul is a qualified engineer, registered construction manager and accredited mediator with abundant experiences in construction engineering and management, property development and management, and corporate management. Paul has been taking the directorate positions with overseas and local corporations which widely cover industrial, residential and commercial construction and development. Over the years, he has been actively serving the community and construction industry by participating in different Councils, Boards and Committees in regards to education, training, and green and sustainable construction. Paul is currently serving Hong Kong Polytechnic University, Vocational Training Council, Green Building Council, Institution of Hong Kong Construction Managers and others.

鍾冠文工程师是专业工程师、营造师、及调解员。自毕业后投身建设工作，为本地及海外的企业服务，在建筑工程和管理、房产策划和管理及企业管治，拥有丰富经验。鍾先生多年来积极服务社会，以建筑专业为主，就教育、培训和绿色持续发展不遗余力，参与各方机构，其中如香港理工大学、职业训练局及香港绿色建筑议会等。



Prof K. C. Ho, BBS, JP
何建宗教授, BBS, 太平绅士

Prof Ho Kin Chung, BBS, JP is the Dean of School of Science & Technology and Ng Chun Man Professor in Environmental Science and Conservation of The Open University of Hong Kong. His public and social services includes Chairman of the Advisory Committee for the Quality of Drinking Water, member of the Advisory Council on the Environment (ACE), Deputy Chair of the EIA Sub-committee, member of the Town Planning Appeal Board, member of the Town Planning Board, member of the Advisory Committee for Red Tides, member of the Transport Advisory Committee, Lantau Development Advisory Committee Aviation and 3rd Runway Advisory Committee, Chairman of the Association on Harmful Algal Blooms in the South China Sea, Council Member of the Chinese Environmental Science Society, Vice Chairman of the China Polar Museum Foundation, Supervisor of the Hong Kong Pui Ching Primary & Secondary Schools and President of Green Power.

With regard to polar research, Prof Ho visited the Arctic eight times and Antarctica three times. His research interests in the polar region include the global distribution and biogeography of harmful algae, change of water resources and water quality in Polar Regions and, the ecological significance of lichens in the coastal areas of polar region.

Prof Ho was awarded the Bronze Bauhinia Star (BBS) badge by the Chief Executive of HKSAR to honour his outstanding contributions to environmental protection and environmental research in 2004. In 2009, Prof Ho was awarded the “Excellent Worker in Environmental Science & Technology Award” three times by the Chinese Society of Environmental Sciences which is one of the most authoritative environmental institutions in China. In addition, Prof Ho was also awarded the “President’s Awards for Distinguished Achievements” by the Open University of Hong Kong in 1997, 2001 and 2004. In 2010, he received the National Character Environment Achievement Award. In 2011, he was honored as “Scientific Chinese (2010), People of the Year”. In 2013, he received the award of “Leader of Times”.

何建宗教授, BBS, 太平绅士为香港公开大学科技学院院长兼伍振民环境科学及生态保育教授。曾任或现任公职和服务包括香港特区政府食水水质事务咨询委员会主席、环境咨询委员会委员、环境影响评估小组副主席、城市规划上诉委员会委员、城市规划委员会委员、红潮专家委员会委员、大屿山发展咨询委员会委员、航空业及机场第三跑道咨询委员会委员、交通咨询委员会委员、南中国海红潮学会主席、中国环境科学学会理事、中国极地博物馆基金副主席、香港培正中、小学校监及绿色力量会长等。

何教授亦积极于极地研究，曾八访北极及三赴南极进行环境及生态调查。他在极地的主要研究兴趣为赤潮藻类的全球生物地理分布、极地的水资源和水质变化、冰区海岸的地衣类生态等。

何教授于2004年获香港特别行政区政府颁授「铜紫荆星」勋章，以表扬他在环境保护和环境研究的卓越成就。于2006年至2009年间，何教授三次获中国最高层次环境学术机构「中国环境科学学会」颁授「优秀环境科技工作者奖」。何教授亦于1997年、2001年及2004年三获香港公开大学颁发「校长杰出成就奖」，并于2010年获「全国人物环保成就」，2011年获「科学中国人(2010)年度人物」，2013年获选「时代领袖」。



Ir Edmund K. H. Leung, SBS, OBE, JP
梁广灏工程师, SBS, OBE, 太平绅士

Ir Edmund Leung, SBS, OBE, JP is a professional mechanical engineer with a strong construction background. He was the President of The Hong Kong Institution of Engineers for 1995/1996.

He had worked in the power sector, construction sector (both as a consultant and a contractor). He was the Managing Director of Hsin Chong Construction Group (2008-2012). After retirement, he was appointed as the Chief Officer of Kowloon-Canton Railway Corporation on 1st January 2013.

Ir Leung was previously a Deputy Chairman of the Hong Kong Council of Academic Accreditation, and he recently received an Honorary Fellowship from The Lingnan University and the University of Hong Kong.

He had served as a Member of the Town Planning Board, Board Member of Airport Authority Hong Kong, Chairman of Energy Advisory Committee and the Chairman of the Process Review Panel of the Financial Reporting Council.

Ir Leung was awarded OBE in 1996, JP in 1997 and SBS in 2010.

梁广灏, SBS, OBE, 太平绅士是专业工程师, 曾参与规划、设计和建造楼房、铁路和隧道工程项目。他于2008至2012年期间担任新昌营造集团董事总经理, 于2013年被委任为九广铁路公司总裁。

梁工程师曾任香港工程师学会(1995至1996年度)会长、香港学术评审局副局长及岭南大学校董会成员。近年更获颁授香港大学和岭南大学荣誉院士。

梁工程师其他前任公职包括城市规划委员会成员、机场管理局董事局成员、能源咨询委员会主席和财务汇报局程序覆检委员会主席。

梁工程师于1996年获颁英国官佐勋章, 1997年被委任为太平绅士, 并于2010年获颁银紫荆星章。



Ir Poon Wai Yin Paul
潘伟贤工程师

BSc(Eng.), FIET, FIMechE, FHKIE, FIEAust, FHKEng, CEng, CPEng

Ir Paul Poon is the Managing Director of CLP Power Hong Kong Limited and holds overall responsibility for the operations of the Hong Kong business, which includes a vertically integrated electricity utility serving over 5.9 million people in Kowloon, the New Territories and Lantau of Hong Kong.

Ir Poon has over 38 years' experience in the power industry. He joined CLP Power Hong Kong in 1981. Since then, he had held various management positions in CLP Power. He was the Chief Operating Officer before assuming his current position in September 2013. He is also the Chairman or a Director of various subsidiary companies and affiliated companies of the CLP Group.

Ir Poon has been appointed as a Co-opted Member of Council for the year 2015/2016 of The Hong Kong Management Association, a Member of the Council and Deputy Chairman of the Campus Development and Facilities Management Committee of the Hong Kong Baptist University.

潘伟贤工程师担任中华电力有限公司总裁, 负责香港业务的整体营运, 包括经营纵向式综合电力业务, 为九龙、新界及大屿山超过590万名市民提供电力服务。

潘工程师在电力行业累积了超过38年的丰富经验。他于1981年加入中华电力, 曾于多个营运部门担任管理职位。于2013年9月担任现职前, 潘先生为中华电力营运总裁。他同时是中电集团多家附属公司及联属公司的主席或董事。

潘工程师获委任为2015/2016年度香港管理专业协会理事会委员、香港浸会大学校董会成员及校园拓展及设施管理委员会副主席。

Introduction of New Council Members 新董事局成员介绍



Mr Johnny C. H. Yeung, MH
杨志雄先生, MH

Mr Yeung Chi Hung Johnny, MH is a co-founder of Fujikon Industrial Holdings Limited. He has been the Chairman and the executive Director since 2000 and was appointed as Chief Executive Officer on 1 October 2011. Mr Yeung is responsible for the overall strategic planning and business development of Fujikon Industrial Holdings Limited. He is

also instrumental in the formulation and implementation of the business policies. Mr Yeung was elected the Honorary Fellowship 2004 by The Professional Validation Council of Hong Kong Industries, Directors of The Year Awards 2007 (executive Director): Listed Companies (SEHK – Non Hang Seng Index Constituents) by The Hong Kong Institute of Directors. In 2014, he was awarded the University Fellow of The Hong Kong Polytechnic University, re-elected the Industrial Fellow of Warwick University and the Medal of Honour (“MH”) at the Seventeenth Anniversary of the Establishment of the HKSAR. Mr Yeung has over 40 years of experience in the electronics and acoustics industry.

In addition, Mr Yeung is the Vice President of the Chinese Manufacturers’ Association of Hong Kong, the Honorary Chairman of Hong Kong Electronics Industries Association and the Vice Chairman of Dongguan Electronics Industries Association, the Deputy Supervisor and the President of Human Branch of Dongguan City Association of Enterprises with Foreign Investment respectively, the Chairman of Electronics and Telecommunications Training Board of the Vocational Training Council, the director of the Yan Oi Tong Board of Directors and the Current Advisor of the Yan Chai Hospital Board Office.

杨志雄先生, MH为富士高实业控股有限公司联合创始人。自2000年出任本集团主席及执行董事,并于2011年10月1日委任为行政总裁。杨先生负责有关整体策略性规划及业务发展,并对制订及业务政策上作出重大贡献。杨先生于2004年获香港工业专业评审局颁发荣誉院士、2007年获香港董事学会颁发杰出董事奖(执行董事);上市公司(香港交易所一非恒生指数成分股)、2014年获香港理工大学颁发院士及英国华威大学再度颁发工业院士及香港特别行政区成立十七周年获授荣誉勋章(「MH」)。彼于电子及音响行业积逾40多年经验。

此外,杨先生为中华厂商联合会副会长、香港电子业商会名誉会长及东莞电子业商会副会长、东莞市外商投资企业协会副监事长及虎门分会会长、职业训练局电子业及电讯业训练委员会主席、仁爱堂总理及仁济医院董事会当年顾问。

新闻搜索 News & Trends

International 国际

Innovation Management

The new ISO Technical Committee ISO/TC 279 on Innovation Management will meet in Milan, Italy in April, to begin the drafting work on its future ISO 50501 guidance standard for Innovation Management. This will be one of a suite of new standards addressing innovation, including:

- ISO 50500 - Terms and definitions relating to Innovation
- ISO 50502 - Guidance on Assessment of Innovation-related initiatives
- ISO 50503 - Guidance on tools and methods for collaborative innovation

Work Progresses on Updating the ISO Handbook on the “Integrated use of management system standards”

A task group of ISO’s Joint Technical Coordination Group (which oversees all ISO management systems standards development) met in Buenos Aires, Argentina, in March 2016, and developed a first working draft of this new handbook, aimed at organisations who wish to address the requirements of multiple management system standards in a single, harmonized system. The handbook is expected to be made available towards the end of 2016, or early 2017.

创新管理

新的ISO创新管理技术委员会ISO/TC 279将于四月在意大利米兰会面,开始为未来的ISO 50501创新管理指引标准作起草。这将是针对创新而制定的一系列新标准之一,包括:

- ISO 50500 – 有关创新的辞汇和定义
- ISO 50502 – 有关创新倡议的评估指引
- ISO 50503 – 创新协作的工具和方法指引

更新ISO手册《管理体系标准之综合使用》的工作进程

ISO的联合技术协调组的工作小组(负责所有ISO管理体系标准发展)在2016年三月于阿根廷布宜诺斯艾利斯开会,制定新手册的首个工作草案,协助欲使用一个统一体系,以应对多个管理体系标准要求的机构。预期手册将于2016年末或2017年初出版。

2016 MIECF Successfully Held 2016年澳门国际环保合作发展论坛及展览圆满结束



2016 Macao International Environmental Co-operation Forum & Exhibition (MIECF), organised by the Government of the Macao Special Administrative Region, was held in The Venetian Macao – Resort – Hotel from 31 March to 2 April 2016. Its strategic aim was to nurture environmental business, technology and information exchange between the Pan-Pearl River Delta Region of southern Mainland China and international markets.

This year, the theme of the event was “Green Economy – Opportunities for Waste Management”. Specialists and academics shared their experience in controlling waste streams. The activities cover forums, exhibitions, business matching, seminars, networking sessions, and technical visit. The Green Showcase brought more than 460 exhibitors from 20 countries and regions, from well-known regional enterprises of environmental industry, to showcase the latest environmental products and services. Exhibitors include government departments, public utilities and environmental associations. HKQAA also ran a seminar and an exhibition booth to promote the HKQAA Hong Kong Registration – Recycling Services and Eco-friendly Series. To find out more about the registration schemes, please contact Mr Carson Yeung (tel: 852-22029317; email: carson.yeung@hkqaa.org) or Mr Adams Wong (tel: 852-2202 9392; email: adams.wong@hkqaa.org).

由澳门特别行政区政府主办的2016年澳门国际环保合作发展论坛及展览(MIECF)，已于2016年3月31日至4月2日，假澳门威尼斯人度假村—酒店圆满举行。其策略性定位在于促进泛珠三角地区与国际市场间的环保商务、技术及资讯的交流。

今年MIECF以「绿色经济新动力 废物管理创商机」为主题，并邀请专家学者分享其管理废弃物的技术与经验。大会活动包括论坛、展览、商业配对、座谈会、行业交流会、技术参观等。展览场荟萃超过460家来自20个国家及地区的著名环保企业参加，展出最新环保产品及服务，其中包括政府部门、公共事业机构和环保团体等。本局亦有参与主讲洽谈会及设置展位，推广香港品质保证局香港注册—环保回收服务及生态友善系列。有关注册计划的详情，请联系杨先生(电话：852-2202 9317; 电邮：carson.yeung@hkqaa.org)或黄先生(电话：852-2202 9392; 电邮：adams.wong@hkqaa.org)。



New Certified Clients 新认证客户

November 2015 to January 2016
2015年11月至2016年1月

Memorable Moments 纪念一刻



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 November 2015 to January 2016, we have been pleased to welcome 43 organisations to our community. Among them, they have obtained 61 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, ISO 20000, ISO 27001, ISO 50001, ISO 55001, SA8000, BFA, HKQAA-5S, HKQAA-HCS, QSPSC, SQM and SQM-ES. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品质保证局自1989年成立以来，致力协助工商界实施管理体系，有效地达至机构和营商目标。

由2015年11月至2016年1月期间，香港品质保证局共颁发61张证书，包括ISO 9001、ISO 10002、ISO 14001、OHSAS 18001、ISO 20000、ISO 27001、ISO 50001、ISO 55001、SA8000、BFA、HKQAA-5S、HKQAA-HCS、QSPSC、SQM及SQM-ES。在此谨祝贺43家机构加入获认证的行列。本局深信，新成员的加入将可为我们的品牌和持份者带来更大的裨益。



特订服务

Customised Services

We Customise Services to your Needs 致力开发创新服务 切合客户独特需要

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.

作为亚太区内最具规模及领导地位的合格评定机构之一，香港品质保证局持续开发及推出不同类型的创新服务，以回应市场及个别机构的需求。我们乐意为您度身制订各种服务，范围遍及验证、评审、认证、注册、培训、调查、研究及其他专业服务。

请与我们的业务部联络，我们会竭诚为您制订切合业务需要的服务。

Tel 电话: (852) 2202 9111 | E-mail 电邮: hkqaa@hkqaa.org

Mainland China 中国内地

May - Aug 2016 2016年5月至8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	Course Code & Date 课程编号及日期			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Quality and Integrated Management Systems 质量与综合管理						
Effective Audit Skills 高效审核技能提升	P 2	RMB 1,800	AC03P/SH05A SH 17-18			AC03P/GZ08A GZ 23-24
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 质量管理体系-内部质量管理体系审核员培训	P 3	RMB 1,800	VM3P/GZ05A GZ 17-19	VM3P/GZ06A GZ 15-17	VM3P/SH07A SH 13-15	VM3P/GZ08A GZ 17-19
Environment 环境						
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO14001:2015 环境管理体系内部审核员培训	P 3	RMB 1,800		EMS3P/SH06A SH 22-24	EMS3P/GZ07A GZ 20-22	
Handling Dangerous Chemicals 危险化学品管理	P 1	RMB 1,200	EH04P/GZ05A GZ 10		EH04P/SH07A SH 06	
Occupational Health and Safety 职业健康和安						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 职业健康安全管理体系内部审核员培训	P 3	RMB 1,800	OHS9P/SH-05A SH 23-25	OHS9P/GZ-06A GZ 20-22		
Telecommunications and Information Service 电讯和资讯服务						
TL 9000 R5.5/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.5/R5.0 电信质量管理内审员培训	P 3	RMB 3,800		TL04P/SH06A GZ 13-15		TL04P/GZ08A GZ 15-17
TL 9000 R5.5/R5.0 Quality Management Systems - Auditing 电信质量管理体系审核员 (QuEST Forum 授权课程)	P 3	RMB 9,600	TL02P/GZ-05A GZ 10-12			TL02P/SH-08A SH 09-11
TS16949 汽□行□质量管理体系						
TS16949 Internal Auditor Training TS16949 内审员培训	P 3	RMB 2,800			MT68P/GZ07A GZ 26-28	MT68P/SH08A SH 29-31
TS16949 Five Core Tools TS16949 五大核心工具	P 3	RMB 2,800		MS01P/GZ06A GZ 27-29		
ISO27001&ISO20000 信息安全管理体系						
ISO/IEC 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course ISO/IEC 27001:2013 信息安全管理体系主任审核员课程	P 5	RMB 10,000			ISE6P/SH07A SH 18-22	
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系内审员培训	P 3	RMB 2,800			ISE7P/GZ07A GZ 18-20	
ISO22000 食品安全管理体系						
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施	P 1	RMB 1,000	GP02P/SH05A SH 19			
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training ISO22000:2005 食品安全管理体系内部审核员课程	P 3	RMB 1,800	HA7P/GZ05A GZ 23-25			HA7P/SH08A SH 15-17
ISO50001 能源管理体系						
ISO 50001:2011 Energy Management Systems -Internal Auditor Training ISO 50001:2011 能源管理体系-内部审核员	P 3	RMB 3,000			EM08P/GZ07A GZ 11-13	
ISO55001 管理体系						
Principles & Good Practices of Corporate Asset Management 企业资产管理的原理和良好实践	P 1	RMB 1,500	SM01P/GZ05A GZ 10			SM01P/SH08A SH 31
ISO 55001:2014 Asset Management System - Implementation ISO 55001:2014 资产管理体系实施工作坊	P 6	RMB 9,000		SM03P/SH06A SH 27-29	SM03P/SH07A SH 25-27	
Handling Risks in Assets 处理资产危机的领导力	P 1	RMB 1,500	SM05P/SH05A SH 10			M05P/GZ08A GZ 11
ISO31000 企□□□管理系列						
Risk Based Thinking in Internal Control System 构建风险导向的企业内控体系	P 2	RMB 3,000			RM14P/SH07A SH 19-20	RM14P/GZ08A GZ 10-11
ISO22301 □务持续管理系列						
Business Continuity Management System (ISO 22301) - Understanding & Application 业务持续管理体系 (ISO 22301) - 理解与应用	P 1	RMB 1,500	RM01P/SH05A SH 18			
Management Tools and Skills 管理工具和技能						
5S 现场管理 5S Site Management	P 1	RMB 1,200			GP09P/GZ07A GZ 14	GP09P/SH08A SH 11
Measurement System Analysis MSA 测量系统分析	P 1	RMB 1,000	MS06P/GZ05A GZ 13		MS06P/SH07A SH 13	MS06P/GZ08A GZ 22
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	P 1	RMB 1,000	MS04P/GZ05A GZ 12	MS04/SH06A SH 23		
Measurement Management 计量管理与仪器效验管理实务培训	P 1	RMB 1,000	MS10P/SH05A SH 25	MS10P/GZ06A GZ 29		
Total Quality Management TQM 全面质量管理	P 2	RMB 2,400		MS15P/SH06A SH 02-03		MS15P/GZ08A GZ 04-05
Key to Strong Enterprise — Quality Circle Operation 强企之本——品质圈QCC运作	P 2	RMB 1,800	ES28P/GZ05A GZ 26-27			ES28P/GZ08A GZ 25-26
Design of Experiment DOE 试验设计	P 2	RMB 2,400		MS16P/SH06A SH 21-22	MS16P/GZ07A GZ 20-21	
Project Management 项目管理	P 2	RMB 3,000		MS17P/GZ06A GZ 22-23	MS17P/SH07A SH 20-21	
TTT Training on Internal Lecturer TTT 内部培训师	P 2	RMB 2,800	GM06P/GZ05A GZ 04-05	GM06P/SH06A SH 01-02		
Time Management 时间管理	P 1	RMB 1,000			MS18P/GZ07A GZ 27	MS18P/SH08A SH 24
Manufacturing workshop Management practices - Group Leader Management 制造车间管理实战 - 班组长工作篇	P 2	RMB 2,400	MT33P/GZ05A GZ 25-26		MT33P/SH07A SH 12-13	
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,400	MS14P/SH05A SH 09-10			MS14P/GZ08A GZ 29-30

For registration and enquiry
报名及查询

Hong Kong Office 香港办事处 • Tel 电话: (852) 2202 9111 • Email 电邮: training@hkqaa.org

HKQAA Certification (Shanghai) Ltd. 标准认证服务(上海)有限公司 • Tel 电话: (86 21) 6876 9911

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 标准认证服务(上海)有限公司广州分公司 • Tel 电话: (86 20) 8383 3777

For training course details and online registration, please visit HKQAA website 详细课程资料及网上报名, 请浏览香港品质保证局网页 <http://www.hkqaa.org>

Hong Kong 香港

May - Aug 2016 2016年5月至8月

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			May 五月	Jun 六月	Jul 七月	Aug 八月
Quality and Integrated Management Systems 质量和综合管理						
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用	1	HKD 1,500	VM1C/HK-05A 03	VM1C/HK-06A 06	VM1C/HK-07A 04	VM1C/HK-08A 02
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 质量管理体系 - 内部质量管理体系审核员培训	2	HKD 3,200	VM3C/HK-05A 30-31	VM3C/HK-06A 13-14	VM3C/HK-07A 07-08	VM3C/HK-08A 22-23
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	1	HKD 1,600/ HKD 1,500*				MT23C/HK-08A 03
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 质量管理体系文件	1	HKD 1,600/ HKD 1,500*			QMS4C/HK-07A 22	
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 质量管理体系 - 进阶内部审核技巧	2	HKD 3,500/ HKD 3,300*		QMS5C/HK-06A 23-24		
How Your QMS Will Be Without Management Representative? Transition Strategies for ISO 9001:2015	1	HKD 1,600	VM6C/HK-05A 11			
IRCA Certified ISO 9001:2015 Auditor/Lead Auditor Training Course (QMS) (IRCA Reference A18030) ISO 9001:2015 质量管理体系 - 主任审核员证书培训课程 (IRCA注册编号 A18030)	5	HKD 11,500/ HKD 11,000*			QMS/IRCA/07 18-22	
ISO 9001:2015 Series - QMS Auditor/Lead Auditor Transition Training Course (IRCA Approved)	2	HKD 4,300/ HKD 3,800*			QM06E/HK-07A 11-12	
Environmental Conservation 环境保育						
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	1	HKD 1,650/ HKD 1,550*	EMS2C/HK-05A 10		EMS2C/HK-07A 15	
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 环境管理体系 - 内部环境管理体系审核员培训	2	HKD 3,300/ HKD 3,200*		EMS3C/HK-06A 13-14		EMS3C/HK-08A 15-16
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective	1	HKD 1,600		EM19C/HK-06A 03		
ISO 14001:2015 Environmental Management Systems - Implementation and Documentation ISO 14001:2015 环境管理体系 - 实施及文件指引	1	HKD 1,600/ HKD 1,500*	EMS8C/HK-05A 16			
IRCA Certified ISO 14001:2015 Auditor / Lead Auditor Training Course (EMS) (IRCA Reference A18040) ISO 14001:2015 环境管理体系 - 主任审核员证书培训课程 (IRCA注册编号 A18040)	5	HKD 11,500/ HKD 11,000*		EMS/IRCA/06 20-24		
IRCA Certified ISO 14001:2015 Auditor Transition Training Course (IRCA Reference: A17967)	2	HKD 4,300/ HKD 3,800*		EM20E/HK-06A 27-28		
Occupational Health and Safety Management 职业健康和安全管理						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 职业健康和安全管理 - 理解与应用	1	HKD 1,650/ HKD 1,550*	OHS8C/HK-05A 05		OHS8C/HK-07A 28	OHS8C/HK-08A 26
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 职业健康和安全管理 - 内部职业健康和安全管理 - 审核员培训	2	HKD 3,300/ HKD 3,200*		OHS9C/HK-06A 27-28		OHS9C/HK-08A 04-05
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&U(SM)R) for OHSAS 18001 Practitioners	1	HKD 1,500			OH15C/HK-07A 29	
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors	2	HKD 3,200				OH16C/HK-08A 24-25
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施	1	HKD 1,600/ HKD 1,500*	OH04C/HK-05A 09			
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存						
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制课程	2	HKD 3,500/ HKD 3,200*		HA10C/HK-06A 20-21		
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*	HA5C/HK-05A 16			
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*			HA7C/HK-07A 12-13	
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 实施食品安全管理体系课程	2	HKD 3,700/ HKD 3,500*			HA9C/HK-07A 21-22	
FSSC 22000 Auditor/Lead Auditor Course (IRCA Reg.#17512) FSSC 22000 主任审核员证书培训课程 (IRCA注册编号 A17512)	5	HKD 11,500/ HKD 11,000*			IRCA/FSMS/07 11-15	
Personal Enrichment & Certification (M501) 个人提升和专业资格						
Zodiak® : 商业策略、决策及财务游戏工作坊	1	HKD 1,800			M519C/HK-07A 05	
Countdown® : 为项目工作团队而设的战略游戏工作坊	1	HKD 1,800			M520C/HK-07A 29	
九型人格心理学 ~ 管理篇(进阶)	1	HKD 1,680		M040C/HK-06A 02		
Mind Map® 思维导图轻松提升工作效率	1	HKD 2,300/ HKD 1,980*	M504C/HK-05A 27			
Breakthrough in Mind and Self Awareness - Level 3 - Genius Program (ISNS Certified NLP Practitioner)	2	HKD 3,580/ HKD 3,300*	M508C/HK-05A 7-8			
Appreciative Internal Auditing : Creating Positive Changes	2	HKD 4,000/ HKD 3,600*	M511C/HK-05A 16-17			
The 7 Habits of Highly Effective People Signature Program	2	HKD 10,000/ HKD 9,000*				PC01C/HK-08A 9 & 16
Hogan Assessment Certification Workshop 2015	2	HKD 18,500		PC06C/HK-06A 21-22		

NEW
最新课程

NEW
最新课程

Hong Kong 香港

May - Aug 2016 2016年5月至8月

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			May 五月	Jun 六月	Jul 七月	Aug 八月
"Care your Employees" Series						
如何与青春子女并肩同行工作坊	1	HKD 1,500/ HKD 1,350*	M052C/HK-05A 07			
从中医角度打造健康办公室工作坊	1	HKD 980	CE01C/HK-05A 18			
Law and Legislation (Hong Kong, Macau & China)						
Negotiation and Mediation Skills for Managers and Professionals	1	HKD 1,500	M911C/HK-05A 09			
Essential Laws for Business Start-up in Mainland China	1	HKD 1,500		M912C/HK-06A 07		
Legal Aspects of Tendering for Education Sectors	1	HKD 1,500	M916C/HK-05A 27			
管理者必须认识的香港竞争法	1	HKD 1,500	M914C/HK-05A 26			
Fundamental Contract Law for Managers and Professionals	1	HKD 1,500		M906C/HK-06A 23		
Fraud Awareness Detection and Investigation	1	HKD 2,300/ HKD 1,980*	M915C/HK-05A 11			
Fundamentals of Negligence for Managers and Professionals	1	HKD 1,500		M907C/HK-06A 13		
Safety and Environmental Offences in Construction Projects	1	HKD 1,500	M908C/HK-05A 05			
Management Tools, Skill for Improvement 管理工具和技巧						
ISO 37001 DIS Anti-Bribery Management Systems - Introduction	1	HKD 1,600/ HKD 1,500*	A001C/HK-05A 04			
ISO 55001:2014 Asset Management System - Understanding & Application	1	HKD 1,500/ HKD 1,300*	SM04C/HK-05A 04		SM04C/HK-07A 05	
提升演讲续航能力工作坊	1	HKD 1,800/ HKD 1,500*	M055C/HK-05A 09			
Data & Knowledge Management (DKM) in Marketing	1	HKD 2,000/ HKD 1,800*	M057C/HK-05A 20			M507C/HK-08A 30
IT Governance & Management – COBITS & Process Assessment – ISO 15504	1	HKD 2,000/ HKD 1,800*		M058C/HK-06A 08		
Essentials of Evaluating Mobile Apps Applicability for non-IT Managers	1	HKD 2,000/ HKD 1,800*		M059C/HK-06A 29		
Mobile Cloud Computing Application Strategy	1	HKD 2,000/ HKD 1,800*			M060C/HK-07A 15	
Workshop on Transforming HR Role as Strategic Partners	1	HKD 1,080/ HKD 980*		M055C/HK-05A 16		
Workshop on Business Process Improvement	1	HKD 1,080/ HKD 980*	M024C/HK-05A 19			
Workshop on Effective Project Management	1	HKD 1,080/ HKD 980*	M025C/HK-05A 10			
Workshop on Effective Performance Appraisal	1	HKD 1,080/ HKD 980*		M026C/HK-06A 01		
Workshop on Effective Communication & Influencing Skills	1	HKD 1,080/ HKD 980*		M028C/HK-06A 04		
实用企业及活动司仪培训(周六或晚间课程)	6 Hours	HKD 1,600/ HKD 1,380*		M020C/HK-06A 24		
成功管理人员必经的培训师之路	1	HKD 1,800/ HKD 1,600*		M014C/HK-06A 25		
Email Etiquette and Business Writing: Good Behavior Online	1	HKD 1,400/ HKD 1,150*		M003C/HK-06A 03		
Business Continuity Management, Risk and Crises Management 营运持续管理体系、风险及危机管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 - 理解与应用	1	HKD 1,600			RM01C/HK-07A 21	
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用	1	HKD 1,600			RM04C/HK-07A 21	
Corporate Social Responsibility 企业社会责任						
How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	1	HKD 1,600			SR01C/HK-07A 14	
Telecommunications, Information Security and Management 电信、资讯保安与管理						
ISO/IEC 20000:2011 Information Technology Service Management Systems - Understanding & Application ISO/IEC 20000:2011 信息技术服务体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*		ISE9C/HK-06A 10		
Implementation of ISO 27001:2013 Information Security Management Systems ISO 27001:2013 实践信息安全管理体系	2	HKD 3,200/ HKD 3,000*	ISE5C/HK-05A 23-24			
ISO 27001:2013 Information Security Management Systems - Internal Auditor Training ISO 27001:2013 信息安全管理体系 - 内部审核员培训	2	HKD 3,200/ HKD 3,000*		ISE7C/HK-07A 19-20		
ISO 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) (English) ISO 27001:2013 信息安全管理体系 - 主任审核员证书培训课程 (IRCA注册号 A17321)	5	HKD 13,000/ HKD 12,000*		ISE6E/HK-06A 20-24		
TL 9000 R5.5/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R5.5/R5.0 质量管理体系审核课程 (QuEST Forum 认可课程)	3	HKD 9,700/ HKD 9,100*	TL02E/HK-05A 25-27			

Remarks
备注

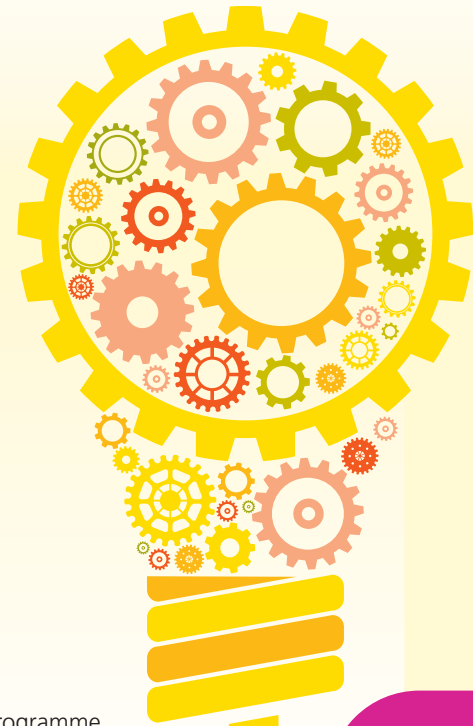
* Please refer the early bird payment deadline to our website 请于本网页参看优先报名之付款详情
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本网页
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

Last Updated Date : 06 Apr 2016

C Conducted in Cantonese 以广东话授课
E Conducted in English 以英语授课
P Conducted in Putonghua 以普通话授课

For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : http://training.hkqaa.org Email : training@hkqaa.org

Strengthen Business Resilience with Innovative Perspectives 创新管理视野 · 引领企业远航



PROGRAMME 焦点专题

Morning Session (9:15am – 12:00pm)

上午专题环节 (早上9时15分至中午12时正)

Language: English

语言: 英语

- Driving Innovations for Sustainable Public Housing Developments
建设可持续发展公共房屋的崭新模式
- Strategic Collaboration to Foster Business Ventures in the Turbulent Market
应对市场挑战 – 促进创新业务的策略性合作
- A New Thinking in Supply Chain Management: Customs-to-Business Partnership - HKAE0 Programme
供应链管理新思维: 海关商界协作倡议 – 香港认可经济营运商计划
- Cross-border E-commerce: A Paradigm Shift in Management Practice & Business Development
跨境电商: 业务管理与拓展的范式转移
- Risk Capital Investment: What is the Key to Long-term Success?
风险资本投资: 长远成功的关键
- Innovate Visionary Strategies to Address Diverse Challenges
开创前瞻策略, 应对多元挑战

Afternoon Session (2:00 – 4:45pm)

下午专题环节 (下午2时正至4时45分)

Language: English

语言: 英语

- Strengthen ESG Guide on Listing Rules, Intensify Risk Management with Enhanced Disclosure
加强上市规则的ESG指引: 提升风险管理, 改善透明度
- Embracing Digital Solutions in Corporate Sustainability Strategies
善用数码科技的可持续发展策略
- Paris Climate Change Conference: Implications for Businesses
巴黎气候峰会: 对企业的启示
- Stay Ahead of the Challenges of Sustainable Consumption – Local and International Perspectives
紧贴可持续消费的挑战: 国际与本地趋势
- Practical Strategies for Competition Law Compliance
遵守竞争法之实用策略
- Towards a Sustainable Economy: Challenges and Opportunities
迈向可持续发展经济之挑战和机遇

Breakout Session (3:00pm-4:10pm)

分场环节 (下午3时正至4时10分)

Shanghai Room, 8/F

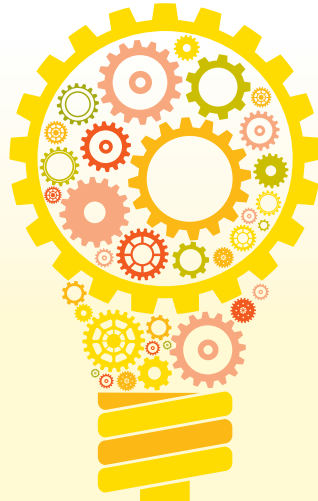
八楼上海厅

Presentation Ceremony for HKQAA CSR Index and Hong Kong Registration Series
(by invitation only)

香港品质保证局社会责任指数及香港注册系列颁授典礼 (只限获邀请人士)

HKQAA Symposium 2016 is funded by the HKQAA BCS Fund
香港品质保证局专题研讨会2016由HKQAA企业社区支援基金赞助

HKQAA reserves the right to change the content of the Symposium
香港品质保证局保留更改是次研讨会内容之权利



13/05/2016

9:15am - 4:45pm

The Ballroom 7/F,

Cordis, Hong Kong at Langham Place,
Mongkok, Hong Kong

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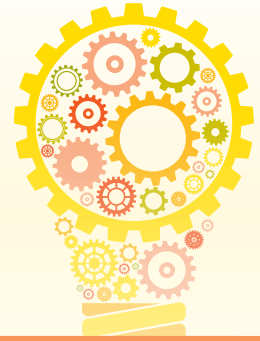
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