



VISION 管 略

Issue 61 第六十一期 | 10 · 2016

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nears Completion**

ISO最新可持续采购指引标准接近完成

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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
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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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Sustainable Procurement – Influential Means to Sustainability

Procurement plays an essential role in the daily operations of an organisation and represents a significant portion of its budget. In public sector alone, procurement accounts for around 12% of GDP and 29% of government expenditure in the member countries of the Organisation for Economic Co-operation and Development (OECD). If money is spent on sustainable goods and services, it can help drive the market towards a sustainable economy.

Sustainable procurement has been recognised as one of the main ways to achieve sustainability, according to the Johannesburg Plan of Implementation produced at the World Summit on Sustainable Development in 2002. Today, more and more organisations are taking sustainability into account when they make a purchase. The 2014 Annual Statistical Report on United Nations Procurement stated that the number of organisations in the UN system providing information on their sustainable procurement profile increased about threefold from 2010 to 2014. In 2014, the organisations that reported on their sustainable procurement profile comprised 75% of total UN procurement volume, forming a significant purchasing power for sustainability.

To address the trend of sustainable procurement, the International Organisation for Standardisation (ISO) is developing a new ISO 20400 guidance standard on sustainable procurement which is expected to be published in early 2017. It will provide guidelines for organisations intending to integrate environmental, social and economic considerations into their procurement processes, to enhance productivity, innovation and stakeholder communications. The guidelines will complement the ISO 26000 Guidance on Social Responsibility, specifically in the procurement context.

HKQAA is committed to introducing the latest international management concepts and assisting local industry to keep abreast of sustainability trends. To enable organisations to be aware of the importance of sustainable procurement, Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, introduces the ISO 20400 sustainable procurement guidance in this issue of VISION. With reference to the guidance, organisations will be able to manage sustainable procurement in a systematic way.

Many enterprises have incorporated social responsibility into their operations, and we believe that sustainable procurement will become a common practice, especially among stakeholders engaging in internal and external purchasing processes. With industry and public support for sustainable procurement, a brighter future awaits.

可持续采购——促进可持续发展的重要动力

采购是机构日常运作中不可或缺一环，乃财务预算之重要部分。以经济合作与发展组织(OECD)的成员国为例，单是公营部门的采购比例，已占国民生产总值12%，亦占政府开支29%。如果将这些开支花在可持续产品及服务上，无疑可推动社会迈向可持续的经济模式。

根据2002年可持续发展世界高峰会议上达成的《约翰内斯堡执行计划》，可持续采购被视为达至可持续发展的主要途径之一。时至今日，愈来愈多机构在进行采购时，都会考虑可持续发展的因素。《2014联合国年度采购统计报告》亦指出，在联合国系统辖下机构之中，有提供资料表示正推行可持续采购的机构数目，于2010至2014年间增加了近三倍，占2014年联合国总采购量75%，成为促进可持续发展的重要采购力量。

为应对可持续采购的趋势，国际标准化组织(ISO)正制订全新的ISO 20400可持续采购指引标准，预计于2017年初完成。ISO 20400为有意把环境、社会及经济考虑纳入采购流程的机构，提供適切指引，以助提升生产力、鼓励创新和加强持份者沟通。此外，标准亦可以在采购的范畴，作为ISO 26000社会责任指引的补充。

香港品质保证局一直致力引进国际先进的管理概念，协助本地业界紧贴可持续发展趋势。今期《管略》便邀请了ISO质量体系技术委员会主席倪国夫博士，介绍ISO 20400可持续采购指引，以助机构了解可持续采购的重要性，并进行系统化的管理。

现时不少机构已将社会责任纳入营运之中，因此我们相信，可持续采购亦将会成为业界的普遍做法，尤其是参与内部及外部采购流程的持份者。期望在业界与大众的支持下，可持续采购能发挥影响力，推动社会更进一步，启向可持续发展的未来。

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New ISO Guidance Standard for Sustainable Procurement nears Completion

ISO 最新可持续采购指引标准接近完成

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In the past, many organisations have based their purchasing decisions on price alone, without even considering the quality of the products and services being acquired or the “total life cycle cost”. Today, most organisations recognise that achieving the right balance between cost and quality is important, but in the current sustainability-focused business environment, we need to look beyond these economic factors and include social and environmental aspects of the so-called “triple bottom line” approach into the purchasing decision-making process. These decisions can have a very broad impact on topics ranging from the carbon or water footprint associated with raw materials, manufacture and transport of the products and services being purchased, to the quality of life of the workers involved throughout the supply chain.

The new ISO 20400 guidance standard on Sustainable Procurement is currently at the second Draft International Standard (DIS) stage, and is forecast to be published in 2017. It will provide guidelines for organisations wanting to integrate sustainability into their procurement processes, and will complement ISO 26000 (“Guidance on Social Responsibility”) specifically in the procurement context. Sustainable procurement is an opportunity to provide more value to the organisation by improving productivity, assessment of value and performance, better communication between purchasers, suppliers and all stakeholders, and encouraging innovation.

Procurement in the public sector alone accounts for around 12% of GDP and 29 % of government expenditure in OECD member countries, so the impact of sustainable procurement practices can have a significant effect on the ability of nations to meet their overall goals and targets under the UN’s 2030 Agenda for Sustainable Development. Sustainable procurement should not only be the domain of governmental purchasing policies, though. Any organisation can maximise its positive social, environmental and economic impact by making smart choices with all its purchases, including everything from raw materials, energy providers, outsourced call centres, caterers and building materials to mention only a few.

过往，很多机构在规划采购决策时，只侧重于产品及服务的价格，较为忽略其品质或「整体生命周期成本」。时至今日，大多数企业都认识到适当地平衡成本和品质的重要性。可是，在现时这个强调可持续发展的营商环境，我们必须把目光放远，除了这些经济因素外，更要考虑到对社会和环境这两方面的影响，将「三重底线」经营方针应用到采购决策流程。这些采购决策对供应链所涵盖的各个项目均影响深远，当中包括从购买原材料、产品和服务的生产运输过程中所留下的碳足迹或水足迹，以及工作人员的生活质素等。

最新的 ISO 20400 可持续采购指引标准正处于国际标准草案 (DIS) 的第二草稿阶段，预计于 2017 年正式发布。此标准为期望将可持续发展应用到采购流程的机构，提供适切指引，并可在采购的范畴，作为 ISO 26000 社会责任指引的补充。可持续采购为企业带来效益契机，不但能提高生产力，有效评估采购价值和表现，更能加强采购人员、供应商和各持份者之沟通，鼓励创新。

在经济合作与发展组织的成员国，单是公营部门的采购比例，已占国民生产总值 12%，亦占政府开支 29%。

换言之，实践可持续采购的影响力将很大，甚至有助成员国符合联合国 2030 年就可持续发展议程所订明的全面目标和成绩。当然，可持续采购不仅局限于政府采购政策，任何机构进行采购时，亦应作出明智选择，积极达至社会、环境和经济最大效益。这些采购决策包括选购原材料、能源供应商、外判商、食品供应商及建材等。





Development of ISO 20400

ISO 20400 will standardise guidelines and principles for all stakeholders working with internal and external purchasing processes – including contractors, suppliers, buyers, and local authorities – as part of an effort to demonstrate good practices for sustainable purchasing. Work on the new standard began in 2013 and is being coordinated by an ISO Project Committee (ISO/PC277) with active participation from 36 countries, and 14 observer members. ISO 20400 is currently in its final stages of development, with the 2nd DIS (Draft International Standard) being circulated for approval among ISO member bodies.

Structure and content of ISO 20400

It is important to recognise that ISO 20400 will only provide guidelines – it is not a Management Systems standard, nor does it specify any mandatory requirements. This means that its structure and content does not align with the ISO “Annex SL” criteria that have been adopted by standards such as ISO 9001, ISO 14001 and others. Its aim is to help organisations to meet their sustainability responsibilities and objectives by providing an understanding of what sustainable procurement means; what the sustainability impacts and considerations are in terms of an organisation’s procurement policy, strategy, organisation, and processes; and how to implement sustainable procurement in practical terms.

Clauses 1 - 3 of ISO/DIS2 20400 explain that the scope of the standard is to provide guidance to organisations, independent of their activity or size, on how to integrate sustainability within their procurement activities, as described in ISO 26000 - Guidance on social responsibility. The standard is intended for stakeholders involved in or impacted by procurement decisions and processes. It includes no formal normative references, and the terms and definitions used in the standard are mentioned in Clause 3.

Some examples of definitions that are relevant for sustainable procurement include the following:

- procurement - activity of acquiring goods or services from suppliers (internal and external)
Note: The procurement process considers the whole life cycle from identification of needs through to the end of a services contract or the end of the life of goods, including disposal.
- sustainable procurement - procurement that has the most positive environmental, social and economic impacts on a whole life basis
- sphere of influence - range/extent of political, contractual, economic or other relationships through which an organisation has the ability to affect the decisions or activities of individuals or organisations
- supply chains - sequence of activities or parties that provides goods or services to the organisation
- local supplier - provider that offers goods or services to the organisation and that is based in the same geographic market
- stakeholder engagement - activity undertaken to create opportunities for dialogue between an organisation and one or more of its stakeholders with the aim of providing an informed basis for the organisation’s decisions
- fair operating practices - practices that concern ethical conduct in an organisation and with other organisations, such as suppliers, with which it has relationships

Note: In a sustainable procurement context, fair operating practices can potentially extend to include the relationships between organisations, their suppliers and organisations and others that interact with the suppliers. These include interactions with government agencies, partners, suppliers, sub-contractors, and communities, with the aim of promoting a healthy relationship between the companies that buy goods or services and those providing them.

ISO 20400 的发展

ISO 20400 将为内部及外部采购流程的所有持份者，包括承包商、供应商、采购人员和当地政府人员，提供标准化的指引和原则，以展示可持续采购的良好做法。自 2013 年起，新标准的筹备工作便已开展，由 ISO 计划委员会 (ISO/PC277) 负责协调，并获得来自 36 个国家和 14 个观察成员国积极参与。ISO 20400 现正处于最后发展阶段，其国际标准草案第二草稿现正由 ISO 成员传阅审批。

ISO 20400 的架构和内容

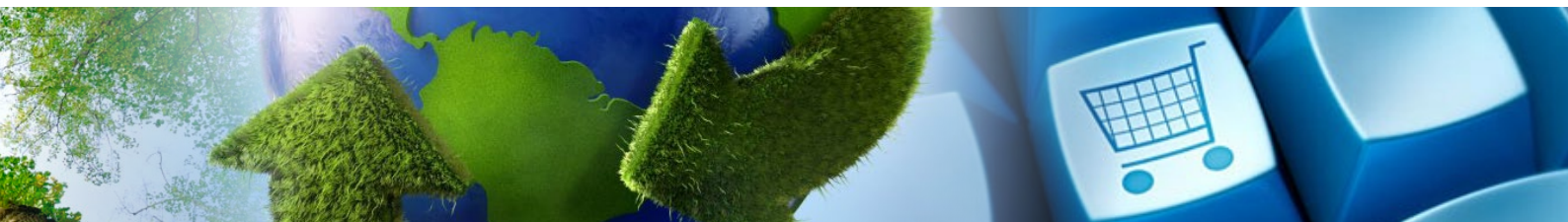
ISO 20400 只提供指引，并不是管理体系标准，更不会订明强制性要求，这点一定要认清。换言之，它的架构和内容并不对应 ISO 「附件 SL」的准则，与其他已采用此准则的 ISO 标准如 ISO 9001 和 ISO 14001 等有所不同。ISO 20400 旨在透过协助企业了解何谓「可持续采购」；了解企业的采购策略、方针、组织和流程，会带来哪些可持续影响和考虑；以及了解如何切实可行地实践可持续采购，让企业达至可持续发展的责任和目标。

条款 1- 3 ISO/DIS2 20400 条款 1- 3 阐明标准的适用范围，为不同业务性质或规模的机构，就如何将可持续发展纳入采购活动中，提供相应指引。正如 ISO 26000 社会责任指引一样，此标准为采购决策及流程所牵涉或影响的持份者而设，不能作为正式的规范性引用文件。而本标准所运用的词汇和释义则详载于条款 3。

以下为与可持续采购相关的词汇定义例子：

- 采购 – 从供应商获取产品或服务 (内部或外部的)
备注：采购流程会考虑整体生命周期，由认清需求，至服务合约终止或产品生命完结，当中包括产品弃置。
- 可持续采购 – 以整体生命周期而言，对环境、社会和经济带来最正面影响的采购。
- 影响范围 – 企业对个人或机构的决策或活动具有影响力的范围，涉及政治、契约、经济或其他方面的交往关系。
- 供应链 – 提供产品或服务予机构的一系列相关活动或单位。
- 本地供应商 – 处于相同地区市场，为机构提供产品或服务的供应商。
- 持份者参与 – 制造机会予机构与单一或更多持份者对话的活动，旨在让各方获悉机构的决策。
- 公平营运实务 – 在机构内奉行符合道德操守的做法，亦应用于其他有交往关系的机构如生产商。

备注：在可持续采购环境下，公平营运实务可延伸至机构与机构之间的关系、机构与供应商的关系，以及供应商与其交往机构的关系。这些亦包括与政府部门、合作伙伴、供应商、分包商和社区的交往关系，目的是促进服务和产品之买方与卖方的健康关系。



- life cycle - consecutive and interlinked stages of a product system, from raw material acquisition or generation from natural resources to final disposal
- circular economy - an economy that is restorative and regenerative by design, and which aims to keep products, components and materials at their highest utility and value at all times, distinguishing between technical and biological cycles

Clause 4 (“Understanding the Fundamentals”) provides an overview of the concept of sustainable procurement. It describes the principles, core subjects, drivers and key considerations, how to manage risks and opportunities; how to set priorities, exert influence on suppliers and avoid complicity.

Clause 5 (“Integrating sustainability into the organisation’s procurement policy and strategy”) provides guidance, in particular to top management, about how sustainability considerations should be integrated at a strategic level within the procurement function of an organisation to ensure that the intention, direction and key sustainability priorities are documented and understood by all parties involved in sustainable procurement.

Clause 6 (“Organising the procurement function towards sustainability”) describes the organisational conditions and management techniques needed in order to successfully implement and continually improve sustainable procurement. Procurement management should ensure that such conditions and practices are in place in order to help individuals with responsibility for procurement of goods or services integrate sustainability considerations into the procurement and management of contracts. Topics addressed include:

- Governance of procurement processes
- Enabling people within the procurement process
- Identifying and engaging stakeholders
- Setting sustainable procurement priorities
- Measuring and improving performance
- Establishing grievance mechanisms

Clause 7 (“Integrating sustainability into the procurement process”) addresses the details of the procurement process and is intended for individuals who are responsible for the actual procurement carried out within their organisation. It addresses topics that include:

- Building on the existing procurement process
- Planning
- Integrating sustainability requirements into specifications
- Selecting suppliers
- Managing contracts
- Reviewing and learning from the contract

Annex A of ISO/DIS2 20400 provides additional guidance on issues that are important for sustainable procurement. It emphasises the need for organisations and their procurement functions to look at sustainability issues holistically. This means that when developing a sustainable procurement policy, the organisation should consider the seven core subjects of ISO 26000 as a foundation – governance; human rights; labour practices; the environment; fair operating practices; consumer issues, and the involvement and development of the community.

- 生命周期 – 产品生命的各个连续和紧扣的阶段。从获取原材料或开发天然资源，到最终产品弃置，都包括在内。
- 循环经济 – 一个可复原和可再生的经济体系，旨在让产品、部件和材料时刻都物尽其用，发挥最大价值，并区分了技术性循环和生物性循环。

条款 4（「认识基本原理」）提供可持续采购总体概念，并详述其原则、核心主题、推动力和主要的考虑因素、怎样管理风险和机遇、怎样厘定优先项目、对供应商构成影响，以及避免串通行为。

条款 5（「将可持续发展纳入机构的采购方案和策略」）就如何将可持续发展纳入采购工作的决策层面，提供指引予机构及最高管理层，以确保其目标、方针和可持续发展的优先事项，均记录在案，让各个涉及到可持续采购的单位都能了解清楚。

条款 6（「组织符合可持续发展的采购功能」）简述若要成功实践和不断改善可持续采购，机构应有的条件和管理层必须具备的技能。采购部管理层须确保这些条件和做法已准备就绪，以协助个别负责采购产品和服务的员工，将可持续发展考量纳入采购和合约管理事宜中。处理的议题包括：

- 采购流程的管治
- 让采购流程工作人员具备相关能力
- 识别各持份者，并促使他们一起参与
- 设定可持续采购的优先事项
- 评估和改善相关表现
- 建立申诉机制

条款 7（「将可持续发展纳入采购流程」）详述采购流程细节，为机构里真正负责采购工作的人员而设。针对的议题包括：

- 建基于现有采购流程
- 规划
- 将可持续发展要求纳入规格中
- 选择供应商
- 管理合约
- 检讨合约并从中汲取经验

附件 A ISO/DIS2 20400的附件 A 对可持续采购的重要议题，提供附加指引，并强调机构与其采购部门须要对可持续发展议题作全面探讨。换言之，在制订可持续采购方针时，机构应考虑到 ISO 26000 提到的七个核心主题——管治、人权、劳动实务、环境、公平营运实务、消费者议题，以及社区参与和发展。

Hygiene Performance in Pre-schools 学前机构之校园卫生表现

Foreword - Creating a Clean Learning Environment

HKQAA launched Hygiene Control System (HKQAA-HCS) certification services in 2004 to encourage the industry to manage health risks associated with public hygiene in a systematic manner. To foster the hygiene performance of schools, HKQAA has developed School Hygiene Management System (SHMS), with reference to the “Recommended International Code of Practice - General Principles of Food Hygiene”, and the document, “The Physical School Environment” by World Health Organisation.

In 2015 – 2016, under the support of the Quality Education Fund, HKQAA coordinated with Hong Kong Council of Early Childhood Education and Services (HKCECES) to provide information and guidance for pre-schools to develop good hygiene practices. HKQAA acted as the executor to provide training and assessment of hygiene for pre-schools. The assessment was conducted according to the SHMS requirements and completed in April 2016. To allow the industry to understand the hygiene performance of kindergartens and kindergarten-cum-child care centres in Hong Kong, we analysed the assessment results and developed the Pro-school Hygiene, Health and Safety Index.

Participating Pre-schools

HKQAA (supported by Quality Education Fund) assessed the hygiene performance of 19 qualified kindergartens and kindergarten-cum-child care centres, three in Tuen Mun District, four in Shatin District, two in Kwun Tong District, four in Yuen Long District, one in Eastern District, two in Wong Tai Sin District, two in Sai Kung District and one in Kowloon City District. A total of 4,737 students were involved, as well as 325 teachers and principals.

Assessment Elements and Results

To comprehensively evaluate the hygiene performance of pre-schools, on-site assessments were carried out by HKQAA auditors, based on the six essential categories within the SHMS framework of requirements: Management Responsibility, Operational Hygiene, Structural Hygiene, Food Storage and Transportation, Personal Hygiene and Hygiene Management System. The categories are divided into 11 assessment elements and 107 evaluation elements, evaluating a series of aspects, from management to frontline cleaning staff, from classroom to playground and kitchen to toilet.

The overall performance of the 19 kindergartens and kindergarten-cum-child care centres was encouraging. All the pre-schools scored over 770 marks (out of 1000 marks). The average was 816.4 marks and the best school scored 890.4 marks. Most pre-schools met the passing requirements on the 11 assessment elements in the SHMS on-site assessment but some schools did not pass in Pest Control and Hygiene Management System. An organisation passes if it obtains at least 60% of average score on each assessment element and not less than two out of four marks on each evaluation element.

Performance on 11 Assessment Elements

The participating pre-schools were assessed according to the 11 assessment elements, covering Top Management Commitment, Competency, Awareness and Training, Sanitary Facilities, Overall Building Hygiene, Washroom, Ventilation and Drainage System, Water (Ice) Supply / Swimming, Pest Control, Food Storage and Transportation, Staff Facilities and Personal Hygiene, and Hygiene Management System.

前言—创造健康卫生学习环境

香港品质保证局自2004年起推出了卫生监控系统 (HKQAA-HCS) 认证服务, 旨在推动业界系统化地进行与公共卫生相关的健康风险管理。同时, 本局参考世界卫生组织发出的《国际推荐规范—食品与卫生总则》及《学校物理性环境》文件, 特别推出为学校而设的学校卫生管理体系 (SHMS), 以促进学校的卫生水平。

2015至2016年, 香港品质保证局与香港幼儿教育及服务联合会合作, 获优质教育基金资助, 以执行机构身份为本港学前机构提供有关SHMS的培训, 并提供校园卫生评审服务。评审工作根据SHMS的要求进行, 已于2016年4月完成。为让业界了解香港幼稚园及幼儿园的卫生水平, 本局分析参与之学前机构的评审结果后, 制定了首个关于本港学前机构卫生表现的「校园卫生健康安全指数」。

参与校园概况

在优质教育基金的支持下, 本局评审了19间合格的幼稚园及幼稚园暨幼儿中心的卫生表现, 当中屯门区有三所、沙田区四所、观塘区两所、元朗区四所、港岛东区一所、黄大仙区两所、西贡区两所、九龙城区一所, 遍及4,734位学童, 以及325位教师和校长。

评审项目与结果

为全面地评估校园的卫生表现, 本局派出审核员进行现场评审, 并按SHMS框架的六大要求类别, 包括管理责任、运作卫生、结构性卫生、食品的储存和运输、个人卫生、卫生管理体系, 细分成11个项目指标, 共107个评估要素作评审, 务求从机构管理层到前线清洁工友、课室到游乐场、厨房到洗手间等, 作一个深纵并齐的评估。

综观19间参与评审的幼稚园及幼稚园暨幼儿中心的卫生水平, 整体有不错表现。每所校园整体得分均超过770分(满分为1000分), 平均总分为816.4分, 而表现最佳的校园更达890.4分。在11个项目指标中, 绝大部份校园均达到SHMS现场评审合格要求。惟在虫害控制及卫生管理体系两个项目中, 有个别校园未能达到合格要求(即在每一类项目指标的平均得分百分比取得至少60%, 并且在每一项以四分满分的评估要素中, 取得不低于两分为合格)。

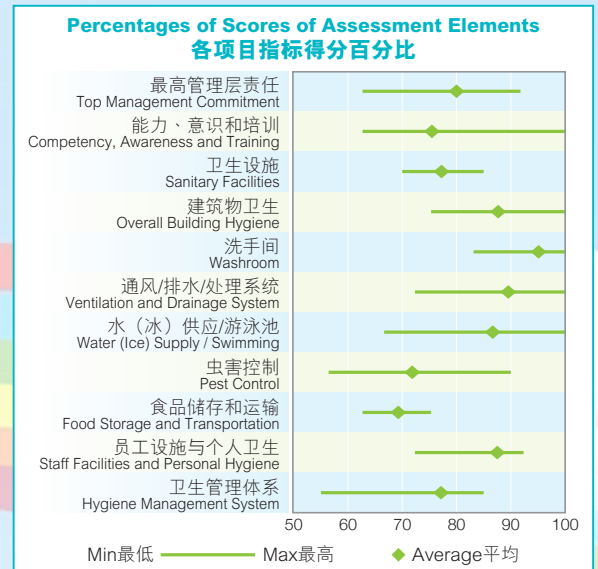
11项目指标的表现水平

这次评估中, 所有学前机构均是根据11个项目指标评分, 包括最高管理层责任、能力、意识和培训、卫生设施、建筑物卫生、洗手间、通风/排水/处理系统、水(冰)供应/游泳池、虫害控制、食品储存和运输、员工设施与个人卫生, 以及卫生管理体系。



The assessment elements under each category are listed as follows:
 以下是各项目指标的所属类别：

Six Essential Categories of Requirements 六大要求类别	Assessment Elements 项目指标
Management Responsibility 管理责任	Top Management Commitment 最高管理层责任
Operational Hygiene 运作卫生	Competency, Awareness and Training 能力、意识和培训
Structural Hygiene 结构性卫生	Sanitary Facilities 卫生设施
	Overall Building Hygiene 建筑物卫生
	Washroom 洗手间
	Ventilation and Drainage System 通风/排水/处理系统
Food Storage and Transportation 食品的储存和运输	Water (Ice) Supply / Swimming 水(冰)供应/游泳池
	Pest Control 虫害控制
Personal Hygiene 个人卫生	Food Storage and Transportation 食品储存和运输
Hygiene Management System 卫生管理体系	Staff Facilities and Personal Hygiene 员工设施与个人卫生
	Hygiene Management System 卫生管理体系



From the chart above, we can find out that pre-schools performed best in the areas of Washroom and Ventilation and Drainage System. The percentages of overall average scores (average/full marks x 100%) were 95.3% and 89.5% respectively. This was followed by Staff Facilities and Personal Hygiene, with overall average of 87.6%. The average of Overall Building Hygiene, Water (Ice) Supply / Swimming, and Top Management Commitment were 87.5%, 86.9% and 80.3% respectively. The percentages of the average scores of the above assessment elements all reached or exceeded 80%.

There was room for improvement in other assessment elements. The overall average scores on Sanitary Facilities and Hygiene Management System were 77% and 77.1% respectively. The average score on Competency, Awareness and Training was 75.7% while that of Pest Control was 71.9%. The average score on Food Storage and Transportation was 69.1%.

从以上图表可见，各校园在洗手间和通风/排水/处理系统这两个项目表现突出，整体平均分百分比（即项目平均分/满分 x 100%）分别达95.3%及89.5%，其次是员工设施与个人卫生项目，其整体平均分百分比为87.6%，建筑物卫生项目整体平均分别为87.5%，水(冰)供应/游泳池项目平均分为86.9%，最高管理层责任项目则取得80.3%。上述各项目的整体平均分均达到项目总分八成或以上。

其他项目表现相对逊色。卫生设施整体平均分百分比为77%，卫生管理体系为77.1%，能力、意识和培训则为75.7%，虫害控制及食品储存和运输的整体平均分分别为71.9%和69.1%。

The Way Forward – Managing Hygiene in Schools Systematically

The participating pre-schools gave positive feedback on SCMS and the funded project which was felt to have helped increase the awareness of both cleaning and teaching staff about hygiene. The assessment helped the pre-schools to review and understand their own hygiene performance in different areas, protecting the health of students and staff. More than 95% of the responding kindergartens and kindergarten-cum-child care centres said that they would make reference to or continue to use the SHMS assessment checklist to evaluate their hygiene condition and would also encourage other kindergartens to join similar project. We hope that more pre-schools will adopt SHMS to enhance hygiene level and further protect children's health and safety.

展望未来—有系统地管理校园卫生

参与的校园均对是次计划及SHMS有非常正面的评价，认为有助提升清洁工友及教职员的卫生意识，亦帮助校园检视及了解不同范畴的卫生表现，对保障学童及教职员的健康起了实质的贡献。超过九成受访的幼稚园及幼稚园暨幼儿中心表示会参考或持续应用本局所提供SHMS的评审清单，以评估校园的卫生情况，并会鼓励其他幼稚园一同参加同类计划。本局期望有更多学前机构能应用SHMS，提升卫生表现，进一步保障学童的健康安全。

HKQAA-HCS is applicable to any organisation with intention to exercise hygiene management systematically, such as pre-schools, schools, shopping arcades, restaurants, hotels and club houses. Please contact HKQAA for more information (tel.: 852-2202 9111; email: hkqaa.mkt@hkqaa.org).

香港品质保证局卫生监控体系适用于任何有志进行系统化卫生管理的机构，包括学前机构、学校、购物商场、餐厅、酒店、会所等。详情可与本局联系（电话：852-2202 9111；电邮：hkqaa.mkt@hkqaa.org）。



Kindergartens receiving HKQAA-HCS certification
 获颁卫生监控体系认证的幼稚园



Sharing by Participating Pre-schools
参与评审的学前机构代表分享

Ms Fung Pui Shan
Principal of TWGHs Lions Club of Metropolitan Hong Kong Kindergarten
东华三院香港华都狮子会幼稚园
冯佩珊校长



“Evaluation elements are comprehensive and cover all situations in schools. They have helped raise staff awareness of the need to meet the school’s requirements, keep improving and ensure service quality.”
「评估因素表内容详尽，能全面关顾学校各情况，并有效提升教员的意识以配合学校的要求，持续优化及确保服务素质。」

Ms Hilda Pang
Principal of Yan Chai Hospital Yim Tsui Yuk Shan Kindergarten
仁济医院严徐玉珊幼稚园
彭美玲校长



“The training has helped us to review and strengthen our hygiene management performance in a systematic way. It is encouraging that we have attained the HKQAA –HCS Certification, which affirms our competence.”
「培训课程内容有助学校有系统地继续全面自我检视，提高学校环境卫生管理，让学校持续进步。此外，本校亦获得香港品质保证局颁发的卫生监控系统认证，对学校有鼓舞作用。」

Ms Chu Lai Yip
Principal of Homantin Baptist Church Kindergarten
何文田浸信会幼稚园
朱丽叶校长



“Thanks to HKQAA for providing training on safety and practical information about hygiene. It has also shared with us some economical and effective ways to review our hygiene level that will be helpful to our work.”
「感谢香港品质保证局除了提供安全培训与卫生实践知识外，亦分享一些经济而有效的检视方法，这些经验分享将有助学校在实践中更实干。」

Mr Wan Chi Lun, Alvin
Principal of Po Leung Kuk Lek Yuen Kindergarten-Cum-Nursery
保良局沥源幼稚园暨幼儿园
温志伦校长



“Food safety and hygiene conditions at school are important. Launched by HKCEGES and HKQAA, this project gives the public confidence.”
「校园食物好重要，环境卫生更放心，幼联课程有保证，品质保证最权威。」

Ms Cindy Wong
Principal of TWGHs Chan King Har Kindergarten
东华三院马陈景霞幼稚园
黄倩云校长



“This project is a useful and comprehensive review platform for making the school cleaner and safer.”
「此计划是一个很好及全面的检视平台，让本校更安全更卫生。」

Ms Wong Shu Pik
Principal of Choi Ha Estate Kit Sum Kindergarten
天主教彩霞村洁心幼稚园
黄书碧校长



“The training was useful and catered to school needs. It improved staff awareness of meal handling and hygiene management. The on-site guidance helped us a lot.”
「培训课程之内容充实，能针对校园的需要及加强职工处理膳食和环境卫生管理的意识，而且透过亲临指导，使本园获益良多。」

Ms Lee Mei Kwan Margaret
Principal of Tsing Yi Trade Association Tin Shui Wai Kindergarten
青衣商会天水围幼稚园
李美群校长



“The training and assessment of this project are useful to the school.”
「计划对学校非常有帮助，无论培训、评审也很好。」

Ms Tang Mei Yuk Daisy
Principal of Melody Anglo-Chinese Kindergarten (Prime View Garden Branch)
美乐中英文幼稚园(景峰分校)
邓美玉校长



“The arrangement is appropriate. The speaker of the training is professional, which helps us establish the SHMS.”
「是次安排合理，培训讲者也很专业，对本校建立学校卫生管理体系很有帮助。」

Ms Ng Wah Man
Principal of First Assembly of God Church Tin Chak Nursery
神召会礼拜堂天泽幼儿园
吴华敏校长



“We appreciated this project, which has helped enhance management knowledge, skills and attitude to food safety and hygiene management. The on-site evaluation has helped improve our food safety and hygiene conditions. The professional comments are valuable.”
「整体评价是正面的，这计划能优化学校管理层对校园食物及环境卫生安全管理的知识、技巧及态度，专家来校评估可逐点改善本校食物及环境卫生安全，他们的专业意见十分宝贵，值得参考。」

HKQAA Sustainability Rating and Research: Annual Review 2016

香港品质保证局可持续发展评级及研究：2016年回顾

Foreword – Continuing the Qualitative Analysis of Companies' Sustainability Management

In the recent decade, HKQAA has always been the advocate in promoting sustainability, corporate social responsibility (CSR), and environment management, so as to further the sustainable development of Hong Kong's economy, environment and society. The third annual year of the HKQAA Sustainability Rating and Research once again assessed the quality of companies' sustainability management using the scoring methodology based on ISO 26000 and GRI G4. The key findings of the research are provided below.

The Research Project and Company Engagement

In 2016, HKQAA reviewed the sustainability performance of 699 eligible listed companies for inclusion in the Hang Seng Corporate Sustainability Index Series (the Index Series) – 464 Hong Kong listed (HK) companies (including dual-listed companies, classified as Hong Kong stocks) and 235 China A-Share listed (CN) companies. HKQAA's Assessment Team examined 355 sustainability / CSR reports (including stand-alone and integrated reports) and made reference to over 430 company websites as well as local and international media reports, to assess their sustainability performance as a whole. We also reviewed more than 650 annual reports to understand companies' regulatory compliance and financial data. All companies were given an opportunity to offer feedback and supporting documents to HKQAA in the form of a questionnaire to supplement the publicly-available information. This year, the total number of responding companies increased by over 10% compared to 2015.

Overall Performance by Market

As in the previous two years, the sustainability performance of HK companies was generally stronger than that of CN companies. The highest score among HK companies was AA (21 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A+ (1 company). 274 HK companies (59%) and 146 CN companies (62%) achieved a moderate/satisfactory rating of BBB- or above. This compares favourably to 2015, when 55% of HK companies and 60% of CN companies achieved these ratings. The proportion of companies which received a moderate rating of BB or below were further decreased this year, from 32% in 2015 to 29%.

Industry-level Performance

An analysis of average scores of all industries shows that Conglomerates, Telecommunications and Properties & Construction display the strongest sustainability performance, while Consumer Goods lags behind all other industries.

前言—定性分析公司的可持续管理表现

过去十年，本局作为推动可持续发展、社会责任以及环境管理之先驱，积极协助本港经济、环境及社会的可持续发展。「香港品质保证局可持续发展评级及研究」踏入第三年，继续参考 ISO 26000 及 GRI G4，去评估公司的可持续管理水平。本年度研究结果重点报告如下。

研究计划及参与公司

2016年，本局审阅了699间具有被纳入「恒生可持续发展企业指数系列」(「指数系列」) 候选资格的上市公司之可持续发展表现，其中包括464间香港上市公司(包括在香港及内地上市的公司，被列为港股的公司)及235间内地A股上市公司。为了全面地评估公司的可持续发展表现，本局今年查考了355份可持续发展/社会责任报告(包括独立和综合报告)、超过430个公司网站和本地及国际媒体的相关报导；并审阅超过650份公司年报，以了解其遵从规管的情况，以及财务数据。此外，所有公司均会收到一份问卷，以便提供公开资讯以外的补充资料及文件。今年回覆的公司总数与去年相比增加超过10%。

整体市场表现

一如过去两年，香港上市公司(「香港公司」)在可持续发展表现上，普遍较内地A股上市公司(「内地公司」)优胜。香港公司在AAA(最高)至D(最低)的评级中，最高分数为AA(共有21间公司)，而内地公司最高分数为A+(有1间公司)。整体而言，共有274间香港公司(59%)和146间内地公司(62%)达到中等/良好的BBB-或以上评级，而2015年，则只有55%的香港公司和60%的内地公司达到相同水平。与去年相比，达到中等水平BB或以下评级的公司则由32%进一步下跌至29%。

行业表现水平

透过分析各行业的整体平均分，可见今年的综合企业、电讯业和地产建筑业的可持续发展表现为最佳；而消费品制造业的表现与其它行业相比则较为逊色。

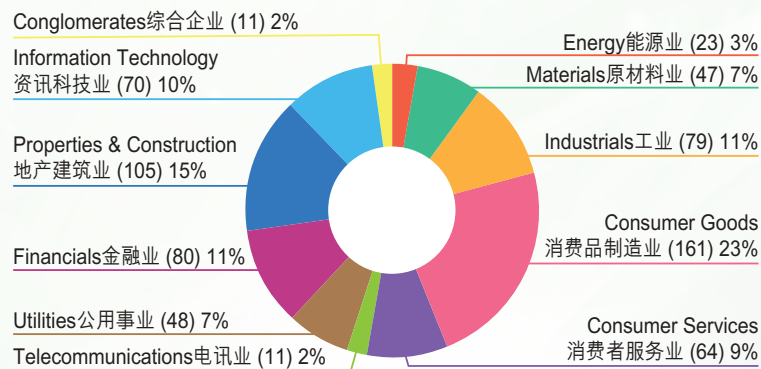


Chart 1 — Universe by Industry 2016
图表1 — 2016年研究之上市公司行业分布

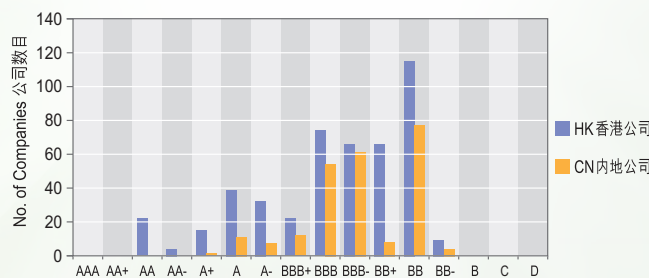


Chart 2 — Overall Performance by Market
图表2 — 整体市场表现

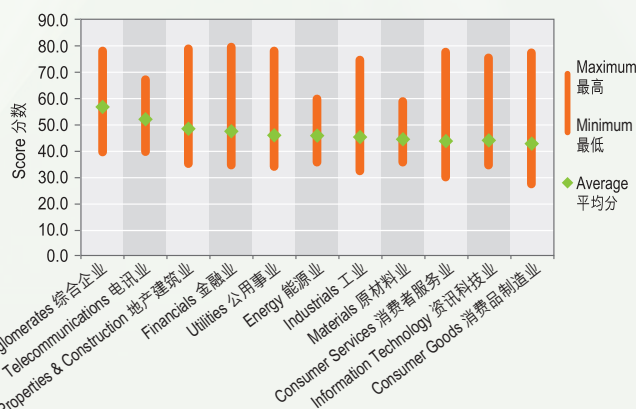


Chart 3 — Average Score by Industries 2016
图表3 — 2016年行业平均分



Subject Performance

In the current assessment model, all companies are rated in 7 core subjects, i.e. Corporate Governance (CG), Human Rights (HR), Labour Practices (LP), The Environment (Env), Fair Operating Practices (FOP), Consumer Issues (CI), and Community Involvement and Development (CID).

The performance in Corporate Governance, Human Rights and Labour Practices is generally stronger than in other subjects. The gaps between Index Series constituents and non-constituents are especially large in The Environment and Community Involvement and Development. More details on their environmental management will be provided in the following sections.

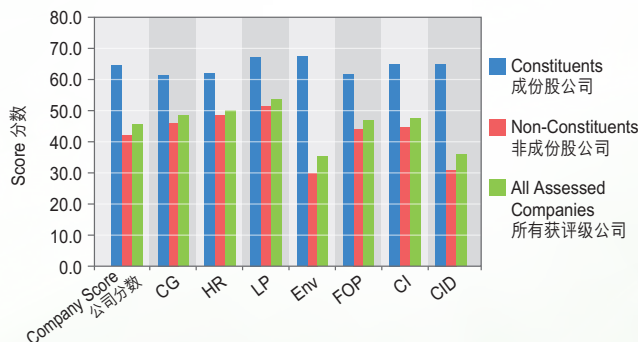


Chart 4 — Subject Performance of Assessed Companies
图4 — 获评级公司的核心指标分数比较

核心指标表现

根据现行的评估模式，所有公司均是根据以下七个核心指标评分：公司管治(CG)、人权(HR)、劳动实务(LP)、环境(Env)、公平营运实务(FOP)、消费者议题(CI)以及社区参与和发展(CID)。

在七个核心指标评分当中，公司管治、人权和劳动实务的表现最佳，而指数系列成份股公司和非成份股公司在环境，以及社区参与和发展的差距最大。以下将提供更多有关它们的环境管理详情。

Conclusion – Company engagement is on the rise

The higher level of company engagement as well as the improved overall sustainability performance of companies in 2016 demonstrates that more and more companies in Hong Kong and the Mainland are becoming more proactive in addressing sustainability challenges and responding to the needs and expectations of society. We anticipate that HKQAA’s annual research will continue to chart improved performance in future.

总结 — 公司的参与度正在上升

本年度的研究可见，有更多公司参与以及整体市场的可持续发展表现有所提升，显示有更多本地及内地公司变得更积极，主动应对可持续发展挑战及回应社会需求及期望。本局期望在未来的报告中，可看到上市公司在可持续发展方面有更好表现。

Companies’ Quality of Carbon Reporting and Implementation of the Recommended Environmental Practices

In view of the growing interest from stakeholders in companies’ environmental performance and the elevation of Hong Kong Stock Exchanges and Clearing Limited (HKEx) reporting standards that require the disclosure of environmental KPIs to ‘comply or explain’ in 2017. We therefore, report below the overall performance of the assessed companies with respect to the quality of their carbon reporting and the implementation of the recommended environmental practices:

- 14% of the assessed HK and CN companies identify climate change and carbon as material issues and report on carbon emissions
- 57% of the Index Series Constituents report on carbon while only 7% of the Non-Constituents do likewise
- 17% of the HK companies report on carbon while only 9% of the CN companies do likewise
- 40% of the companies that report on carbon report on their direct and indirect emissions; fewer companies (18%) report on emissions in their value chains
- Only 4% of companies publish targets to reduce their carbon emissions
- 38% of companies that report on carbon, engage a third party assurance provider for their carbon data

As HK companies will be mandated to report on environmental performance indicators in 2017, this year’s research focuses not only on the quality of carbon reporting but also on whether and how they implemented the recommended environmental practices.

- 48% of HK companies implemented measures to prevent pollution and minimise waste
- 40% promoted the sustainable use of resources, including reducing the use of energy, water and replacing non-renewable resources
- 31% implemented measures to adapt to climate change and mitigate its impact
- Only 16% of HK companies in high carbon industries, i.e. Utilities, Properties and Constructions, Industrials, Consumer Goods and Materials report on carbon
- 24% acted to protect the environment and restore natural habitats and the various functions and services that ecosystems provide

Way Forward – Need for Improvement with Initiatives Underway

Research this year reveals a clear need for improving the companies’ preparedness for a low-carbon economy and their accountability for communicating their carbon performance with their stakeholders. The initiatives including the upgrading of the reporting obligation to cover all environmental indicators are underway. We would like to witness the efforts made by the listed companies in taking steps towards the better alignment of environmental sustainability and investment goals.

公司的碳表现报告水平与建议环保做法的实践

由于持份者越趋关注公司的环保表现，以及香港交易所及结算有限公司(香港交易所)2017年提升上市公司的披露责任，至「不遵守就解释」，包括披露其环境关键绩效指标(KPIs)，本报告列出被评估的公司，在碳表现报告及实践建议环保做法方面的整体水平。

- 14% 获评级的香港及内地公司均认同气候变化及碳排放为重要议题，并有报告碳排放量
- 57% 的指数系列成份股公司有作碳表现报告，而只有7% 非成份股公司作此报告
- 有17% 的香港公司作碳表现报告，而只有9% 内地公司作有关报告
- 有40% 的公司报告其直接和间接的碳排放量，相对较少公司(18%) 报告其价值链的排放量
- 只有4% 的公司为减少碳排放量订立目标
- 有报告碳表现的公司中，38% 表示有聘用第三方机构验证碳数据

由于香港公司于2017年必须提交有关环保表现指标报告，今年的研究除了针对它们的碳表现报告之水平外，亦着重其有否及如何实施建议环保做法。

- 48% 香港公司均有实施防止污染及减少废物的相关措施
- 40% 的香港公司推动可持续资源的使用，包括减少使用能源和水，以及取替不可再生资源
- 31% 的公司实施相关措施，以应付气候变化及缓和其带来的影响
- 只有16% 属高碳排放行业的香港公司，包括公共事业、地产建筑业、工业、消费品制造业及原材料业作出碳表现报告
- 24% 公司有为保护环境、保存自然生态及生态系统运作作行动

展望未来—优化现行的倡议

今年的研究显示，公司在营造低碳经济，以及就碳表现与持份者进行沟通的准备尚有改善空间。随著政府及业界推出更多环保倡议，例如香港交易所提升上市公司的披露责任，以包含所有环境指标，本局期望未来可看到上市公司在实践环境的可持续发展及投资目标时，能取得更佳的平衡。

Upgrading and Restructuring the Toy Manufacturing Industry with Eco-friendly Products

玩具制造业升级转型之契机 — 生态友善产品



Mr Calvin Wu
General Manager, Shing Hing Plastic Manufacturing Limited
胡力恒先生
成兴塑胶制品有限公司总经理

Vision is pleased to interview Mr Calvin Wu, General Manager of Shing Hing Plastic Manufacturing Limited, an organisation participating in the HKQAA Hong Kong Registration – Eco-friendly Series. He shares with us how eco-friendly products offer new opportunities for the industry.



今期《管略》很高兴请来参与「香港品质保证局香港注册 – 生态友善系列」计划的成兴塑胶制品有限公司总经理胡力恒先生，与我们分享生态友善产品为其带来的机遇。

Finding Opportunities in Risks

With the increase in the costs of raw materials and labour, the plastic toy manufacturing industry in Mainland is currently facing unprecedented challenges. Mr Wu explained, “Once the advantage of low production cost is no longer available, not only will we face production risks, but also the risk of not surviving at all. Therefore, the industry must upgrade and restructure, and increase technology, as well as move from being an original equipment manufacturer (OEM) for toys, to developing private labels and patents, allowing more independence and creativity in the development of the business.”

The environment and sustainability have long been the focus of the global community. With the European Union, the United States, Japan and Mainland implementing stricter environmental legislation, Mr Wu believes that toy manufacturers must undergo environmental reform. Green production and the ecological design of products is the first step to take if the industry is to upgrade and restructure to fulfill the requirements of law and market needs.

Implementation of Eco-design

“We started with the procurement of raw materials by selecting environmentally-friendly materials, and then we analyzed the production process in a few areas, such as energy consumption, the ability to recycle and reuse, the flexibility in storage and the influence on human health. We have tried to extend the product life, reduce the waste of resources and demonstrate our ecological responsibility in product design and production.”

At the initial stage of developing eco-design products, the responsible management representatives faced many challenges. They had to first provide training to product engineers, allowing them to understand the concept and advantages of eco-design, to stimulate their creativity and change their old perceptions, so as to execute eco-design concepts. In order to promote and execute the concept effectively, it is important to gain the support of management as well as the participation of staff at all levels. We also tried strengthening our staff’s knowledge and recognition for new manufacturing equipment and eco-design products through visits to our factory.”

Enhancing Consumer Confidence through Third-Party Assessment

To enhance the performance of the eco-friendly products, Shing Hing participated in the HKQAA Hong Kong Registration – Eco-friendly Series. Mr Wu said, “The third party assessment body is independent of the manufacturers, retailers and consumers, with a reliable assessment mechanism; it ensures that the results are reliable and fair. This increases the confidence of our clients and consumers, enhances our competitiveness and helps the products enter the international market.”

Mr Wu concluded, “We hope that eco-friendly products can be promoted within the industry, so as to address the environmental requirements for toy manufacturing in the national and international community, as well as enhance the green image of the industry.”

业界前景 危中有机

由于原材料及人工成本上涨，国内塑胶玩具制造业当前正面临前所未有的挑战。胡先生表示：「一旦低成本的优势消失，我们不仅面对生产危机，更可能是生存危机。因此，业界必须进行升级转型，提高产品的技术含量，同时由玩具贴牌加工，走向拥有自营品牌及专利，让玩具制造业能迈向自主创新之路。」

环保与可持续发展议题早已成为环球社会关注焦点，加上欧盟、美国、日本，甚至内地的环保法例要求日趋严格，玩具制造业必须进行环保改革，绿色生产、产品的生态化设计正好作为业界升级转型的第一步，以满足法例法规 and 市场需求。

生态设计的具体推行

胡先生道：「我们从原材料采购入手，选用环保物料；再分析产品生产过程中的能源耗用、循环再用、空间收纳、对人体健康的影响等情况，尽力延长产品的使用寿命，减少资源浪费，在产品设计和生产上体现生态责任。」

胡先生续说：「在推行产品生态设计的初期，负责的管理人员需面对不少挑战。他们先要向产品工程师进行相关培训，让其了解生态设计的概念、好处，启发他们的创新思维，改变旧有观念，才可有效贯彻生态设计的执行。另一方面，管理层的支持亦非常重要，通过全体人员参与，积极推动实践生态化设计。我们透过组织员工到厂房参观，加深他们对新旧设备及生态设计产品的认知及认同。」

第三方评审 增强客户信心

为了不断改善有关工作，成兴塑胶参加了「香港品质保证局香港注册 – 生态友善系列」。胡先生表示：「第三方评审机构独立于制造厂、销售商和用家，拥有可靠的评审机制，确保结果之客观与公正，从而增强客户、消费者和社会的信心，提升竞争力，有助产品打入国际市场。」

胡先生总结道：「期望生态产品在业界能得到大力推广，回应国家及国际社会对玩具生产的环保要求之余，亦藉此提升业界的绿色形象。」

HKQAA Hong Kong Registration – Identifiable Source Products

香港品质保证局香港注册 — 确源产品

There are numerous merchants and products in the market. When a consumer makes purchase decision, a merchant who can tell the source of its products is more reliable than one which cannot provide information of its products' source.

The HKQAA Hong Kong Registration - Identifiable Source Products aims to recognise an organisation's capability to maintain and retrieve identifiable source records of products so as to enhance consumers' confidence. Consumers can scan the unique QR code on product with their smartphones to confirm that the product is supplied by a registered organisation. It enables businesses to demonstrate their commitment to providing products with identifiable sources to their customers. It also helps raise public awareness of the importance of combating counterfeit products.

市场上有无数的商户和产品。在消费者作出购买决定时，能提供产品来源的商户相对于不能提供产品来源资料的商户更为可靠。

「香港品质保证局香港注册 — 确源产品」旨在确认机构有能力妥善保存及翻查产品的可识别来源记录，以提升顾客的信心。合格的注册机构会获局方发出印有独特QR码的标签，消费者可以手机扫描产品上的标签，确认该产品的供应商已参与注册计划。计划一方面让机构彰显提供可识别来源的产品之承诺，另一方面，亦有助提升公众对防范假冒产品的意识。

Verify the Product Supplied by a Registered Organisation

确认产品供应商已参与注册计划



Find the Registration Label on the product
在产品上找到注册标签



Scan the QR code with a smartphone
以智能手机扫描产品上的QR码



Confirm the product supplied by a registered organisation
确认产品供应商已参与注册计划

Clients' Sharing 客户分享



Mr Kai Man Fok,
Founder and CEO of Hang Fung (Hong Kong) e-Commerce Limited;
Vice President of Fok Ying Tung Group
恒丰(香港)跨境电商有限公司创办人及首席执行官、霍英东集团副总裁
霍启文先生

“Our company registered in the HKQAA Hong Kong Registration – Identifiable Source Products and got the labels with a unique QR code which are attached to all of our products. This can enhance consumer confidence as they can scan the labels to verify our products online.”

「公司取得香港品质保证局香港注册 — 确源产品的注册资格，并获发印有独特QR码的标签，供贴在产品上。消费者可使用智能手机扫描产品上的标签，确认机构已参与注册计划，藉此增加他们对产品的信心。」



Ms YoYo Chan,
Managing Director of Yoyo Shopping E-commerce (Overseas) Co., Limited
悠游购电子商务(海外)有限公司董事总经理
陈慧蓉女士

“The recognition of a third party organisation provides confidence to our consumers. The registration scheme requires the registered organisation to maintain product records with identifiable sources that encourages the industry to perform better.”

「第三方机构的确认，让消费者对本公司更有信心。注册计划要求注册机构保存产品的可识别来源记录，推动业界做得更好。」

HKQAA Enhancing Recycling Industry Performance Project

香港品质保证局提升回收业运作表现项目

由回收基金捐款资助
Funded by the Recycling Fund
回收基金
Recycling Fund

The Recycling Fund was launched by the Hong Kong Government in October 2015, and HKQAA's application for the "Industry Support Programme" under the Recycling Fund was approved this April. HKQAA is developing a practice note for the recycling of food waste, waste cooking oil, waste textile, waste rubber tyres and waste wood. Training will be provided to the local recycling industry in order to promote good practices and enhance the long term development of the industry.

Boosting Industry Level through Developing a Practice Note

Our aim is to develop a practice note that suits the needs of the local industry and community, and can also enhance the professional level of the recycling industry. The practice note will reference international standards, experience and practices of the overseas recycling industry. Through on-site visits and interviews, the practice note will record the industry good practices and collect different views from stakeholders, to give a balanced picture of the various issues.

The Sino-Forest Applied Research Centre for Pearl River Delta Environment, Hong Kong Baptist University (ARCPE) will be responsible for the development of operational guidelines for recycling waste paper, plastic, metals and glass. HKQAA will then combine and issue the practice note for the reference of local industry and community.

The practice note is expected to be finished in mid-2017 and promoted through a variety of channels, including seminars, exhibitions, electronic newsletters, websites and publications. Industry members and other stakeholders may refer to this practice note in enhancing the industry's operational performance. The practice note will be free of charge and distributed to the recycling industry and the soft copy will be uploaded to the web.

Encouraging Self-improvement through Training Courses

HKQAA will provide training courses to the local recycling industry through the project, with the aim to strengthen their knowledge towards the industry and encourage them to implement good practices. The training enables the industry to have a better understanding of the practice note, encouraging them to improve their performance in environmental protection, occupational health and safety as well as promoting appropriate maintenance of downstream record of recyclable materials. HKQAA intends the training sessions to be "Train-the-Trainer" courses, so that the participating top and middle managers can later transfer what they have learnt to their colleagues.

The course consists of a number of modules covering the background of the Hong Kong recycling industry, the sorting and maintenance of operational records, environmental management and occupational health and safety management. Participants who finish all modules will receive a recognition letter in the presentation ceremony in mid-2017. A subsidy from the Recycling Fund will be provided to each participant for each module, to encourage self-improvement and professional performance. It is expected that the training will benefit more than 1,200 participants.

We believe that through developing an objective, standardised practice note, and providing training courses, we can help strengthen the knowledge and performance of recycling industry practitioners, and enhance their public image.

由香港政府设立的回收基金已于2015年10月正式启动，而香港品质保证局申请回收基金资助的行业支援计划亦于今年4月底通过审批。本局已著手筹备有关回收厨余、废置食用油、纺织物废料、废轮胎及废木料作业守则的制订工作，以及提供本地回收业界人士参与的培训课程，推动业界实践良好做法，促进行业长远发展。

制订作业守则 提高业界水平

本局的目标是制订一份既切合本地业界和社会需求，而又能推动回收业提升整体专业水平的作业守则。制订作业守则时，本局会参考研究国际标准、海外回收业界的经验和做法，同时又会进行实地视察及访问，辑录本地回收业界的良好做法，并收集相关持份者的意见，以平衡不同方面的考虑。

此外，香港浸会大学嘉汉林业珠三角环境应用研究中心亦会负责制定回收废纸、塑胶废料、废弃金属及废玻璃运作指引。本局将把该指引，连同本局制订的作业守则合辑成册，以供本地回收业和社会参考使用。

预计整本作业守则将于2017年年中完成。届时，本局将会透过一连串宣传活动，包括研讨会、参加有关环保的展览会、电子通讯、网页及印刷刊物等，向本地业界推广及介绍作业守则。业内人士和不同持份者均可参考守则，协助业界提升营运表现。守则将免费分发予本地回收业界，电子档亦会上载到网站，让回收业界、其他相关行业、任何有意从事回收业之人士、持份者及公众免费下载，相信可以惠及整个业界。

提供培训课程 鼓励自我增值

此外，本局将向本地回收业界提供一系列的培训课程，加强他们的行业知识，及鼓励实践良好做法，让业界更能明白作业守则，推动他们改善在环境、职业安全和健康方面的表现，以及促进管理可回收废物流向记录的能力。本局锐意将这些培训课程设计成「培训师」(Train-the-Trainer)课程，把专业知识传授给高层及中层管理人员的同时，亦让他们有能力将这些知识转移给所有员工。

课程分为数个单元，涵盖香港回收业概览、分类及营运记录管理、环境管理，以及职业安全和健康管理等内容。完成所有单元课程的参加者，将于2017年年中举行的典礼上获颁嘉许信。由于回收业普遍欠缺资源让员工接受培训，本局将透过回收基金的资助，提供培训津贴予报读各个单元课程的每位参加者，鼓励他们自我增值，提升专业表现，估计受惠人次超过1,200人。

本局相信透过制订客观、标准化的作业守则，以及提供专业培训课程，能加强回收从业员的行业知识，并促进业界长远地优化水平，提升公众形象。

Signing MOU with Shaanxi Province Quality and Technology Supervision Bureau 与陕西省质量技术监督局签订合作备忘录

The Shaanxi-Hong Kong Branding and Quality Forum was successfully held on 17 October 2016. A Memorandum of Understanding (MOU) was signed between HKQAA and Shaanxi Province Quality and Technology Supervision Bureau (Shaanxi QTS) to jointly facilitate the industrial and economic development in both Hong Kong and Shaanxi.

Support from Government and Industry

The MOU was signed by Dr Michael Lam, Chief Executive Officer of HKQAA, and Mr Qiao Jun, Director of Shaanxi QTS. Witnesses at the signing ceremony included Mr Zhang Xiaoning, Deputy Secretary-General of the People's Government of Shaanxi Province; Mr Xue Hui, President of China Council for the Promotion of International Trade, Shaanxi Sub-Council; Mr Li Wei, Deputy Minister of the Shaanxi Provincial Committee Propaganda Department; Mr Kan Kaipei, Deputy Director-General of Shaanxi Province Foreign Affairs (Overseas Chinese) Office; and Mr Jing Quiquan, Assistant Counsel of the Department of Commerce of Shaanxi Province. Witnesses from HKQAA were its Chairman, Ir Dr Hon. Lo Wai Kwok; Deputy Chairman, Ir C. S. Ho; Governing Council members, Ir Edmund Leung and Mr Johnny Yeung; and Chief Operating Officer, Mr P. C. Chan. Senior government officials and corporate representatives from both regions also attended this special event. Business leaders shared their insights on the future development of the regions during the forum.

Utilising Complementary Advantages to Foster Economic Development

Hong Kong is not only an international financial centre, but also a trade hub for brands around the world, in the words of Mr Zhang Xiaoning. The Hong Kong Government highly values the role of conformity assessments and has enjoyed significant success in brand building and quality management. By utilising their respective advantages, HKQAA and Shaanxi QTS can jointly preserve and extend the success of Shaanxi-Guangdong-Hong Kong-Macao Economic Cooperation.

Under the framework of the Belt and Road Initiative, the relationship between Shaanxi and Hong Kong will be much closer. Ir Dr Hon. Lo Wai Kwok said that the strategic partnership between the two organisations can foster cooperation in four key areas: quality certification, assessment, training and branding. The partnership will stimulate the development of regional industries and promote professional practices to improve business performance and enhance the publicity of Shaanxi and Hong Kong brands, and will support the Belt and Road Initiative.

With the support of various sectors, it is believed that the cooperation will bring synergistic effects and showcase the importance of conformity assessment services in promoting economic development and creating a sustainable future for businesses and society in Hong Kong and Shaanxi.

本局与陕西省质量技术监督局，在2016年10月17日举行的陕港品牌建设质量合作交流会上签订合作备忘录，携手促进企业的质量、诚信和社会责任水平，深化质量管理专才的技术交流，提升两地品牌的影响力，以配合「一带一路」的建设，为陕港社会经济作出贡献。

陕港各界鼎力支持双方合作

本局总裁林宝兴博士，以及陕西省质量技术监督局局长乔军先生，代表双方签署合作备忘录。见证是次签署仪式的包括陕西省政府副秘书长张小宁先生、省贸促会会长薛华先生、省委宣传部副部长李伟先生、省外办(港澳办)副主任阚开沛先生、省商务厅副巡视员井贵泉先生；香港方面则包括本局主席卢伟国议员博士工程师、副主席何志诚工程师、董事局成员梁广灏工程师、杨志雄先生、运营总监陈沛昌先生。此外，不少陕港政府高层人员及企业代表莅临出席是次交流会。两地的商界领袖亦于会上分享业界概况与未来展望。

结合双方优势 发挥促进商贸角色

张小宁先生在致辞时表示，香港不仅是国际金融贸易中心，也是世界品牌的亚洲交易中心。香港特区政府高度重视质量工作，在质量管理和品牌建设方面取得了显著成就。他期望陕西省质量技术监督局和香港品质保证局能够充分发挥自身的专业优势，共同维护和拓展陕粤港澳经济合作的交流与成果，提升两地质量发展和企业品牌建设水平。

在国家「一带一路」的发展蓝图下，陕港两地的夥伴关系将越来越密切。卢伟国议员表示，这次香港品质保证局与陕西省质量技术监督局的策略性合作，进一步加强陕港两地在质量认证、评审、培训和品牌建设四大方面的合作，本著互惠互利的精神，促进地方产业转型升级，协助提升企业的专业水平和员工的知识技能，扩大两地品牌的宣传推广工作，以支持「一带一路」的建设和配合国家的发展策略。

在各界的支持下，相信这次合作将可以产生协同效应，充份发挥合格评定行业在推动商贸发展的重要角色，为陕港两地的社会和经济创优增值，带来更大的裨益。



◀ Shaanxi officials meet with HKQAA Governing Council members and top management. 陕西省政府官员与本局董事局成员及高层人员会面。



▲ MOU Signing Ceremony 各嘉宾在《陕港品牌与质量合作备忘录》签署仪式上合照。



▲ Mr Zhang Xiaoning, Deputy Secretary General of the People's Government of Shaanxi Province, delivering the opening address. 陕西省政府副秘书长张小宁先生于会上致辞。

▼ Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, gives a speech at the forum. 本局主席卢伟国议员博士工程师致辞。



Congratulations to Ir Dr Hon Lo Wai Kwok on his Election to LegCo 祝贺卢伟国主席连任立法会议员

We would like to extend our warmest congratulations to Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, HKQAA's Chairman, for being re-elected on 4 September 2016 Member of the Hong Kong's Legislative Council in the Engineering Functional Constituency.

Dr Lo also serves as Chairman of the Business and Professionals Alliance of Hong Kong, member of the Housing Authority, the Hong Kong Science Park Board of Directors, the Hospital Authority and the West Kowloon Cultural District Authority, Chairman of the Hong Kong Green Strategy Alliance, and member of the China Association of Science and Technology Committee, etc. He was President of the Hong Kong Institution of Engineers in 2007/08, and was the Sha Tin District Councilor for many years. He also served in the past the Town Planning Board, the Council for Sustainable Development, the Advisory Council on the Environment and the Hong Kong Certification and Testing Council.

Dr Lo's expertise and areas of service cover infrastructure, town planning, environment, housing, technology, industry, education and community service. He has over 30 years of experience in engineering, industrial management, technology innovation and market development. He has also worked as Asia-Pacific president of multinational technology group, and deputy chairman of listed electronics enterprise. Dr Lo was awarded "Ten Outstanding Young Person" and "Young Industrialist Awards of Hong Kong" in 1992, the Medal of Honour by the Chief Executive of the HKSAR Government in 2001, has been a Justice of the Peace since 2004. He received the Bronze Bauhinia Star and Silver Bauhinia Star in 2009 and 2015 respectively.

HKQAA believes that, with his rich professional knowledge and experience in community service, Dr Lo will continue to contribute to the industry and society in his term of office of LegCo.

2016年9月4日立法会选举圆满结束，本局谨此祝贺主席卢伟国议员博士工程师，SBS, MH, 太平绅士，连任功能界别议员，代表工程界。

卢议员现担任香港经济民生联盟主席、香港房屋委员会委员、香港科技园董事会成员、医院管理局成员、西九文化区董事局成员、香港绿色策略联盟主席、中国科协全国委员会委员等。他于2007至2008年度任香港工程师学会会长，曾担任沙田区议会委任议员多年，亦曾任城市规划委员会、可持续发展委员会及环境咨询委员会、香港检测和认证局委员等公职。

卢议员的专业历练和社会服务，遍及基建、城市规划、环境、房屋、科技、工业、教育、社区服务等范畴。他拥有30多年跨地域的工程专业、工业管理、科技创新及市场开拓经验，曾任跨国科技集团亚太区总裁、上市电子企业副主席等要职。他于1992年获颁「十大杰出青年」及「香港青年工业家奖」，在2001年获香港特区政府行政长官颁发荣誉勋章，于2004年获委任为太平绅士，分别于2009及2015年获颁铜紫荆星章及银紫荆星章。

相信卢议员凭藉丰富的专业知识及社会服务经验，定能在新一届立法会中，为业界及社会带来更大贡献。



HKQAA Successfully Extended the Scope of Accreditation with HKCAS for ISO 50001:2011 Energy Management Systems Certification

本局获香港认可处认可之ISO 50001:2011 能源管理体系认证服务范围现已扩展

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce that the scope of accreditation with HKCAS for ISO 50001:2011 Energy Management Systems (EnMS) has been extended to two new technical areas, construction and engineering services.

HKQAA successfully extended the scope of accreditation on 26 September 2016 from the Hong Kong Accreditation Service (HKAS) through the Hong Kong Certification Body Accreditation Scheme (HKCAS). ISO 50001 certification is applicable to all types and sizes of organisations, ranging from commercial to industrial or institutions. For further details on HKQAA's certification and supporting services, please contact us at:

香港品质保证局获香港认可处认可之ISO 50001:2011 能源管理体系认证服务的认可范围现已扩展至两个新的技术领域，分别是建筑及工程服务。

本局于2016年9月26日透过香港认可处香港认证机构认可计划(HKCAS)，正式取得扩展范围的认可资格。ISO 50001 认证适用于各类型及规模的商业、工业或公共机构。欲知更多有关本局所提供的认证和支援服务，请联络我们：

Hong Kong Quality Assurance Agency 香港品质保证局

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Macau 澳门 – (853) 6238 8759

Shanghai 上海 – (86 21) 6876 9911

Guangzhou 广州 – (86 20) 8383 3777

**Welcome to visit us and learn more about
The HKQAA Wine Storage Management Systems Certification Scheme and
Hong Kong Wine Registration Scheme.**

本局将参与以下展览，推广「葡萄酒储存管理体系认证计划」与「香港葡萄酒注册计划」。

Booth No. 展位：3G-E23

A World of Fine Wine & Spirits

Hong Kong Int'l Wine & Spirits Fair 2016

HKTDC Hong Kong International Wine & Spirits Fair is a truly global event offering a wide range of high-quality wine and spirits, beer, and other alcoholic beverages, as well as wine accessories & equipment and other services including wine logistics and training. The fair will be presenting its ninth edition from 10-12 November at the Hong Kong Convention and Exhibition Centre, expecting over 1,000 exhibitors from all the major wine-producing areas. The final day of the fair is the Public Day which welcomed around 30,000 visitors last year.

Spirits and Beer

The offerings of wine fair blossom. The widely acclaimed **"Ice Bar"**, **"Whisky and Spirits Zone"**, **"The Whisky and Brandy Bar"** and the **"Beer Zone"** will return, giving visitors a chance to enrich the knowledge about whisky, spirits, beer and many more.

Fabulous Events

Over 70 events will take place during the three-day fair, including grand tasting, master classes, wine tasting, cocktail demonstration, conference and seminar. It will be an excellent opportunity for visitors to soak up the latest market intelligence and enrich their knowledge of this vibrant industry.



Fair information

Date : November 10-12, 2016 (Thu-Sat)
Venue : Hong Kong Convention and Exhibition Centre,
Hong Kong
Tel: (852) 2240 4203 Fax: (852) 2169 9169
Email: hkwinefair.visitor@hktcdc.org

Remarks:

- For trade visitors aged 18 or above only
- No admission charge for pre-registered trade buyers
- Admission fee HK\$100 per person for on-site registration

**Reserve your
FREE admission badge now**

Website —
www.hktcdc.com/ex/hkwinefair/27

Mobile app —
download HKTDC Mobile

Mobile Info Site —
www.hktcdc.com/wap/wine/T119



Restaurant & Bar Hong Kong 2016 香港餐饮展 2016

HKQAA participated in the Restaurant & Bar Hong Kong 2016, a leading fine dining and bar exhibition in the Asia-Pacific region, from 6 to 8 September 2016. The three-day event held at the Hong Kong Convention and Exhibition Centre attracted over 20,000 visitors. HKQAA ran a booth and promoted our wine-related conformity assessment services.

Renowned Wine Awards Joined “Hong Kong Wine Registration Scheme for Events”

In the Restaurant and Bar Hong Kong, the award winning wines of the Asia Wine and Spirits Awards by Sommeliers 2016 (AWSA) were featured and tasted. As AWSA joined the “HKQAA – Hong Kong Wine Registration Scheme for Events”, all the wine entries have attached the Scheme Labels with a unique QR code, enabling the visitors to scan and read information about the wines online.

The Restaurant & Bar Hong Kong House Wine Awards 2016 also joined the “HKQAA – Hong Kong Wine Registration Scheme for Events”. The Scheme Labels were stuck to the bottles of wine entered for the Awards.



Visitors were tasting the award winning wine of AWSA which joined the Hong Kong Wine Registration Scheme for Events. 入场人士可一尝参加了香港葡萄酒注册计划(活动项目)的「亚洲酒类大赏冠军侍酒师评审」之得奖酒。

本局于2016年9月6至8日，参与了假香港会议展览中心举行的亚太高端餐饮展览—香港餐饮展2016，设置宣传摊位，推广本局有关葡萄酒的合格评定服务。为期三天的活动吸引了超过20,000名人士入场。

知名酒类大奖参与「香港葡萄酒注册计划(活动项目)」

展览上，参加者可一尝「亚洲酒类大赏冠军侍酒师评审」的得奖酒。该大奖参加了「香港品质保证局—香港葡萄酒注册计划(活动项目)」，参赛酒均贴上印有独特QR码的计划标签，供大众在网上查阅产品相关资讯。



HKQAA ran a booth and promoted the wine-related conformity assessment services.

本局设置宣传摊位，推广有关葡萄酒的合格评定服务。

「香港餐饮展驻店大奖2016」亦获得「香港葡萄酒注册计划(活动项目)」的注册资格，活动上的参赛酒都贴有计划标签。

Seminar on the Management and Relations with Public Officers and Introduction to ISO 37001 Anti-bribery Management Systems 管理与公职人员的关系及ISO 37001 防贪管理体系简介研讨会

HKQAA held a Seminar on the Management and Relations with Public Officers, and ISO 37001 Anti-bribery Management Systems, in August 2016. In the seminar, Mr C. K. Cheung, the Chief Corruption Prevention Officer from the Independent Commission Against Corruption (ICAC), shared the legal requirements for dealing with public officers, the regulations that deal with conflict of interest for public officers, as well as integrity management and the implementation of moral practices. HKQAA also provided information on the latest developments in ISO 37001 Anti-bribery Management Systems and explained the keys to understanding the requirements of the standard.



Mr C. K. Cheung, Chief Corruption Prevention Officer of ICAC, addressed the topic on “Management and Relations with Public Officers”. 廉政公署总防贪主任张展杰先生讲解「管理与公职人员关系」。

香港品质保证局于2016年8月举办了「管理与公职人员关系及ISO 37001 防贪管理体系简介」研讨会。研讨会邀得廉政公署总防贪主任张展杰先生担任讲者，讲解有关监管与公职人员进行事务往来时的法例要求、处理涉及公职人员的利益冲突之规例、诚信管理及道德实践等范畴。此外，本局亦有介绍有关ISO 37001 防贪管理体系的最新发展及条文理解重点。

ISO 37001 Anti-bribery Management Systems Standard Officially Launched ISO 37001 防贪管理体系标准现已正式出版

The ISO 37001 Anti-bribery Management Systems standard was officially launched by the International Organization for Standardization (ISO) on 15 October, 2016. It is the first international standard designed to help organisations to combat bribery risks in operations and throughout global value chains.

HKQAA will provide certification and a series of support services, including training, seminars and gap assessments. For further details, please contact us at (852) 2202 9111.

国际标准化组织 (ISO) 已于2016年10月15日正式出版 ISO 37001 防贪管理体系标准。这是首个国际防贪标准，旨在协助机构在营运和整个全球价值链中，应对贪污风险。

本局将提供一系列的相关认证、培训课程、研讨会和差距评审等支援服务。欲知更多详情，请致电 (852) 2202 9111 与我们联系。

The 9th My Dream Home Contest Awards Ceremony

第九届「理想家园」比赛颁奖典礼



The 9th HKQAA "My Dream Home" Writing, Photo, Drawing and Poster Design Contest Awards Ceremony was held successfully on 26 August 2016, at the Chiang Chen Studio Theatre of The Hong Kong Polytechnic University.

As in previous years, the Education Bureau and the Guangzhou Youth Cultural Exchange Center co-organised the contest, and this was the sixth year in which Guangzhou and neighbouring area participated. More than 4,000 pieces of work were received from Hong Kong and the Mainland, including some from special schools. The contest allows children to depict their dream homes in a spirit of social integration and harmony.

Hong Kong School of Design, The Photographic Society of Hong Kong, The Boys' and Girls' Clubs Association of Hong Kong, Hong Kong PHAB Association and Friends of Earth (HK) are the supporting organisations of the contest, jointly promoting social responsibility in order to deliver our dream home. Students from Huanhu Primary School and Yuanjia Primary School, Foshan also gave a dance performance during the ceremony. Their beautiful dancing was dazzling.

The awards list is now available at www.hkqaa.org.

香港品质保证局第九届「理想家园徵文、摄影、绘画及海报设计比赛」颁奖典礼已于2016年8月26日晚上，假香港理工大学蒋震剧院圆满举行。

今届比赛连续第六年邀请广州及邻近地区参与，在香港教育局及广州市团校广州市青年对外文化交流中心的协办下，反应热烈，两地共收到超过4,000份作品，并得到特殊学校的积极响应，让接受特殊教育的学生，也可将心目中的理想家园面貌，透过作品表达出来，将社会共融精神充分地体现在理想家园活动中。

是次比赛获得香港设计学院、香港摄影学会、香港小童群益会、香港伤健协会和香港地球之友担任支持机构，携手向年青一代，宣扬社会责任理念，建设理想家园。此外，本局亦邀请了佛山市禅城区环湖小学及佛山市元甲学校的学生专程来港，于典礼上表演群舞，令活动生色不少。

「理想家园」比赛之得奖名单已于本局网站 www.hkqaa.org 公布。

▼ Awardees of the 9th "My Dream Home" Contest with the guests.
第九届「理想家园」比赛的得奖者与一众嘉宾合照。



▲ Ir C.S. Ho, Deputy Chairman of HKQAA, presented the flag souvenir to Dr Chan Shui Kin of Education Bureau (photo left); and Ms Xie Yan of Guangzhou Youth Cultural Exchange Center (photo right); the co-organisers of the event.

香港品质保证局副局长何志诚工程师致送纪念锦旗予协办机构香港教育局代表陈瑞坚博士(左图); 以及广州市团校广州市青年对外文化交流中心代表谢艳老师(右图)。



▲ Ms Candy Tam, Governing Council member of HKQAA (right), presented the certificate to an awarded student.

香港品质保证局董事局成员谭丽转女士(右)颁奖予得奖学生。



▲ Students of the Huanhu Primary School (left) and Yuanjia Primary School (below) from Foshan performed dancing.

佛山市禅城区环湖小学(左)及佛山市元甲学校(下)的学生，为观众带来精彩的歌舞表演。



▲ Dr Michael Lam, CEO of HKQAA (left), presented the flag souvenir to the Most Active Participation School - Special School.

香港品质保证局总裁林宝兴博士(左)颁发最积极学校参与奖一特殊学校。



Tropical Biodiversity and Conservation 热带雨林之生物多样性和保育政策



Dr Tang Chin Cheung
Chairman of Ecobus
生态巴士主席
邓展翔博士

HKQAA Business and Community Supporting Fund sponsored the field trip to Brunei under Greengoer Student Environmental Protection Leader Training Scheme 2015/16 organised by Ecobus, to exchange the conservation policies with local organisations. VISION invited Dr Tang Chin Cheung, Chairman of Ecobus, to share his views on the field trip.

Extraordinary Experience in Brunei

In this summer, Ecobus organised a field trip to Brunei. Participants include four tertiary students from the Greengoer Student Environmental Protection Leader Training Scheme 2015/16 and one secondary student who was the winner of a competition in our Bag-to-Bag programme. The Brunei trip was undoubtedly a rewarding and eye-opened experience to the team.

Brunei is a small country located on the Island of Borneo with a relatively low population density compared to Hong Kong. Because of its tropical climate, rescheduling and delays happened few times due to heavy rains, but this is what allows the rainforest and wildlife flourishing in there. More than 70% of the land is covered by forest.

In addition, the team was still grateful to see diverse wildlife there, from small mammals like Prevost's Squirrel and Least Pygmy Squirrel, to primate like Slow Loris during the night walk and large birds like Hornbill. Wildlife in Brunei is not only more diverse, but also more abundant than Hong Kong. Most of the Hong Kong forests were rebuilt after World War I by plantation, which caused a loss in the plant biodiversity. While walking in the tropical forest in Brunei, we imagined that if Hong Kong was not damaged during the war, it could be similar to the forests in Brunei, or the trees could be much taller and stronger and the wildlife would also be more diverse. However, we cannot rewrite the history.

Challenges in Protecting Wildlife

Looking far towards the border on the mountain at Bukit Patoi of Temburong, a clear-cut area on the Malaysia's side created a great contrast to the dense forest on Brunei's side. The intense deforestation is not only limited in Malaysia, the team encountered an old tree in the Project Habitat being cut and leaving a big hollow there. It was believed that illegal immigrants from Malaysia was targeting to collect the valuable Black Honey from the hive of stingless bees. The team was shocked since the hollow left behind was so large that there must be a large group of criminals to remove the entire hive without being discovered. This scary scene clearly reveals the serious challenge wildlife and conservation in Brunei are now facing.

The trip to Brunei gives the team a chance to admire how a intact forest looks like, and to experience the excitement when we saw those endemic animals which are regarded as endangered status by International Union for Conservation of Nature (IUCN). Seeing Proboscis Monkey and Bornean Gibbon was so unforgettable. At the same time, it reminds us the importance of researches and study on wildlife because they provide all the information on conserving these fascinating wild animals.

于文莱达鲁萨兰大学交流
Exchange with Universiti Brunei Darussalam



香港品质企业社区支援基金赞助了推广生态教育之生态巴士举办的「Greengoer 学生环境领袖训练计划 2015/16 之汶莱考察团」，与当地机构交流保育政策。今期《管略》邀请了生态巴士主席邓展翔博士，分享考察成果。

与想像不一的汶莱：会呼吸的国土

这个暑假，生态巴士与联同四位参与本组织举办的 Greengoer 学生环境领袖训练计划 2015/16 的大专生和一位在「袋袋相传」计划中胜出的中学生，到汶莱进行了一次生态考察活动。提起汶莱，脑海中立即浮现「石油大国」和「小杜拜」等字眼。但当我们踏入汶莱机场的一刻，我忽然心动，因为这裹并没有华而不实的感觉，反而是简单朴素。这是我们所认识的汶莱吗？从那一刻起，我们生态巴士的每位成员都把所有「已知」放下，用心感受这未知的旅途。

汶莱婆罗洲的一大特点就是崇山峻岭的自然景观。原来，这小片的土地上坐拥 70% 以上的森林，而且人口密度较少，完全保留了一个高耸入云的原始森林面貌。在这个变幻莫测的热带多雨国度，眼前岚岚湖光的景象震慑著我们。

在这我们看到数以万计的生物，包括小型哺乳类动物如松鼠；灵长类如长臂猿和夜行时在大树上发现的懒猴；大型鸟类如犀鸟。汶莱的野生动物不仅多样化，而且数量也比香港多。香港的树林大多都是一次大战后的植林，令香港树林的植物多样性没有原来的完整，间接导致生物种类也比战前减少，加上香港地少人多的发展压力，野生动物的生存空间变得更少。我们在汶莱雨林中探索期间，也有一刻想像如果香港的树林未曾被砍伐或破坏，现今也可能与汶莱的树林相似。幸好踏上了这生态之旅，让我们增加毕生难忘的体验，难怪大自然被喻为万物之母。

快乐王子的眼泪

当我们登上边境旁的山岭远眺马来西亚与汶莱的边界时，除了古木参天的美景，我们还看到一片被大量砍伐的土地与茂密的森林形成强烈对比。可惜的是伐林活动并不限于马来西亚，由于边境相连，不法分子亦能从较偏远的马来西亚边境到达汶莱。除了听说在 Bukit Patoi 区有树林，特别是大树被伐的情况外，考察团于 BruWILD 的「计划生境」(Project Habitat) 森林中亦看到一幕令人伤心的景象：一棵只是板根已接近两个成人高度的大树上，出现一个明显是人为整齐锯出来的大洞，足以让任何一位队员爬进树干里。原来不法分子的目标是无针蜂 (stingless bee) 在树干的巢，因为巢中充满其制造的蜜糖，而且这种野生蜜糖特别珍贵，所以体积较大的无针蜂蜂巢都很可能成为不法之徒的目标。虽然树并没有就此倒下，但破洞对树的伤害绝对不少，还可能面临伤口被真菌感染的风险。当时 BruWILD 的成员也正苦思如何令树木重新生连接断开的部份。站在那棵树前，我想起了「快乐王子」的故事，大自然一直都是快乐王子，它把身上最珍贵的「宝石」奉献给我们，而我们对王子又付出了什么？谁又在乎过快乐王子的眼泪？

New Certified Clients 新认证客户

May to July 2016
2016年5月至7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 May to July 2016, we have been pleased to welcome 26 organisations to our community. Among them, they have obtained 34 certificates of ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, ISO 50001, ISO 55001, GB/T 28001, SA 8000, SQM-ES, TL-V 5.5/5.0, HACCP, HCS, QSPSC, WSMS-COMM and WSMS-FINE. 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2016年5月至7月期间，香港品质保证局共颁发34张证书，包括ISO 9001、ISO 14001、OHSAS 18001、ISO 22000、ISO 50001、ISO 55001、GB/T 28001、SA 8000、SQM-ES、TL-V 5.5/5.0、HCS、HACCP、QSPSC、WSMS-COMM及WSMS-FINE。在此谨祝贺26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

Nov 2016 - Feb 2017 2016年11月至2017年2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			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Standard & Systems Training 标准体系培训						
ISO9001:2015 Quality Management System - Internal Auditor Training ISO 9001:2015 质量管理体系内部审核员培训	P 3	RMB 1,800	VM3P/SH11A SH 28-30	VM3P/GZ12A GZ 19-21	VM3P/GZ01A GZ 09-11	VM3P/SH02A SH 01-03
ISO9001:2015 Documented Information - Document Structures and Document System Establishing Training ISO 9001:2015 质量管理体系文件化信息之文件结构与编制培训	P 1	RMB 1,200	QMS4P/SH11A SH 25			QMS4P/GZ02A GZ 10
ISO 31000:2009 Risk Management System - Internal Auditor Training ISO 31000:2009 风险管理内部审核员培训	P 2	RMB 2,500		RM15P/GZ12A GZ 01-02		
TL9000 R6.0/R5.0 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.0 电信业质量管理内审员培训	P 3	RMB 3,800	TL04P/GZ11A GZ 28-30	TL04P/SH12A SH 13-15		
IATF 16949:2016 Automobile Industry Quality Management System - Internal Auditor Training IATF 16949:2016 汽车行业质量管理体系内审员培训	P 3	RMB 2,500	MT68P/GZ11A GZ 21-23			MT68P/GZ02A GZ 13-15
IATF 16949:2016 Automobile Industry Quality Management System Conversion Training IATF 16949:2016 汽车行业质量管理体系转版培训	P 1	RMB 1,500		MT71P/SH12A GZ 21		MT71P/GZ02A GZ 24
VDA 6.3 Process Audit VDA 6.3 过程审核	P 1	RMB 1,200	ES29P/GZ11A GZ 10			
ISO 14971 Risk Management System for Medical Device ISO 14971 医疗器械行业质量管理体系内部审核员培训	P 2	RMB 2,400		RM16P/GZ12A GZ 05-06		RM16P/SH02A SH 08-09
ISO/IEC 20000:2011 Information Technology Service Management System - Internal Auditor Training ISO/IEC 20000:2011 IT信息技术服务体系内部审核员培训	P 2	RMB 2,500			ISE9P/GZ01A GZ 12-13	
ISO 55001:2014 Asset Management System - Implementation ISO 55001:2014 资产管理实施工作坊	P 6	RMB 9,000	SM03P/GZ11A GZ 14-16	SM03P/GZ12B GZ 12-14		
SA8000:2014 Social Accountability Management Systems - Internal Auditor Training SA 8000:2014 社会责任管理体系内部审核员培训	P 2	RMB 1,500	SA01P/SH11A SH 17-18	SA01P/GZ12A GZ 22-23		
ISO14001:2015 Environmental Management Systems - Internal Auditor Training ISO 14001:2015 环境管理体系内部审核员培训	P 2	RMB 1,200	EMS3P/GZ11A GZ 24-25		EMS3P/SH01A SH 11-12	MT68P/GZ02A GZ 16-17
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal 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/GZ12A GZ 28-30		OHS9P/SH02A SH 15-17
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理体系 - 内部审核员	P 2	RMB 1,500				EM08P/GZ02A GZ 20-21
Production/Quality/Supply Chain/ Customer Service Management 生产/质量/供应链/客服管理						
5S现场管理 5S Site Management	P 1	RMB 1,200	GP09P/GZ11A GZ 14			GP09P/SH02A SH 27
JIT (Just In Time) of Lean Production 精益生产之JIT(准时生产)	P 2	RMB 2,500		GM21P/GZ12A GZ 08-09		
Waste Elimination in Lean Production 精益生产之浪费消除	P 1	RMB 1,500	GM17P/GZ11A GZ 11			
Lean Production-IE Technology 精益生产之IE手法	P 2	RMB 2,500				GM22P/GZ02A GZ 22-23
Flexie Production Planning Management 柔性生产计划与排程管理	P 2	RMB 2,500		EC08P/SH12A SH 06-07		EC08P/GZ02A GZ 08-09
TPM - Total Productive Maintenance TPM-全面生产管理实战	P 2	RMB 2,500		GM15P/GZ12A GZ 22-23		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理	P 2	RMB 2,500	GM13P/GZ11A GZ 09-10			GM13P/SH02A SH 21-22
Key to Strong Enterprise — Quality Circle Operation 强企之本——品质圈QCC运作	P 2	RMB 1,800		ES28P/GZ12A GZ 26-27		
Total Quality Management TQM全面质量管理	P 2	RMB 2,400			MS15P/GZ01A GZ 05-06	
Quality Problem Analysis and Solving 质量问题分析	P 1	RMB 1,500	EO10P/GZ11A GZ 08			
Statistical Process Control SPC统计过程控制	P 1	RMB 1,000		MS20/SH12A SH 29		MS20P/GZ02A GZ 01
Failure Mode and Effects Analysis FMEA潜在失效模式分析	P 1	RMB 1,000			MS04P/GZ01A GZ 16	
Total Quality Management TQM全面质量管理	P 2	RMB 2,400	MS15P/GZ11A GZ 03-04			
Seven QC Tools (Traditional & New) QC七大手法	P 2	RMB 2,400				GM12P/GZ02A GZ 14-15
Handling Dangerous Chemicals 危险化学品管理	P 1	RMB 1,200		GM12P/GZ12A GZ 16		
Project Management 项目管理	P 2	RMB 3,000		MS17P/GZ12A GZ 07-08	ES17P/SH01A SH 16-17	
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	P 2	RMB 2,500				MS19P/GZ02A GZ 02-03
360° Complaint Management Workshop 360° 投诉管理工作坊	P 2	RMB 2,500	GM09P/SH11A SH 14-15			GM09P/GZ02A GZ 06-07
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	P 2	RMB 2,400	GM07P/GZ11A GZ 10-11			
Employee Motivation 员工动力驱动器——员工激励	P 2	RMB 2,800		GM23P/GZ12A GZ 22-23		
TTT Training on Internal Lecturer - Professional Presentation Skill TTT内部培训师培训之专业演示技巧	P 2	RMB 2,800		GM06P/SH12A SH 22-23		GM06P/GZ02A GZ 27-28
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/GZ11A GZ 15-16			
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,400		MS14P/GZ12A GZ 28-29		
Meeting Management with High Efficiency 高效会议管理	P 1	RMB 1,500		GM24P/GZ12A GZ 12	GM24P/SH01A SH 06	
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理	P 2	RMB 2,500			GM25P/GZ01A GZ 17-18	
Countdown@: 为项目工作团队而设的战略游戏工作坊	P 1	RMB 1,500	M520P/GZ09A GZ 18			

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

Nov 2016 - Feb 2017 2016年11月至2017年2月

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Quality and Integrated Management Systems 质量和综合管理						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系 - 理解与应用	1	HKD 1,580			VM1C/HK-01B 03	
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	2	HKD 3,300			VM3C/HK-01B 09-10	
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-11A 09			MT23C/HK-02A 21
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用	1	HKD 1,580	VM1C/HK-11A 01	VM1C/HK-12A 06	VM1C/HK-01A 04	VM1C/HK-02A 06
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 3,300	VM3C/HK-11A 14-15	VM3C/HK-12A 14-15	VM3C/HK-01A 19-20	VM3C/HK-02A 16-17
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 质量管理体系文件	1	HKD 1,600			QMS4C/HK-01A 05	
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品质管理体系 - 进阶内部审核技巧	2	HKD 3,500/ HKD 3,300*		QMS5C/HK-12A 06-07		
Integrated Management Systems Set Up & Audit Approach 综合管理体系 - 建立与审核方法	2	HKD 3,500/ HKD 3,300*			IMS2C/HK-01A 23-24	
Understanding and Application of an Integrated Management System 综合管理体系 - 理解与应用	2	HKD 3,500/ HKD 3,300*			IMS5C/HK-01A 23-24	
Environmental Conservation 环境保护						
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*	EMS2C/HK-11A 07		EMS2C/HK-01A 17	
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 3,400/ HKD 3,300*		EMS3C/HK-12A 13-14		EMS3C/HK-02A 20-21
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		EMS8C/HK-12A 22		
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective 综合管理体系 - 建立与审核方法	1	HKD 1,680			EM19C/HK-01A 12	
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/12 12-16		
IRCA Certified ISO 14001:2015 Auditor Transition Training Course (IRCA Reference: A17967)	2	HKD 4,300/ HKD 3,800*		EM20E/HK-12A 19-20		
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理体系 - 理解与应用	1	HKD 1,200/ HKD 1,080*			EM07C/HK-01A 13	
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*	EM08C/HK-11A 17-18			EM08C/HK-02A 23-24
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 1,730/ HKD 1,630*			OHS8C/HK-01A 23	
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 3,400/ HKD 3,300*		OHS9C/HK-12A 29-30		OHS9C/HK-02A 09-10
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&I/SMR) for OHSAS 18001 Practitioners	1	HKD 1,500			OH15C/HK-01A 24	
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors	2	HKD 3,200				OH16C/HK-02A 13-14
Occupational Health and Safety Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17436)	5	HKD 11,500/ HKD 11,000*		OHS/IRCA/12 19-23		
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存						
Implementing HACCP for Food Businesses Programme 实践食品安全重点控制课程	2	HKD 3,500/ HKD 3,200*	HA10C/HK-11A 28-29			
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-11A 04		HA5C/HK-01A 06	
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-02A 27-28
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-11A 17-18			
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	1	HKD 1,600				GP02C/HK-02A 08
Nutritious Soft Meals Course 营养软餐课程	2	HKD 2,500	M064C/HK-11A 10 & 17			
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-11A 04			
Countdown®: 为项目工作团队而设的战略游戏工作坊	1	HKD 1,800	M520C/HK-11A 18			
Mind Map® 思维导图激发创造力及创意解难	1	HKD 2,300/ HKD 1,980*		M504C/HK-12A 08		
Breakthrough in Mind and Self Awareness - Level 3 - Genius Program (ISNS Certified NLP Practitioner) 改变的法则 - 天才课程	2	HKD 3,580/ HKD 3,300*	M508C/HK-11A 19-20			
The 7 Habits of Highly Effective People Signature Program	2	HKD 10,000/ HKD 9,000*	PC01E/HK-11A 17-18	PC01C/HK-12A 05-06		
Hogan Assessment Certification Workshop 2016	2	HKD 18,500	PC06C/HK-11A 23-24			

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Hong Kong 香港

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Team Building

Countdown®: A Strategy Game for Project Teams / Zodiac: The Game of Business Finance and Strategy Strategy	1 to 2		我们专为企业提供度身定造的培训，详情可与本局课程经理洽谈。 Mr. Anson Wong (2202 9395 / 6111 3855) / anson.wong@hkqaa.org			
Change Management / Team Collaboration in LEGO® SERIOUS PLAY®	1 to 2					
Team Collaboration in Meaningful Micro-Film Production	1 to 2					

Law and Legislation (Hong Kong, Macau & China) 法律与法规 (香港, 澳门及中国)

Negotiation and Mediation Skills for Managers and Professionals	1	HKD 1,500	M911C/HK-11A 10			M911C/HK-02A 08
Legal Aspects of Patents and Copyrights - Uses and Protection	1	HKD 1,500	M921C/HK-11A 03			M921C/HK-02A 27
Fundamental Law for Office Administrators 行政人员基础法律知识	1	HKD 1,500			M920C/HK-01A 19	
Product Liability Essentials for Managers and Professionals	1	HKD 1,500	M913C/HK-07A 24			
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必须认识的香港竞争法	1	HKD 1,500			M914C/HK-01A 26	
Legal Fundamentals of Tendering	1	HKD 1,500		M909C/HK-12A 20		
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法	1	HKD 1,500		M906C/HK-12A 15		M906C/HK-02A 23
Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险	1	HKD 1,500			M907C/HK-01A 16	
Safety and Environmental Offences in Construction Projects 「知法守法」课程系列—解构违反安全及环保法例事故	1	HKD 1,500	M908C/HK-11A 17			
香港食物安全管理法律实务	1	HKD 1,500	M922/HK-11A 28			
场所与设施管理适用法律	1	HKD 1,500		M923C/HK-12A 14		

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-12A 30	
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理 体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*			SM04C/HK-12A 30	SM04C/HK-02A 10
Implementation of HKQAA 5S in the Workplace Operation 实施 HKQAA 5S 在工作间的营运	1	HKD 1,600/ HKD 1,500*				GP03C/HK-02A 22
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培训工作坊	1	HKD 1,080/ HKD 980*				M063C/HK-01A 11
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训工作坊	1	HKD 1,080/ HKD 980*				M022C/HK-01A 20
Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训工作坊	1	HKD 1,080/ HKD 980*				M021C/HK-01A 24
Workshop on Business Process Improvement 业务流程改善培训工作坊	1	HKD 1,080/ HKD 980*	M024C/HK-11A 21			
Workshop on Effective Project Management 有效项目管理培训工作坊	1	HKD 1,080/ HKD 980*	M025C/HK-11A 11			M025C/HK-02A 21
Workshop on Effective Performance Appraisal 个人绩效管理培训工作坊	1	HKD 1,080/ HKD 980*			M026C/HK-12A 14	
Workshop on Effective Communication & Influencing Skills 有效沟通及影响技巧培训工作坊	1	HKD 1,080/ HKD 980*			M028C/HK-12A 09	M028C/HK-02A 09
Professional Written Replies to Complaints Workshop	1	HKD 1,400/ HKD 1,150*			M028C/HK-12A 08	
Report Writing Workshop	1	HKD 1,400/ HKD 1,150*	M066E/HK-11A 18			
Effective Proposal Writing Workshop	1	HKD 1,400/ HKD 1,150*				M068E/HK-02A 09
Logical Thinking for Problem Solving Workshop 逻辑思考解决问题工作坊	1	HKD 1,700/ HKD 1,500*			M069C/HK-12A 09	

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-01A 18
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-01A 18

Customer Service: From Good To Great 顾客服务：迈向优越

ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2014 客户满意度 - 投诉处理指引 - 理解与应用	1	HKD 1,280				MT14C/HK-02A 23
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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-01A 21
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Telecommunications, Information Security and Management 电信、资讯保安与管理

ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2013 信息安全管理体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*				ISE3C/HK-02A 15
Implementation of ISO 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 实践信息安全管理体系	2	HKD 3,500/ HKD 3,300*			ISE5C/HK-12A 28-29	

HKQAA Sustainable Building Index (HKQAA SBI) 楼宇可持续发展指数 (HKQAA SBI)

HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 - 理解与验证	1	HKD 1,550				SB11C/HK-02A 07
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Remarks
备注

* Please refer the early bird payment deadline to our website 请于本局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，最新详情请参看本局网页
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 : 11 Oct 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
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For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : http://training.hkqaa.org Email : training@hkqaa.org

Corporate Team Building Training Programme

团队协作及企业培训课程

LEGO Serious Play 乐高



Proven as an effective adult learning method, twenty thousand LEGO bricks proliferate a variety of flexible and vivid team building activities. LEGO turns abstract ideas into tangible and manipulative prototypes for reviewing, restructuring, and fine-tuning.

两万多块乐高积木，验证有效的成人教育方法，衍生灵活多变的团队建造活动。

Microfilm 微电影



Inside a multimedia centre of forty thousand square feet with 6 shooting scenes, participants will play the role of screenwriter, director, actor, lighting, film shooting and editing, sound tracking as a team to produce a microfilm with a corporate theme.

四万多平方呎学习中心，六个不同拍摄实景，让参加者化身编剧、导演、演员、灯光、拍摄、剪接、配乐，携手制作企业主题微电影。

Business Simulation Board Game 桌上模拟实战游戏



Allocated with million dollar money and assets, participants act as investors to raise capital to buy a company, bring changes to this company and increase its shareholders' value. Participants will learn operation management and financial knowledge in this team building event.

数百万美元虚拟货币资产，参加者扮演投资者，筹组资金进行企业收购，为新购企业带来改变，提高股东价值。参加者从中学习重要的业务管理及财务技巧。

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