



VISION 管略

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

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Mobilising Industry to Engage in Food Waste Recycling

As the Chinese saying goes, "One should know that every single grain on the plate is the fruit of hard work". Treasuring food is a traditional Chinese virtue. As society becomes more prosperous, people develop wasteful habits and generate more food waste. Food waste disposal then becomes a challenge to an affluent city like Hong Kong. According to the Environmental Protection Department, Hong Kong people threw away 3,382 tonnes of food waste every day in 2015, which constituted 33% of municipal solid waste. That means each person threw away about 0.5 kg of food waste each day. Recycling is one of the approaches to minimising waste disposal and reducing the strain on landfills. It also enables our city to move towards a circular economy so that resources are used efficiently throughout their life cycle.

HKQAA is dedicated to helping organisations adopt good management practices and promoting the sustainable development of the business community and society. To facilitate food waste recycling, HKQAA has been subsidised by the Recycling Fund of the Government to develop the "HKQAA Hong Kong Registration – Food Waste Recycling" which fosters the proper maintenance of records of food waste during the recycling process. It encourages source separation and food waste recycling in the commercial and industrial sectors, and among the general public. The scheme also promotes good practice in food waste recycling to the industry so as to help enhance its operations and increase the amount of food waste which is recycled.

Apart from this scheme, HKQAA has launched various initiatives to support the recycling industry, including the "HKQAA Hong Kong Registration – Recycling Services", "HKQAA-Hong Kong Cooking Oil Registration Scheme", and the Enhancing Recycling Industry Performance Project subsidised by the Recycling Fund. These registration schemes help strengthen public confidence in recycling industry based on traceable evidence. Through promoting industry good practice, we intend to help organisations to improve their environmental performance and boost the professional level of the recycling industry.

We hope that the industry and society can jointly put efforts into recycling, with the common goal of contributing to a sustainable city.

推動業界實踐廚餘回收

「誰知盤中飧，粒粒皆辛苦」。自古以來，中國人早已養成珍惜食物的美德。可是，隨著社會越趨富裕，人們容易變得浪費，不自覺地製造剩食，廚餘棄置亦成了香港面對的重大挑戰。根據環境保護署的數字，2015年，香港每天的廚餘棄置量達3,382公噸，佔堆填區的都市固體廢物量33%，即每天人均棄置近半公斤廚餘。廚餘回收成為減少廚餘的出路之一，有助減少廢物棄置，長遠可舒緩堆填區壓力，促進循環經濟，讓資源在生命週期中得以善用。

香港品質保證局一直致力推動業界實踐良好的管理做法，促進工商界與社會的可持續發展。為鼓勵廚餘回收，本局獲得政府回收基金的資助，正制訂「香港品質保證局香港註冊 — 廚餘回收」，促進業界在回收的過程中，妥善保存廚餘流向記錄；同時推動商界及公眾支持源頭分類及廚餘回收。此計劃旨在向業界提倡廚餘回收的良好做法，改善運作水平，以助提高廚餘回收量。

除了上述計劃外，本局亦已經推出了多項支援回收業界的計劃，包括香港品質保證局香港註冊 — 環保回收服務、香港食油註冊計劃，以及同樣獲回收基金資助的提升回收業運作表現項目；透過確認可追溯的憑據，加強社會對機構進行環保回收的信心，並協助商界改善環保表現，提升回收業的專業水平。

期望業界和社會各界能攜手實踐廢物回收，一同打造可持續發展的城市。

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HKQAA Hong Kong Registration – Food Waste Recycling 香港品質保證局香港註冊 – 廚餘回收

As a bustling city, Hong Kong generates thousands of tonnes of waste every day. According to the Environmental Protection Department, food waste constitutes the largest source of Municipal Solid Waste (MSW) in Hong Kong, in the commercial and industrial sectors and for households. In 2015, 10,159 tonnes of MSW were disposed of at landfills every day and about 3,382 tonnes (33%) of this was food waste. The current practice of disposing of biodegradable food waste at landfills is not sustainable and is environmentally undesirable. It reduces the limited landfill space, creates an odour nuisance, and generates leachate and landfill gases that require further mitigation measures to deal with. Food waste recycling is one of the approaches to avoiding food waste disposal in landfills.

To encourage food waste recycling, HKQAA is developing a registration scheme, the HKQAA Hong Kong Registration - Food Waste Recycling, to provide good practices for enhancing the operation of food waste recycling in the commercial sector. Under the aegis of the Recycling Fund launched by the Government, the scheme will promote the maintenance of appropriate records of food waste during the recycling process. It will help encourage source separation and proper food waste handling processes.

Developing the Scheme with Reference to International Standards

In developing this registration scheme, we reference to international standards and regulations, such as ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, OHSAS 18001:2007 Occupational Health and Safety Management, the Business Social Compliance Initiative (BSCI), Global Recycled Standard, Recycling Industry Operating Standard (RIOS), Cap 139N Public Health (Animals and Birds) (Chemical Residues) Regulation, and Agriculture, Fisheries and Conservation Department fish feed safety reference level. We will also conduct on-site visits and interviews to understand the needs of the relevant stakeholders, namely food waste collectors and recyclers, recycling associations, green groups, Government, food and beverage enterprises and property management companies.

Additionally, a Project Steering Committee will be set up to provide comments and reviews on the project. The Committee members will include representatives from HKQAA, academia, the food and beverage industry, waste collectors, recycling associations, green groups and the Government. It will have regular meetings to monitor the progress of the project.

Upon completion of the studies, visits and interviews, we will consolidate all the useful information and best practices into the registration criteria. We will develop a comprehensive registration handbook for the participating food waste recycling industry and food waste generating enterprises in the commercial sector, so as to help facilitate their operations and social responsibilities performance.

在香港這個繁忙的國際都市，每日產生數千公噸廢物。根據環境保護署的資料，不論是工商業還是家居固體廢物，均以廚餘所佔的比重最高。2015年，每天有10,159公噸都市固體廢物棄置於堆填區，當中約3,382公噸(33%)為廚餘。現時把這些有機廢物棄置於堆填區的做法，並不符合可持續發展的原則，亦對環境構成影響。它們不但佔用了有限的堆填空間，而且會產生氣味、污水及溫室氣體，需要進一步處理。

為促進廚餘回收，本局正在制訂「香港品質保證局香港註冊 – 廚餘回收」，並獲得政府回收基金的資助。此計劃旨在向業界提供廚餘回收的良好做法，以提升其運作水平。該計劃鼓勵業界在廚餘回收的過程中，妥善保存廚餘流向記錄；同時推動源頭分類及正確處理廚餘的程序。

參考國際標準以制訂註冊計劃

本局制訂計劃時，參考了多項國際標準及條例，包括ISO 9001：2015質量管理體系、ISO 14001：2015環境管理體系、OHSAS 18001：2007職業安全健康管理體系、倡議商界遵守社會責任組織（BSCI）條文、全球回收標準、回收行業經營標準（RIOS）、第139N章《公眾衛生（動物及禽鳥）（化學物殘餘）規例》及漁農自然護理署魚類飼料安全參考水平等。我們亦會考察和訪問不同業界持份者，如廚餘收集商及再造商、回收業協會、環保團體、政府、飲食業機構，以及物業管理公司等，了解他們的需要。

此外，本局將成立項目督導委員會，以檢視項目及提供意見，並透過定期會議監察項目進度。委員會成員將涵蓋本局、學術機構、飲食業、廢物收集商、回收業協會、環保團體及政府代表。

完成有關研究、考察及訪問後，我們將把所有相關資訊與良好做法，轉化為註冊要求。我們將制訂完善的註冊手冊給參加計劃的廚餘回收業和產生廚餘的商業機構，目的在於協助其提升運作及社會責任表現。





Encouraging Good Practice in Food Waste Management

Prior to the official launch of the scheme, a pilot programme will be held. Food waste collectors and recyclers which are able to demonstrate the traceability of waste by maintaining operation records, and which fulfill environmental as well as occupational health and safety requirements, can register as Food Waste Collector or Food Waste Recycler in the scheme.

Organisations involved in food waste collection, such as restaurants, food manufacturing factories, food processing plants, property management companies and facility management companies, may join the scheme as "Companions". They should fulfill the "Companion" requirements, such as having source separation facilities for food waste and maintaining relevant records.

Promoting the Scheme to Industry

Registered Food Waste Collectors, Recyclers and Companions will receive the registration mark and companion mark respectively, for ease of public recognition and to enhance their brand image. A presentation ceremony will be held in 2017 to recognise their efforts in facilitating food waste recycling.

To inform the industry about the registration scheme, HKQAA will invite associations, environmental groups, academies and others to be supporting organisations. With their support, we can further promote the good practice in food waste management. HKQAA will also publicise the scheme through a variety of channels, such as seminars, environmental exhibitions, newsletters and publications.

HKQAA will continue to promote good practice in food waste recycling to the industry and the community. We believe that the scheme will encourage source separation of food waste and foster a behavioural change in organisations. It will help enhance their performance in recycling and reduce food waste disposed to landfills in the long run.

鼓勵廚餘管理的良好做法

在註冊計劃正式推出前，本局將先推出試行計劃。若廚餘收集商及再造商能夠妥善保存廚餘回收運作的相關記錄，以展示廚餘下游流向的可追溯性，並符合環境及職業安全健康之要求，可參與成為註冊廚餘收集商或廚餘再造商。

若參與集合廚餘的機構，例如餐廳、食品製造或加工工場、物業管理公司和設施管理公司，能符合「同行者」要求，如提供廚餘源頭分類設施及保存相關記錄，則可參與計劃成為「同行者」。

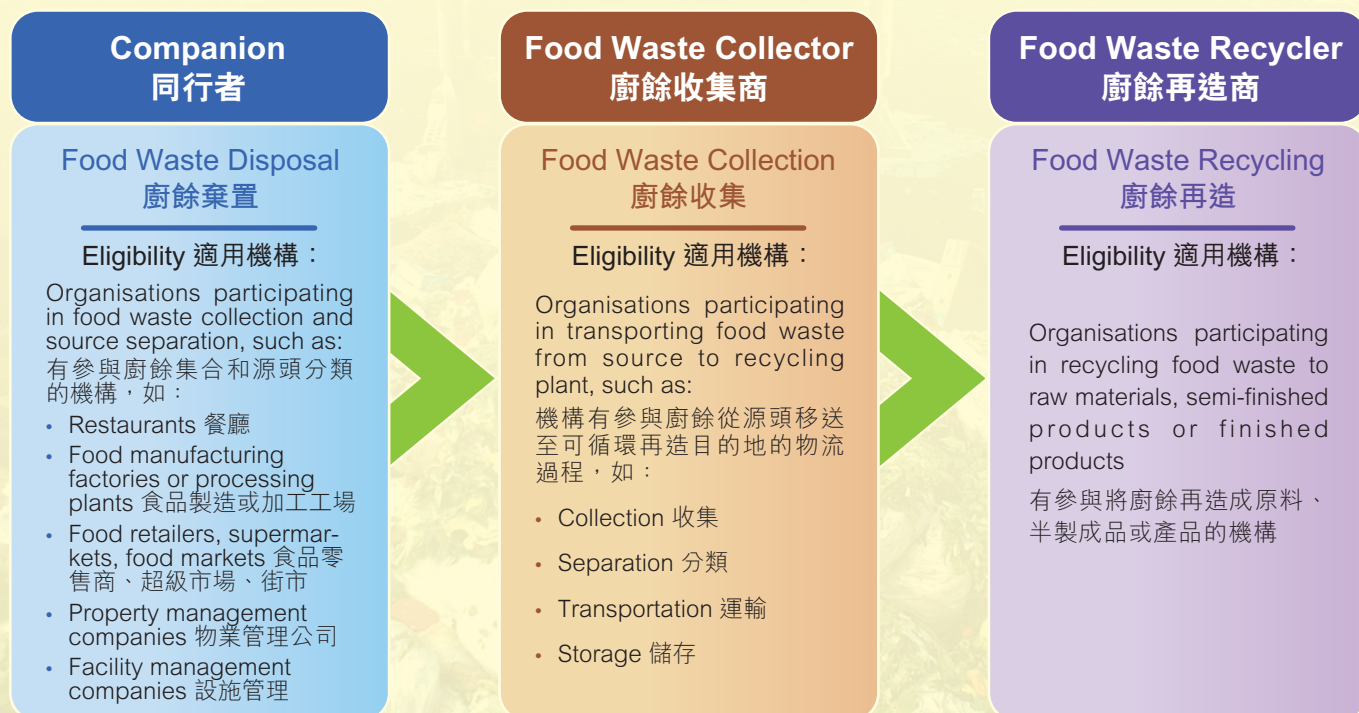
向業界推廣註冊計劃

註冊廚餘收集商、再造商及「同行者」將獲本局頒發註冊標誌及同行者標誌，讓公眾以茲識別，從而提升品牌形象。頒授典禮將於2017年內舉行，以嘉許參與機構對促進廚餘回收的貢獻。

為讓業界更了解計劃，本局將邀請不同協會、綠色團體、學術機構等成為支持機構，協助進一步推廣廚餘管理的良好做法。我們亦會透過研討會、環保展覽、通訊及刊物等各種途徑，加強宣傳計劃。

本局將繼續致力推動工商界和社區實踐廚餘回收的良好做法，深信計劃將鼓勵更多機構改善處理廚餘的習慣，實行源頭分類，提升回收表現，長遠地減少在堆填區的廚餘棄置。

Diagram of "HKQAA Hong Kong Registration - Food Waste Recycling"
「香港品質保證局香港註冊 — 廚餘回收」簡示圖



Cherishing Food, Recycling Food Waste into Energy 惜食回收 轉廢為能

An Interview with the Secretary for the Environment, Government of the HKSAR
Mr Wong Kam-sing, GBS, JP
專訪香港特區政府環境局局長黃錦星先生，GBS，太平紳士

The Government of the HKSAR has been putting enormous efforts into promoting food waste management or reduction in recent years. To promote reduction at source to various sectors in the community, the Government has implemented the Food Wise Hong Kong Campaign for food waste avoidance. The first Organic Waste Treatment Facility (OWTF), which can treat hundreds of tonnes of food waste per day, will also be commissioned soon and will foster food waste recycling. VISION is honoured to talk to the Secretary for the Environment, Mr Wong Kam-sing, about the Government's strategy for food waste.

香港特區政府近年大力推動減少廚餘棄置，推行「惜食香港運動」，鼓勵工商

界及市民實踐源頭減廢，避免產生剩食；而能夠處理每天以百噸計廚餘的首座有機資源回收中心亦即將落成，促進廚餘回收。今期《管略》很榮幸邀請環境局局長黃錦星太平紳士，分享政府處理廚餘的策略。



Mobilising the Community to Reduce Waste at Source

To encourage food waste reduction, the Government launched the Food Wise Hong Kong Campaign in 2013, to mobilise the public to prevent and reduce food waste at source. The Government also facilitates food donations for the purposes of caring for the disadvantaged and for waste reduction. Secretary Wong said, "We are committed to promoting good practices in food waste reduction to commercial and industrial establishments. For example, we have launched the 'Food Wise Eateries' Scheme to encourage restaurants to offer food portioning options for customers. The participating eateries should be able to reduce the generation of food waste, which will result in a cost saving benefitting both the restaurants and the customers. We are glad that more than 750 eateries have joined the Scheme. We also work with schools and non-governmental organisations to engage different sectors to reduce food waste."

With the extensive promotion of the Government, the Food Wise Hong Kong Campaign is showing initial results. In 2014, the daily quantity of food waste disposed of in Hong Kong was 3,640 tonnes. That means each person threw away 0.5 kg of food waste every day, making up 36% of Municipal Solid Waste (MSW) disposed of in landfills. There was an improvement in 2015, when the daily quantity was 3,382 tonnes, meaning 0.46 kg of food waste was disposed of per capita per day. This shows a yearly decrease of 7% but it still accounted for 33% of MSW in landfills. "Our goal is to reduce our food waste disposal to landfills by 40% by 2022 through foodwise at source and food waste recycling etc.," Secretary Wong said.

Enterprises Participating in Food Waste Recycling First

Food waste can be reduced but not totally eliminated. To better utilise the capacity of landfills, food waste that cannot be avoided should be recycled if possible. The separation and collection of food waste is a critical aspect of any food waste recycling system. Secretary Wong said, "To prepare for large-scale food waste recycling and acquire local experience in the collection of source-separated food waste from commercial and industrial organisations, we commissioned a pilot biodegradable waste treatment plant at the Kowloon Bay Recycling Centre a number of years ago. Industries are in a better pioneering position to effectively separate food waste at source for subsequent collection and transport for treatment than households are, since many of them produce a substantial amount of food waste and have more space." Besides the pilot biodegradable waste treatment plant operated by the Government, private enterprises like recycling organisations at EcoPark in Tuen Mun and some housing estates have set up food waste treatment facilities to convert food waste into fish feed and compost. Despite these efforts, the food waste recycling rate in Hong Kong is still only 1%.

源頭減廢 全民參與

為推廣減少廚餘，政府自2013年起啟動「惜食香港運動」，推動全民從源頭避免產生及減少廚餘，亦鼓勵市民捐贈過剩的食物，達至關顧基層和惜物減廢的雙贏成果。黃局長解釋：「我們積極向工商界宣揚良好作業方式，例如推出『咪咗嘢食店』計劃，鼓勵餐廳可讓顧客選擇食物的份量，減少廚餘之餘，餐廳與食客都受惠，現時已有超過750間食店成為『咪咗嘢食店』。我們亦與學校和非政府機構合作，動員各界參與減少廚餘。」

在政府大力宣傳下，「惜食香港運動」已初見成效。2014年，香港每日的廚餘棄置量達3,640公噸，即每人每日約棄置0.5公斤廚餘，佔堆填區的都市固體廢物36%。2015年，情況已有所改善，每日廚餘棄置量為3,382公噸，下跌了7%，每日人均棄置降至0.46公斤廚餘，但仍佔堆填區生活垃圾33%。「我們的目標是在2022年或以前，透過源頭惜食及廚餘回收等，把棄置於堆填區的廚餘量減少40%。」黃局長道。

廚餘回收 商界先行

即使各界均積極減少製造廚餘，但廚餘總不可能完全消失。為紓減堆填區壓力，不能避免的廚餘應盡量回收再造，而適當的廚餘分類和收集，是廚餘回收系統的關鍵一環。黃局長表示：「過去幾年，為準備未來加大廚餘回收規模，我們透過九龍灣廚餘試驗處理設施，取得工商業廚餘源頭分類的經驗。由於個別工商機構一般產生較大量的廚餘及擁有更多空間，因此較家居可更有效先行廚餘源頭分類及收集運送。」現時除了政府營運的廚餘試驗處理設施，私營機構如位於屯門環保園的回收公司，以及一些屋苑都設有廚餘處理設備，將廚餘轉為魚糧及堆肥。雖然如此，現時香港的廚餘回收量僅為1%。

為擴大廚餘回收，政府現正於大嶼山小蠔灣興建有機資源回收中心第1期，預計於2017年中完工，年底正式投入服務，屆時每天可處理200公噸來自工商機構已作源頭分類的廚餘，令廚餘回收量提升至約5%。此外，政府正籌備興建位於北區沙嶺的有機資源回收中



To further promote food waste recycling, the Government is developing the first OWTF in Siu Ho Wan, Lantau. This is expected to be completed in the first half of 2017 and operational by the end of 2017. It will cater for 200 tonnes of food waste each day and will increase the food waste recycling rate to about 5%. OWTF Phase 2 will be established at Sha Ling, the Northern District, with a capacity to treat 300 tonnes of food waste a day. After the operations of the two OWTFs, 500 tonnes of food waste from the commercial and industrial sectors can be treated daily, which is about half the current amount of food waste from these sectors.

OWTFs use anaerobic digestion as the core technology to treat the city's food waste and produce renewable energy. Secretary Wong explained, "Our goal is to turn waste into energy as Hong Kong has limited use for compost and fertiliser but consumes much more energy." This process will produce residue which can become compost or fertiliser as side-products.

Providing Support and Bringing Opportunities to Industry

When the OWTFs become operational in phases, the collection and delivery of food waste will generate business opportunities for the recycling industry. Secretary Wong said, "We welcome private sector participation in the development of food waste recycling facilities. The Government has been actively supporting the recycling industry to further develop through land and funding policies, and an example is to provide them with the recycling funding support to upgrade and expand their recycling operations."

HKQAA is also developing the "HKQAA Hong Kong Registration – Food Waste Recycling", with a subsidy from the Recycling Fund. The scheme will promote good food waste management practices in the industry so as to help boost its performance and enhance its public image. Secretary Wong believes that the scheme will encourage the industry to participate in food waste source separation, collection and records maintenance, and assist them to implement food waste management efficiently so as to improve their food waste quality.

Secretary Wong stated that reduction at source is the most effective way to reduce food waste. To further influence the public to adopt behavioural changes with regard to food waste generation, the Government is preparing to implement a quantity-based MSW charging scheme. This will help people rethink their consumption and disposal behaviour and become much more conscious about environmental consequences. He believes that with the joint efforts of the industry and the community to reduce at source, separate at source and recycle food waste, the established goal of local food waste reduction can be attained in the near future. This will also help reduce carbon footprints to combat global climate change.

心第2期，落成後每天可處理300公噸廚餘。兩個中心同時運作後，共可處理500公噸工商業廚餘，佔現時工商業廚餘量約半。

有機資源回收中心將以厭氧分解技術，作為處理廚餘的核心技術，轉化成能源。黃局長解釋：「本港使用堆肥和肥料的需求有限，但能源使用量相對高，因此政府處理廚餘的大方向在於轉廢為能為本。」不過，將廚餘轉化為能源的過程中會產生殘渣，經處理後，亦可作堆肥或肥料等副產品。

支援業界 帶動機遇

隨著有機資源回收中心的相繼落成，收集及運送廚餘將可為回收業界帶來更多發展機遇。黃局長說：「我們歡迎私營機構參與發展廚餘回收設施。政府亦積極支援回收業發展，包括土地及基金等，例如透過回收基金，資助多樣回收業提升及擴充業務。」

香港品質保證局亦獲得回收基金資助，制訂「香港品質保證局香港註冊 — 廚餘回收」，為工商業界提供廚餘管理的實務守則，協助提高其廚餘回收的運作水平及公眾形象。黃局長相信此計劃可推動業界實踐廚餘源頭分類、收集和記錄，更有效率地推行廚餘管理，並提升回收廚餘的質素。

長遠而言，黃局長認為源頭減廢始終為最有效益去減少廚餘的做法。為加強市民養成惜食減廢的習慣，政府積極籌備推出廢物按量徵費，助大家重新反思其消費及棄置垃圾行為，更深入關注對環境造成的影響。他期望業界與社區共同努力，從源頭減廢、廚餘分類，以及回收等各方面著手，多管齊下，達到減少本地廚餘的既定目標，同時有助減少碳足印，應對全球氣候變化。

Secretary Wong explains the Food Wise Hong Kong Campaign.
黃局長介紹惜食香港運動。



In-vessel composting unit in Kowloon Bay Pilot Composting Plant can handle 2-4 tonnes of biodegradable waste daily.
九龍灣廚餘試驗處理設施的密封式堆肥裝置每日可處理二至四噸生物可降解廢物。



Source separated food waste is delivered to the pilot plant for treatment.
已在源頭分類的廚餘被運送到試驗設施作處理。

International 國際

ISO Technical Committee for Quality Meets in Rotterdam

ISO/TC176 met from 28th November to 2nd December 2016 in Rotterdam, Holland, to coincide with the 100th anniversary of NEN, the Dutch National Standards Body. Work progressed on the development of the new revisions of ISO 9004, ISO 10005 (Quality Plans) and ISO 10006 (Quality Management in Projects), all of which are on target to be published towards the end of 2017/early 2018. ISO 10007 Quality management systems – Guidelines for configuration management will be published shortly (beginning of 2017). Other work involved the harmonisation of the consumer-facing standards ISO 10001, 2, 3 and 4, due to be published in 2018, and the revision of ISO 18091 (Quality management in Local Government), to align with the new ISO 9001:2015.

Development of the New ISO 45001 Standard Is Further Delayed

Work on ISO 45001, the new Occupational Health & Safety management system standard that is scheduled to replace OHSAS 18001 suffered a further setback recently. The Project Committee ISO/PC 283 responsible for its development, met in Lithuania in November 2016, but was unable to resolve all the comments that had been received at the DIS ballot stage (which had resulted in a negative vote). A further meeting is now scheduled for February 2017 in Vienna, after which it is hoped that a “DIS2” will be made available for a second ballot. That means that the DIS2 is not likely to be published until later in 2017, and there is virtually no chance that the standard itself will be published before 2018.

New ISO Project Committee Begins Work on Revision of ISO 19011

ISO's Project Committee PC 302 met for the first time in Orlando, USA, in November 2016, to begin work on a relatively minor revision to ISO 19011, the guidance standard aimed at auditing all kinds of management systems.

ISO Plans Workshop for Integration of ISO 26000 into Management Systems

ISO 26000 (Social Responsibility) is neither a requirements standard nor a management system standard, but its effective deployment can be facilitated when it is implemented as part of a management system. ISO is organising two workshops early in 2017, with the aim of publishing an International Workshop Agreement (“IWA”) to help users to understand better how that can be done.

Publication of ISO/TS 9002 & the ISO 9001 Small Business Handbook

Both these publications were published in November 2016, in order to support the effective implementation of ISO 9001:2015. ISO/TS 9002 Quality management systems — Guidelines for the application of ISO 9001:2015 provides generic guidance and examples that will help any kind of organisation to understand better the intent of the requirements of ISO 9001:2015 and how to apply them, whilst the ISO Handbook “ISO 9001:2015 for Small Enterprises - What to do? Advice from ISO/TC 176” focuses specifically on small businesses, and includes the full text of ISO 9001.

國際標準化組織質量體系技術委員會於鹿特丹會面

適逢荷蘭國家標準化組織－荷蘭標準化協會(NEN)百周年紀念，國際標準化組織質量體系技術委員會(ISO/TC 176)於2016年11月28日至12月2日，在荷蘭鹿特丹舉行會議。新版ISO 9004、ISO 10005(質量計劃)及ISO 10006(項目質量管理)的制定工作正在進行中，目標於2017年下旬至2018年上旬出版，而ISO 10007質量管理體系－建構管理指引則將於2017年初出版。此外，其他與消費者有關的標準，當中包括於2018年出版的ISO 10001、2、3、4，以及ISO 18091(本地政府質量管理)的修訂版將會統一化，與ISO 9001:2015新標準保持一致。

延遲制定ISO 45001新標準

原定取代OHSAS 18001的職業安全健康管理體系新標準－ISO 45001，近日正面對頗大挑戰。負責發展此項目的委員會ISO/PC 283於2016年11月在立陶宛舉行會議，但未能悉數解決在國際標準草案(DIS)投票階段收到的意見，而導致被投否決票。下次會議將於2017年2月在維也納舉行，期望會後能確定供第二次投票的國際標準草案第二版(DIS2)。這意味著DIS2似乎到2017年下旬方可發布，其標準在2018年前出版的機會亦不大。

新ISO項目委員會開始修訂ISO 19011

ISO項目委員會PC 302於2016年11月在美國奧蘭多舉行第一次會議，並開始ISO 19011的改版工作。此指引標準旨在審核各類型的管理體系。

ISO籌備將ISO 26000融入管理體系之工作坊

現時ISO 26000(社會責任)並不是一個要求標準或管理體系標準，但如果作為管理體系的一部分來推行，可促進其有效實踐。ISO現正籌備於2017年初舉辦兩個工作坊，旨在發布《國際工作坊協議》(IWA)，讓使用者更清楚了解如何實踐ISO 26000。

ISO/TS 9002及ISO 9001小型企業手冊出版

這兩本刊物於2016年11月出版，以便有效實施ISO 9001:2015。《ISO/TS 9002質量管理體系－ISO 9001:2015應用指引》提供了通用的指引及例子，以助各類型機構了解ISO 9001:2015要求之目的和應用方法。而ISO手冊《ISO/TC 176對小型企業如何實施ISO 9001:2015的建議》特別為小型企業而設，亦包含ISO 9001全文。

Sustainable Development of Skyscrapers in Hong Kong: Take Care of Different Interests

香港摩天大廈之可持續發展：平衡各方需求



Mrs Irene Wai
General Manager (Property Management),
Kai Shing Management Services Limited
韋韓淑貞女士
啟勝管理服務有限公司總經理（物業管理）

The high density of buildings in Hong Kong has consequences for many stakeholders. To build a sustainable city, it is essential to pay attention to building management, maintenance and safety, and balance economic, societal and environmental concerns.

香港樓宇密集，在社區中亦牽涉多方持份者，如何維持樓宇的管理、保養和安全等質素，以及平衡對環境和社區的影響，都是實踐樓宇可持續發展的重要元素。

International Commerce Centre (ICC) is the tallest building in Hong Kong. After the design and construction stages, a building's operations are sustained with the help of a management company. In the case of ICC, it is Kai Shing Management Services Limited which has the important job of taking care of the building's sustainable development.

Align with the Design Intention and Implement Best Practices

According to Irene Wai, General Manager (Property Management) of Kai Shing Management Services Limited, "We must ensure the design intention of the building remains unchanged, the occupants are satisfied and the operations have a minimal impact on the environment and contribute the highest social value. ICC stands for 'Intelligence', 'Collaboration' and 'Continuity'."

Intelligence encompasses all the intelligent feedback systems that monitor and adjust the building's operations. Technology helps give greater energy efficiency and reduce carbon emissions. Collaboration means working with people in different professions to derive a high level of synergy. As for continuity, "Implementing established management systems and third party assessment can promote continuous improvement and sustainable building practices," said Irene Wai. "We have been certified by HKQAA to implement ISO 50001 Energy Management Systems and ISO 22301 Societal Security – Business Continuity Management Systems, to ensure that we maintain service quality."

Maintain Effective Communication and Respond to Stakeholders' Needs

ICC is a composite building which has many different stakeholders, each with different needs and expectations. The company therefore has to consider a number of factors if they are to deliver programmes appropriately. "Communication is the key to reducing risks and taking good care of different needs. For instance, when we implement energy optimisation programmes as part of ISO 50001, we must consider that some of our tenants are international banking institutions which have round-the-clock business operations. If we cannot completely meet the demands of stakeholders, we provide workable alternatives to fulfill their needs as far as possible. This helps to close the gap between the requirements of our occupants and the actual deliverables," Irene Wai said.

The company provides tenants with easy ways to join eco-friendly programmes. For example, it has helped food and beverage tenants to process food waste inside the building with a decomposer. ICC has also registered with the Environmental Protection Department as a waste producer and handles fluorescent tubes in a responsible manner by transferring the faulty tubes to a designated facility.

Irene Wai concluded that running the building with sustainable practices matches Government objectives. Implementing energy saving measures reduces operation costs and helps reduce energy intensity. Cost reduction and sustainable practices therefore work hand in hand to increase the competitiveness of the building, which is beneficial to occupants and owners in the long run. "We hope more companies will adopt sustainable building practices and make Hong Kong a better city," Irene Wai said.



環球貿易廣場 (ICC) 作為香港最高的大樓，與世界上其他地標一樣，在完成設計和施工階段後，便交由物業管理團隊維持運作。啟勝管理服務有限公司便肩負起此重任，為ICC提供物業管理服務，並促進其可持續發展。

貫徹設計原意 採納最佳實務方法

「我們必須保留物業的設計原意，使大廈使用者滿意，同時減低物業對環境的影響及擴大其社會價值。」啟勝管理服務有限公司總經理（物業管理）韋韓淑貞女士道：「ICC的三個字母代表著智能 (Intelligence)、協作 (Collaboration) 和可持續性 (Continuity)。」

智能是指充份利用建築物中的智能及反饋系統，監察及調節大廈的整體運作；利用科技來提升能源效益，減少碳排放。協作是指與不同的專業人員一起工作，以產生更大的協同效應。「另外，遵循成熟的管理體系及進行第三方評審更有助維持可持續的營運模式，推動物業持續改善。我們透過實施不同的國際標準及採納最佳實務方法，如獲香港品質保證局頒發的ISO 50001能源管理體系認證和ISO 22301社會安全—營運持續管理體系認證等，以確保服務質素。」

保持良好溝通 關注持份者需要

ICC是一個綜合建築項目，當中包含了不同界別的持份者，各方都有個別的需求和期望，因此，啟勝須充分考慮到各種風險及因素。Irene指出：「與持份者保持良好的溝通是減少風險及平衡各方需要的首要條件。例如，當我們籌劃將能源優化計劃融入ISO 50001體系時，須考慮執行計劃時，如何令部份全天候運作的國際銀行業務不受影響。即使我們未必能完全滿足不同人士的所有要求，也會為他們提供可行的替代方案，縮減業戶的要求和實際成果之間的差距，最終達至共贏。」

此外，啟勝提供了各種便利措施，如在物業內設置廚餘分解裝置，協助提供餐飲的租戶處理廚餘；ICC亦於環境保護署註冊為廢料產生者，協助租戶收集故障的熒光燈管，轉移到指定的設施來處理，藉此鼓勵租戶實踐環保。

Irene認為，利用可持續發展做法來營運物業，不單可配合政府相關政策，持續節能，也有助降低營運成本，減低能源耗用。因此，可持續發展和成本監控可攜手進行，以增強物業的競爭力。長遠而言，業戶亦可從中獲益。Irene說：「希望越來越多公司採納可持續的物業管理方法，使香港成為更美好的城市。」

Sustainable Development of Skyscrapers in Hong Kong: Enhancement of Risk Management

香港摩天大廈之可持續發展：優化風險管理

Two International Finance Centre (Two ifc) is an iconic skyscraper in Hong Kong, and represents the city's global financial position. Not only many tenants' profiles are related to international finance businesses, but also Hong Kong International Monetary Authority stations and owns some of the floors there. Since 2003, Premier Plus, under the Property Management Department of MTR Corporation Limited, has been providing management services for the building.

Proper Management to Ensure Business Continuity

"All-round building management is crucial to the business operations of our tenants," said Ms Emily Ip, Chief Property Manager of MTR Corporation Limited. "So we have not adopted a conventional management model but a combination of facility management knowledge and a hotel management style. The facilities team stationed at Two ifc provides prompt and personalised services. We have 24-hour Duty Manager and Duty Engineer who can provide assistance to our customers at any time, ensuring every building system is in the best condition." Comprehensive preventive maintenance and continuously planned improvements help keep the reliability and efficiency of all the services at a satisfactory level. Ms Ip said that proper asset management would bring financial benefits in the long run.

To enhance security, Two ifc is the first commercial building to install turnstiles as part of its visitor management system, and with bomb detection dogs stationed. Premier Plus enhanced its risk management in 2016. In addition to the existing management systems, it has received ISO 22301 Business Continuity Management Systems Certification from HKQAA. It aims to provide more prompt responses and minimise disturbance to tenants, under any contingencies.

Paying Attention to Environmental Protection and Sustainability

Over the years, Two ifc has demonstrated its care for the environment. It has been given awards by several international and local bodies and recognised as one of Hong Kong Green Organisations by the Environmental Campaign Committee and the Environmental Protection Department. It is committed to saving around 2% of its energy consumption annually, and has implemented a series of green measures and recycling programmes. Two ifc is the first office building to provide hand-towels in tenant washrooms so as to minimise the use of paper napkins. During daily cleaning services, only environmentally friendly cleaning products are used. The whole building is certified under the Indoor Air Quality Certification Scheme, not just the common areas.

"Times change. The industry must anticipate and adapt to the changing needs of customers," Ms Ip said. "These sustainable building practices could not be implemented successfully without the support of tenants and stakeholders. Listening and responding to our tenants' concerns pushes us to innovate and find solutions." The key to sustainability lies in the staff being confident of overcoming challenges and delivering excellent services," she added. Thus they encourage everyone to take pride in providing caring services for customers and the community.



Ms Emily Ip
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葉雅雯女士
香港鐵路有限公司總物業經理

國際金融中心二期(國金二期)為香港最具代表性的摩天大廈之一，象徵著本港作為環球經濟中心的地位。事實上，這座大廈的租戶背景亦與國際金融息息相關，香港金融管理局更駐紮及擁有國金二期部份樓層。自2003年起，香港鐵路有限公司物業管理部旗下的Premier Plus，便一直為此摩天大廈提供物業管理服務。

妥善管理 確保持續營運

「完善的樓宇管理對租戶的業務運作非常重要。」香港鐵路有限公司總物業經理葉雅雯女士道：「因此，我們摒棄傳統管理模式，揉合設施管理知識及酒店式管理風格，駐有專業團隊，為租戶提供快捷及個人化服務，如設有24小時當值經理及當值工程師，隨時為客戶提供協助，並確保設施運作良好。」此外，全面的預防性設施保養，以及持續的改善計劃，亦有助其服務保持在理想水準。葉女士認為，長遠而言，妥善之設施管理帶來財務裨益。

在保安措施方面，國金二期是首幢安裝設有訪客管理系統出入閘機，及駐守爆炸品搜索犬的商業大廈。Premier Plus於2016年更將大廈的風險管理質素優化，獲得香港品質保證局頒發ISO 22301營運持續管理體系認證，配合既有的綜合管理體系，即使遇到危機，亦能快速應變及減低對客戶的影響。

關注環保 促進可持續發展

多年來，國金二期積極關注環保，不但取得多個國際及本地機構的肯定，也獲環境運動委員會及環境保護署嘉許為綠色機構。大廈採取不同綠色措施及參與各項環保回收計劃，承諾每年減少耗電量2%，亦是首幢於租戶洗手間提供抹手毛巾的商業大廈，大幅減少紙巾的使用；在日常清潔服務之中，亦盡量採用環保的清潔產品。另一方面，國金二期將「室內空氣質素檢定」計劃的範圍由大廈公共地方，擴展至整座大廈，以進一步提升室內空氣質素。

「時代轉變，面對瞬息萬變的客戶需要，業界無時無刻都須作出準備及適應。」葉女士說：「事實上，沒有持份者及客戶鼎力支持，樓宇可持續發展是不能成功的。聆聽與回應客戶的需求推動我們向前創新，積極找尋解決方案。」她補充，可持續發展的成功，關鍵在於團隊具有克服困難及追求卓越的恆心。所以，他們鼓勵同事在滿足客戶需要的同時，以心出發，為客戶以至社區提供貼心服務。

2016 Hong Kong Wine Registration Scheme and Wine Storage Management Systems Certification Scheme Presentation Ceremony 2016 香港葡萄酒註冊計劃暨葡萄酒儲存管理體系認證計劃頒授典禮

HKQAA held the 2016 Hong Kong Wine Registration Scheme and Wine Storage Management Systems Certification Scheme Presentation Ceremony at the Hong Kong International Wine & Spirits Fair on 11 November 2016. Mr David Wong, JP, Deputy Secretary for Commerce & Economic Development (Commerce & Industry), the Government of the HKSAR, was the officiating guest.

Giving Consumers Confidence with Identifiable Sources

The HKQAA - Hong Kong Wine Registration Scheme aims to recognise an organisation's ability to maintain proper records of the wine they handle. Registered organisations can attach Scheme Labels with a unique QR code to bottles of their wine. Consumers can easily scan the QR code with a smartphone to verify the wine online and get more information about it, thus enhancing their confidence in their purchase. 36 organisations have registered for the Scheme and so committed to the provision of identifiable sources.

Systematic Storage Management to Protect Wine Quality

Another of our wine-related schemes, the Wine Storage Management Systems Certification Scheme, is the first of its kind in the world. It provides a framework for every party along the supply chain to deliver proper wine storage and transportation. The objective is to maintain industry standards and protect wine quality. 57 certifications have been issued. In the ceremony, we recognised the certified companies participating for three and five consecutive years for their continuous dedication.

Ir Dr Hon Lo Wai Kwok, Chairman of HKQAA, said, "We are delighted that these two schemes have received positive responses from the government and industry members. A significant number of organisations have joined the schemes over the years. We are pleased to recognise the sustained commitment of our current clients and welcome all new joiners. With favourable feedback from industry stakeholders, they will exert a positive influence and further encourage other industry members to enhance their professional level. This will definitely help improve the competitive edge of the Hong Kong wine business."

香港品質保證局於2016年11月11日，假香港國際美酒展上，舉行「2016香港葡萄酒註冊計劃暨葡萄酒儲存管理體系認證計劃頒授典禮」，並邀得香港特區政府商務及經濟發展局副秘書長（工商）黃福來太平紳士擔任主禮嘉賓。

葡萄酒來源記錄受賞 提升顧客信心

香港葡萄酒註冊計劃旨在確認機構能夠妥善保存可識別的葡萄酒來源記錄。註冊機構可將印有獨特QR碼的計劃標籤貼在酒瓶上，讓消費者在選購酒釀時，能以智能手機掃描QR碼，在網上平台確認該機構已註冊，並獲取該瓶葡萄酒的相關資訊，藉此增強消費信心。計劃至今已有36間公司取得註冊資格，承諾提供可識別來源之葡萄酒。

系統化地保護葡萄酒品質

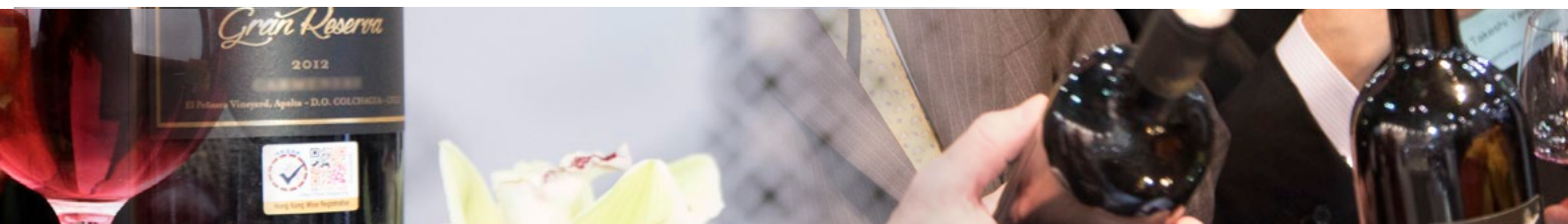
本局另一葡萄酒相關計劃—「葡萄酒儲存管理體系認證計劃」是世界首個同類計劃，為葡萄酒供應鏈提供管理框架，以確保儲存與運送葡萄酒的方法達到專業標準，有助保護酒的品質。自計劃推行以來，迄今共發出57張證書。而取得認證超過三年及五年的機構，更在當天的頒授典禮上獲得嘉許。

香港品質保證局主席盧偉國議員博士工程師欣然表示：「很高興兩個計劃得到政府及業界人士積極響應，不少機構更參與計劃多年，我想藉此機會感謝它們一直以來對計劃的支持，亦歡迎一眾新參與的機構。相信在持份者的鼎力支持下，將會為業界帶來正面影響，促進更多機構提升專業水平，長遠地加強本地葡萄酒業界之競爭優勢。」

Mr David Wong, JP, Deputy Secretary for Commerce and Economic Development (Commerce & Industry), the Government of the HKSAR (6 from left, front row), HKQAA Governing Council members, Technical Committee members, supporting and endorsing organisations, as well as the participating companies.

香港特區政府商務及經濟發展局副秘書長（工商）黃福來太平紳士（前排左6）、香港品質保證局董事局成員、技術委員會成員、支持機構、認許機構，以及一眾參與計劃的機構合照。





Mr David Wong, JP, Deputy Secretary for Commerce and Economic Development (Commerce & Industry) (right), presents the Confirmation of Registration Letter for the Hong Kong Wine Registration Scheme to the registered company.

商務及經濟發展局副秘書長(工商)黃福來太平紳士(右)頒授「香港葡萄酒註冊計劃」註冊確認信予註冊機構。



Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA (right) presents the certificate for the Wine Storage Management Systems Certification Scheme to the certified company.

香港品質保證局主席盧偉國議員博士工程師(右)頒授「葡萄酒儲存管理體系認證計劃」證書予認證機構。



Ir C.S. Ho, Deputy Chairman of HKQAA (right) recognises the company participating in the Wine Storage Management Systems Certification Scheme for years.

香港品質保證局副主席何志誠工程師(右)嘉許參與「葡萄酒儲存管理體系認證計劃」多年的機構。



Dr Michael Lam, CEO of HKQAA delivered a speech.
香港品質保證局總裁林寶興博士致辭。



Over 180 industry practitioners joined the ceremony.
典禮吸引了逾180名業界人士參與。



Clients' Sharing 客戶分享



Mr Victor Wong,
Sales and Marketing Manager,
Royal Orchid Wine (Hong Kong)
Company Limited
Registered Client of Hong Kong Wine
Registration Scheme and Certified Client
of Wine Storage Management Systems
Certification Scheme

**君蘭酒業(香港)有限公司銷售及
市場發展經理黃偉衡先生**
香港葡萄酒註冊計劃及葡萄酒儲存
管理體系認證計劃客戶

"The Hong Kong Wine Registration Scheme provides us with the recognition of a third party conformity assessment body by verifying that our wines have identifiable sources. It can enhance consumer confidence, especially for the Mainland customers.

「香港葡萄酒註冊計劃讓我們得到第三方評審，確保我們供應的葡萄酒來源有根有據，有助提高顧客的信心，尤其是內地客戶。」



Mr Yawata Takeshi,
Deputy Managing Director, Yamato Logistics
(Hong Kong) Limited
Certified Client of Wine Storage Management
Systems Certification Scheme

**雅瑪多運輸(香港)有限公司董事
八幡健先生**
葡萄酒儲存管理體系認證計劃客戶

"As a transportation service provider, our B2B services also involve wine transportation. To increase customer confidence, we decided to participate in the Scheme. Our company has been certified for the commercial wine standard of wine transportation. We believe the Scheme can foster our positive brand image and reputation in providing professional logistical support."

「作為一家運輸服務供應商，我們的B2B業務亦有涉及葡萄酒運輸部份。為了讓客戶增添信心，所以今年決定參與這項認證計劃，並成功取得『運輸服務供應商葡萄酒儲存管理體系認證(商品葡萄酒)』，相信能為本公司形象帶來正面作用，讓服務更具保證。」



Wine Storage Management Systems (WSMS) Certification Scheme - List of Participating Companies 「葡萄酒儲存管理體系認證計劃」—參與機構名單

Note for Scheme Type 計劃類別注釋



Company	公司	Scheme Type 計劃類別
Acker Merrall & Condit (Asia) Limited	-	1
Certiz Premier Products Limited	天傲(名家)有限公司	1
Chevalier Cold Storage and Logistics Ltd	其士冷藏物流有限公司	1
China Merchants Godown, Wharf & Transportation Co., Ltd.	招商局倉碼運輸有限公司	1, 2
China Travel (Cargo) Logistics Centre Limited	中旅貨運物流中心有限公司	2
CN Logistics Limited	嘉宏物流有限公司	1, 2, 4, 5
Collezione Wine Cellars Limited	佳釀珍藏	1
Crown Wine Cellars Limited	-	1
DCH Logistics Company Limited	大昌行物流有限公司	2
Estate Sky Investments Limited	-	1
GE (LHIL) Lessee Limited T/A Cordis, Hong Kong	香港康得思酒店	2, 3
Grand Wine Cellar	豪酒窖	1
Hecny Wine Cellar Limited	-	1
Hip Cellar Limited	-	1
Hong Kong Wine Vault	美酒窖	1
International Fine Wine Exchange Centre Limited	國際名酒交易中心有限公司	1
JAS Forwarding (HK) Ltd.	捷士國際聯運(香港)有限公司	1, 2
Jebsen Logistics Limited	捷成國際物流有限公司	1, 2, 4, 5
Joisen Logistics Limited	駿誠物流有限公司	2
Jones Lang LaSalle Management Services Limited – The Long Beach	仲量聯行物業管理有限公司—浪澄灣	2
K Cellars (Hong Kong) Limited	-	1
Kerry Logistics (Hong Kong) Limited	嘉里物流(香港)有限公司	1, 4
Kerry Warehouse (Hong Kong) Limited	嘉里貨倉(香港)有限公司	1
Madison (China) Limited	麥迪森(中國)有限公司	1
MBL Wine Group Limited	馬伯樂集團酒業有限公司	1
Metropolitan Wine Cellar Limited	城市酒窖有限公司	1
Omtis Fine Wines	安天時酒庫	1, 2, 5
On Excel Fine Wines Limited	優達酒業有限公司	1
Royal Orchid Wine (Hong Kong) Company Limited	君蘭酒業(香港)有限公司	2
Store Friendly Self Storage Group Limited	儲存易迷你倉集團有限公司	1
Sun Hing Holdings Limited	新興集團有限公司	1, 2
Sunfun (China) Ltd.	中正商航(中國)有限公司	2, 5
T-Box Thermal Storage Limited	適恒溫儲存空間有限公司	1
Toll Global Forwarding (Hong Kong) Limited	拓領環球貨運(香港)有限公司	2
Top Spin Wine Logistics Limited	-	1, 2, 4
U-Freight Logistics (HK) Limited	聯邦物流(香港)有限公司	2
W Cellar Limited	尚藤酒業有限公司	1
Wai Shing Wine International Co. Limited	偉成洋酒國際有限公司	2
Watson's Wine	屈臣氏酒窖	1
Wine High Club	-	1
Yamato Logistics (Hong Kong) Limited	雅瑪多運輸(香港)有限公司	5

(As of 11 November 2016 截至2016年11月11日)



Hong Kong Wine Registration Scheme - List of Participating Companies

「香港葡萄酒註冊計劃」- 參與機構名單

Company	公司
A Plus Wine Cellar Company Limited	-
Abbelio Wines	安貝利爾酒業
Anrise-IMC Limited	安昇國際商務拓展有限公司
Australian Wines Wholesale Centre	澳洲酒批發中心
Banny Wines Cellar (Hong Kong) Company Limited	賓利酒世界（香港）有限公司
CBT Wines Company Limited	香貝田酒業有限公司
Corney And Barrow Limited	-
Double S Wine International Limited	名葡萄酒客國際有限公司
Emtex Industrial Co. Ltd.	安泰實業有限公司
Excelente Wine Company Limited	超然酒業有限公司
Goya (HK) Limited	戈爾洋行有限公司
Grand International Industries	皇朝國際實業公司
Grand Wine Cellar	豪酒窖
Hong Kong Ningxia Unique & Premium Products Centre Co., Limited	香港寧夏名特優產品中心有限公司
Joisen Logistics Limited	駿誠物流有限公司
Kerry Logistics (Hong Kong) Limited -	-
Kerry Kwai Chung Warehouse	-
MBL Wine Group Limited	馬伯樂集團酒業有限公司
Modern Wine Cellar Limited	現代酒窖有限公司
Nanpu Fine Wine & Spirits International Company Limited	南浦釀酒坊國際有限公司
Nu-Health At Culture Homes Limited	文化堂（科技）有限公司
Omtis Fine Wines	安天時酒庫
Rastignac (HK) Limited	威利來（香港）有限公司

Company	公司
Royal Orchid Wine (Hong Kong) Company Limited	君蘭酒業（香港）有限公司
Schmidt Marketing (Consumer Products) Limited	興華拓展（消費品）有限公司
Sunfun (China) Ltd.	中正商航（中國）有限公司
Superb Wine Company Limited	酒至尊有限公司
VP Gallery	永柏品酒廊
Wai Shing Wine International Co. Limited	偉成洋酒國際有限公司
Watson's Wine	屈臣氏酒窖
Wine High Club	-
WineWorld Limited	酒世界有限公司
Yuen Fat International Limited	源發國際有限公司
-	中山火炬開發區萬杯酒行
-	中山市天傲名家貿易有限公司

(As of 11 November 2016 截至2016年11月11日)

List of Hong Kong Wine Registration Scheme for Events

香港葡萄酒註冊計劃（活動項目）名單

Asia Wine and Spirits Awards by Sommeliers 2016	亞洲酒類大賞冠軍侍酒師評審
Restaurant & Bar Hong Kong House Wine Awards 2016	香港餐飲展駐店酒大獎 2016

(As of 11 November 2016 截至2016年11月11日)

We would like to acknowledge the following organisations for their support for the 2016 Hong Kong Wine Registration Scheme and Wine Storage Management Systems Certification Scheme Presentation Ceremony.

特別鳴謝以下贊助及支持機構對2016香港葡萄酒註冊計劃暨葡萄酒儲存管理體系認證計劃頒授典禮的鼎力支持。

Diamond Sponsor
鑽石贊助



Platinum Sponsor
白金贊助



Gold Sponsor
金贊助



Silver Sponsors
銀贊助



Beverage Sponsors
飲品贊助



Supporting Organisations
支持機構



CMA Testing and Certification Laboratories
廠商會檢定中心



Promoting Wine-related Services in and beyond Hong Kong 在香港及內地推廣葡萄酒相關服務

HKQAA is committed to supporting wine-related business in Hong Kong. From 27 to 30 October 2016, HKQAA participated in the CCB (Asia) Hong Kong Wine & Dine Festival organised by the Hong Kong Tourism Board, at the Central Harbourfront Event Space. We also ran a booth in the annual Hong Kong International Wine & Spirits Fair held by the Hong Kong Trade Development Council from 10 to 12 November 2016.

In addition, HKQAA participated in the "Hong Kong Brands in China" Forum at the China Central International Alcoholic Drinks Expo, held at the Wuhan International Expo Centre, on 2 December 2016. We promoted collaboration between Hong Kong and Wuhan by introducing the brand value of the Hong Kong wine business and HKQAA's wine-related conformity assessment services.



本局致力支援本地葡萄酒相關行業的發展。於2016年10月27至30日期間，本局參加了由香港旅遊發展局舉辦，假中環海濱活動空間舉行之「建行（亞洲）香港美酒佳餚巡禮」；亦於2016年11月10至12日，在香港貿易發展局舉辦的香港國際美酒展上參展。向業界推廣本局與葡萄酒有關的服務。

此外，本局於2016年12月2日，參加了假武漢國際博覽中心舉行的中國（中部）國際酒業博覽會之「香港品牌中國路」酒業交流論壇，向內地企業介紹香港葡萄酒商的品牌價值，以及本局葡萄酒相關的合格評定服務，促進粵港兩地的交流合作。



HKQAA at Eco Expo Asia 2016 香港品質保證局參展國際環保博覽2016

HKQAA participated in Eco Expo Asia, held at the AsiaExpo Hong Kong from 26-29 October 2016. HKQAA exhibited at the Expo, promoting environment-related services and training.

During the exhibition, we introduced details of the Enhancing Recycling Industry Performance project, which is subsidised by the Recycling Fund, and provided information on upcoming seminars and training courses on good practice in the recycling industry. Mr Wong Kam-sing, GBS, JP, Secretary for the Environment, HKSAR Government, visited HKQAA's booth.

The exhibition featured a total of nine thematic zones, with 325 exhibitors from various countries and regions. Eco Expo Asia is a leading trade show for environmental products, technologies and solutions in Asia. The four-day event attracted over 13,400 visitors from 107 countries and regions.

國際環保博覽2016於10月26至29日假亞洲國際博覽館順利舉行。本局亦有於展內設置攤位，推廣本局與環保相關的項目。

於展覽內，本局同事向在場人士介紹由回收基金資助，「HKQAA 提升回收業運作表現」的項目內容，以及相關研討會和培訓課程，推廣回收業界的良好做法。開幕禮當天，主禮嘉賓香港特區政府環境局局長黃錦星太平紳士，亦有親臨本局攤位參觀。

博覽設有九個主題專區，共有325家來自不同國家及地區的參展商。國際環保博覽是亞洲區內展示領先環保產品、技術及方案的商貿及交流平台。一連四日活動共吸引了超過1.34萬來自107個國家及地區的買家進場。



HKQAA exhibited in the Expo to promote environment-related services and training. 本局於展內設置攤位，推廣與環保相關的項目。



Mr Wong Kam-sing, GBS, JP, Secretary for the Environment (2 from left), visited HKQAA's booth. 香港特區政府環境局局長黃錦星太平紳士（左2）親臨本局攤位參觀。



The Enhancing Recycling Industry Performance project was introduced to visitors. 本局同事向在場人士介紹「HKQAA 提升回收業運作表現」的項目內容。

Offering Students Work Experience Opportunities 為學生提供工作體驗機會

HKQAA attaches great importance to nurturing the younger generation. We have participated in the Work Experience Movement organised by the Education Bureau. This Movement helps secondary school students familiarise themselves with different professions so as to prepare them for the job market, and encourages young people to develop in different areas.

The Kick-off Ceremony for the Movement was held at Hong Kong Science Park on 18 November 2016. Ms Carrie Lam, GBM, GBS, JP, the Acting Chief Executive of the HKSAR, was the officiating guest and presented Certificates of Appreciation to the Movement's business partners. Every year, HKQAA organises the Student Ambassador Programme to align with the Movement. The participating secondary school students then assist in our "My Dream Home" Contest Awards Presentation Ceremony. Through doing this, they obtain practical experience of preparing for a large scale event and understand more about their own abilities and objectives when facing future challenges.

HKQAA also provides internships for tertiary students each summer, enabling them to have a better understanding of the world of work while they are still studying. These work opportunities help students acquire industry knowledge, which we hope will help them in their future career.



本局一直致力培育年青一代。為提供更多探索事業的機會予中學生，擴闊其視野，本局參與了由香港特區政府教育局主辦的「工作體驗運動」。是次運動的啟動禮於2016年11月18日，假香港科學園舉行，並由署理行政長官林鄭月娥女士，GBM, GBS, 太平紳士，擔任主禮嘉賓，頒發感謝狀予支持運動的工商伙伴。為響應此運動，本局每年也會舉辦「活動統籌體驗計劃」，讓中學生參與籌備本局的「理想家園」頒獎典禮，從中發掘潛能和抱負，為未來升學作好準備。

此外，本局亦為大專生提供暑期實習機會，增加他們對職場的了解及行業知識，有助其將來的事業發展。



Extend the Scope of HKCAS Accreditation for Quality Scheme for the Production and Supply of Aggregates for Concrete 擴展香港認可處認可範圍至「混凝土用石料生產和供應質量規範」認證

HKQAA is pleased to announce that the accreditation with HKCAS has been extended to Quality Scheme for the Production and Supply of Aggregates for Concrete (QSPS-AC) in accordance with Hong Kong Concrete Institute scheme PCCS-AC.

HKQAA successfully obtained the accreditation on 5 December 2016 from the Hong Kong Accreditation Service (HKAS) through the Hong Kong Certification Body Accreditation Scheme (HKCAS). The QSPS-AC accreditation is applicable to all types and sizes of aggregate suppliers and producers. For further details on HKQAA's certification and supporting services, please contact us at:

香港品質保證局正式獲得香港認可處擴展認可範圍至按照香港混凝土學會 PCCS-AC 計劃的「混凝土用石料生產和供應質量規範 (QSPS-AC)」認證。

本局於2016年12月5日透過香港認可處香港認證機構認可計劃 (HKCAS)，正式取得擴展範圍的認可資格。QSPS-AC 認證適用於各類型及規模的混凝土用石料的供應商及生產商。欲知更多有關本局所提供的認證和支援服務，請聯絡我們：

Hong Kong Quality Assurance Agency 香港品質保證局

Email 電郵: hkqaa.mkt@hkqaa.org

Tel 電話: Hong Kong 香港 – (852) 2202 9111
Macau 澳門 – (853) 6238 8759

Shanghai 上海 – (86 21) 6876 9911
Guangzhou 廣州 – (86 20) 8383 3777

New Certified Clients 新認證客戶

August to October 2016
2016年8月至10月

Memorable Moments 紀念一刻



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

From August to October 2016, we have been pleased to welcome 35 organisations to our community. Among them, they have obtained 51 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, ISO 22000, ISO 22301, ISO 27001, ISO 55001, SA 8000, SQM, SQM-ES, HACCP, QSPSC and WSMS-FINE. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自1989年成立以來，致力協助工商界實施管理體系，有效地達至機構和營商目標。

由2016年8月至10月期間，香港品質保證局共頒發51張證書，包括ISO 9001、ISO 10002、ISO 14001、OHSAS 18001、ISO 22000、ISO 22301、ISO 27001、ISO 55001、SA 8000、SQM、SQM-ES、HACCP、QSPSC及WSMS-FINE。在此謹祝賀35家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和持份者帶來更大的裨益。



特訂服務

Customised Services

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

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

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

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

請與我們的業務部聯絡，我們會摯誠為您制訂切合業務需要的服務。

Tel 電話: (852) 2202 9111

E-mail 電郵: hkqaa@hkqaa.org

Mainland China 中国内地

Feb - May 2017 2017年2月至5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				
			Feb 二月	Mar 三月	Apr 四月	May 五月	
Standard & Systems Training 标准体系培训							
ISO 9001:2015 Quality Management System - Internal Auditor Training ISO 9001:2015 质量管理体系内部审核员培训		3	RMB 1,800	VM3P/SH02A SH 01-03		VM3P/GZ04A GZ 17-19	
ISO 9001:2015 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		1	RMB 1,200	QMS4P/GZ02A GZ 10			QMS4P/SH05A SH 24
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务		1	RMB 1,200		QM07P/GZ03A GZ 10		
IECQ HSPM QC080000 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000 有害物质管理体系内部审核员培训		2	RMB 2,400			IE01P/GZ04A GZ 20-21	
TL 9000 R6.0/R5.0 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.0 电信业质量管理体系内审员培训		3	RMB 3,800		TL04P/SH03A SH 15-17		TL04P/GZ05A GZ 08-10
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		3	RMB 2,500	MT68P/GZ02A GZ 13-15		MT68P/GZ04A GZ 05-07	
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		1	RMB 1,500	MT71P/GZ02A GZ 24		MT71P/SH04A SH 28	MT71P/GZ05A GZ 11
VDA 6.3 Process Audit VDA 6.3 过程审核		1	RMB 1,200				EO06P/GZ05A GZ 19
ISO/IEC 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		3	RMB 2,800		ISE7P/GZ03A GZ 20-22		ISE7P/SH05A SH 16-18
ISO 14971 Risk Management System for Medical Device ISO 14971 医疗器械行业风险管理体系内部审核员培训		2	RMB 2,400	RM16P/SH02A SH 08-09	RM16P/GZ03A GZ 02-03		
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		2	RMB 2,500			ISE9P/SH04A SH 26-27	
SA 8000:2014 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		2	RMB 1,500		SA01P/GZ03A GZ 30-31		
ISO 14001:2015 Environmental Management Systems - Internal Auditor Training ISO 14001:2015 环境管理体系内部审核员培训		2	RMB 1,200	EMS3P/GZ02A GZ 16-17			EMS3P/GZ05A GZ 22-23
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		3	RMB 1,800	OHS9P/SH02A SH 15-17	OHS9P/GZ03A GZ 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		2	RMB 1,500	EM08P/GZ02A GZ 20-21			
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施		1	RMB 1,000				GP02P/GZ05A GZ 24
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		1	RMB 1,200	GP09P/SH02A SH 27		GP09P/GZ04A GZ 24	
JIT (Just In Time) of Lean Production 精益生产之JIT (准时生产)		2	RMB 2,500				GM21P/GZ05A GZ 02-03
Waste Elimination in Lean Production 精益生产之浪费消除		1	RMB 1,500				GM17P/GZ05A GZ 31
Lean Production-IE Technology 精益生产之IE手法		2	RMB 2,500	GM22P/GZ02A GZ 22-23			
Flexie Production Planning Management 柔性生产计划与排程管理		2	RMB 2,500	EC08P/GZ02A GZ 08-09			EC08P/SH05A SH 22-23
TPM - Total Productive Maintenance TPM- 全面生产管理实战		2	RMB 2,500		GM15P/SH03A SH 13-14		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理		2	RMB 2,500	GM13P/SH02A SH 21-22			
Key to Strong Enterprise —— Quality Circle Operation 强企之本——品质圈QCC运作		2	RMB 1,800		ES28P/SH03A SH 06-07		ES28P/GZ05A GZ 25-26
Total Quality Management TQM 全面质量管理		2	RMB 2,400			MS15P/SH04A SH 10-11	
Management Practice of Quality Cost 质量成本管理		2	RMB 2,400		EO05P/GZ03A GZ 27-28		
Statistical Process Control SPC统计过程控制		1	RMB 1,000	MS20P/GZ02A GZ 01			
Failure Mode and Effects Analysis FMEA潜在失效模式分析		1	RMB 1,000				MS04P/GZ05A GZ 12
Seven QC Tools (Traditional & New) QC七大手法		2	RMB 2,400	GM12P/GZ02A GZ 14-15			
Handling Dangerous Chemicals 危险化学品管理		1	RMB 1,200			EH04P/GZ04A GZ 14	
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施		1	RMB 1,200		OH04P/GZ03A GZ 29		OH04P/SH05A SH 15
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班		2	RMB 2,500	MS19P/GZ02A GZ 02-03			
360° Complaint Management Workshop 360° 投诉管理工作坊		2	RMB 2,500	GM09P/GZ02A GZ 06-07			
Management Development Training 管理发展培训							
Communication Skills 沟通技巧		2	RMB 2,400			GM07P/SH04A SH 17-19	
Employee Motivation 员工动力驱动器——员工激励		2	RMB 2,800		GM23P/GZ03A GZ 08-09		
TTT Training on Internal Lecturer - Professional Presentation Skill TTT 内部培训师培训之专业演示技巧		2	RMB 2,800	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		2	RMB 2,400			MT33P/GZ04A GZ 12-13	
Management Skills for Middle Management 中层管理人员管理技能培训		2	RMB 2,400		MS14P/SH03A SH 21-22		MS14P/GZ05A GZ 16-17
Meeting Management with High Efficiency 高效会议管理		1	RMB 1,500			GM24P/GZ04A GZ 25	
Mind Map@ : 思维导图轻松提升工作效率		1	RMB 2,000		M504P/GZ03A GZ 14		
Countdown@ : 为项目工作团队而设的战略游戏工作坊		1	RMB 1,500				M520P/GZ05A GZ 18
Coaching Skills 教练技巧		2	RMB 2,800				GM24P/GZ05A GZ 04-05







































For registration and enquiry
報名及查詢

Hong Kong Office 香港辦事處 • Tel 電話 : (852) 2202 9111 • Email 電郵 : training@hkqaa.org

HKQAA Certification (Shanghai) Ltd. 標準認證服務(上海)有限公司 • Tel 電話 : (86 21) 6876 9911







































HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務(上海)有限公司廣州分公司 • Tel 電話 : (86 20) 8383 3777

For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名, 請瀏覽香港品質保證局網頁 <http://www.hkqaa.org>

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期				
			Feb 二月	Mar 三月	Apr 四月	May 五月	
Quality and Integrated Management Systems 質量和綜合管理							
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 - 理解與應用		1	HKD 1,580			VM1C/HK-04A 18	
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 - 內部質量管理體系審核員培訓		2	HKD 3,300			VM3C/HK-04A 27-28	
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用		1	HKD 1,580	VM1C/HK-02A 06	VM1C/HK-03A 08	VM1C/HK-04A 03	VM1C/HK-05A 02
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 質量管理體系 - 內部質量管理體系審核員培訓		2	HKD 3,300	VM3C/HK-02A 16-17	VM3C/HK-03A 29-30	VM3C/HK-04A 25-26	VM3C/HK-05A 22-23
The Must-know Essentials for Quality System Management Representative 質量管理體系 - 管理者代表的重要須知		1	HKD 1,680/ HKD 1,580*	MT23C/HK-02A 21			MT23C/HK-05A 15
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 質量管理體系文件		1	HKD 1,680/ HKD 1,580*			QMS4C/HK-04A 24	
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品質管理體系 - 進階內部審核技巧		2	HKD 3,500/ HKD 3,300*		QMS5C/HK-03A 09-10		
CQI & IRCA Certified ISO 9001:2015 Lead Auditor (Quality Management Systems) Training Course (18030)		5	HKD 12,000/ HKD 11,500*				QMS/IRCA/05 08-12
CQI & IRCA Certified ISO 9001:2015 Auditor Transition		2	HKD 4,800/ HKD 4,300*				QM06E/HK-05A 15-16
Understanding and Application of an Integrated Management System 綜合管理體系 - 理解與應用		2	HKD 3,500/ HKD 3,300*		IMS5C/HK-03A 23-24		
Environmental Conservation 環境保育							
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 - 理解與應用		1	HKD 1,730/ HKD 1,630*			EMS2C/HK-04B 12	
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 - 內部環境管理體系審核員培訓		2	HKD 3,400/ HKD 3,300*				EMS3C/HK-05B 04-05
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 環境管理體系 - 理解與應用		1	HKD 1,730/ HKD 1,630*		EMS2C/HK-03A 31		EMS2C/HK-05A 31
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 環境管理體系 - 內部環境管理體系審核員培訓		2	HKD 3,400/ HKD 3,300*	EMS3C/HK-02A 20-21		EMS3C/HK-04A 18-19	
ISO 14001:2015 Environmental Management Systems - Implementation and Documentation ISO 14001:2015 環境管理體系 - 實施及文件指引		1	HKD 1,680/ HKD 1,580*			EMS8C/HK-04A 05	
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective		1	HKD 1,680			EM19C/HK-04A 07	
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理體系 - 理解與應用		1	HKD 1,200/ HKD 1,080*			EM07C/HK-04A 20	
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理體系 - 內部審核員培訓		2	HKD 3,500/ HKD 3,300*	EM08C/HK-02A 23-24			
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course ISO 50001:2011 能源管理系統 - 主任審核員證書培訓課程		5	HKD 9,000/ HKD 8,000*		EM10C/HK-03A 20-24		
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2011 能源管理系統 - 主任審核員轉證證書培訓課程"		3	HKD 6,000/ HKD 5,500*		EM11C/HK-03A 20-22		
GreenHouse Gas Verifier Training 溫室氣體驗證員		2	HKD 3,500/ HKD 3,300*		EM09C/HK-03A 02-03		
Occupational Health and Safety Management 職業健康和安全管理							
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 - 理解與應用		1	HKD 1,730/ HKD 1,630*		OHS8C/HK-03A 16		OHS8C/HK-05A 19
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 - 內部職業健康和安全管理體系審核員培訓		2	HKD 3,400/ HKD 3,300*	OHS9C/HK-02A 09-10		OHS9C/HK-04A 05-06	
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&I/SM)R for OHSAS 18001 Practitioners		1	HKD 1,500			OH15C/HK-04A 03	
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors		2	HKD 3,200	OH16C/HK-02A 13-14			OH16C/HK-05A 18-19
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施		1	HKD 1,600/ HKD 1,500*		OH04C/HK-03A 17		
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存							
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理體系 - 理解與應用		1	HKD 1,600/ HKD 1,500*			HA5C/HK-04A 27	
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理體系 - 內部審核員培訓		2	HKD 3,500/ HKD 3,300*	HA7C/HK-02A 13-14			HA7C/HK-05A 08-09
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程		2	HKD 3,700/ HKD 3,500*		HA9C/HK-03A 06-07		
CQI & IRCA Certified FSSC 22000 Lead Auditor (Food Safety Management Systems based on ISO22000:2005 & ISO/TS22002-1:2009) Training Course (17512)		5	HKD 12,000/ HKD 11,500*				IRCA/FSMS/05 15-19
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施		1	HKD 1,600	GP02C/HK-02A 08			
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程		2	HKD 3,500/ HKD 3,200*		HA10C/HK-03A 16-17		
Team Building							
Zodiak: The Game of Business Finance and Strategy		1 to 2	我們專為企業提供度身定造的培訓，詳情可與本局課程經理洽談。 Mr. Anson Wong (2202 9395 / 6111 3855) / anson.wong@hkqaa.org				
Team Collaboration in LEGO® SERIOUS PLAY®		1 to 2					
Team Collaboration in Meaningful Micro-Film Production		1 to 2					
Personal Enrichment & Certification (M501) 個人提升和專業資格							
Mind Map® for Creative Problem Solving Workshop Mind Map® 創意解難工作坊		1	HKD 2,300/ HKD 1,980*	M504C/HK-02A 21			M504C/HK-05A 25
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*		PC01C/HK-03A 27-28		PC01C/HK-05A 17-18
Hogan Assessment Certification Workshop 2016		2	HKD 18,500		PC06E/HK-03A 22-23		

Hong Kong 香港

Feb - May 2017 2017年2月至5月

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Law and Legislation (Hong Kong, Macau & China) 法律與法規 (香港，澳門及中國)						
Negotiation and Mediation Skills for Managers and Professionals	 1	HKD 1,500	M911C/HK-02A 08			M911C/HK-05A 05
Legal Aspects of Patents and Copyrights - Uses and Protection	 1	HKD 1,500	M921C/HK-02A 27			M921C/HK-05A 17
Fundamental Law for Office Administrators 行政人員基礎法律知識	 1	HKD 1,500			M920C/HK-04A 19	
Fundamental Law for Education Administrators 教育行政人員基礎法律知識	 1	HKD 1,500		M917C/HK-03A 03		
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必須認識的香港競爭法	 1	HKD 1,500			M914C/HK-04A 05	
Legal Fundamentals of Tendering	 1	HKD 1,500		M909C/HK-03A 22		
Fundamental Contract Law for Managers and Professionals 管理者必須認識的合同法	 1	HKD 1,500	M906C/HK-02A 23			M906C/HK-05A 29
Fundamentals of Negligence for Managers and Professionals 與疏忽有關的基礎法律、承擔責任及賠償風險	 1	HKD 1,500			M907C/HK-04A 28	
Safety and Environmental Offences in Construction Projects 「知法守法」課程系列－解構違反安全及環保法例事故	 1	HKD 1,500		M908C/HK-03A 30		
香港食物安全管理法律實務	 1	HKD 1,500			M922/HK-04A 07	
Essential of Employment Ordinance	 Half-day	HKD 750	M924C/HK-02A 07			
Management Tools, Skill for Improvement 管理工具和技巧						
ISO 37001 Anti-Bribery Management Systems - Introduction	 Half-day	HKD 980		A001C/HK-03A 08		
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 理解與應用	 1	HKD 1,600/ HKD 1,500*	SM04C/HK-02A 10			
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA 5S 在工作間的營運	 1	HKD 1,600/ HKD 1,500*	GP03C/HK-02A 24			GP03C/HK-05A 31
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培訓工作坊	 1	HKD 1,080/ HKD 980*			M063C/HK-04A 12	
Workshop on Developing Supervisory Skills & Leadership Charisma 強勢督導管理培訓工作坊	 1	HKD 1,080/ HKD 980*		M022C/HK03A 31		M022C/HK-05A 26
Workshop on Performance Management through KPI Setting 企業及部門績效管理培訓工作坊	 1	HKD 1,080/ HKD 980*			M021C/HK-04A 25	
Workshop on Business Process Improvement 業務流程改善培訓工作坊	 1	HKD 1,080/ HKD 980*		M024C/HK-03A 27		
Workshop on Effective Project Management 有效項目管理培訓工作坊	 1	HKD 1,080/ HKD 980*	M025C/HK-02A 21			M025C/HK-05A 23
Workshop on Effective Performance Appraisal 個人績效管理工作坊	 1	HKD 1,080/ HKD 980*		M026C/HK-03A 01		
Workshop on Effective Communication & Influencing Skills 有效溝通及影響技巧培訓工作坊	 1	HKD 1,080/ HKD 980*	M028C/HK-02A 09		M028C/HK-04A 20	
Professional Written Replies to Complaints Workshop	 1	HKD 1,400/ HKD 1,150*		M065E/HK-03A 03		
Report Writing Workshop	 1	HKD 1,400/ HKD 1,150*			M066E/HK-04A 07	
Effective Proposal Writing Workshop	 1	HKD 1,400/ HKD 1,150*	M068E/HK-02A 09			M068E/HK-05A 04
Logical Thinking for Problem Solving Workshop 邏輯思考解決問題工作坊	 1	HKD 1,700/ HKD 1,500*		M069C/HK-03A 28		
職場管理核心技能課程～未來企業領導者的思維重整之旅～	 1	HKD 1,100/ HKD 980*	M071C/HK-02A 11 & 18			
Business Crisis Management for Managers	 1	HKD 1,800/ HKD 1,500*			M070C/HK-04A 06	
「活學幽默 - 廣結人脈」工作坊	 1	HKD 350		M075C/HK-03A 15		M075/HK-05A 12
Business Continuity Management, Risk and Crises Management 營運持續管理體系、風險及危機管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系 - 理解與應用	 1	HKD 1,600	RM01C/HK-02A 10		RM01C/HK-04A 03	
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 - 理解與應用	 1	HKD 1,600	RM04C/HK-02A 10		RM04C/HK-04A 03	
Customer Service: From Good To Great 顧客服務：邁向優越						
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application 客戶滿意度 - 投訴處理指引 - 理解與應用	 1	HKD 1,280	MT14C/HK-02A 23			MT14C/HK-05A 16
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	 2	HKD 3,200/ HKD 3,000*			MT56C/HK-04A 20-21	
Corporate Social Responsibility 企業社會責任						
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	 1	HKD 1,600		SR01C/HK-03A 10		
Telecommunications, Information Security and Management 電信、資訊保安與管理						
ISO 27001:2013 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系 - 內部審核員培訓	 2	HKD 3,500/ HKD 3,200*		ISE7C/HK-03A 20-21		
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2013 信息安全管理体系 - 理解與應用	 1	HKD 1,600/ HKD 1,500*	ISE3C/HK-02A 15			ISE3C/HK-05A 10
Implementation of ISO 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 實踐信息安全管理体系	 2	HKD 3,500/ HKD 3,300*		ISE5C/HK-03A 20-21		
TL 9000 R6.0/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R6.0/R5.0 質量管理体系審核課程 (QuEST Forum 認可課程)	 3	HKD 10,500/ HKD 10,200**		TL02E/HK-03A 13-15		
HKQAA Sustainable Building Index (HKQAA SBI) 樓宇可持續發展指數 (HKQAA SBI)						
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 - 理解與驗證	 1	HKD 1,550	SBI1C/HK-02A 09			

Remarks
備註

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

** For QuEST Forum members QuEST Forum 會員價

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請參看本局網頁
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

Last Updated Date : 29 Dec 2016

Conducted in Cantonese
以廣東話授課Conducted in English
以英語授課Conducted in Putonghua
以普通話授課

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 團隊協作及企業培訓課程

LEGO Serious Play 樂高



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.

兩萬多塊樂高積木，驗證有效的成人教育方法，衍生靈活多變的團隊建造活動。

Microfilm 微電影



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.

四萬多平方呎學習中心，六個不同拍攝實景，讓參加者化身編劇、導演、演員、燈光、拍攝、剪接、配樂，攜手製作企業主題微電影。

Business Simulation Board Game 桌上模擬實戰遊戲



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.

數百萬元虛擬貨幣資產，參加者扮演投資者，籌組資金進行企業收購，為新購企業帶來改變，提高股東價值。參加者從中學習重要的業務管理及財務技巧。

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