



VISION 管略

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香港品質保證局香港註冊 — 廚餘回收啟動典禮

HKQAA Macau Branch Grand Opening Cocktail Reception
香港品質保證局澳門分公司開幕酒會

HKQAA Symposium 2017 Successfully Held
香港品質保證局專題研討會2017圓滿舉行

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Enhancing Cybersecurity

With the rapid development of information technology, government operations, organisational activities and people's daily lives are heavily reliant on the Internet. According to figures released in late 2016 by the United Nations International Telecommunication Union, there were about 3.9 billion Internet users worldwide and mobile networks covered 84% of the global population. Recent cyber attacks have brought high risks to corporations. Over 1 billion user accounts with a well-known search engine were stolen a few years ago, and more than 150 countries were attacked by the "WannaCry" virus in recent months. Cyber security is now at the forefront of global concerns. Many organisations want to establish effective cybersecurity management systems to handle incidents including network intrusions and cyber attacks, to avoid or reduce the risks and impacts.

The International Organisation for Standardisation (ISO) has developed a series of standards based on ISO 27001 Information security management systems requirements, including ISO27017 Code of Practice for Information Security Controls for Cloud Services, ISO27018 Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processors, and ISO27032 Guidelines for Cybersecurity. These standards aim at providing a framework for assisting organisations to enhance their ability to manage cybersecurity. They also improve stakeholders' confidence in information that is generated, stored or transmitted electronically.

For example, ISO 27017 provides guidelines supporting the implementation of Cloud information security controls during data storage, management, encryption and transmission for Cloud service customers and providers. ISO 27018 is the first international standard to focus on the protection of personal data in the Cloud. It helps Cloud service providers assess the risks and implement necessary controls. Finally, ISO 27032 covers the baseline security practices stakeholders can implement to cope with cybersecurity gaps.

HKQAA is dedicated to introducing advanced international standards to assist local organisations to improve management performance and handle different risks. In this issue of VISION, Dr Nigel H. Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, introduces this series of cybersecurity standards. In the future, we will organise seminars and invite experts to share technical knowledge and trends so as to encourage organisations to systematically manage information security risks in the Internet world.

We hope more organisations will establish standardised management systems in future, effectively reducing the losses and damage arising from information security risks, and thus bring greater protection for individuals, organisations and society in the long run.

提升網絡安全管理的能力

信息科技日新月異，不論是政府運作、商業活動，或是我們的日常生活，都已離不開互聯網。根據聯合國國際電信聯盟發布的數字，截止至2016年底，全球約有39億互聯網用戶，流動網絡覆蓋世界84%的人口。不過，近年全球的網絡攻擊對企業帶來極高風險，繼知名搜索引擎超過十億用戶帳號資料遭盜取之後，勒索病毒「WannaCry」攻擊150多個國家，令網絡安全引起了社會各界的廣泛關注。為了避免或減低風險及其影響，不少機構都希望建立有效的網絡安全管理體系，以面對病毒、網絡入侵等緊急事件。

隨著網絡世界變得日益複雜，國際標準化組織(ISO)在《ISO 27001信息安全管理体系—要求》的基礎上，制訂了《ISO 27017雲端服務信息安全管制實務守則》、《ISO 27018作為PII處理器在公共雲端保護個人識別資料的實務守則》，以及《ISO 27032網絡安全指引》等一系列標準，旨在提供一個框架，讓機構優化管理網絡安全的能力，加強持分者對以電子方式產生、儲存或傳輸信息的信心。

例如ISO 27017就雲端信息的處理，包括儲存、管理、消除、加密和傳輸等，提供了安全管制的實踐指引，適用於雲端服務的客戶及供應商。ISO 27018是首個聚焦於保護雲端個人資料的國際標準，有助雲端服務供應商評估相關風險，實施適切的管制措施。而ISO 27032則為持分者提供了基本的網絡保安做法和指引，以應對網絡安全漏洞。

本局一直致力引進先進的國際標準，協助本地機構提升管理水平，應對不同的風險。今期《管略》便邀請了ISO質量體系技術委員會主席倪國夫博士(Dr Nigel Croft)，介紹這一系列有關網絡安全的國際標準。我們未來亦會透過研討會，邀請專家分享技術知識和最新趨勢，鼓勵機構在不同層面上，系統化地管理互聯網帶來的信息安全風險。

期望未來有更多機構建立標準化的管理體系，有效降低信息安全風險引致的損失和破壞，長遠地為個人、機構及社會帶來更大的保障。

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The ISO/IEC 27001 "Toolbox" for Cybersecurity

ISO/IEC 27001 網絡安全工具箱

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Information security management is not a new topic, but recent events including the "WannaCry" virus and the alleged cyber-interference by Russia in the US election campaign have brought cyber security to the forefront of global concerns.

The WannaCry incident was a worldwide cyberattack, which targeted computers by encrypting data and demanding ransom payments using the untraceable Bitcoin cryptocurrency in order to restore the victims' files to their original state. The attack was reported to have infected more than 230,000 computers in over 150 countries. The frequency and sophistication of this type of malware – as well as questions about the possible motivations of the perpetrators – have alarmed governments and operators of critical infrastructure.

Evolution of Information Security Management Standards

Some of the first initiatives on Information Security management came from the British Department of Trade and Industry (DTI) which published a 'Code of Practice for Information Security Management' in 1992. This was subsequently transformed into a British Standard (BS 7799) in 1995, which in turn formed the foundations for the development and publication in 2005 of ISO/IEC 27001 "Information security management systems – Requirements". The current version of ISO/IEC 27001 was published in 2013, and is supplemented by ISO/IEC 27002, which gives guidelines for organisational information security standards and information security management practices including the selection, implementation and management of controls taking into consideration the organisation's information security risk environment.

Although ISO/IEC 27001 is the best-known information security standard, it is by no means the only one. It is now supported by a whole suite of standards developed by ISO/IEC JTC 1, a joint technical group of ISO and the IEC (International Electrotechnical Commission) to address the ever-evolving risks and opportunities provided by modern Information and Communications Technologies (ICT).

ISO and IEC Standards for Cybersecurity

Cyberspace is a complex environment consisting of interactions between people, software and services, supported by worldwide distribution of ICT devices and networks. Collaboration is essential to ensure a safe online

雖然信息安全管理已非新鮮事物，但是近日發生勒索病毒"WannaCry"事件和俄羅斯懷疑涉嫌網絡襲擊干擾美國總統大選，令網絡安全再次成為全球關注的焦點。

勒索病毒"WannaCry"事件是一次全球性的網絡攻擊，它利用加密電腦數據，向目標用戶勒索無法追蹤的比特幣作贖金後，才將文件修復。據報道，這次襲擊波及150多個國家，超過23萬部電腦受到感染。這類高頻率、精密度高的惡意軟件，以及對其肇事者動機的疑慮，已經引起政府和重要基礎設施運營商的警惕。

信息安全管理標準的演變

部分信息安全管理的首次倡議，源於英國貿易和工業部在1992年出版的《信息安全管理實務守則》。其後，於1995年逐漸演變成一套英國標準(BS 7799)，並成為了建立和出版ISO/IEC 27001信息安全管理體系 – 要求的基礎。現有的ISO/IEC 27001已於2013年發布，並以ISO/IEC 27002補充，提供了關於機構信息安全標準及信息安全管理做法的指引，包括控制機構信息安全風險環境之選擇、實施和管理。

ISO/IEC 27001是最知名，但並不是唯一的信息安全標準。目前，這標準受國際標準化組織及國際電工委員會組成的ISO/IEC JTC 1所研發之一整套標準支持，以應對現代信息及通訊科技(ICT)所帶來的風險和機遇。

ISO和IEC的網絡安全標準

網絡世界是一個由人類、電子軟件及服務、以及覆蓋全球的ICT設備和網絡服務之間的互動所形成的複雜環境。共同合作對於確保網上安全至為重要，而多項ISO/IEC JTC 1小組所研發的標準，則成為ISO/IEC 27001「網絡風險工具箱」的一部分。例如：



environment, and the various standards developed by ISO/IEC JTC 1 form part of the so-called ISO/IEC 27001 “cyber-risk toolbox”. The following are a few examples:

ISO/IEC 27032 “Guidelines for Cybersecurity”

This standard, published in 2012, was the first to address security gaps arising from the lack of communication between the different users and providers of cyberspace. It aims to improve cybersecurity by addressing its unique aspects and its dependencies on other security domains such as:

- information security,
- network security,
- internet security, and
- critical information infrastructure protection (CIIP).

ISO/IEC 27032 covers the baseline security practices for stakeholders in the Cyberspace and includes:

- an overview of Cybersecurity,
- an explanation of the relationship between Cybersecurity and other types of security,
- a definition of stakeholders and a description of their roles in Cybersecurity,
- guidance for addressing common Cybersecurity issues, and
- a framework to enable stakeholders to collaborate on resolving Cybersecurity issues.

ISO/IEC 27017 - Code of Practice for Information Security Controls for Cloud Services

The Cloud is one of the most widely used innovations in today’s fast-paced world of commerce and business. As use of the Cloud increases, users are demanding assurances that data stored and processed in the Cloud is safe. Because of its very nature, the marketplace for Cloud services is global, with providers dispersed across wide geographical areas, and data is routinely transferred across national boundaries. International guidance is therefore key. This Code of Practice, published by ISO and IEC in 2015, provides guidelines supporting the implementation of information security controls for Cloud service customers and Cloud service providers. The standard emphasises that the selection of appropriate information security controls, and the application of the guidance provided, will depend on a risk assessment and any legal, contractual, regulatory or other Cloud-sector specific information security requirements.

ISO/IEC 27018 - Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processors

Information security and data protection can certainly be addressed with management tools, but in broader terms, privacy is a social issue with impacts well beyond the data stored and managed by Cloud services. This requires that governments, enterprises, academia and consumers reflect on the wider issues of harms and risks and, in particular, the consequences of decisions taken in their deployments of Cloud services. Published in 2014, ISO/IEC 27018 is the first International Standard that focuses on protection of personal data in the Cloud.

Building on the foundations of ISO/IEC 27001, ISO/IEC 27018 offers specific guidance to help Cloud Service Providers (CSPs) assess the risks and implement state-of-the-art controls for the protection of PII stored in the Cloud, and has the following key objectives:

ISO/IEC 27032 “網絡安全指引”

此標準於2012年發布，是首個提出在網絡世界中，由不同用戶及供應商缺乏溝通而引起安全漏洞之標準。它旨在通過其獨特性及與其他安全網域的相關性，改善網絡安全，例如：

- 信息安全、
- 網絡安全、
- 互聯網安全、以及
- 重要信息基礎設施保護（CIIP）

ISO/IEC 27032 涵蓋給予網絡空間持分者的基本網絡保安做法，包括：

- 概述網絡安全、
- 解釋網絡安全與其他保安類型的關係、
- 定義持分者及描述其在網絡安全中扮演的角色、
- 提供解決常見網絡安全問題的指引、以及
- 整理出透過持分者之間的合作，解決網絡安全問題之框架。

ISO/IEC 27017 – 雲端服務信息安全控制實務守則

在現今瞬息萬變的商業世界中，雲端服務已成為最廣泛應用的創新技術之一。隨著雲端服務的使用率日漸上升，用戶更需要確保在雲端儲存及處理的數據安全。基於雲端服務的特質，它能夠支援全球市場，其供應商廣泛地分佈在不同地區，而跨國數據傳輸亦十分常見。因此，國際指引的角色十分關鍵。2015年，國際標準化組織及國際電工委員會出版的實務守則，為雲端服務的客戶及供應商提供信息安全控制的實踐指引。該標準強調，如何選擇適當的信息安全管理措施與應用相關指引，將取決於風險評估，及任何合法合規或其他雲端部門的特定信息安全要求。

ISO/IEC 27018 – 作為 PII 處理器在公共雲端保護個人識別資料的實務守則

我們可以利用管理工具來實踐信息安全和保護數據，但以宏觀的角度來看，保障私隱是一個社會問題，其帶來的影響並不局限於雲端服務所儲存和管理的數據。因此，政府、企業、學術機構及消費者均需要在較廣闊的層面，考慮危害和風險，尤其是部署雲端服務的決策後果。於2014年出版的ISO/IEC 27018，是首個集中保護雲端個人數據的國際標準。

在ISO/IEC 27001的基礎上，ISO/IEC 27018提供具體指引，以協助雲端服務供應商評估風險，並實施最先進的管制，保護儲存在雲端中的個人識別資料。主要目的如下：

- 協助處理個人識別資料的雲端服務供應商，履行法律義務及滿足客戶期望
- 增加透明度，以便客戶選擇管理完善的雲端服務
- 促進雲端服務合約的建立
- 為雲端服務的客戶，提供確保供應商履行法律及其他義務的機制



- Help Cloud service providers that process personally identifiable information to address applicable legal obligations as well as customer expectations
- Enable transparency so customers can choose well-governed Cloud services
- Facilitate the creation of contracts for Cloud services
- Provide Cloud customers with a mechanism to ensure Cloud providers' compliance with legal and other obligation

ISO/IEC 27013 - Integrated Solutions for Services

More organisations are choosing to combine an information security management system (ISO/IEC 27001) with a service management system (ISO/IEC 20000-1). An integrated system means an organisation can efficiently manage the quality of its services, handle customer feedback and solve problems, while keeping information safe.

ISO/IEC 27013 offers a systematic approach to facilitate the integration of an information security management system with a service management system, which results in lower implementation costs and avoids duplication efforts as only one audit, instead of two, is needed when seeking certification.

ISO/IEC 27010 - Information Security Management for Inter-sector and Inter-organisational Communications

When an organisation shares information with another organisation, how can they be sure that their data will be kept safe? ISO/IEC 27010 is a sector-specific addition to the ISO/IEC 27000 toolbox, which guides the initiation, implementation, maintenance and improvement of information security in inter-organisational and inter-sector communications. It includes general principles on how to meet these requirements using established messaging and other technical methods.

ISO/IEC 27039 - Selection, Deployment and Operations of Intrusion Detection and Prevention Systems (IDPS)

How can organisations detect and prevent cyber intrusions to their networks, systems and applications? Best practice shows that they have to be able to know when, if and how an intrusion into their network, system or application occurs. They should also be ready to identify what vulnerability was exploited and what controls should be implemented to prevent similar intrusions from taking place in the future. One way to do this is through an Intrusion Detection and Prevention Systems (IDPS), as described in ISO/IEC 27039.

ISO/IEC 27031 - Guidelines for Information and Communication Technology (ICT) Readiness for Business Continuity

ISO/IEC 27031 deals with ICT readiness for business continuity, which enables organisations to be prepared when an incident, such as a cyber-attack, occurs and to have ICT systems back up and running in the shortest possible time. It is associated with a number of other International Standards aimed at dealing with incident preparedness, disaster recovery planning, and emergency response and management.

In a world that is ever-more dependent on Information and Communication Technology, the question of cybersecurity becomes critical at the governmental, organisational and individual levels. ISO and IEC have developed a whole suite of standards to provide requirements, guidance and codes of conduct aimed at improving confidence in information that is generated, stored or transmitted electronically.

ISO/IEC 27013 – 服務綜合解決方案

越來越多機構傾向將信息安全管理體系(ISO/IEC 27001) 及服務管理體系(ISO/IEC 20000-1) 合併。一個綜合體系意味著機構可以有效地管理服務質素，處理客戶反饋及解決問題，同時保障信息安全。

ISO/IEC 27013 提供了一個系統化方式，促成信息安全管理體系與服務管理體系的合併，因此在申請認證時，只需進行一次審核，從而減低執行成本，避免重複工序。

ISO / IEC 27010 – 跨部門及跨組織通訊的信息安全管理

當一個機構與其他機構共享信息時，如何確保數據安全？ISO/IEC 27010 是 ISO/IEC 27000 工具箱中對特定部門的補充，為跨組織及跨部門通訊的信息安全之啟始、實施、維護及改善措施提供指引。當中包括如何利用現有的通信及其他方式，實踐這些要求的基本準則。

ISO/IEC 27039 – 偵測及預防入侵體系(IDPS)之選擇、部署和運作

機構可如何偵測及防止他們的網絡、系統和應用程序遭到網絡入侵？最佳實踐表示，他們必須知道會在何時、會否、以及如何遭到網絡、系統或應用程式的入侵。他們應作好準備，識別曾被利用的漏洞，實施相對的管制，以預防未來發生同類的入侵。如 ISO/IEC 27039 所述，偵測及預防入侵體系(IDPS) 就是其中一種做法。

ISO / IEC 27031 – 營運持續配備信息及通訊技術(ICT)之指引

ISO/IEC 27031 處理營運持續配備信息及通訊技術，務求令機構為諸如網絡攻擊的事故作好充分準備，確保信息及通訊技術系統在最短時間內備份及運作。它與有關事故應變措施、災後復原計劃、應急反應及管理的其他國際標準互相呼應。

在日漸依賴信息及通訊技術的時代，網絡安全問題對政府、機構和個人十分重要。國際標準化組織及國際電工委員會制定了一系列標準，提供要求、指引及行為守則，旨在提升對以電子方式產生、儲存或傳輸的信息之信心。



HKQAA Symposium 2017 Successfully Held 香港品質保證局專題研討會2017圓滿舉行

HKQAA's annual flagship event, the HKQAA Symposium 2017 was held concurrently in Hong Kong and Guangzhou this year. The Hong Kong session was successfully held at the Cordis, Hong Kong on 18 May 2017, and the Guangzhou session was held at Jianguo Hotel Guangzhou on 26 May 2017.

This year the theme of the Symposium was "Governance, Risk and Compliance Management in the Era of Sustainability". In his welcoming remarks, Ir C. S. Ho, Deputy Chairman of HKQAA, said, "Sustainability has become one of the key forces driving organisations towards prolonged success. Stakeholders and investors increasingly view organisations' sustainability performance as a significant indicator of sound governance. Visionary leaders have to take a balanced and comprehensive approach to seizing opportunities, managing risks and improving competitiveness."

The Symposium brought together industry experts and leaders from different sectors to discuss the latest management trends and innovative strategies, and address today's sustainability challenges and opportunities. The topics included corporate governance, green finance, asset management, sustainability reporting, privacy management trends, urban development, green buildings, food waste recycling, managing an ageing workforce, digital innovation and reindustrialisation, and the latest developments in ISO standards. The whole-day event attracted over 700 participants from government, corporations, academic institutions and industry associations. "I believe this event will bring illuminating insights to local organisations to improve their risk and compliance management performance, stimulating them to explore more far-sighted governing strategies and achieve continuous development," said Ir Ho.

We would like to thank all our speakers, sponsors and supporting organisations for making the Symposium a success. The presentations of the speakers are now available on our website at <http://www.hkqaa.org/symposium2017>.

本局年度旗艦盛事—「香港品質保證局專題研討會2017」於香港、廣州兩地同期舉行。香港專場於2017年5月18日假香港康得思酒店舉行；廣州專場亦於2017年5月26日假廣州建國酒店舉行。

今屆專題研討會以「可持續發展的策略視野：管治、風險與合規管理」為主題。本局副主席何志誠工程師致辭時表示：「可持續發展是企業取得長遠成功不可或缺的一環。持份者及投資者越來越重視機構的可持續表現，以衡量企業管治的成效。具遠見的領袖，都會採用一個全面而平衡的策略，藉此創造更多機遇，管理風險，並增強競爭優勢。」

研討會邀得來自不同界別的領袖和專家，探討最新的管理趨勢及創新策略，以應對各種風險和機遇，講題包括企業管治、綠色金融、資產管理、可持續發展報告、私隱管理趨勢、城市發展、綠色建築、廚餘回收、熟齡化社會、數碼創新與再工業化、ISO標準最新發展等。整天活動共吸引超過700名來自政府、企業、學術機構、業界組織等人士參與。「相信活動將為本地機構帶來前瞻性思維，以提升危機及合規管理的表現，啟發他們籌謀長遠的管理策略，成就持續發展。」何工程師道。

是次研討會的成功，全賴各演講嘉賓、贊助商及支持機構的鼎力支持。有關更多研討會資訊及演講內容，請瀏覽本局網頁：www.hkqaa.org/symposium2017。



Mr Wong Kam-sing, GBS, JP, Secretary for the Environment, the Government of the HKSAR delivered the keynote remarks in the Symposium.

香港特區政府環境局局長黃錦星先生，GBS，太平紳士在研討會上致辭。



Dr Michael Lam, Chief Executive Officer of HKQAA (right) conveyed thanks to one of the guest speakers, Prof Alfred Chan Cheung-ming, SBS, JP, Chairperson of Equal Opportunities Commission.

香港品質保證局總裁林寶興博士(右)向演講嘉賓之一平等機會委員會主席陳章明教授，SBS，太平紳士致謝。



Ir C. S. Ho, Deputy Chairman of HKQAA, delivered a welcoming speech. 香港品質保證局副主席何志誠工程師致歡迎辭。





◀ (From left) Mrs Vicki Kwok, Deputy Director of Environmental Protection, Environmental Protection Department, the Government of the HKSAR; Ms Yuan Yuan, Head of GRI Regional Hub China, Global Reporting Initiative; Ms Brenda Kwok, Chief Legal Counsel, Privacy Commissioner for Personal Data, Hong Kong; Dr Calvin Lee Kwan, General Manager, Sustainability, Link Asset Management Limited; Mr Joseph Law, Senior Director - Planning & Development, CLP Power Hong Kong Limited; Dr Nigel H Croft, Chairman, ISO Technical Subcommittee on Quality Systems, joined the panel discussion in the morning session.

(左起) 香港特區政府環境保護署副署長郭穎琦女士；全球報告倡議組織大中華區主管袁圓女士；香港個人資料私隱專員公署首席律師郭美玲女士；領展資產管理有限公司可持續發展總經理關凱臨博士；中華電力有限公司策劃及發展高級總監羅嘉進先生；以及國際標準化組織質量體系技術委員會主席倪國夫博士 (Dr Nigel H Croft) 參與上午的討論環節。

▶ (From left) Sr Wong Bay, Chairman, Hong Kong Green Building Council; Professor Alfred Chan Cheung-ming, SBS, JP, Chairperson, Equal Opportunities Commission; Dr MeiKei leong, Chief Technology Officer, Hong Kong Applied Science and Technology Research Institute Company Limited; Mr Yu Kam Hung, Executive Committee Member, China Real Estate Chamber of Commerce Hong Kong and International Chapter Limited; Dr Nigel H Croft, Chairman, ISO Technical Subcommittee on Quality Systems, joined the panel discussion in the afternoon session.

(左起) 香港綠色建築議會主席黃比測量師；平等機會委員會主席陳章明教授，SBS，太平紳士；香港應用科技研究院有限公司首席科技總監楊美基博士；全國工商聯房地產商會香港及國際分會執行委員余錦雄先生；以及國際標準化組織質量體系技術委員會主席倪國夫博士 (Dr Nigel H Croft) 參與下午的討論環節。



▲ Ms Phyllis Li, JP, Deputy Director of Planning (Territorial), Planning Department, the Government of the HKSAR was one of the guest speakers in the Hong Kong session.

香港特區政府規劃署副署長(全港)李志苗太平紳士為香港分場演講嘉賓之一。



▶ The Guangzhou session was successfully held at Jianguo Hotel Guangzhou.

廣州專場假廣州建國酒店舉行。



▲ The Hong Kong session drew over 700 participants during the day.

香港專場全日吸引超過700名人士參與。



Mr P. C. Chan, Chief Operating Officer of HKQAA (right 3); and the guest speakers including Prof Wang Xiao-hui, Professor of Lingnan (University) College in Management, Sun Yat-sen University, and Founder of Lingnan-ISC Environment, Health, and Safety Academy for Chinese Enterprises (left 3); Mr He Li, Dean of Shenzhen Star Social Work College (left 2); Mr Yu Kai-lun, Senior Engineer of Guangdong Provincial Academy of Building Research Group (left 1); Mr Peng Zhi-ping, Associate Dean of China Commerce Management Institute (Guangzhou) (right 2); Dr Hong Meng-na, Chief Operating Officer of Poi-Tech Guangzhou (right 1).

香港品質保證局運營總監陳沛昌先生(右3)與廣州專場的演講嘉賓，包括中大嶺院管理學教授及ISC EHS研究與發展中心創始負責人王曉暉教授(左3)、深圳經濟特區社會工作學院教務長何理先生(左2)、廣東省建築科學研究院高級工程師余凱倫先生(左1)、中商國際管理研究院(廣州)分院副院長彭智平先生(右2)、廣州博依特科技運營總監洪蒙納博士(右1)。

Prof Wang Xiao-hui gave a speech in the Guangzhou session.
王曉暉教授為廣州分場演講。



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Kickoff Ceremony of “HKQAA Hong Kong Registration – Food Waste Recycling”

香港品質保證局香港註冊 — 廚餘回收啟動典禮



On 18 May 2017, HKQAA kicked off the “HKQAA Hong Kong Registration – Food Waste Recycling” scheme. Mr Wong Kam-sing, GBS, JP, Secretary for Environment, the Government of the HKSAR, officiated at the ceremony, which was part of the HKQAA Symposium 2017.

Food Waste Recycling Reduces Waste of Resources

The amount of food waste is increasing rapidly but disposing of this kind of organic waste to landfills is not sustainable as it may impose a burden on our environment. Food waste recycling is one of the approaches to minimising food waste disposal.

In response to industrial and social needs, HKQAA has been subsidised by the Recycling Fund of the Government to develop the “HKQAA Hong Kong Registration – Food Waste Recycling”. The scheme promotes good practice in food waste recycling in order to help enhance industry operations and increase the amount of food waste which is recycled. It also enables our city to move towards a circular economy so that resources are used efficiently throughout their life cycle.

Recycling Fund Subsidises Pilot Programme

Applications for the pilot programme of the scheme, and assessment processes, will begin in July this year. A presentation ceremony will be held to recognise the efforts of participating organisations in facilitating food waste recycling.

In the pilot programme, **the first-year registration fee will be subsidised by the Recycling Fund**. This programme is open to “Companions” who are involved in food waste disposal, such as restaurants and food retailers; Food Waste Collectors involved in food waste collection, separation, transportation and storage; and Recyclers which recycle food waste into semi-finished or finished products.

Ir C. S. Ho, Deputy Chairman of HKQAA, said, “The joint effort of the industry and the community is essential to waste recycling. Hopefully this scheme will motivate the public and industry to support source separation and food waste recycling, thus help reduce food waste disposal in the longrun.”

本局於2017年5月18日舉行的香港品質保證局專題研討會2017上，正式啟動全新註冊計劃——「香港品質保證局香港註冊 — 廚餘回收」，並邀得香港特區政府環境局局長黃錦星太平紳士，擔任啟動儀式的主禮嘉賓。

促進廚餘回收 減少資源浪費

廚餘棄置量日益增加，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。廚餘回收成為減少廚餘的出路之一。

為配合業界及社會需要，本局獲政府回收基金資助，制訂了「香港品質保證局香港註冊 — 廚餘回收」，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，促進循環經濟，讓資源在生命週期中得以善用。

回收基金資助 鼓勵企業試行

本局於今年7月至11月將接收業界申請參加「香港品質保證局香港註冊 — 廚餘回收」試行計劃及進行審核，隨後還會舉行證書頒發儀式，嘉許參與機構對促進廚餘回收的貢獻。

參加試行計劃的機構，**首年註冊費由回收基金資助**。計劃適用對象包括處理廚餘棄置的「同行者」，如食肆及食品零售商；負責收集、分類、運輸及儲存的廚餘收集商；轉化成半製成品或產品的廚餘再造商。

香港品質保證局副主席何志誠工程師表示：「環保回收和再造需要社會各界攜手合作才可取得良好效果。希望計劃能引起商界及社區對廚餘回收的關注，在廚餘分類及回收上自發出力，長遠地減少廚餘棄置。」

Mr Wong Kam-sing, GBS, JP, Secretary for Environment, the Government of the HKSAR (centre), Ir C. S. Ho, Deputy Chairman (left 4), Dr Michael Lam, Chief Executive Officer (left 6) and the Governing Council members of HKQAA witnessed the kickoff ceremony of HKQAA Hong Kong Registration – Food Waste Recycling.

香港特區政府環境局局長黃錦星太平紳士（中）、香港品質保證局副主席何志誠工程師（左4）、總裁林寶興博士（左6）及一眾董事局成員，一同見證「香港品質保證局香港註冊 — 廚餘回收」的啟動。



HKQAA CSR Index Presentation Ceremony 香港品質保證局社會責任指數頒授典禮

The HKQAA CSR Index Presentation Ceremony was held on 18 May 2017 during the breakout session of HKQAA Symposium 2017. This year 34 organisations were presented with CSR Index Marks to recognise their achievements in social responsibility, 19 receiving CSR Advocate Marks and 15 CSR Plus Marks.

HKQAA launched the HKQAA CSR Index in 2008 to provide quantitative metrics for measuring the maturity level of an organisation's social responsibility practices. The Index was developed with reference to ISO 26000 Guidance on Social Responsibility, covering seven core subjects, organisational governance, human rights, labour practices, the environment, fair operating practices, consumer issues and community involvement and development. It provides a framework which organisations can use to improve their social responsibility performance.

Ir C. S. Ho, Deputy Chairman of HKQAA said, "We are glad that a number of organisations have made significant achievements in promoting social responsibility. Their work not only enhances the reputation and competitiveness of the organisations, but also creates value for society and protects the environment. We hope more organisations will join the initiative in future and let's work together to make betterment to our society"

Ir C. S. Ho, Deputy Chairman (left 5, front row); Dr Michael Lam, Chief Executive Officer (left 6, front row) of HKQAA, and the organisations participating in HKQAA CSR Index.

本局副主席何志誠工程師(前排左5)、總裁林寶興博士(前排左6)與一眾「香港品質保證局社會責任指數」的參與機構代表。

Ir C. S. Ho, Deputy Chairman of HKQAA delivered a speech in the ceremony.
本局副主席何志誠工程師在典禮上致辭。



Participating organisations' sharing 參與機構分享

CSR Index Plus Mark 社會責任進階標誌



Mr Frankie Chan,
Deputy General Manager of
Well Born Real Estate
Management Limited (a member
of Henderson Land Group)
偉邦物業管理有限公司(恒基兆業
地產集團成員)副總經理陳偉光先生

"The CSR Index Mark not only enhances the corporate image, but also encourages our colleagues to promote social responsibility, for instance, inviting tenants and business partners to join more CSR activities."

「得到『社會責任指數標誌』不但有助提升公司形象，更鼓勵同事將社會責任工作向外推廣，例如旗下管理的屋苑，鼓勵業主、商業伙伴參與其中，讓社責可以更廣傳開去。」

CSR Advocate Mark 社會責任先導者標誌



Ms Natalie Yuen,
Senior Manager,
Public Affairs and Communications
of Frieslandcampina (Hong Kong)
Limited
菲仕蘭(香港)有限公司公共事務及
傳訊高級經理袁愷心小姐

"We are grateful to receive the CSR Advocate Mark. This programme helps review the existing CSR work and allows our colleagues to learn more about the idea of social responsibility."

「取得『社會責任指數先導者標誌』令我們十分鼓舞，參與計劃不但可檢視公司現行的社會責任工作，亦加深同事對社會責任理念的認識。」

HKQAA CSR Index - List of Participating Organisations

香港品質保證局社會責任指數－參與機構名單

(As of 18 May 2017 截至2017年5月18日)

Name of Organisation	機構名稱	Index type 指數類別
A.S.Watson Industries	屈臣氏實業	A
Alliance Construction Materials Limited	友盟建築材料有限公司	P
ATAL Engineering Group	安樂工程集團	A
Cafe De Coral Holdings Limited	大家樂集團有限公司	P
China Everbright International Limited	中國光大國際有限公司	P
Chun Lee Engineering Company Limited	進利工程有限公司	A
CLP Holdings Limited	中電控股有限公司	P
Crystal Group	晶苑集團	P
Driltech Ground Engineering Limited	鑽達地質工程有限公司	A
Frieslandcampina (Hong Kong) Limited	菲仕蘭（香港）有限公司	A
Fuji Xerox (Hong Kong) Limited	富士施樂（香港）有限公司	P
GP Batteries International Limited	超霸電池國際有限公司	A
Hanison Construction Company Limited	興勝建築有限公司	A
Hip Hing Engineering Company Limited	協興工程有限公司	A
Hong Kong Trade Development Council	香港貿易發展局	A
Housing Department (Development and Construction Division)	房屋署（發展及建築處）	A
Housing Department (Estate Management Division)	房屋署（屋邨管理處）	A
Hsin Chong Group Holdings Limited	新昌集團控股有限公司	A
Jumbo Orient Contracting Limited	東淦工程有限公司	A
Kai Shing Management Services Limited (International Commerce Centre Management Services Office)	啟勝管理服務有限公司（環球貿易廣場）	P
Leo Paper Group (Hong Kong) Limited	利奧紙品集團（香港）有限公司	P
Megastrength Security Services Company Limited, a member of Henderson Land Group	恒基兆業地產集團成員公司－宏力保安服務有限公司	P
New World Development Company Limited	新世界發展有限公司	P
NWS Holdings Limited	新創建集團有限公司	P
Paul Y. Engineering Group Limited	保華建築有限公司	A
Sa Sa International Holdings Limited	莎莎國際控股有限公司	P
Shinryo (Hong Kong) Limited	新菱工程香港有限公司	A
Shinryo Technical Services Limited	新菱技術服務有限公司	A
Shui On Building Contractors Limited	瑞安承建有限公司	A
Shun Tak Holdings Limited	信德集團有限公司	P
Shun Yuen Construction Company Limited	順源建築有限公司	A
The Wharf (Holdings) Limited	九龍倉集團	P
Tong Kee Engineering Limited	棠記工程有限公司	A
Well Born Real Estate Management Limited	偉邦物業管理有限公司	P

Remarks 附註

Index type 指數類別：

A – CSR Advocate Index
社會責任先導者指數



P – CSR Index Plus
社會責任進階指數



Key Findings of HKQAA CSR Index 2016 2016年香港品質保證局社會責任指數重點報告

The Presentation Ceremony for the HKQAA CSR Index was held at the HKQAA Symposium 2017 to recognise the holders of HKQAA CSR Advocate Mark and HKQAA CSR Plus Mark. The benchmarking results of the HKQAA CSR Index 2016 were announced with key findings provided below.

In 2016, a total of 34 organisations demonstrated their commitment to social responsibility by participating in the HKQAA CSR Index series (19 took part in the HKQAA CSR Advocate Index and 15 in the HKQAA CSR Index Plus). Participants included a number of Government departments as well as listed and non-listed sustainability-driven corporations. 7 participants (3 from HKQAA CSR Advocate Index and 4 from HKQAA CSR Index Plus) were new to the schemes.

The average score on the HKQAA CSR Advocate Index was 4.73 out of 5 in 2016, a 2.6% increase as compared to 2015 and a 5.1% increase compared to 2009, the initial year. The average score on the HKQAA CSR Index Plus was 75.8 out of 100 in 2016, an increase of 0.5% compared to 2015.

Please refer to Chart 1 and Chart 2 for the average scores of the 7 core subjects of both indices.

In the HKQAA CSR Advocate Index, the overall performance was stronger in Labour Practices, Consumer Issues and Organisational Governance due to the increasing number of regulations on labour protection and the sets of compliance controls adopted. Government Departments was the best performer, followed by Consumer Goods sector and the Properties and Construction sector.

In the HKQAA CSR Index Plus, Community Involvement and Development achieved the highest score among the core subjects. The Industrial sector was the best performer followed by Utilities sector.

Good Practices Observed

The 2016 verification process revealed that the following CSR initiatives continued to drive the improving CSR performance:

- Top management commitment
- Stakeholder engagement
- Embedding CSR into people management and development
- Strategic community investment
- Accelerating the transition to the circular economy

The findings showed that regular CSR performance reporting was an effective communication mechanism which allowed companies to keep track of and publicly demonstrate a commitment to CSR and sustainability over time. This was conducted to obtain feedback and exchange ideas on CSR-related issues with stakeholders for future improvement and deeper integration.

Hong Kong Exchanges and Clearing Limited (HKEx) has decided to enforce the Environmental, Social and Governance Reporting in its Listing Rules. By doing this, companies can have better risk management, improved access to capital, greater capacity to meet supply chain demands and lower operational costs. The first phase was carried out in 2016, and we look forward to the second phase, i.e. the upgrading of the KPIs in the 'Environmental' subject area of the guide from recommended to 'comply or explain'. With the higher level of company engagement and expectations from stakeholders, we anticipate better overall performance in the area of sustainability, as well as a proactive approach to addressing sustainability challenges and responding to the needs of stakeholders.

香港品質保證局社會責任指數頒授典禮已於本局專題研討會2017上圓滿舉行，分別嘉許獲得「社會責任先導者標誌」及「社會責任進階標誌」的機構。2016年社會責任指數的結果重點報告如下。

2016年，共34間機構參加社會責任指數（19間參與社會責任先導者指數；15間參與社會責任進階指數），展示其對社會責任的承諾。參與機構包括政府部門、上市公司及非上市公司，當中七間為首次參加計劃（三間參與社會責任先導者指數；四間參與社會責任進階指數）。

社會責任先導者指數以5分為滿分，2016年的平均分為4.73分，較2015年上升2.6%，而與計劃推行首年2009年比較，則上升5.1%。社會責任進階指數以100分為滿分，2015年平均分為75.8分，較2015年上升0.5%。

有關兩項指數的七大指標平均分，請參閱表1及表2。

在社會責任先導者指數之中，由於現時勞工保障條例與採用的合規管控措施日漸增多，參與機構在勞動實務、消費者議題與企業管治方面有較優異的成績。當中以政府部門的表現最優秀，其次是消費品行業與物業及建築業。

在社會責任進階指數之中，社會參與和發展方面的成績最佳。在眾多行業之中，產業及公共事業表現較良好。

機構的良好做法

2016年的審核程序顯示，以下舉措持續推動機構改善社會責任表現：

- 最高管理層的承諾
- 持份者參與
- 將社會責任融入人事管理及發展
- 策略性社區投資
- 加速的循環經濟轉型

結果亦顯示，機構定期出版社會責任報告，可形成有效的溝通機制，記錄和公開展示其對社會責任及可持續發展的承諾。報告可成為它們收集持份者意見的渠道，互相交流，以提升社會責任表現，將其深化融入在機構日常營運中。

香港交易及結算所有限公司已決定在《上市規則》中執行《環境、社會及管治報告指引》(ESG指引)，不但有助公司優化風險管理，提高獲得資本的機會，亦改善滿足供應鏈需求的能力，降低運營成本。第一階段已在2016年進行，現在正等待第二階段，即將「指南」中「環境」主題的披露責任提升至「不遵守就解釋」，預料將促使機構進一步改善報告之實質性。隨著公司參與度和持份者的期望水平的提高，我們預計機構在可持續發展方面的整體績效將會更好，並會主動應對可持續發展挑戰及回應持份者的需求。

The overall CSR performance is included in the HKQAA CSR Index Series 2016 Summary Report. The Report includes an analysis of the performance of 714 companies, fulfilling the benchmarking purpose of the HKQAA CSR Index Plus scheme and HKQAA Sustainability Rating and Research (HKQAA SRR). For the full report and enrollment details, please visit HKQAA's website: <http://www.hkqaa.org>.

機構的整體社會責任表現詳見於《香港品質保證局社會責任指數2016年綜合報告》，包括社會責任進階指數與「香港品質保證局可持續發展評級及研究」¹中，共714機構的評比分析。有關詳細報告及報名詳情，請瀏覽本局網站：<http://www.hkqaa.org>。

¹ HKQAA CSR Index Plus is based on the same proprietary sustainability performance assessment methodology as HKQAA SRR. Participants in the CSR Index Plus scheme can therefore benchmark against more than 600 listed companies in HKSAR and PRC which were assessed in the HKQAA SRR on sustainability performance.

¹ 社會責任進階指數採用與「香港品質保證局可持續發展評級及研究」同樣的評定方法，因此參加機構可透過指數，與「可持續發展評級及研究」中所評審的逾600間香港及內地上市公司，進行可持續發展表現評比。

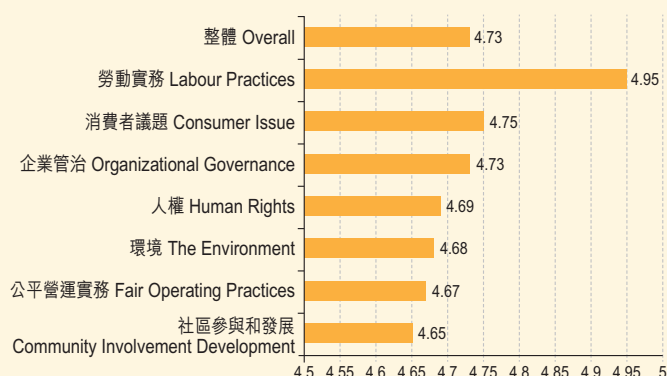


Chart 1 | 表 1

Average Scores of the 7 CSR Core Subjects in 2016 for HKQAA CSR Advocate Index
2016年社會責任先導者指數七大指標平均分



Chart 2 | 表 2

Average Scores of the 7 CSR core subjects in 2016 for HKQAA CSR Index Plus
2016年社會責任進階指數七大指標平均分

HKQAA Certification (Shanghai) Ltd Extended Its Scope of Certification Service to ISO 50001 Energy Management Systems

標準認證服務(上海)有限公司擴展認證服務範圍至ISO 50001能源管理體系

HKQAA Certification (Shanghai) Ltd, a subsidiary of HKQAA in the mainland China, was approved by the Certification and Accreditation Administration of the People's Republic of China (CNCA) to extend the scope of certification service to ISO 50001 Energy Management Systems (EnMS) on 19 May 2017.

ISO 50001 can help organisations improve their energy efficiency, review energy performance, save energy cost and contribute to the reduction of carbon emission. This 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:

香港品質保證局在內地設立的附屬機構—標準認證服務(上海)有限公司，獲中國國家認證認可監督管理委員會批准，於2017年5月19日擴展認證服務範圍至ISO 50001能源管理體系。

ISO 50001有助機構改善其能源效益、審查能源績效、節省能源成本及減少碳排放。此認證適用於各類型及規模的商業、工業或公共機構。欲知更多有關本局所提供的認證和支援服務，請聯絡我們：

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HKQAA Enhancement Programme for Recycling Industry Recognition Ceremony

「HKQAA－提升機構回收運作表現」項目培訓計劃嘉許禮



The HKQAA Enhancement Programme for Recycling Industry by Development of Practice Note and Training Recognition Ceremony was successfully held at Harbour Grand Kowloon on 23 June 2017. During the event, HKQAA announced the official publication of the Guidelines for Hong Kong Recycling Industry Operations, which is subsidised by the Recycling Fund. Mrs Vicki Kwok Wong Wing-ki, Deputy Director of Environmental Protection, Environmental Protection Department, the Government of the HKSAR, is the officiating guest of the ceremony.

Develop Practice Note to Enhance Industry Development

To coordinate with the Government on environment protection development, and to suit the needs of the community and industry, Hong Kong Quality Assurance Agency (HKQAA) recently launched the HKQAA Enhancement Programme for Recycling Industry by Development of Practice Note and Training, which is subsidised by the Government's Recycling Fund. It aims at strengthening the knowledge of recycling industry practitioners, and enhancing their performance and public image, thus boosting the long term development of the industry.

This Programme has developed a Practice Note on the recycling of food waste, waste cooking oil, textiles, rubber, tyres and wood. The Practice Note references international standards as well as the experience and practices of the overseas recycling industry. It also records industry good practices and collects different views from stakeholders through on-site visits and interviews, in order to give a balanced picture of various issues.

Strengthen Knowledge to Promote Good Recycling Practices

Training has been provided to the local recycling industry, with a subsidy from the Recycling Fund, to encourage practitioners to implement good practices. The training courses cover a number of modules, including the background of the Hong Kong recycling industry, the sorting and maintenance of operational records, environmental management, and occupational health and safety management. It enables industry practitioners to have a better understanding of the Practice Note, encouraging them to improve their performance in environmental, occupational health and safety management, as well as promoting the

香港品質保證局於2017年6月23日假九龍海逸君綽酒店舉行「HKQAA－提升機構回收運作表現」項目培訓計劃嘉許禮暨業界分享會，並宣佈在回收基金資助下的《香港回收業運作指南》率先出版。典禮邀得香港特區政府環境保護署副署長郭黃穎琦女士擔任主禮嘉賓。

制訂操作守則 促進業界長遠發展

為配合政府的環保發展規劃，並因應社會發展和業界需要，香港品質保證局推出「HKQAA－提升機構回收運作表現」項目，在「回收基金」的資助下，加強回收從業員的行業知識，協助業界提升專業水平和形象，促進其長遠發展。

此項目制訂有關回收廚餘、廢置食用油、紡織物廢料、廢輪胎及廢木料的操作守則。本局在制訂守則時，參考研究了國際標準、海外回收業界的經驗和做法，同時又進行實地視察及訪問，輯錄本地回收業界的良好做法，並收集相關持份者的意見，以平衡不同方面的考慮。

加強從業員知識 傳承良好回收做法

另一方面，本局舉辦了一系列培訓課程，並透過基金提供培訓津貼予本地回收從業員，推動他們實踐良好的環保回收做法。課程涵蓋香港回收業概覽、分類及運作記錄管理、環境管理，以及職業安全健康管理等內容，旨在加強從業員的行業知識，讓業界更能明白運作守則，推動他們改善在環境、職安健方面的表現，以及促進管理可回收廢物流向記錄的能力。

The Guidelines for Hong Kong Recycling Industry Operations is officially published.
《香港回收業運作指南》正式出版。



Mrs Vicki Kwok, Deputy Director of Environmental Protection, Environmental Protection Department, delivered the keynote remarks in the ceremony. 環保署副署長郭黃穎琦女士在典禮上致辭。



Mrs Vicki Kwok Wong Wing-ki, Deputy Director of Environmental Protection, Environmental Protection Department (left 5, front row), Mr Jimmy Kwok, BBS, MH, JP, Chairperson of the Recycling Fund Advisory Committee (right 4, front row), Mr Wong Hon Ming, Assistant Director of Environmental Protection Department (right 2, front row), Dr Michael Lam, Chief Executive Officer of HKQAA (left 4, front row), Mr Ronald Lau, Chairman of the HKQAA Enhancement Programme for Recycling Industry Steering Committee (right 3, front row) and Steering Committee members, Recycling Fund Advisory Committee members and guest speakers.

環保署副署長郭黃穎琦女士（前排，左五）、回收基金諮詢委員會主席郭振華先生，BBS, MH, 太平紳士（前排，右四）、環保署助理署長黃漢明先生（前排，右二）、香港品質保證局總裁林寶興博士（前排，左四）、「HKQAA－提升回收業運作表現」項目指導委員會主席劉耀輝先生（前排，右三）、一眾項目指導委員會成員、回收基金諮詢委員會委員及演講嘉賓合照。

appropriate maintenance of downstream records of recyclable materials.

Mr Ronald Lau, Chairman of the HKQAA Enhancement Programme for Recycling Industry Steering Committee, said "HKQAA intends the training courses to be 'Train-the-Trainer' courses. Apart from self-improvement, trainees will pass on their knowledge and contribute to the industry in the long run. I hope this Programme can sow the seeds of good recycling practices."

There has been an overwhelming response from industry since the launch of the training. A total of 1,200 trainees have joined the training courses and around 200 trainees have successfully completed all modules. In addition to recognising the trainees in today's ceremony, several industry representatives also shared their experience in environmental protection and anticipated industry trends.

Free Distribution to Encourage Implementation

Today HKQAA announced that, with the subsidy of the Recycling Fund, the Guidelines for Hong Kong Recycling Industry Operations is officially published and distributed to the local recycling industry at no charge. An electronic copy will also be uploaded to the website for industry members, other stakeholders and the public to encourage implementation.

Dr Michael Lam, Chief Executive Officer of HKQAA, said "I hope that the Programme and the Guidelines for Hong Kong Recycling Industry Operations can promote good practices, enhance the industry's operational performance and facilitate long-term development. In this way, every organisation and every practitioner can maximise their social function, and create greater value for the environment and the society."

Mr Ronald Lau, Chairman of the HKQAA Enhancement Programme for Recycling Industry Steering Committee (middle, front row), and Steering Committee members, Miss Joanne Lee (left 3, front row) and Mr Ken K Y So (right 3, front row), recognised the trainees. 「HKQAA—提升回收業運作表現」項目指導委員會主席劉耀輝先生(前排·中)、項目指導委員會成員李琬婷小姐(前排·左三)、蘇國賢先生(前排·右三)一同嘉許培訓學員。



「HKQAA—提升機構回收運作表現」項目指導委員會主席劉耀輝先生表示：「香港品質保證局銳意將課程設計成「培訓導師」(Train-the-Trainer)課程，學員除了自我增值外，更背負著傳授者的重任，將良好的做法薪火相傳，促進行業的長遠發展。」他期望項目能夠播下美好的種籽，推動業界人士傳承良好的做法。

自培訓計劃推行以來，得到業界踴躍支持，合共1,200人次參加，並有近200位學員修畢所有單元的課程。本局除了在今日的典禮上，嘉許修畢培訓之學員外，亦邀請了多位業界代表，在活動中分享實踐環保的經驗和心得，以及展望業界的未來發展。

指南供免費下載 鼓勵業界付諸實踐

此外，本局亦在典禮上宣佈，在回收基金資助下，《香港回收業運作指南》正式出版，免費分發予本地回收業界，並上載電子檔到網站，方便業界、持分者及社會公眾參考和使用守則，鼓勵他們付諸實踐。

香港品質保證局總裁林寶興博士欣然表示：「期望『HKQAA—提升機構回收運作表現』項目及《香港回收業運作指南》，有助推動回收從業員實踐良好做法，提升機構整體表現，促進業界長遠地優化水平，讓每一間從事回收業的機構、每一位回收從業員，發揮更大的社會功能，為環保和社會締造更大的價值。」



▲ (左起) 香港品質保證局助理總經理蔣齊仲女士、香港資源再生總會會長陳錫琨先生、香港環保廢料再造業總商會主席劉耀成博士、中港澳環衛總商會環保總幹事李琬婷小姐、以及香港再生資源總商會副會長劉榕標先生參與業界分享會。

(From left) Ms Meico Cheong, Assistant General Manager of HKQAA, Mr Chan Sik Kwan, President of Hong Kong Recycle and Development Association, Dr Lau Yiu Shing, Chairman of Hong Kong Recycle Materials & Re-production Business General Association Limited, Ms Joanne Lee, Director General of Environmental Protection, The Federation of Environmental and Hygienic Services, and Mr Lau Yung Pui, Deputy Chairman of Hong Kong Recycling Chamber of Commerce participated in the Industry Forum.

Guests, trainees, participants and "Big Waster" witnessed the official publication of the Guidelines for Hong Kong Recycling Industry Operations.

現場嘉賓、培訓學員、出席者與「大嘍鬼」一同見證《香港回收業運作指南》正式出版。



HKQAA Macau Branch Grand Opening Cocktail Reception 香港品質保證局澳門分公司開幕酒會

The HKQAA Macau Branch Grand Opening Cocktail Reception was successfully held at Four Seasons Hotel Macao, Cotai Strip on 18 July 2017. Dr Shuen Ka Hung, on behalf of the Secretariat for Economy and Finance, the Macau Government, officiated at the ceremony. Ms Leong On Kei, Macau Legislative Assembly member, Mr Mak Soi Kun, Macau Legislative Assembly member and HKQAA Governing Council member, and Ms Maria Helena de Senna Fernandes, Director of the Macao Government Tourist Office, also participated in the ribbon cutting ceremony.

Nurture Talents and Optimise Macau's Advantages

In line with the 13th National Five-Year Plan, the Belt and Road Initiative, and the Five-Year Development Plan of the Macau Special Administrative Region, HKQAA has announced the opening of its Macau Branch to collaborate with local industry to optimise the business advantages of Macau, nurture talents and strengthen regional cooperation.

Dr Michael Lam, Chief Executive Officer of HKQAA, said, "HKQAA strives to train more professionals for Macau's industries, as well as facilitate regional exchange of knowledge and experience. We are also dedicated to maximising the role of conformity assessment services in enhancing industry development and achieving management excellence. By introducing advanced international management systems and providing certification and verification services, we help local industry improve management performance and utilise its competitive edge. These services also encourage systematic energy and carbon management, which align with the Government's policy on environmental protection."

Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, expressed, "We believe that opening the Macau branch will further facilitate cooperation between the HKQAA, the Macau Government, industry and the community. I hope, in the near future, we can develop a closer relationship with different sectors, and jointly support the development of local enterprises, society and economy."

HKQAA Governing Council members and guests made a toast during the ceremony. 香港品質保證局董事成員及多位嘉賓一同進行祝酒儀式。



香港品質保證局於2017年7月18日，假澳門四季酒店舉行「香港品質保證局澳門分公司開幕酒會」，邀得澳門特別行政區經濟財政司司長代表孫家雄博士擔任主禮嘉賓；澳門立法會議員梁安琪女士、澳門立法會議員及香港品質保證局董事局成員麥瑞權先生，以及旅遊局局長文綺華女士，亦有參與開幕禮的剪綵儀式。

積極培育人才 優化澳門優勢

為配合國家「十三五」規劃、「一帶一路」發展策略，以及澳門特區政府的「五年發展規劃」等施政方向，本局在典禮上宣佈於澳門設立分公司，與本地工商、旅遊等界別攜手優化澳門的產業優勢，加強培育人才，深化區域合作。

本局總裁林寶興博士表示：「本局將協助澳門工商界培訓更多專業人才，促進區域知識和經驗交流；亦銳意發揮合格評定服務對促進行業發展和優質管理的角色，通過引入國際先進的管理標準，提供認證和核查等服務，協助本地工商界提升管理績效，發揮澳門產業及服務業的優勢；並配合特區政府的環保政策，推動節能減碳的系統化管理，為綠色經濟出一分力。」

本局主席盧偉國議員博士工程師道：「深信今日澳門分公司的開幕，將進一步促進我們與澳門特區政府、業界和社區之間的交流合作。希望在不久的將來，我們能夠與各界締結更緊密的關係，攜手推動本地機構蓬勃發展、不斷進步，為澳門的社會和經濟作出更大的貢獻！」



Dr Shuen Ka Hung, on behalf of the Secretariat for Economy and Finance, the Macau Government (Left 4), Ms Leong On Kei, Macau Legislative Assembly member (Left 2), Mr Mak Soi Kun, Macau Legislative Assembly member and HKQAA Governing Council member (Right 2), Ms Maria Helena de Senna Fernandes, Director of the Macao Government Tourist Office (Right 3), Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA (Right 4), Ir C. S. Ho, Deputy Chairman of HKQAA (Left 3), Ir Prof Peter Mok, Honorary Chairman of HKQAA (Left 1), and Dr Michael Lam, Chief Executive Officer of HKQAA (Right 1), participated in the ribbon cutting ceremony.

澳門特別行政區經濟財政司司長代表孫家雄博士（左四）、澳門立法會議員梁安琪女士（左二）、澳門立法會議員及香港品質保證局董事局成員麥瑞權先生（右二）、澳門特區政府旅遊局局長文綺華女士（右三）、香港品質保證局主席盧偉國議員博士工程師（右四）、副主席何志誠工程師（左三）、名譽主席莫國和教授工程師（左一）、以及總裁林寶興博士（右一）為開幕禮剪綵。

International 國際

Nigel Croft awarded Medal by American Society for Quality

Dr Nigel H Croft, HKQAA's Associate Technical Director, has been awarded the American Society for Quality Freund-Marquardt Medal for 2017. This is presented annually to nominees who have applied quality principles to the development, implementation, and literature of management standards. The citation on Dr Croft's award reads as follows: "For his passion, dedication and leadership in the application of quality management principles to the development, promotion and implementation of quality management system standards on a global scale, for over twenty years"



倪國夫博士被授予美國質量協會獎章

香港品質保證局技術總監倪國夫博士 (Dr Nigel H Croft) 被授予美國質量協會2017年馬卡德獎章。每年，該協會授予獎章給應用質量準則，促進管理標準發展、實踐及起草的被提名者。在倪國夫博士的獲獎介紹中提到：「二十多年來，他在質量準則應用方面的熱忱、奉獻及領導才能，協助促進全球的質量管理體系標準發展、宣傳及實踐。」

Revision to ISO Quality Standard for Local Government

The new revision of ISO 18091 (Guidelines for the application of ISO 9001 in local government) has reached the Committee Draft ("CD") stage. The revision will align this standard with the 2015 version of ISO 9001. In addition to providing guidance on the implementation of a quality management system in the local government context, ISO 18091 also contains the following useful annexes:

- Annex A provides information about some typical local government processes
- Annex B gives a description of a diagnostic model that can be used as a starting point for the implementation of an integral quality management system aiming for a reliable local government.
- Annex C shows how to support the achievement of the United Nations Sustainable Development Goals through the implementation of ISO 18091.
- Annex D describes the functioning and conditions for the creation of an "Integral Citizens' Observatory" as a tool for citizen participation and the accountability of a local government.

本地政府 ISO 質量標準修訂

ISO 18091 的新版本 (ISO 9001 本地政府應用指引) 已經進入委員會草案 (CD) 階段。修訂版本會將此標準與 ISO 9001 的 2015 年版本保持一致。除了為本地政府提供實踐質量管理體系的指引外，ISO 18091 還包含以下有用的附件：

- 附件A提供代表性地方政府流程的資訊
- 附件B提供診斷範例的描述說明，以作為實踐一個完整的質量管理體系的起點，從而建立一個值得信賴的地方政府
- 附件C展示如何透過實踐 ISO 18091，實現聯合國永續發展目標
- 附件D描述建立一個一體化公民觀察站 ("Integral Citizens' Observatory") 所需的功能和條件，以配合公民參與和地方政府問責。

New ISO Handbook for ISO 14001 in Small Businesses

For SMEs, implementing an environmental management system can be a real challenge as technical and financial resources, in addition to staff time, is often limited. ISO has recently published a revision to its handbook "ISO 14001:2015 Environmental management systems – A practical guide for SMEs" updated to take into account the latest edition of the standard, published in 2015.

新版 ISO 14001 小型企業手冊

對於中小企業來說，實踐環境管理體系是個挑戰，因為員工工作時間有限，技術和財政資源亦同樣有限。近日，ISO 出版了《ISO 14001：2015 環境管理體系—中小型企業實用指南》手冊的修訂版，以涵蓋於2015年出版的最新標準。

New version of ISO 22000 on schedule for publication in 2018

The new revision of ISO's food safety management system standard has just reached the Draft International Standard (DIS) phase. The new version will adopt ISO's High-Level Structure (HLS), which is the common framework for all management systems standards, making it easier for businesses to integrate with other components of their management system such as quality, environment, and health and safety. Risk is a vital concept for food businesses and the standard will distinguish between risk at the operational level (through the Hazard Analysis Critical Control Point approach, or HACCP) and risk at the strategic level of the management system (business risk) with its ability to embrace opportunities in order to reach a business's specific goals.

ISO 22000 新版本將如期於2018年出版

ISO 食品安全管理體系標準的最新修訂案已進入國際標準草案 (DIS) 階段。新版本將採用所有管理體系標準的通用框架—ISO 高階架構，以便企業結合其他管理體系元素，如質量、環境、以及健康與安全。風險是食品行業中一個重要的概念。通過危害分析和關鍵控制點 (HACCP)，此標準將區分在營運層面上的風險，以及在管理體系策略層面上的風險 (商業風險)，能把握機遇以達至企業的特定目標的能力。

ISO 22000 修訂版本預計於2018年6月出版。

The revised version of ISO 22000 is expected to be published by June 2018.

New Certified Clients 新認證客戶

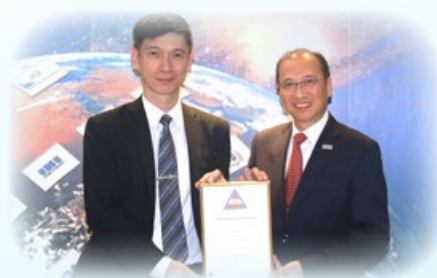
February to April 2017
2017年2月至4月

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 February to April 2017, we have been pleased to welcome 22 organisations to our community. Among them, they have obtained 27 certificates of HCS, HACCP, ISO 9001, ISO 14001, ISO 22000, OHSAS 18001, QSPSC, SA 8000, SQM and TL-H 5.5/5.0. 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2017年2月至4月期間，香港品質保證局共頒發27張證書，包括HCS、HACCP、ISO 9001、ISO 14001、ISO 22000、OHSAS 18001、QSPSC、SA 8000、SQM及TL-H 5.5/5.0。在此謹祝賀22家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和持份者帶來更大的裨益。



特訂服務

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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，範圍遍及核查、評審、認證、註冊、培訓、調查、研究及其他專業服務。

請與我們的業務部聯絡，我們會摯誠為您制訂切合業務需要的服務。

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

Mainland China 中国内地

Aug - Nov 2017 2017年8月至11月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) RMB 收费 (每人) 人民币	Course Code & Date 课程编号及日期			
			Aug 八月	Sep 九月	Oct十月	Nov 十一月
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/GZ08A GZ 01-03		VM3P/GZ10A GZ 23-25	
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/GZ08A GZ 10			QMS4P/GZ11A GZ 09
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	1	RMB 1,200		QM07P/SH09A SH 04		QM07P/GZ11A 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/SH08A SH 07-08			
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/GZ11A GZ 01-03
TL 9000 R5.5/R5.0 Quality Management Systems - Auditing TL 9000 R5.5/R5.0 电信业质量管理体系审核员 (QuEST Forum 授权课程)	5	RMB 16,000	TL02P/GZ08A GZ 14-18			
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/GZ09A GZ 04-06		
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	2	RMB 1,600	MT71P/SH08A SH 22-23		MT71P/GZ10A GZ 19-20	
VDA 6.3 Process Audit VDA 6.3 过程审核	1	RMB 1,200			EO06P/SH10A SH 20	
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系内审员培训	3	RMB 2,800		ISE7P/GZ09A GZ 19-21		
ISO 13485:2016 Medical Device Industry Quality Management System - Internal Auditor Training ISO 13485:2016 医疗器械行业质量管理体系内部审核员培训	3	RMB 2,400		GM20P/GZ09A GZ 27-29		
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/GZ08A GZ 30-31			
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	3	RMB 3,000			ISE9P/GZ10A GZ 09-11	
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/SH09A SH 07-08		
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/GZ11A GZ 21-22
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/GZ08A GZ 09-11			
ISO 31000:2009 Risk Management System - Internal Auditor Training ISO 31000:2009 风险管理体系内部审核员培训	2	RMB 2,500				RM15P/GZ11A GZ 29-30
ISO 55001:2014 Asset Management System - Implementation ISO 55001:2014 资产管理体系实施工作坊	6	RMB 9,000		SM03P/GZ09A GZ 8; 11-15		
ISO 22000:2005 Food Safety Management Systems -Internal FSMS Auditor Training ISO 22000:2005 食品安全管理体系内部审核员课程	3	RMB 1,800				HA7P/GZ11A GZ 13-15
ESD System Internal Auditor Training 静电管理体系内部审核员	2	RMB 2,400			ES29P/GZ10A GZ 26-27	
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/GZ08A GZ 04			
JIT (Just In Time) of Lean Production 精益生产之 JIT (准时生产)	2	RMB 2,500		GM21P/SH09A SH 14-15		
GD&T Gage Design and Detection in Practice GD&T 检具设计及检测	2	RMB 3,000				GM14P/GZ11A GZ 16-17
Flexie Production Planning Management 柔性生产计划与排程管理	2	RMB 2,500			EC08P/SH10A SH 06-07	
TPM - Total Productive Maintenance TPM-全面生产管理实战	2	RMB 2,500			GM26P/GZ10A GZ 12-13	
Measurement System Analysis MSA 测量系统分析	1	RMB 1,000		MS06P/GZ09A GZ 22		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理	2	RMB 2,500	GM13P/GZ08A GZ 23-24			
Key to Strong Enterprise — Quality Circle Operation 强企之本——品质圈 QCC 运作	2	RMB 1,800				ES28P/SH11A SH 29-30
8D-Quality Problem Analysis and Solving 8D- 质量问题分析	1	RMB 1,200			ES29P/GZ10A GZ 16	
Project Management 项目管理	2	RMB 3,000				MS17P/SH11A SH 13-14
Statistical Process Control SPC 统计过程控制	1	RMB 1,000		MS20P/GZ09A GZ 18		
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	1	RMB 1,000	MS04P/GZ08A GZ 22			
Seven QC Tools (Traditional & New) QC 七大手法	2	RMB 2,400			GM12P/SH10A SH 14-15	
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	2	RMB 2,500	MS19P/SH08A SH 10-11			
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	2	RMB 2,400	GM07P/GZ08A GZ 07-08			
Time Management 时间管理	1	RMB 1,000		MS18P/SH09A SH 28		
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/GZ08A GZ 28-29		GM06P/GZ10A GZ 17-18	
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/SH11A SH 20-21
Management Skills for Middle Management 中层管理人员管理技能培训	2	RMB 2,400	MS14P/SH08A SH 02-03			
Employee Motivation 员工动力驱动器——员工激励	2	RMB 2,800				GM23P/GZ11A GZ 07-08
Mind Map@ : 思维导图轻松提升工作效率	1	RMB 2,000		M504P/GZ09A GZ 01		
Zodiak@ : 商业策略、决策及财务游戏工作坊	1	RMB 1,500			M519P/SH10A SH 25-26	
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理	2	RMB 2,500				GM25P/GZ11A GZ 27-28

For registration and enquiry
報名及查詢






























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


















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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			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality and Integrated Management Systems 質量和綜合管理						
ISO 9001:2008 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-11B 01
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-08B 03-04		VM3C/HK-11B 09-10
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-08B 03	VM1C/HK-09A 06	VM1C/HK-10A 03
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-08A 14-15	VM3C/HK-09A 26-27	VM3C/HK-10A 30-31
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-08A 24	MT23C/HK-10A 24	
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-11A 24
CQI & IRCA Certified ISO 9001:2015 Lead Auditor (Quality Management Systems) Training Course (18030) ISO 9001:2015 質量管理體系 - 主任審核員證書培訓課程		5	HKD 12,000/ HKD 11,500*		QMS/IRCA/10 16-20	
Environmental Conservation 環境保育						
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-08B 01-02		
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-10A 04	EMS2C/HK-11A 14
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-08A 03-04	EMS3C/HK-10A 26-27	
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-11A 15
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective 風險和機會基於方法與方面識別與生命週期視角		1	HKD 1,680	EM19C/HK-08A 07		
CQI & IRCA Certified ISO 14001:2015 Lead Auditor (Environmental Management Systems) Training Course (18040) ISO 14001:2015 環境管理體系 - 主任審核員證書培訓課程		5	HKD 12,000/ HKD 11,500*			EMS/IRCA/11 06-10
CQI & IRCA Certified ISO 14001:2015 Auditor Transition (Environmental Management Systems) (17967)		2	HKD 4,800/ HKD 4,300*			EM20E/HK-11A 30 Oct - 1 Nov
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-10A 06	
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-08A 14-18		
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2011 能源管理系統 - 主任審核員轉證書培訓課程		3	HKD 6,000/ HKD 5,500*	EM11C/HK-08A 14-16		
GreenHouse Gas Verifier Training 溫室氣體驗證員		2	HKD 3,500/ HKD 3,300*		EM09C/HK-09A 21-22	
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-09A 22	OHS8C/HK-11A 17
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-08A 16-17	OHS9C/HK-10A 30-31	
Preparatory Course for ISO 45001 (Occupational Health & Safety Management Systems) 理解工廠和工業活動 (安全) 管理 (F&U(SM)R) 為 OHSAS 18001 實踐者		1	HKD 1,680/ HKD 1,580*	OH18C/HK-09A 22		
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&U(SM)R) for OHSAS 18001 Practitioners		1	HKD 1,500	OH15C/HK-08A 16		
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-11A 10
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-08A 28-29		
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-09A 12-13	
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備 - 基礎		1	HKD 1,500			QM04C/HK-11A 02
食品事故應變及風險管理課程		2	HKD 2,000	M085C/HK-08A 7 & 16		
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						
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*		PC01C/HK-09A 14-15	PC01C/HK-10A 26-27
Hogan Assessment Certification Workshop 2016		2	HKD 18,500		PC06E/HK-09A 13-14	PC06E/HK-11A 22-23

Hong Kong 香港

Aug - Nov 2017 2017年8月至11月

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
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-08A 10		M911C/HK-11A 03
Fundamental Law for Office Administrators 行政人員基礎法律知識		1	HKD 1,500		M920C/HK-10A 18	
Fundamental Law for Education Administrators 教育行政人員基礎法律知識		1	HKD 1,500	M917C/HK-09A 29		
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-10A 04	
Legal Fundamentals of Tendering		1	HKD 1,500	M909C/HK-09A 06		
Fundamental Contract Law for Managers and Professionals 管理者必須認識的合同法		1	HKD 1,500	M906C/HK-08A 29		M906C/HK-11A 23
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-10A 30	
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-09A 14		
香港食物安全管理法律實務		1	HKD 1,500		M922C/HK-10A 06	
場所與設施管理必用法律		1	HKD 1,500	M923C/HK-09A 22		
Essential of Employment Ordinance		Half-day	HKD 750	M924C/HK-08A 02		M924C/HK-11A 20
Introduction to Company Law for Non-lawyers		1	HKD 1,500	M925C/HK-09A 21		M925C/HK-11A 15
《商品說明條例》法律進階班		1	HKD 1,500		M926C/HK-10A 09	
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-10A 23
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-08A 04		
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-08A 24		
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-10A 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/HK-09A 19		M022C/HK-11A 17
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-10A 23	
Workshop on Business Process Improvement 業務流程改善培訓工作坊		1	HKD 1,080/ HKD 980*	M024C/HK-09A 18		
Workshop on Effective Project Management 有效項目管理培訓工作坊		1	HKD 1,080/ HKD 980*	M025C/HK-08A 22		M025C/HK-11A 23
Workshop on Effective Performance Appraisal 個人績效管理工作坊		1	HKD 1,080/ HKD 980*	M026C/HK-09A 12		
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-08A 18	M028C/HK-10A 20	
Business English Series 職場實用英語系列						
Professional Written Replies to Complaints Workshop		1	HKD 1,400/ HKD 1,150*		M065E/HK-09A 01	
Report Writing Workshop		1	HKD 1,400/ HKD 1,150*			M066E/HK-10A 31
Effective Proposal Writing Workshop		1	HKD 1,400/ HKD 1,150*	M068E/HK-08A 04		M068E/HK-11A 07
Effective Communication in Meetings		1	HKD 1,400/ HKD 1,150*		M076E/HK-10A 09	
Effective Presentation Skills		1	HKD 1,400/ HKD 1,150*	M077E/HK08A 09		M077E/HK11A 13
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-08A 02		RM01C/HK-11A 13
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-08A 02		RM04C/HK-11A 13
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-08A 16		MT14C/HK-10A 06
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-10A 16-17	
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-11A 09
Telecommunications, Information Security and Management 電信、資訊保安與管理						
ISO/IEC 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-08A 22		ISE3C/HK-11A 06
TL 9000 R5.5/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) (English)		3	HKD 10,500/ HKD 10,200**		TL02E/HK-10A 23-25	
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-11A 10

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

Last Updated Date : 13 June 2017

** 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

Introduction to Design Thinking 設計思維入門

Course Contents 課程內容：

- Basic Concept of Design Thinking 設計思維的基本概念
- Core Value of Design Thinking 設計思維的核心價值
- Experiential Learning What Is Design Thinking 體驗何謂設計思維
 - Understanding: How to enlarge what you knowing? 如何有效擴大認知的範疇？
 - Observation: How to listen the hidden message? 如何放大微弱的市場需求訊號？
 - Point of View: How to create Insight? 如何啟發創新思維？
 - Ideation: How to create under constraints? 如何在有限的條件作最優異的構想？
 - Prototype: How to use hands to think and communication? 如何用手溝通與思考？
 - Testing and Feedback: How to co-create with customers? 如何與客戶進行有效的共創？
- Establish corporate culture with Design Thinking 設計思維為企業建立新文化

Date	日期	29 August 2017 2017年8月 28日
Time	時間	9:30am - 5:00pm 早上9時30分至下午5時
Venue	地點	19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language	語言	Cantonese 廣東話
Speaker	講者	Mr Mac Leung, Design Thinking Certified Facilitator 「設計思維」認可導師梁銳光先生

Enquiry 查詢
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Advanced Seminar on False Trade Description and Mis-selling 《商品說明條例》法律進階班

Course Contents 課程內容：

- Overview of Trade Description Ordinance (Cap. 362) 《商品說明條例》(第362章) 介紹
- Application of trade description into services 商品說明的恰當應用
- Offences in respects of trade description 商品說明的相關罪行
- False, misleading or incomplete information 虛假、誤導或不完整的資訊
- Unfair trade practices 不良營商手法
- Trade descriptions dos and don'ts 商品說明中的可及及不可做
- Vicarious liabilities 他人刑責轉嫁責任

Date	日期	9 October 2017 2017年10月9日
Time	時間	9:30am - 5:00pm 早上9時30分至下午5時
Venue	地點	19/F, K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language	語言	Cantonese with English materials 廣東話輔以英文教材
Speaker	講者	Practising Barrister(s) 執業大律師

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