



VISION 管略

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Improve Customer Satisfaction through Effective Complaint-Handling Processes

With advances in technology and improvements in people's quality of life, customers have higher expectations for goods and services, and are more likely to complain when their standards are not met. Customer complaints present a challenge for every organisation, regardless of its size, location or sector. Dealing with complaints is difficult, particularly for employees without the necessary experience and knowledge.

An effective and efficient complaint-handling process provides guidance for employees, helping minimise the possible adverse impact on an organisation, and improves its image. In response to market needs, the International Organisation for Standardization (ISO) first published ISO 10002 (Quality management-customer satisfaction-guidelines for complaints handling in organisations) in 2004 to provide guidance on the process of complaints handling related to products within an organisation. In July 2018, International Organisation for Standardization (ISO) published a new version of ISO 10002 called 10002:2018. This update aligns better with ISO 9001:2015, improving consistency with the other consumer-facing standards in the series. This issue of VISION presents the key content and advantages of the new standard.

We hope that the new edition of ISO 10002 will encourage more organisations to implement an effective complaint-handling process and assist them in dealing with customer feedback in a systematic way. This will help organisations to establish a customer-oriented corporate image and improve customer satisfaction, thereby increasing competitiveness.

有效投訴處理程序 提升顧客滿意度

隨著社會進步，生活質素改善，顧客對貨品和服務的期望越來越高，無論任何規模、地區或行業的機構，都需要面對客戶投訴的問題。事實上，處理客戶投訴是一項極具挑戰性的工作，對缺乏這方面經驗和知識的員工而言，困難尤甚。

一套既有效又具效率的投訴處理機制，不但可提供指引予員工參考，有助減低客戶投訴帶來的負面影響，還能夠改善機構的形象。國際標準化組織 (ISO) 因應市場需要，於2004年初次推出ISO 10002「質量管理—顧客滿意—組織處理投訴指南」，為機構提供客戶投訴處理程序的指引。此標準於今年七月推出了新修訂版ISO 10002:2018，提升了與ISO 9001:2015及其他顧客服務標準的相容性。今期《管略》將介紹ISO 10002:2018的重點內容及好處。

期望新版ISO 10002可鼓勵更多機構推行有效的投訴處理程序，協助他們更有系統地處理客戶反饋，建立「以客為本」的企業形象，提升顧客滿意度，加強在市場上的競爭力。

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ISO 10002:2018 - The New Revised Guidance Standard for Handling Customer Complaints

ISO 10002:2018 — 顧客投訴處理標準新修訂版

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ISO has recently published its updated suite of consumer-facing quality guidance standards, including the new version of ISO 10002 “Quality management — Customer satisfaction — Guidelines for complaints handling in organisations”. Developed by Sub-committee SC3 of ISO/TC176, at the request of ISO’s Consumer Policy Committee (COPOLCO), ISO 10002 was first published in 2004 and updated in 2014. The new version, ISO 10002:2018, has been further improved to align better with ISO 9001:2015 and to improve consistency with the other consumer-facing standards in the series. These include:

- ISO 10001:2018, “Quality management — Customer satisfaction — Guidelines for codes of conduct for organisations”
- ISO 10003:2018, “Quality management — Customer satisfaction — Guidelines for dispute resolution external to organisations”
- ISO 10004:2018, “Quality management — Customer satisfaction — Guidelines for monitoring and measuring”

None of these standards are intended for contractual purposes, but provide valuable recommendations about how to properly interface with customers, seek and process customer feedback, and deal with customer complaints. ISO 10002 specifically aims to benefit organisations and complainants alike, through a transparent complaints-handling process that can drive both improvements and savings. The information obtained through such a process can lead to improvements in products, services and other organisational processes and, where the complaints are properly handled, can improve the reputation of the organisation, regardless of its size, location or sector.

Complaints Handling as An Important Part of the Quality Management System

The complaints handling process is likely to be most effective when it is used as one component of a functioning quality management system. Whilst ISO 10002:2018 is compatible with both ISO 9001:2015 and ISO 9004:2018, and supports the objectives of these two standards through the effective and efficient application of a complaints-handling process, it can also be used as stand-alone guidance for organisations that have not implemented either of those two quality management system standards.

ISO 9001:2015 specifies requirements for a quality management system aimed primarily at providing customers with products and services that meet their needs and expectations, including any relevant regulatory or statutory requirements, thereby enhancing overall customer satisfaction. The process for complaints handling described in ISO 10002:2018 can be used to enhance such a quality management system. In addition to providing valuable feedback to an organisation in the overall “Plan-Do-Check-Act” cycle, it can also help to recover the confidence of dissatisfied, but otherwise loyal, customers when problems occur.

ISO 9004:2018 goes beyond the requirements of ISO 9001 and provides guidance for an organisation to achieve long-term sustained success, with customer satisfaction at the core. The use of ISO 10002:2018 can help to enhance an organisation’s performance and facilitate continual improvement of the quality of products, services and processes based on feedback not only from customers,

國際標準化組織 (ISO) 最近為一系列有關顧客服務質素的標準推出了新修訂版，當中包括了新版的 ISO 10002「質量管理－顧客滿意－組織處理投訴指南」。此標準最初是應 ISO 消費者政策委員會 (COPOLCO) 的要求，由 ISO/TC176 的 SC3 技術委員會編撰，於 2004 年初次推出，並於 2014 年修訂過一次。本次的新修訂版 ISO 10002:2018，則提升了與 ISO 9001:2015 及其他顧客服務標準的相容性，包括：

- ISO 10001:2018「質量管理－顧客滿意－組織行為規範指南」
- ISO 10003:2018「質量管理－顧客滿意－組織外部爭議解決指南」
- ISO 10004:2018「質量管理－顧客滿意－監視及測量指南」

以上的標準均非作為合約內容而編寫，而是就機構如何進行妥善的顧客互動、尋求及處理顧客的反饋、處理顧客投訴等方面提供指引。其中，ISO 10002 旨在通過具透明度的投訴處理程序，以提升機構表現及節省開支，讓機構及投訴人雙方均可以得益。此外，從此項程序中獲得的資訊，能有助改善機構的產品、服務及其他程序；而無論對於任何規模、地點或行業的機構來說，投訴得到妥善處理，機構的聲譽亦會相對提升。

投訴處理——質量管理體系的重要一環

投訴處理程序若在一个有效的質量管理體系中運行，將能得到最大的效益。ISO 10002:2018 可與 ISO 9001:2015 及 ISO 9004:2018 相容，並透過其有效且具效率的投訴處理機制，支援該兩項質量管理標準的目標；然而，即使機構並未實行該兩項管理體系，亦可將 ISO 10002:2018 用作獨立的投訴處理指引。

ISO 9001:2015 列出對質量管理體系的要求，以提供符合顧客需要及期望的產品和服務，並遵從相關的規例及法例要求，最終達致顧客滿意度的提升。而 ISO 10002:2018 中列出的投訴處理程序，則可進一步支援此質量管理體系——除了為機構本身的「策劃－執行－檢查－行動 (PDCA)」模式提供資訊寶貴的回饋外，亦有助於問題發生時，挽回那些對產品或服務感到不滿，但仍希望繼續使用的顧客信心。

相較 ISO 9001，ISO 9004:2018 則進一步聚焦於機構如何達到長遠及可持續的成功，尤其是在顧客的滿意度方面；而 ISO 10002:2018 可幫助機構收集顧客及任何涉及投訴機制的利益相關方之意見，如供應

but also from other relevant interested parties such as suppliers, industry and consumer organisations, relevant government agencies, personnel, owners and others who are affected by the complaints-handling process.

Benefits of Using ISO 10002:2018

As stated in the introduction to the new standard, the implementation of the process described in ISO 10002:2018 can:

- provide a complainant with access to an open and responsive complaints-handling process;
- enhance the ability of the organisation to resolve complaints in a consistent, systematic, and responsive manner, to the satisfaction of the complainant and the organisation;
- enhance the ability of the organisation to identify trends and eliminate causes of complaints, and improve the organisation's operations;
- help the organisation create a customer-focused approach to resolving complaints, and encourage personnel to improve their skills in working with customers;
- provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints, and process improvements made.

Structure and Content of ISO 10002:2018

ISO 10002:2018 provides guidance for organisations to plan, design, develop, operate, maintain and improve an effective and efficient complaints-handling process for all types of commercial or non-commercial activities, including those related to electronic commerce.

After the usual introductory clauses, Clause 4 of ISO 10002:2018 defines, in clear language, fourteen principles on which a good complaints handling process should be built. In summary, these are:

- **Commitment**
Defining and implementing a complaints-handling process.
- **Capacity**
Allocation of sufficient resources, managed effectively and efficiently.
- **Transparency**
Communicated the process to customers, personnel and other relevant interested parties. Individual complainants should be provided with adequate information about the handling of their complaint.
- **Accessibility**
The process should be easily accessible, easy to understand and use for all complainants. This might include alternative formats, such as large print, Braille, or audiotape, so that no complainants are disadvantaged.
- **Responsiveness**
Address the needs and expectations of customers with respect to complaints handling.
- **Objectivity**
Address each complaint in an equitable, objective and unbiased manner.
- **Charges**
Access to the complaints-handling process should be free of charge to the complainant.
- **Information integrity**
Ensure that information about the process is accurate and not misleading, and that data collected are relevant, correct, complete, meaningful and useful.
- **Confidentiality**
Personally-identifiable information should only be for the purposes of addressing the complaint within the organisation. It should be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure or disclosure is required by law.
- **Customer-focused approach**
Adopt a customer-focused approach with respect to handling complaints and be open to feedback.
- **Accountability**
Establish and maintain accountability for, and reporting on, the decisions and actions with respect to complaints handling.

商、業界及消費者組織、政府部門、員工、經營者等，以提升其營運的表現和持續改善產品、服務和程序的品質。

實施 ISO 10002:2018 的好處

回應文首所述，透過實施 ISO 10002:2018，機構可以達到以下的目標：

- 為投訴人提供一個公開的投訴機制；
- 讓機構能更統一及系統化地處理投訴，適切地作出回應，讓投訴人及相關機構感到滿意；
- 更能預測投訴的趨勢及解決問題的根源，以改善機構的營運；
- 建立一個以顧客為本的處理投訴方式，並鼓勵員工提升與顧客溝通的技巧；
- 為機構提供一個基礎原則，持續檢討和分析投訴處理程序、解決方式和後續的改善工作。

ISO 10002:2018 的架構及內容

ISO 10002:2018 旨在幫助機構計劃、設計、開發、應用、維持及改善一個有效且具效率的投訴處理機制，此機制可應用於任何商業及非商業，以至電子商貿的活動。

在一貫的簡介修文之後，ISO 10002:2018 在條文 4 中清晰列出了 14 條建立良好顧客投訴程序原則，包括：

- **承諾**
定義及實行一個投訴處理程序。
- **處理能力**
調配足夠的資源，並對其進行充分及有效的管理。
- **透明度**
向顧客、員工及其他利益相關方傳達投訴處理程序的內容，並需向個別投訴人提供充足資訊，讓對方知悉其投訴個案將如何受理。
- **易用性**
投訴程序對於投訴人來說，必須易達、易懂和易用。程序的內容必須以不同的格式呈現，包括大字的列印本、點字刊物或錄音版等，讓有特殊需要的人士也可以使用。
- **適切回應**
根據投訴人的需要及期望，作出適切的回應。
- **客觀性**
每項投訴個案均需公平、客觀、不偏私地處理。
- **費用**
投訴人使用投訴處理程序時必須免費。
- **資訊完整性**
確保有關程序的資訊為準確及無誤導成分，而所收集的數據亦為相關、正確、完整、有意義及有用。
- **資訊保密**
任何可識別個人身分的資訊，只限於機構中作投訴處理的用途，並予以保密，除非該顧客或投訴人同意公開，或法例上要求其公開。
- **以顧客為本**
處理投訴的過程須以顧客為本，並樂意接受意見。
- **責任承擔**
委任適當的人員，負責有關投訴處理的決策、行動及匯報。

• Improvement

Increased effectiveness and efficiency of the complaints-handling process should be a permanent objective.

• Competence

Personnel should have the personal attributes, skills, training, education and experience necessary to handle complaints.

• Timeliness

Complaints should be handled as expeditiously as feasible given the nature of the complaint and of the process used.

Clause 5 of ISO 10002:2018 provides guidance on the complaints-handling framework, including the following aspects:

- Context of the organisation
- Leadership and commitment
- Policy definition
- Responsibility and authority

Clause 6 covers the planning, design and development of the complaints-handling process, including definition of the objective, activities and resources.

Clause 7 addresses operational aspects, including topics such as:

- Communication
 - where and how complaints can be made;
 - information to be provided by the complainant;
 - the process and time periods involved;
 - associated with various stages in the process;
 - how the complainant can obtain feedback on the status of the complaint.
- Receipt, acknowledgement, initial assessment and tracking of complaints
- Investigation of complaints
- Response to complaints
- Communicating the decision
- Closing out complaints

Clause 8 relates to maintenance and improvement of the complaints-handling process, including

- Collection of information
- Analysis and evaluation of complaints
- Evaluation of satisfaction with the complaints-handling process
- Monitoring the process
- Auditing the process
- Management review of the process
- Continual improvement

Practical Guidance

In addition to the guidance in the body of the standard, the developers of ISO 10002 have taken care to provide added value in the form of numerous practical annexes addressing the following points:

- Annex A shows the interrelationships between an organisation's processes related to code of conduct, complaint handling, external dispute resolution, and customer satisfaction monitoring and measuring.
- Annex B gives guidance for small businesses, including suggestions for actions in each identified key area.
- Annex C provides a sample form for the complainant.
- Annex D handles the question of objectivity. The principles of objectivity described are: openness, impartiality, confidentiality, accessibility, completeness, equitability and sensitivity.
- Annex E shows a typical complaints-handling flowchart
- Annex F provides a very comprehensive sample complaint follow-up form for internal use.
- Annex G addresses possible responses to a complaint.
- Annex H portrays an escalation flowchart, if the complaint is not resolved satisfactorily.
- Annex I gives generic guidance on monitoring the complaints-handling process, depending on the type and size of the organisation.
- Annex J deals with the audit, of which the main objective should be to facilitate improvement of the complaints-handling process by providing information about the performances of the process against stated criteria.

• 持續改進

持續提升投訴處理程序的效益及效率，應是長期的目標。

• 員工能力

處理投訴的人員，須擁有足夠的個人能力、技術、培訓、學歷和經驗。

• 迅速處理

投訴個案須按個別性質和處理程序，迅速地處理。

條文 5 提供投訴處理架構的指引，包括：

- 機構的內涵
- 管理層及承諾
- 制訂政策
- 責任及權力

條文 6 投訴處理程序的計劃、設計及開發，包括目標、工作及資源的制訂。

條文 7 營運上的細則，包括：

- 溝通
 - 在哪裏及如何作出投訴；
 - 投訴人須提供的資料；
 - 程序及時限；
 - 如何與程序中的其他步驟接軌；
 - 投訴人如何了解投訴個案的進展。
- 投訴的接受、認收、初步評估和追蹤
- 投訴個案的調查
- 投訴個案的回應
- 決策的傳遞
- 完成投訴個案

條文 8 投訴處理程序的維持及改進，包括：

- 收集資訊
- 投訴個案的分析及評估
- 評估使用者對投訴處理程序的滿意度
- 投訴處理程序的監察
- 投訴處理程序的審核
- 管理層對投訴處理程序的檢討
- 持續改進

實務指引

除了標準本文中的條文外，ISO 10002的編寫人員更在附件中加入了多項實務指引，為使用者提供參考：

- 附件A說明機構中有關行為守則、投訴處理、解決外部糾紛、顧客滿意度監察及量度等程序的關聯。
- 附件B是給予小企業的指引，在每個主要範疇上，為機構提供建議。
- 附件C是投訴表格的範本。
- 附件D提出主觀性的原則：公開、中立、保密、易讀、完整、公平及具敏感度。
- 附件E展示一個標準的投訴處理流程。
- 附件F是一份非常完善的投訴後續處理表格範本，供內部使用。
- 附件G是一些可用於回應投訴人的例子。
- 若投訴未獲得令人滿意的跟進，附件H提供進一步跟進的流程。
- 附件I是有關如何監察投訴處理程序的一般指引，須配合個別機構的類型及規模使用。
- 附件J是有關投訴處理程序的審核，目的是透過檢討程序在既定項目上的表現，以作出相應的改善。

HKQAA Sustainability Rating and Research: Annual Review 2018

香港品質保證局可持續發展評級及研究：2018年回顧



Foreword – Continuing the Qualitative Analysis of Companies' Sustainability Management

Over the past decade, HKQAA has pioneered the promotion of sustainability, corporate social responsibility (CSR) and environmental management, so as to further the sustainable development of Hong Kong's economy, environment and society. The fifth annual HKQAA Sustainability Rating and Research exercise once again assessed the quality of companies' sustainability management using a scoring methodology based on ISO 26000 and GRI Standards. The key findings of the research are provided below.

The Research Project and Company Engagement

In 2018, HKQAA reviewed the sustainability performance of 692 listed companies which were eligible for inclusion in the Hang Seng Corporate Sustainability Index Series (the Index Series). There were 467 Hong Kong listed (HK) companies (including dual-listed companies, classified as Hong Kong stocks) and 225 China A-Share listed (CN) companies. HKQAA's Assessment Team examined sustainability / CSR reports (including stand-alone and integrated reports) and made reference to company websites, as well as local and international media reports, to assess their sustainability performance. We also reviewed the annual reports of all assessed companies to understand their regulatory compliance and financial data. To supplement the publicly-available information, companies were given an opportunity to offer feedback and submit supporting documents to HKQAA in the form of a questionnaire. This year, the total number of companies which responded increased by over 28% compared to 2017.

Overall Performance by Market

As in the past, the sustainability performance of HK companies was generally stronger than that of CN companies. The highest score among HK companies was AAA (2 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A (14 companies). 465 HK companies (100%) and 187 CN companies (83%) achieved a moderate/satisfactory rating of BBB- or above. This compares favourably to 2017, when 93% of HK companies and 83% of CN companies achieved these ratings. The performance of HK companies further improved while the CN companies remained steady.

This year, the average overall score of the 692 assessed listed companies increased by 7.8%, suggesting that there has been an improvement in the sustainability performance of the overall market.

Chart 2 – Overall Performance by Market
圖表 2 - 整體市場表現

前言一定性分析公司的可持續管理表現

過去十多年，本局作為推動可持續發展、社會責任，以及環境管理之先驅，積極協助本港經濟、環境及社會的可持續發展。第五年的「香港品質保證局可持續發展評級及研究」繼續參考 ISO 26000 及 GRI Standards 以評估公司的可持續管理水平，本年度研究結果重點報告如下：

研究計劃及參與公司

2018 年，本局審閱了 692 間具有被納入「恒生可持續發展企業指數系列」(「指數系列」) 候選資格的上市公司之可持續發展表現，其中包括 467 間香港上市公司(包括在香港及內地上市的公司，被列為港股的公司)及 225 間內地 A 股上市公司。為了全面評估公司的可持續發展表現，本局今年查考了具有候選資格的上市公司可持續發展 / 社會責任報告(包括獨立和綜合報告)、公司網站和本地及國際媒體的相關報導；並審閱年報了解其

遵從規管的情況，以及財務數據。此外，所有公司均會收到一份問卷，以便提供公開資訊以外的補充資料及文件。今年回覆的公司總數與去年相比增加超過 28%。

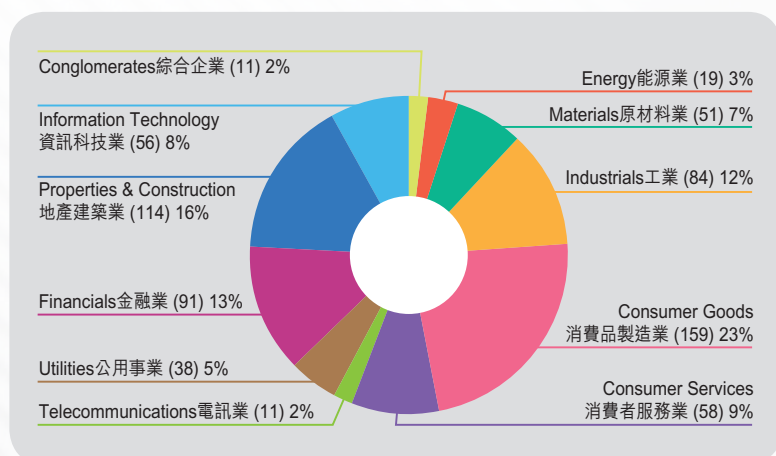


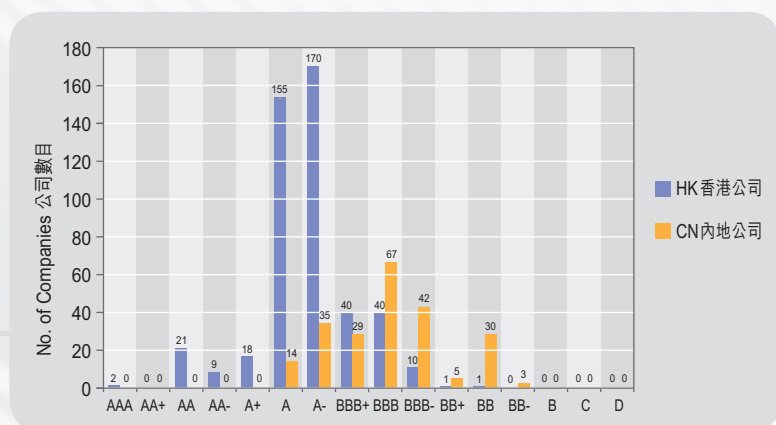
Chart 1 - Universe by Industry 2018
圖表 1 - 2018 年研究之上市公司行業分布

整體市場表現

一如過去，香港上市公司(「香港公司」)在可持續發展表現上，普遍較內地 A 股上市公司(「內地公司」)的表現為佳。香港公司在 AAA(最高)至 D(最低)的評級中，最高分數為 AAA(共有 2 間公司)，而內地公司最高分數為 A(有 14 間公司)。整體而言，共有 465 間香港公司(100%)和 187 間內地公司(83%)達到中等/良好的 BBB- 或以上評級，而 2017 年，則只有 93% 的香港公司

和 83% 的內地公司達到相同水平。與去年相比，香港公司的表現進一步提升，而內地公司的表現則沒有太大變動。

今年 692 間被評審的上市公司，平均分比去年上升了 7.8%，這亦顯示出整體市場的可持續發展表現上有一個比較明顯的上升空間。



Industry-level Performance

The average scores of all industries increased, with Conglomerates, Telecommunications and Properties & Construction displaying the strongest sustainability performance. Materials lags behind other industries.

Subject Performance

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

The performance in the Environment was generally stronger than in other subjects. The gap between Index Series constituents and non-constituents was especially large in the Environment and Community Involvement and Development.

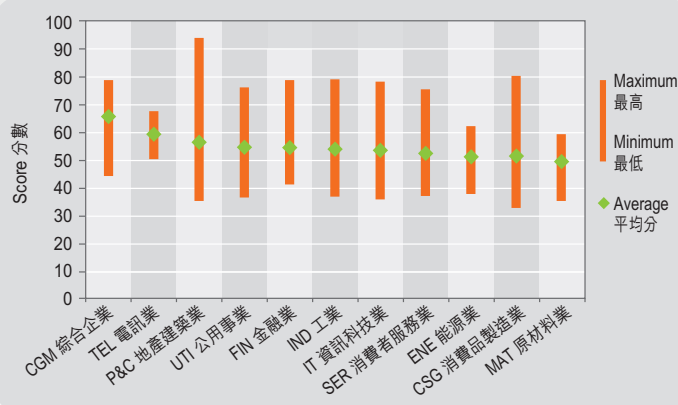
Conclusion – Expectation on big step forward on green finance

In 2017, the Stock Exchange of Hong Kong Limited amended its Listing Rules and its Environmental, Social and Governance Reporting Guide, and upgraded the Key Performance Indicators in the "Environmental" Subject Area to "comply or explain". As can be seen from the findings of this year's research, companies' disclosure in this regard is more detailed, and many companies have made disclosures on corruption, personal data privacy and customer satisfaction. This shows that listed companies are increasingly focusing on improving their sustainability performance and responding to the expectations of stakeholders.

More and more companies are actively fulfilling their sustainable development commitments. They are beginning to apply the concept of social capital to enhance social cohesion and foster the development of companies and community.

In the past year, many companies have actively initiated the development of green finance in order to respond to the expectations of green investors and cope with climate change. The project utilises green finance concepts such as waste management, renewable energy and energy efficiency to encourage environmentally-friendly investment in Hong Kong, mainland China and around the world.

In the future, we expect more listed companies to perform better in sustainable development and that there will be progress towards building a sustainable society.



行業表現水平

透過分析各行業的整體平均分數，可見今年的綜合企業、電訊業和地產建築業的可持續發展表現為最佳；而原材料業的表現與其它行業相比則較為遜色。總體來說，各行業的平均分數也普遍比去年上升。

Chart 3 – Average Score by Industries 2018

圖表 3 - 2018 年行業平均分

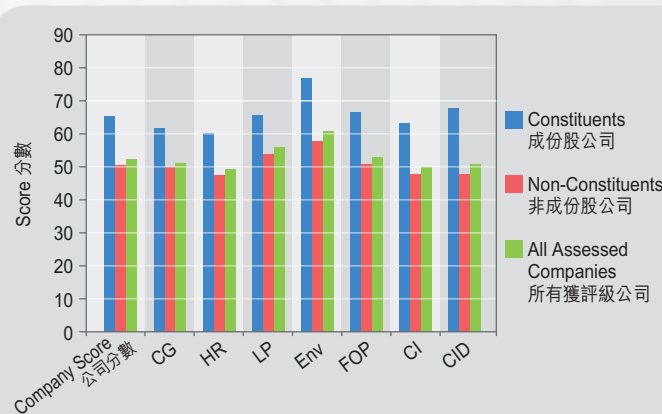


Chart 4 – Subject Performance of Assessed Companies

圖表 4 - 獲評級公司的核心指標分數比較

核心指標表現

根據現行的評估模式，所有公司均是根據以下七個核心指標評分：公司管治(CG)、人權(HR)、勞動實務(LP)、環境(Env)、公平營運實務(FOP)、消費者議題(CI)以及社區參與和發展(CID)。

在七個核心指標評分當中，環境的表現最佳，而指數系列成份股公司和非成份股公司在環境，以及社區參與和發展的差距最大。

總結 — 期望綠色金融的發展可更進一步

香港交易所修訂了《上市規則》以及《環境、社會及管治報告指引》內有關「不遵守就解釋」的條文，並已在2017年，正式將主要範疇「環境」的關鍵績效指標由建議披露提升至「不遵守就解釋」。從本年度的調研所見，公司對這方面的披露較詳細。除此之外，大部份公司也會就貪污、個人資料私隱、客戶滿意度有所披露，可見上市公司日漸著重可持續發展表現的提升，並回應社會上各持份者的期望。近年來，越來越多公司積極履行可持續發展，並開始應用社會資本的概念，為公司及社區提升社會凝聚力並促進社會和公司發展。

另外，在過去一年，不少公司也積極地發展綠色金融以回應綠色投資者的訴求和應對氣候改變，項目包括廢物管理、可再生能源、改善能源效率等，並運用綠色金融的理念，鼓勵在香港、內地及全球推動環境友善投資。本局期望在未來的報告中，可看到上市公司在可持續發展方面有更好表現和更多方面的發展。

Moving Forward – Green Development 繼續前進——綠色發展

Mr K T Ting
Assistant Director, Learning and Development of HKQAA
丁國滔先生
香港品質保證局學習及發展助理總監



Martin Luther King Jr. once said, "If you can't fly then run, if you can't run then walk, if you can't walk then crawl, but whatever you do you have to keep moving forward." This is true not only for the fight for civil rights, it is also true for leading organisational improvement. We need to do whatever we can to pursue goals that help our organisations to achieve sustainable success. This is easy to say, of course, but extremely hard to do in the real world. Nevertheless, we still need to move forward in order to survive in the ever-changing business environment.

Moving forward means different things to different organisations since no two organisations share the same context. Moving forward may be small steps or a major leap; it depends on the overall capability of an organisation and the resources available to it. Senior executives need to take the first step to evaluate the context of their organisations and to communicate with staff about how to build capability, and why. They also need to commit necessary resources to support a positive change.

Looking at the process of green development, it is difficult to make impactful progress without the backing of finance. This is why green finance has become the most important strategy in most countries in recent years, providing a window of opportunity for organisations to move forward to develop green initiatives. A business does not have to be green in nature to raise funds through green finance. There are probably various green projects in your existing businesses that can be funded, such as activities related to energy conservation and efficiency, pollution prevention and control, resource conservation and recycling, renewable energy and so on. In view of climate change, it is inevitable for senior executives to put efforts in the development of new businesses or processes, even in small steps.

US Navy Admiral William H McRaven once shared his experience of SEAL training. He said, "Life is not fair and you will fail often." We will encounter issues on the way to achieving our goals, some of which may seem too big to solve, such as how to develop a green business when it is completely new to us, how to build teamwork while staff have diverse goals, and how to be innovative when we are fighting fire every day. If we take an analytical approach to dealing with big issues by asking "why" repeatedly, we may be able to identify small tasks which address causes of the issues. The Admiral also advised, "If you can't do the little things right, you will never do the big things right." We need to look at the fine details of the causes and accomplish small tasks. Nothing really matters but one's will to succeed and bravery to change.

As senior executives, it is our responsibility to help our colleagues to understand the importance of moving forward and solve issues on the path to success. It is also our responsibility to set an example to others that we respect others' contributions. Diverse interests and methods can converge, becoming a powerful force which drives our organisations forward. Enthusiasm and hope can influence others, it is time for us to try to make a difference by taking up the challenge of sustainable development, for our colleagues, our organisation and society at large.

小馬丁·路德·金曾說：「如果你不能飛，那就跑步、如果你不能跑步，那就走路、如果你不能走路那就爬行，不管如何，你必須繼續前進。」這句話不僅適用於幾十年前爭取公民權利的運動，對現時推動組織改進亦是如此。我們需盡己所能，追求能幫助組織實現可持續成功的目標。這看似簡單的想法，實踐時卻十分困難。然而，為了在瞬息萬變的商業環境中生存，我們仍需要向前邁進。

沒有兩間組織的營運環境是相同的，故此，「繼續前進」對不同組織的意義都會存在差異。繼續前進既可以是前進一小步，亦可以是大飛躍，它取決於組織的整體能力和可用的資源。高級管理人員需踏出第一步，評估組織的營運環境，並與員工溝通如何和為何要構建能力，以及提供必要的資源以支持組織作出正面改變。

縱觀環保發展進程，在沒有金融支持下，是難以取得顯著進展的。這解釋了為何綠色金融成為近年不少國家最重要的策略，而目前也確是組織向前發展綠色倡議的良好時機。要透過綠色金融籌集資金，其實並不意味著你的業務性質必須是綠色環保，只要現行的業務中包含綠色項目，也可以通過融資來推行。綠色項目可以是與節能和能源效率、預防和控制污染、資源保護和回收，以及可再生能源等相關的活動。面對氣候變化的問題，任何組織的高級管理人員都無可避免地要努力開發展新業務或流程，儘管只是一小步驟，也不容忽視。

美國海軍上將威廉·H·麥克雷文曾經分享過他的海豹突擊隊訓練經歷，他說：「人生是不公平的，你經常會失敗。」我們會在實現目標的過程中遇到問題，有些問題或會難以解決，例如：如何發展對我們來說是全新的綠色業務？怎樣在員工具有不同目標的環境下建立團隊合作？如何在我們每天救火時去創新？若我們能不斷反覆思考和分析發生重大問題的原因，或許能夠發掘出解決問題成因的小行動。該海軍上將還提到：「如果你不能正確地把小事做好，你就永遠不會正確地完成大事。」我們需要了解成因的細節和完成每個小任務，沒有什麼比一個人追求成功的意志和願意作出改變的勇氣更為重要。

作為高級管理人員，我們有責任幫助同事了解繼續前進和解決問題的重要性。我們亦應該為其他人樹立榜樣，尊重別人的貢獻，並將其融合為推動組織繼續前進的強大動力。個人的熱忱和希望的力量均能影響他人，所以現時我們應為同事、組織和社會在應對可持續發展的挑戰上作出貢獻。

Green Bond Grant Scheme — Subsidising Eligible Green Bond Issuers to Obtain Green Finance Certification 綠色債券資助計劃 — 資助合資格綠色債券發行機構取得綠色金融認證

The HKSAR Government announced the launch of the **Green Bond Grant Scheme (GBGS)** on 15 June 2018 to subsidise eligible green bond issuers in obtaining certification under the Green Finance Certification Scheme (GFCS) established by HKQAA.

The full cost of obtaining certification under the GFCS for eligible green bond issuances will be granted, up to a maximum of HK\$800,000 per bond issuance. First-time and repeated issuers with their green bonds of any tenor issued and listed in Hong Kong, and denominated in any currency at a minimum size of HK\$500 million (or the equivalent in foreign currency), are welcome to apply. The GBGS will be valid for a period of three years. Further details on the grant eligibility criteria are available in the Annex of the Government's announcement (http://gia.info.gov.hk/general/201806/15/P2018061500373_286122_1_1529034245441.pdf).

GBGS Application Process

HKQAA will provide the GBGS application form for grant applicant at GFCS certificate issuance. For Pre-issuance stage certificate, grant applicant should submit the duly completed application form with relevant supporting documents to HKQAA within 10 weeks upon green bond issuance or certificate issuance whichever is later. For Post-issuance stage certificate, the application documents should be submitted to HKQAA within 10 weeks upon certificate issuance or upon completion of annual surveillance assessment as applicable.

Upon receipt and administrative checking of the application form and supporting documents, HKQAA will submit the application documents to the Government for grant disbursement approval.

GBGS Grant Disbursement Arrangement

The Government will disburse the approved grant to the grant applicant via HKQAA in the form of a crossed cheque payable to the grant applicant. HKQAA will deposit the cheque on behalf of the grant applicant in its bank account as indicated in the application form within 14 calendar days of such receipt. Grant applicant will be provided with deposit record for acknowledgement.

Release of Green Finance Certification Scheme Handbook 2018

In addition, to cover the newly published guidelines and principles in green finance field, HKQAA released the **Green Finance Certification Scheme Handbook 2018** on 24 August to stay aligned with the fast-moving development of green finance market.

香港特區政府於2018年6月15日宣布推出**綠色債券資助計劃**，資助合資格的綠色債券發行機構透過本局推出的綠色金融認證計劃取得認證。

合資格的綠色債券透過綠色金融認證計劃取得認證的費用可獲全數資助，每筆債券發行的資助金額上限為80萬港元。綠色債券的發行人不論是首次或再度在香港發行及上市其任何年期和面額貨幣的綠色債券，只要發行金額超過五億港元（或等值外幣），均可提交申請資助。綠色債券資助計劃為期三年，有關合資格獲資助條件的詳情載列於政府公告的附件 (http://gia.info.gov.hk/general/201806/15/P2018061500355_286120_1_1529034211515.pdf)。

綠色債券資助計劃之申請流程

本局將於頒發綠色金融認證計劃的證書時，向資助申請者提供綠色債券資助計劃申請表。發行前階段證書的資助申請者，須在綠色債券發行或證書頒發後（兩者以日期較後者為準）10星期內，向本局提交填妥的申請表及相關證明文件；而發行後階段證書的資助申請者，須根據適用情況，在證書頒發後或完成該年度的監督評審後，10星期內向本局提交填妥的申請文件。

本局在收到申請表格及證明文件，並經行政檢查後，會將申請文件提交政府審批資助。

綠色債券資助計劃發放資助款項之安排

政府將以劃線支票的形式（支票抬頭為資助申請者）發放所獲批資助款項予資助申請者。香港品質保證局在收到該支票後14個曆日內，為資助申請者將支票存入其於申請表內指定的銀行賬戶，並將提供存款記錄予資助申請者以作確認。

發布《綠色金融認證計劃2018手冊》

此外，為配合綠色金融領域新發布的指引及原則，本局於8月24日發布《綠色金融認證計劃2018手冊》，以緊貼綠色金融市場的急速發展。

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Participating in the 2018 Green Finance Forum & Launch of the Hong Kong Green Finance Association 參與2018香港綠色金融論壇暨香港綠色金融協會成立大會

The 2018 Green Finance Forum & Launch of the Hong Kong Green Finance Association was held on 21 September 2018 at the Hong Kong Stock Exchange.

HKQAA is Co-Chair of the Green Bonds Working Group of Hong Kong Green Finance Association (HKGFA). Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP and Mr P C Chan, Chairman and Chief Operating Officer of HKQAA attended the event. Additionally, Ir C S Ho, Deputy Chairman participated in the panel discussion on Green Banking, Bonds, and Insurance.

The officiating guests at the HKGFA launch ceremony were: Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, HKSAR Chief Executive; Ms Chou Hong, Deputy Director of the Liaison Office of the Central Government; Hon. Mrs Laura M Cha, GBM, GBS, JP, Chairman of Hong Kong Exchanges and Clearing Limited and Honorary Advisor to HKGFA; and Dr Ma Jun, HKGFA Chairman and President, member of the HK Financial Services Development Council, and Co-Chair of the G20 Green Finance Study Group.

The event attracted over 300 HKGFA members and representatives from the government sector, businesses, non-profit organisations, academia and the media to witness the launch of HKGFA and to discuss the role of Hong Kong in promoting and tapping into opportunities offered by the development of green finance globally and regionally.

Ir C S Ho, Deputy Chairman of HKQAA (Right 1), ▲ participated in the panel discussion session. 本局副主席何志誠工程師(右一)參與了討論環節。

2018 香港綠色金融論壇暨香港綠色金融協會成立大會於 9 月 21 日假香港交易所舉行，香港品質保證局作為香港綠色金融協會綠色債券工作小組共同主席，除了本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士及運營總監陳沛昌先生與會外，副主席何志誠工程師亦擔任了「綠色銀行、債券及保險」討論環節的嘉賓講者。

此協會成立的啟動儀式由香港特別行政區行政長官林鄭月娥女士，大紫荊勳賢，GBS、中央人民政府駐香港特別行政區聯絡辦公室副主任仇鴻女士、香港交易所主席、綠色金融協會榮譽顧問史美倫女士，大紫荊勳賢，GBS，太平紳士和香港綠色金融協會主席及會長、香港金融發展局成員、G20 可持續金融研究小組共同主席馬駿博士共同主禮。

是次活動匯聚了 300 多位來自協會成員、政府、商界、非牟利組織、學術界和媒體的代表出席，共同見證了香港綠色金融協會的成立，並探討香港在推動全球和區域綠色金融發展的角色以及如何把握當中的巨大潛力。



▲ Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP (Middle), Mr P C Chan (left), Chairman and Chief Operating Officer of HKQAA, and Mr Joseph Chan (right), Under Secretary for Financial Services and the Treasury. 本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士(中)以及運營總監陳沛昌先生(左)與財經事務及庫務局副局長陳浩濂先生，太平紳士(右)於會上合照。



▲ Ir Ho was interviewed by CNBC. 何工程師接受美國 CNBC 採訪。

Promoting Green Finance Certification in Beijing 於北京推廣綠色金融認證

The "China Loan Market Conference" was held in Beijing on 6 September 2018. The Conference was jointly organised by the Asia Pacific Loan Market Association (APLMA) and the CBA Loan Syndication and Trading Association.

Executives from different organisations from the Asia Pacific region, including banks, financial institutions and law firms, participated in the Conference and shared their experiences and views towards the trends in financial market. Ms Teresa Leung, General Manager of HKQAA, promoted the Green Finance Certification Scheme and spoke about the latest developments in green finance in Hong Kong.



Ms Teresa Leung, General Manager of ▲ HKQAA, presented at the Conference. 本局總經理梁露怡女士於研討會上演講。

由亞太區貸款市場公會及中國銀行業協會銀團貸款與交易專業委員會合辦的「中國銀團貸款市場研討會」於 2018 年 9 月 6 日在北京舉行。

多位來自亞太區的銀行、金融機構和律師事務所等的高級行政人員出席是次研討會，對金融發展的新動向進行經驗和意見交流。本局總經理梁露怡女士亦於研討會上推廣綠色金融認證，以及分享香港綠色金融的最新發展。



MOU Signing with Shanghai Zhixin Low-Carbon Technology Research Center

與上海置信低碳技術研究中心簽署合作備忘錄

HKQAA signed a memorandum of understanding with Shanghai Zhixin Low-Carbon Technology Research Center on 25 July 2018. The aim of the MOU is to promote green finance certification and the development of green industries, and help organisations to take advantage of opportunities deriving from the development of the nation and the market.

We believe that strategic cooperation between HKQAA and Shanghai Zhixin Low-Carbon Technology Research Center will help green industries to develop, enhance management knowledge and technology, and further promote green finance certification and related assessment services in Hong Kong and on the mainland. We hope that this cooperation can create synergy and maximise both organisations' role in facilitating the development of green industry and sustainability, thereby contributing to the economy and society of the region.

本局於 2018 年 7 月 25 日，與上海置信低碳技術研究中心簽署合作備忘錄，以「優勢互補，全面合作，共同發展」為原則，合作推動綠色金融認證及綠色產業發展，支持企業把握國家及市場發展機遇。

相信這次策略性合作，雙方將共同協助促進內地及香港的綠色產業發展，提升區內企業的管理知識及技術，進一步推廣綠色金融認證和綠色相關審核服務。期望這次合作可以產生協同效應，充份發揮雙方在推動綠色產業和可持續發展的重要角色，為內地及香港的社會和經濟作出更大貢獻。

The MOU was signed by Mr Qian Feng, General Manager of Shanghai Zhixin Low-Carbon Technology Research Center (Right), and Dr Michael Lam, Chief Executive Officer of HKQAA (Left). 此次儀式由上海置信低碳技術研究中心總經理錢鋒先生(右)與本局總裁林寶興博士(左)代表雙方簽署合作備忘錄。



Consultation Seminar on ISO 14030 Green Bond Standard Development

ISO 14030 綠色債券標準發展諮詢研討會

The Green Bonds market has been growing progressively over the past ten years. According to the Climate Bonds Initiative, financial institutions issued about USD 155.5 billion in green bonds in 2017. To keep up with this trend, ISO has begun developing ISO 14030 Green bonds – Environmental performance of nominated projects and assets. The expert from HKQAA has been nominated by the Innovation and Technology Commission of the HKSAR Government and the China National Institute of Standardization respectively to directly take part in the technical committee of ISO/TC 207/SC 4 and the working group of ISO/TC 207/SC 4/WG 7 to develop the ISO 14030 standard.

Currently, the ISO 14030 standard is at the Committee draft stage and is expected to be published in 2020. HKQAA would like to involve more stakeholders and channel the views of the region to the working group. We will therefore host a consultation seminar in Hong Kong to promote greater understanding of the ISO 14030 and stimulate discussion on some key themes of the green bond standard. Details of the seminar are as follows:

Date: 30 November 2018 (Friday)
Time: 10:00-11:30am (Registration starts at 9:45am)
Venue: HKQAA, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
Language: English

Interested parties may access an online registration form by scanning this QR Code.

近十年，綠色債券市場發展日趨蓬勃，根據氣候債券倡議組織(Climate Bonds Initiative)的資料，2017 年金融機構便發行了共 1,555 億美元綠色債券。為配合此發展趨勢，國際標準化組織(ISO)開展了《ISO 14030 綠色債券 – 指定項目及資產的環境表現》的制定工作，香港品質保證局專家亦分別獲香港特區政府創新科技署及中國標準研究院提名加入 ISO/TC 207/SC 4 技術委員會及其工作小組(ISO/TC 207/SC 4/WG 7)，直接參與制定 ISO 14030 標準。

目前，ISO 14030 標準已進入委員會草案階段，預計於 2020 年出版。為收集更多區內持分者的意見予 ISO 14030 工作小組參考，本局將在香港舉行諮詢研討會，讓各界加深認識 ISO 14030 及討論綠色債券標準的關鍵議題。詳情如下：

日期：2018 年 11 月 30 日(星期五)
時間：上午 10:00-11:30(上午 9:45 登記)
地點：香港北角渣華道 191 號嘉華國際中心 19 樓
香港品質保證局
語言：英語

有興趣參加研討會人士，請掃描此 QR 碼進入網上報名表。



Charter Scheme Pledge Ceremony cum Seminar for the Project “Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry”

「促進香港廢紙回收業實施國家標準」項目約章計劃誓師儀式暨業界分享會

The Charter Scheme Pledge Ceremony cum Seminar for the Project “Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry” was successfully held on 12 October 2018 at Harbour Grand Kowloon. Mr Tse Chin Wan, BBS, JP, Under Secretary for the Environment, the Government of the HKSAR, was the officiating guest at the ceremony.

Promoting Implementation of National Standard in the Scrap Paper Recycling Industry

In response to industry needs and national policy on scrap paper recycling, HKQAA is subsidised by the Government’s Recycling Fund to develop the “Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry” Project. It aims to promote the understanding and implementation of the national standard “Environmental Protection Control Standard for Imported Solid Wastes as Raw Materials—Waste and Scrap of Paper or Paperboard” in the scrap paper recycling industry, thereby enhancing its professional level, boosting the development of the industry and contributing to the circular economy.

The Project has developed a charter scheme according to the requirements of national standards and the practical environment of the recycling industry. It provides recommended practices which the industry can use to monitor and review in-and-out scrap paper, in order to meet the national standard. It also recognises local scrap paper exporters which participate in this charter scheme and provides a coaching programme to train and assist scrap paper exporters to meet the quality level. Participants are encouraged to share good practices within their organisations, so as to contribute to the industry in the long run.

Enhancing Operational Performance of the Industry

The project has received positive responses from industry. A total of 19 organisations have participated in this charter scheme and attended the pledge ceremony to demonstrate their commitment to improving the quality of collected scrap paper. Several industry representatives shared their good practices in meeting the national standards, and industry trends.

Ir C S Ho, Deputy Chairman of HKQAA said, “In today’s pledge ceremony, the participating organisations not only demonstrated their efforts to improve the quality of scrap paper to meet the national standard, but also served as a role model to encourage more industry practitioners to enhance their performance. Certainly, this will raise the public image of the industry as a whole. I hope that in future more organisations will join hands to make a greater contribution to Hong Kong’s circular economy.”

Mr Tse Chin Wan, BBS, JP, Under Secretary for the Environment, the Government of the HKSAR (front row, left 2), Ir C S Ho (front row, left 1) and Dr Michael Lam (front row, right 2), Deputy Chairman and Chief Executive Officer of HKQAA, representatives of charter scheme participating organisations and “Big Waster” at the pledge ceremony.

環境局副局長謝展寰先生，BBS，太平紳士（前排，左二）、香港品質保證局副主席何志誠工程師（前排，左一）、總裁林寶興博士（前排，右二）與「大咗鬼」聯同參與約章計劃的機構進行誓師儀式。

香港品質保證局於2018年10月12日假九龍海逸君綽酒店舉行「促進香港廢紙回收業實施國家標準」項目約章計劃誓師儀式暨業界分享會。典禮邀得香港特區政府環境局副局長謝展寰先生，BBS，太平紳士擔任主禮嘉賓。

制訂約章計劃 助廢紙回收業達到國家標準

為配合業界需要及國家對廢紙回收的政策，香港品質保證局在「回收基金」的資助下，推行「促進香港廢紙回收業實施國家標準」項目，旨在加強本港廢紙回收業對國家標準《進口可用作原料的固體廢物環境保護控制標準—廢紙或紙板》的了解及實施，協助業界提升專業水平，促進業務發展，為循環經濟作出貢獻。

此項目根據國家標準的要求和回收業現況，制訂了《促進廢紙回收質量約章》計劃，為廢紙回收業提供一套參考指標，協助其為出口廢紙作出評估，以達到國家相關標準，並嘉許參與約章計劃的本地廢紙出口商。此外，計劃亦舉辦培訓課程，指導及協助廢紙出口商符合國家標準要求，同時鼓勵他們在機構內分享廢紙回收的良好做法，將之付諸實踐並傳承下去，推動業界的長遠發展。

提升廢紙回收業的運作水平

「促進香港廢紙回收業實施國家標準」項目得到業界的積極響應，目前已有十九間機構參與約章計劃，並出席當天舉行的誓師儀式，展示對提升廢紙回收質量的承諾。此外，多位業界領袖亦在會上分享有關廢紙回收的良好做法及如何配合國家標準，展望未來的發展方向。

香港品質保證局副主席何志誠工程師欣然表示：「今天的誓師儀式一展業界對優化回收廢紙水平的決心，並藉此鼓勵更多同業借鏡仿效，自我增值，攜手提升行業形象，促進業務的長遠發展。我期望未來能看到更多從事廢紙回收的機構積極參與，為促進香港的循環經濟作出貢獻。」



由回收基金撥款資助
Funded by the Recycling Fund



Ir C S Ho, Deputy Chairman of HKQAA delivered a speech during the ceremony.
香港品質保證局副主席何志誠工程師致辭。



Mr Tse Chin Wan, BBS, JP, Under Secretary for the Environment, the Government of the HKSAR, was the officiating guest of the ceremony.
環境局副局長謝展寰先生，BBS，太平紳士擔任主禮嘉賓。



Ir Ho (front row, left 4) and Dr Lam (front row, left 2) took a photo with the officiating guest, Mr Tse Chin Wan (front row, left 3); guest speakers, Dr Jacky Lau, Chairman of Hong Kong Environmental Protection and Recycle Industry Sustainable Development Association (front row, right 3), Mr Richard How, General Manager of China Inspection Company Limited (front row, right 1), Mr Chan Sik Kwn, Member of Managing Council of Hong Kong Recycle Materials & Reproduction Business General Association (front row, left 1); and representatives of the supporting organisations and special guest.

何工程師（前排，左四）和林博士（前排，左二），與主禮嘉賓謝副局長（前排，左三）、演講嘉賓香港環保再造業可持續發展協會會長劉耀成博士（前排，右三）、中國檢驗有限公司總經理郝怡磊先生（前排，右一）、香港環保廢料再造業總會董陳錫琨先生（前排，左一）、支持機構代表和貴賓合照，答謝他們的支持。

《促進廢紙回收質量約章》計劃 參與機構名單

Charter Scheme for Strengthening Quality of Scrap Paper Recycling List of participating organisations (in Chinese only)

- | | |
|----------------|--------------|
| • 文華進出口公司 | • 景樺環保回收有限公司 |
| • 文領有限公司 | • 順和廢紙公司 |
| • 全興進出口公司 | • 新毅國際企業有限公司 |
| • 再生環保貿易有限公司 | • 綜合環保管理有限公司 |
| • 再生環保資源回收有限公司 | • 劉財記紙業有限公司 |
| • 合成環保回收有限公司 | • 廣益公司 |
| • 成發公司 | • 德利五金紙業公司 |
| • 建均有限公司 | • 瀚文環保貿易有限公司 |
| • 建迅環保回收有限公司 | • 瀚瑤貿易公司 |
| • 偉生廢紙五金有限公司 | |

(Updated on 11 October 2018, organisations are listed in no particular order)
(截至2018年10月11日，排名不分先後)

Any opinions, findings, conclusions or recommendations expressed in this material / event (or by members of the Project Team) do not reflect the views of the Government of the Hong Kong Special Administrative Region or the Advisory Committee on Recycling Fund.

本資料／活動（或項目團隊成員）所表達的任何意見、研究、結論或建議，並不代表香港特別行政區政府或回收基金諮詢委員會「企業資助／行業支援計劃」的意見。

Seminar on Social Capital Online Forum and Personnel Registration Scheme 社會資本網上討論區及人員註冊計劃研討會



社區投資共享基金
資助計劃
充滿人情味的基金

This project is funded by Community Investment and Inclusion Fund.

Developed by HKQAA and Funded by CIIF
社區投資共享基金資助 香港品質保證局推行

In 2017, HKQAA initiated a three-year project on **"Bridging and Bonding - To Create Measurable Social Benefits"**, funded by the Community Investment and Inclusion Fund (CIIF). The Project aims to encourage the business sector to develop social capital and includes a social capital personnel registration scheme and the establishment of an online forum, **"SOCIALCAPITAL.SHARE"**.

The "Launching Seminar of Social Capital Personnel Registration Scheme and SOCIALCAPITAL.SHARE Online Forum" was held at the Hong Kong City Hall on 21 September 2018. In this seminar, HKQAA presented the newly-launched online forum, which aims to connect individuals engaged in social capital development work. Together with the personnel registration scheme, the forum is an action learning programme that encourages continuous learning and facilitates professional development.

HKQAA invited people experienced and knowledgeable in social capital development as guest speakers for a panel discussion on the importance of social capital talent development for corporations and NGOs. Speakers included Prof Joe Leung, BBS, MH, JP, Honorary Professor, Department of Social Work and Social Administration, The University of Hong Kong; Dr Kee Chi Hing, JP, Chair of Fullness Social Enterprises Society Limited; Ms Lilian Law, JP, Former Executive Director, The Boys' & Girls' Clubs Association of Hong Kong; Ms Maria Cheung, General Manager – Stakeholder Management & Central Administration, New World Development Co. Ltd.; and Ms May Lam-Kobayashi, General Manager, Public Affairs, Swire Properties Limited.



去年，本局在社區投資共享基金的資助下，開始推行為期三年的「共・商・善舉」社會資本計劃，以推動商界建立社會資本。該計劃的項目包括社會資本人員註冊計劃，以及建立「社會資本齊分享」網上討論區。

為推動發展社會資本，本局於2018年9月21日假香港大會堂舉行「社會資本人員註冊計劃及社會資本齊分享網上討論區啟動研討會」，介紹新登場的網上討論區。此討論區是一個行動學習計劃，旨在聯繫致力於發展社會資本的人員，配合社會資本人員註冊計劃，希望藉此鼓勵持續學習，並推動專業化發展。

此外，本局亦邀得在社會資本發展有豐富經驗和知識的嘉賓，擔任小組專題討論的講者，分享發展社會資本人才對企業和非牟利組織的重要性。嘉賓講者包括香港大學社會工作及社會行政學系榮譽教授梁祖彬教授，BBS, MH, 太平紳士、豐盛社企學會有限公司會長紀治興博士，太平紳士、香港小童群益會前總幹事羅淑君女士，太平紳士、



新世界發展有限公司總經理一持份者管理及中央行政張一心女士，以及太古地產有限公司總經理一公共事務林珩女士。

Seminars on International Standards 推廣國際標準研討會

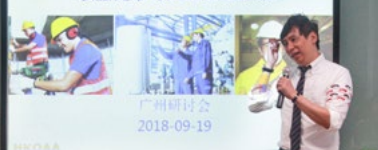
"Sharing knowledge" is one of the primary functions of HKQAA. In order to provide the latest management knowledge and information to organisations, HKQAA regularly holds seminars to introduce the latest developments in International Standards in the region. In August and September this year, technical seminars on ISO 22000 Food Safety Management System, ISO 45001 Occupational Health and Safety Management Systems and ISO 22716 Cosmetics Good Manufacturing Practices Certification Scheme were held in Hong Kong, Macau and Guangzhou respectively. The events were enthusiastically received.

「分享知識」乃本局其中一個基本功能。為向機構提供最新管理知識與資訊，讓他們緊隨市場及社會發展脈搏，提升競爭力，本局致力在區內舉辦不同類型的研討會，介紹國際標準的最新發展。今年八、九月，本局分別在香港、澳門及廣州，舉行了有關ISO 22000食品安全管理體系、ISO 45001職業健康安全管理體系及ISO 22716化妝品良好生產規範認證計劃的技術研討會，獲業界踴躍參與。

Seminar on ISO 22000 Food Safety Management System (Hong Kong)
ISO 22000:2018新標準及食物安全和衛生的重要性簡介研討會（香港）



ISO 45001
職業健康與安全管理體系



Seminars on ISO 22716 Cosmetics Good Manufacturing Practices Certification Scheme and ISO 45001 Occupational Health and Safety Management Systems (Guangzhou)
ISO 22716化妝品良好生產規範及ISO 45001職業健康安全管理體系研討會（廣州）



Seminar on ISO 45001 Occupational Health and Safety Management System (Macau)
企業職安健巡查計劃簡介會（澳門）

Enhancing Professional Performance to Reduce Pest Risk

提升專業表現 減低蟲害風險

主辦機構：
Organiser:



資助機構：
「中小企業發展支援基金」撥款資助
Funded by SME Development Fund



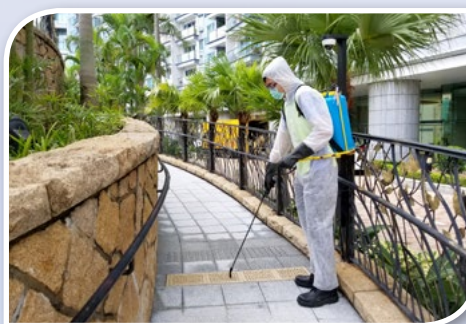
工業貿易署
Trade and Industry Department

An increasing awareness of the environment and toxic pesticide residues has led customers to select pest control services more carefully. They expect the industry to provide better professional services to help them reduce potential pest risks.

To meet market needs, the Hong Kong Pest Management Association (HKPMA) has appointed HKQAA as an implementation agent to carry out a project on "Upgrading the Pest Control Services of Hong Kong Pest Control SMEs". The Project, which is funded by the SME Development Fund of the Trade and Industry Department, aims to raise the professional competence of relevant practitioners and SMEs in providing pest control services, and strengthen their competitiveness in the market.

The Project will develop a guidebook with reference to the good practice, safety procedures and practitioner requirements for local SMEs and other advanced regions' pest control industry. The guidebook will help local practitioners set up basic operations requirements and so improve their performance and move them towards professionalism.

HKQAA will organise seminars to raise the awareness of pest control among the industry and public. The target audience includes managers from property management companies, hotels, restaurants, elderly homes and schools. Additionally, workshops will be organised for SMEs which are engaged in pest control, practitioners and users to introduce the benefits of the Project, the guidebook, and Integrated Pest Management (IPM) services. For more details about this project, please contact us at (852) 2202 9111 or pcs@hkqaa.org.



隨著社會大眾的環保意識日益提高，亦增加了對帶毒性除害劑的認知，消費者選擇防治蟲害服務時，也有更高要求，期望得到更專業和優質的服務，從而減低蟲害的潛在風險。

為配合市場需要，香港殺蟲業協會在工業貿易署中小企業發展支援基金的資助下，委任本局作為執行機構，推行「香港防治蟲害中小企專業服務提升」項目，旨在鞏固及提升相關從業員和中小企於提供防治蟲害服務方面的專業能力，加強市場競爭力。

此項目透過參考本地中小企和先進地區的防治蟲害服務業的良好實務、安全程序及從業員的能力要求制定指南，供業界參考以制定營運公司的基本要求，從而優化運作表現，邁向專業化發展。

本局將舉辦研討會，提高業界及公眾的防治蟲害意識，對象包括物業管理公司、酒店、食肆、安老院舍及學校的管理人員；亦會舉辦工作坊，向防治蟲害中小企業、從業員和用家介紹此項目、指南，以及綜合蟲害管理服務的應用和好處。詳情請致電 (852) 2202 9111 或電郵至 pcs@hkqaa.org 聯絡本局。

Any opinions, findings, conclusions or recommendations expressed in this material/event (or by members of the Project team) do not reflect the views of the Government of the Hong Kong Special Administrative Region, Trade and Industry Department or the Vetting Committee of the SME Development Fund and the Dedicated Fund on Branding, Upgrading and Domestic Sales (Organisation Support Programme). 在此刊物上/活動內(或項目小組成員)表達的任何意見、研究成果、結論或建議，並不代表香港特別行政區政府、工業貿易署或中小企業發展支援基金及發展品牌、升級轉型及拓展內銷市場的專項基金(機構支援計劃)評審委員會的觀點。

HKQAA Obtained the HKCAS and CNAS Accreditation for ISO 45001:2018 OH&S Management Systems Certification

本局現已提供香港認可處及中國合格評定國家認可委員會認可之 ISO 45001:2018職業健康安全管理体系認證服務

HKQAA is pleased to announce the provision of Hong Kong Certification Accreditation Scheme (HKCAS) and China National Accreditation Service for Conformity Assessment (CNAS) accredited certification service for ISO 45001:2018 Occupational Health and Safety (OH&S) Management Systems.

HKQAA obtained the accreditation on 15 and 20 August 2018 from HKCAS and CNAS respectively. ISO 45001 encourages organisations to provide a healthy and safe workplace for workers and other interested parties; prevent ill-health, work-related injury and deaths as well as continually improve OH&S performance.

香港品質保證局現已提供香港認可處香港認證機構認可計劃(HKCAS)及中國合格評定國家認可委員會(CNAS)認可之ISO 45001:2018職業健康安全管理体系認證服務。

本局分別於2018年8月15日及20日從HKCAS及CNAS取得此認可資格。ISO 45001鼓勵組織為工人及其他相關方提供一個健康和安全的工作場所；預防健康損害、因工作引起之人身傷害及死亡，並持續改進職業健康安全表現。

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The 11th My Dream Home Contest Awards Ceremony 第十一屆「理想家園」比賽頒獎典禮

The 11th HKQAA “My Dream Home” Writing, Photo, Micro Film, Drawing and Poster Design Contest Awards Ceremony was held successfully on 25 August 2018 at the Grand Hall, Convention Centre 3, Hong Kong Science and Technology Park.

As in previous years, the contest was co-organised by the Education Bureau and the Guangzhou Youth Cultural Exchange Center. Around 3,000 pieces of work were received. The awardee list is now available at www.hkqaa.org.

To further promote the idea of “My Dream Home”, HKQAA organised seminars and career experience workshops to introduce the concept of corporate social responsibility and related work to secondary students. We also held a charity movie show with the aim of extending “My Dream Home” from students to our neighbours. The Contest awardees, as well as around 200 disadvantaged people, judges and special guests enjoyed a movie about a father’s unconditional love for his daughter.

香港品質保證局第十一屆「理想家園徵文、攝影、微電影、繪畫及海報設計比賽」頒獎典禮已於 2018 年 8 月 25 日下午，假香港沙田科學園會展中心 3 大展覽廳圓滿舉行。

今屆「理想家園」比賽繼續在香港教育局及廣州市青年對外文化交流中心的協辦下，得到廣大學生、老師以及學校的鼎力支持，粵港兩地共收到約 3,000 份作品，得獎名單已於本局網站 www.hkqaa.org 公布。

為了進一步宣揚「理想家園」的理念，除了舉辦企業社會責任講座及體驗工作坊，向中學生介紹社會責任的概念及工作外，今屆活動亦新增了慈善電影欣賞會，邀請了約 200 位來自社區中心、特殊學校、傷健組織，不同背景、年齡和種族的人士，與第十一屆「理想家園」比賽的得獎學生、評判及嘉賓，一起欣賞溫情電影「爸爸的便當」，將活動的接觸面由學生校園擴闊至社區鄰舍。



Awardees of the 11th “My Dream Home” Contest with guests.
第十一屆「理想家園」比賽得獎者與眾嘉賓、評判、校長及老師合照。



Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA presented a souvenir flag to Ms Leung Ka Yin, School Development Officer, Career Guidance, Education Bureau (left photo), and Ms Xie Yan, Exchange Officer of Guangzhou Youth Cultural Exchange Center (right photo), co-organisers of the event.

香港品質保證局主席盧偉國議員博士工程師致送紀念錦旗予協辦機構—香港教育局升學及就業輔導學校發展主任梁嘉賢女士（圖左），以及廣州市青年對外文化交流中心交流幹事謝艷老師（圖右）。



Ir C. S. Ho, Deputy Chairman of HKQAA, presented certificates to awardees.
香港品質保證局副主席何志誠工程師頒發證書予得獎學生。





Students of San Jiang Zhen Primary School and Shunde Xi Wang Primary School, Liannan made a special trip to perform and receive awards.

連南瑤族自治縣三江鎮中心小學及順德希望小學的學生，專程來港表演及領獎。



Dr Michael Lam, Chief Executive Officer of HKQAA, presented certificates to secondary students participating in the "HKQAA Student Ambassador Programme".

香港品質保證局總裁林寶興博士頒發證書給參與「活動統籌體驗計劃」的中學生。



Awardees took photos at the ceremony.
得獎學生於典禮上拍照留念。



Around 400 secondary school students participated in seminars and workshops on corporate social responsibility.

今屆活動新增了多場企業社會責任講座及體驗工作坊，向約400名中學生介紹企業社會責任的概念及工作。



"My Dream Home" Charity Movie Show.
「理想家園」慈善電影欣賞會的來賓與眾嘉賓合照。

International 國際

World Quality Day

World Quality Day is celebrated annually on the second Thursday in November, which in 2018 will be November 8th. The day was originally designed to increase worldwide awareness of the important contribution that quality makes towards both organisational and national growth, and prosperity. This year the theme is "Quality: A question of trust". More details can be found at <https://www.quality.org/world-quality-day-2018>.

With a number of high-profile scandals over recent years (including the exhaust emissions fraud of a car company, misuse and leaking of data from major social media organisations, falsification of inspection and test data at a steel company in Japan, and several others) this is a particularly relevant topic. It is also the focus of a special IAF Ad-hoc Task Group looking at whether or not Accredited Certification to ISO 9001 can realistically be expected to prevent such scandals, which basically involve intentional fraudulent activity. The group will present its recommendations at the annual Plenary Meetings of the IAF to be held in Singapore at the end of October.

ISO 19011:2018

ISO has recently published its latest update to the guidance standard on Management System auditing. The new version, published in July 2018, brings the standard in line with the latest developments in management systems standards (such as ISO 9001, ISO 14001 and ISO 45001 among others) that facilitate an integrated approach to management based on the "Annex SL" structure and content. Significant improvements have been made to the specific guidance given in the Annex to the standard, with a particular emphasis on how remote auditing techniques using Information and Communication Technologies can be used to enhance traditional methodologies.

IAF/ISO Seminar to focus on Accredited certification

The International Accreditation Forum (IAF) and ISO's Conformity Assessment Committee (ISO/CASCO) will jointly host a Business Improvement Forum on Oct 25th 2018, entitled "Delivering confidence and enhancing quality" in conjunction with the IAF Plenary Meetings to be held in Singapore. The aim is to engage with users of accredited certification (including certified organisations, major purchasers and regulators) to obtain their feedback and suggestions for improvement.

New ISO standard on Educational Management Systems

ISO recently published its brand-new standard ISO 21001:2018 entitled "Management systems for educational organisations — Requirements with guidance for use". It provides a common management tool for organisations providing educational products and services to ensure they are capable of meeting learners' and other beneficiaries' requirements. Based on the common "High-level structure" of Annex SL, the new standard will dovetail easily with other management system elements (such as quality, environmental and health and safety) that are already implemented in educational organisations.

世界質量日

每年11月的第二個星期四為「世界質量日」。定立這個日子的初衷，是讓全球更多人認識質量為機構和國家發展所作出的重要貢獻。2018年「世界質量日」將於11月8日慶祝，主題為「質量：信任的重要性」。欲知更多詳情，可瀏覽以下網址：<https://www.quality.org/world-quality-day-2018>。

這主題不但與近來一些令人關注的負面新聞相關（如某汽車集團汽車廢氣排放舞弊事件、主要社交媒體組織濫用數據和外洩資料、日本制鋼公司偽造檢測數據等），亦是國際認可論壇（IAF）一個特別專案小組的重點。該小組正考慮ISO 9001認證是否可以在現實情況下防止這類涉及國際欺詐活動的醜聞，並於10月底在新加坡舉行的IAF年度全體會議上提出建議。

ISO 19011:2018

國際標準化組織（ISO）最近發布了管理體系審核最新的標準指引。新版本於2018年7月出版，配合了管理體系標準的最新發展（如ISO 9001、ISO 14001，以及ISO 45001等），促進了建基於《附件SL》架構和內容的綜合管理方法。標準附件中給予的具體指引，明顯地有所改善，尤其是有關如何透過採用信息和通信科技的遙距審計技術去優化傳統方法。


IAF/ISO 有關認可認證研討會

IAF與ISO的合格評定委員會（ISO/CASCO）將於2018年10月25日在新加坡聯合舉辦「提高信心及提升質量」的業務改進論壇，而IAF年度全體會議亦會同時一併舉行。此次論壇目的在於促進認可認證的用家交流（包括獲認證機構、主要買家及監管機構），獲得他們的反饋和意見以作改善之用。

教育管理體系新標準

ISO最近發布了ISO 21001:2018教育機構管理體系一要求及使用指引。標準為供應教育產品和服務的機構，提供了一個通用的管理工具，以確保他們能滿足學習者和其他受益者的要求。基於《附件SL》內的「高階架構」，新標準可與教育機構已實施的其他管理體系元素（如質量、環境和健康與安全）輕易地銜接。





WHISKY &
BRANDY BAR

Tasting Winning Whiskies Awarded by the HKWSC
Hong Kong International Wine and Spirit Competition (HKWSC)
1971-2017

Gin - Tradition vs Modern
檢閱傳統與現代琴酒

WINE
Gallery

A World of Fine Wine & Spirits

Hong Kong International Wine & Spirits Fair

The **HKTDC Hong Kong International Wine & Spirits Fair** is a truly global event offering a wide array of high-quality wine and spirits, beer, sake and other alcoholic beverages, as well as wine accessories & equipment and other services including wine logistics and training.

The fair will be held from 8-10 November at the Hong Kong Convention and Exhibition Centre, welcoming over 1,000 exhibitors from all the major wine-producing areas. The final day of the fair is the Public Day. This year, Vinality pavilion will extend its exhibit category to olive oil to bring in vibrant taste to your palate.

Spirits and Beer

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

Fabulous Events

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



Hong Kong International Wine & Spirits Fair

Date: 8-10 November 2018 (Thu-Sat)

Venue: Hong Kong Convention and Exhibition Centre

Tel: (852) 2240 4203 • Email: hkwinefair.visitor@hktcdc.org

Remarks:

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

Register Now for Your
Complimentary Badge to save HK\$100!

Website –
hkwinefair.hktcdc.org/ex/21

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



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 May to July 2018, we have been pleased to welcome 42 organisations to our community. Among them, they have obtained 52 certificates of BFA MS, GFCS-PRE, HCS, HACCP, ISO 9001, ISO 14001, ISO 20000, ISO 22000, ISO 27001, ISO 45001, OHSAS 18001, SA 8000 and SQM-ES.

We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自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2018年5月至7月期間，香港品質保證局共頒發52張證書，包括BFA MS、GFCS-PRE、HCS、HACCP、ISO 9001、ISO 14001、ISO 20000、ISO 22000、ISO 27001、ISO 45001、OHSAS 18001、SA 8000及SQM-ES。在此謹祝賀42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。



培訓課程

Training Schedule

Macau 澳門

Nov 2018 - Feb 2019 2018年11月至2019年2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			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Retail, Marketing and Sales 零售、市場及銷售						
Workshop on Social Media Marketing 社交媒體新營銷工作坊	1	HKD 1,100	M918 29	M918 13		M918 12
From Services to Sales Workshop 由服務走向銷售工作坊	1	HKD 1,100	PC43 27		PC43 03	
Professional Presentation Workshop 專業演講技巧工作坊	1	HKD 1,100	PC44 01	PC44 11		
Business Negotiation Workshop 高效商業談判工作坊	1	HKD 1,100			PC45 08	PC45 14
Complaints Handling Workshop 「有效處理難纏客戶及投訴」工作坊	1	HKD 1,100		PC47 04	PC47 29	
Management, Public Administration, Organisational Management, Human Resources and Public Relations 管理、公共管理、機構管理、人事管理及公共關係						
Workshop on Lean Application in Office Environment 辦公室精益管理實踐工作坊	1	HKD 1,700	M017 06		M017 31	M017 28
Workshop on Time & Resource Management 時間及資源管理培訓課程	1	HKD 1,080		M030 06	M030 10	
Risk Management Programme on Corporate Public Relations 企業公關危機管理課程系列	2	HKD 2,800			M095 22-23	M095 19-20
Secretary and Office Administration 秘書及辦公室工作						
Training for Corporate and Activity Emcee 企業及活動司儀培訓	1	HKD 1,600	M020 08		M020 24	
Sharing Seminar cum Workshop on Human Resources and Customer Relationship Management 人力資源及客戶關係管理交流會暨工作坊	1	HKD 400/session HKD 980/3 sessions		M072 18		M072 26
Communication at Workplace 職場應對溝通術	1	HKD 1,400	M073 15		M073 15	
Workshop on Building Your Influencing Power 影響力提升工作坊	1	HKD 1,400	M079 20	M079 27		
Physical and Mental Health Programme for Corporate 企業身心健康課程	1	HKD 2,800	M080 22		M080 17	
Workshop on Building Your Influencing Power 影響力提升工作坊	1	HKD 980	M090 13			M090 21

Mainland China 中国内地


Nov 2018 - Feb 2019 2018年11月至2019年2月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) RMB 收费 (每人) 人民币	Course Code & Date 课程编号及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Standard & Systems Training 标准体系培训						
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 2,120	VM3P/GZ11A GZ 05-07		VM3P/SH01A SH 14-16	
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 2,120		EMS3P/GZ12A GZ 10-11		EMS3P/SH02A SH 25-26
ISO 45001:2018 Occupational Health and Safety Management Systems - Internal Auditor Training ISO 45001:2018 职业健康安全管理体系内部审核员培训	2	RMB 2,120			OHS9P/GZ01A GZ 17-18	
TL 9000 R6.0/R5.5 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.5 电信业质量管理内审员培训	3	RMB 3,710	TL04P/SH11A SH 07-09			
TL 9000 R6.0/R5.5 Quality Management Systems - Auditing TL 9000 R6.0/R5.5 电信业质量管理体系审核员 (QuEST Forum 授权课程)	4	RMB 16,960				TL02P/GZ02A GZ 25-28
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 3,710		ISE7P/SH12A SH 12-14		
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 2,120		SA01P/GZ12A GZ 17-18		
ISO 50001:2018 Energy Management System - Internal Auditor Training ISO 50001:2018 能源管理体系内部审核员培训	3	RMB 3,180			EM10P/SH01A SH 21-23	
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 3,180	GM20P/GZ11A GZ 12-14			
ISO 22000:2018 Food Safety Management Systems -Internal FSMS Auditor Training ISO 22000:2018 食品安全管理体系内部审核员课程	3	RMB 3,180	HA7P/SH11A SH 19-21			
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 3,180		MT68P/GZ12A GZ 19-21		MT68P/SH02A SH 20-22
VDA 6.3:2016 Process Audit VDA 6.3:2016 过程审核	2	RMB 2,650			EO06P/GZ01A GZ 24-25	
IECQ HSPM QC080000:2017 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000:2017 有害物质管理体系内部审核员培训	2	RMB 2,650		IE01P/SH12A SH 27-28		
ESD System Internal Auditor Training 静电管理体系内部审核员	2	RMB 2,650			ES29/SH01A SH 03-04	
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	1	RMB 1,272	GP02P/GZ11A GZ 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 Managements	2	RMB 2,650	GM09P/GZ11A GZ 20-21			
Lean Production 精益生产	2	RMB 4,240		GM15P/SH12A SH 06-07		
Six Sigma Green Belt Training 6Sigma 绿带	6	RMB 15,900				GM16P/GZ02A-1 GZ 20-22
Project Management 项目管理	2	RMB 4,240			MS17P/GZ01A GZ 03-04	
Five Core Tools (APQP/FMEA/SPC/MSA/PPAP) 五大核心工具 (APQP/FMEA/SPC/MSA/PPAP)	3	RMB 3,180	MS01P/SH11A SH 13-15			
Geometric Dimensioning and Tolerancing GD&T 几何尺寸和公差	2	RMB 4,240				GM14P/SH02A SH 27-28
Product Reliability Design 产品可靠性设计	2	RMB 4,240		GM15P/GZ12A GZ 13-14		
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	2	RMB 4,240			MS19P/SH01A SH 10-11	
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施	1	RMB 1,590		OH04P/GZ12A GZ 20		
TPM - Total Productive Maintenance TPM- 全面生产管理实战	2	RMB 4,240	GM26P/GZ11A GZ 13-14			
Key to Strong Enterprise — Quality Circle Operation 强企之本 - 品质圈 QCC 运作	2	RMB 4,240			ES28P/GZ01A GZ 17-18	
8D-Quality Problem Analysis and Solving 8D- 质量问题分析	1	RMB 1,590				ES29P/GZ02A GZ 25
Design of Experiment DoE 试验设计	2	RMB 4,240			MS16P/SH01A SH 24-25	
Business Etiquette and Occupation Image 商务礼仪与职业形象塑造	2	RMB 4,240		GM10P/SH12A SH 27-28		
Seven QC Tools (Traditional & New) QC 七大手法	2	RMB 2,650	GM12P/SH11A SH 29-30			
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	2	RMB 2,544			GM07P/SH01A 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 3,710		GM06P/SH12A SH 05-06		
Manufacturing Workshop Management Practices - Group Leader Management 制造车间管理实战 - 班组长工作篇	2	RMB 2,650	MT33P/GZ11A GZ 28-29			
Management Skills for Middle Management 中层管理人员管理技能培训	2	RMB 2,650			MS14P/SH01A SH 15-16	
Meeting Management with High Efficiency 高效会议管理	1	RMB 1,590				GM08P/GZ02A GZ 22
Employee Motivation 员工动力驱动器 — 员工激励	2	RMB 3,180			GM23P/GZ01A GZ 22-23	
Mind Map@ : 思维导图轻松提升工作效率	1	RMB 2,120	M504P/SH11A SH 21			
Zodiak@ : 商业策略、决策及财务游戏工作坊	1	RMB 1,590		M519P/GZ12A GZ 07		
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理	2	RMB 2,650	GM25P/GZ11A GZ 14-15			

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 (Macau) Ltd. 標準認證服務 (澳門) 有限公司 • Tel 電話 : (853) 2875 1199
 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			
				Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Quality and Integrated Management Systems 質量和綜合管理							
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-11B 26	VM1C/HK-12A 12	VM1C/HK-01A 03	VM1C/HK-02A 13
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-11A 19-20	VM3C/HK-12A 19-20	VM3C/HK-01A 21-22	VM3C/HK-02A 18-19
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 21			
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-12A 27-28		
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-12A 21		
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-12A 10-11		
Integrated Management System Set up and Audit Approach 綜合管理體系 - 建立與審核方法		2	HKD 3,500/ HKD 3,300*		IMS2C/HK-12A 10-11		
Environmental Conservation 環境保育							
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-11A 14	EMS2C/HK-12A 17		EMS2C/HK-02A 27
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-11A 20-21		EMS3C/HK-01A 28-29	
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-12A 18		
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective		1	HKD 1,680	EM19C/HK-11A 14			EM19C/HK-02A 25
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-02A 26
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		3	HKD 6,000/ HKD 5,500*	EM11C/HK-11A 18-20			
GreenHouse Gas Verifier Training 溫室氣體驗證員		2	HKD 3,500/ HKD 3,300*	EM09C/HK-11A 19-20			EM09C/HK-02A 13-14
Occupational Health and Safety Management 職業健康和安全							
ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Understanding & Application ISO 45001:2018 職業健康和安全管理體系 - 理解與應用		1	HKD 1,730/ HKD 1,630*		OH19C/HK-12A 12	OH19C/HK-01A 07	
ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Internal Auditor Training ISO 45001:2018 職業健康和安全管理體系 - 內部審核員培訓		2	HKD 3,400/ HKD 3,300*	OH20C/HK-11A 01-02		OH20C/HK-01A 28-29	OH20C/HK-02A 27-28
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&IU(SM)/R) for OHSAS 18001 Practitioners		1	HKD 1,500		OH15C/HK-12A 20		
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors		2	HKD 3,200			OH16C/HK-01A 08-09	
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存							
Five-days Winery Training in Bordeaux, France		5	HKD 28,000	T002E/HK-11A 10-14			
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-11A 08-09			
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-12A 31		
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-01A 21-22	
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施		1	HKD 1,600			GP02C/HK-01A 09	
食品衛生經理證書課程		3	HKD 1,500	M091C/HK-11A 06-08		M091C/HK-01A 02-04	
Team Building 團隊建設							
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. Kerwin Ho (2202 9367 / 6050 6127) / kerwin.ho@hkqaa.org			
Team Collaboration in LEGO® SERIOUS PLAY®		1 to 2					
Team Collaboration in Meaningful Micro-Film Production		1 to 2					
Personal Enrichment & Certification 個人提升和專業資格							
TetraMap® Workshop - 無添加人際溝通與團隊合作工作坊		1	HKD 2,800/ HKD 2,500*	M524C/HK-11A 09			
職場必備軟技巧 - 全腦轉數訓練班		1	HKD 1,980/ HKD 1,500*			M098C/HK-01A 04	
職場讀心術 - 身體語言訓練班		1	HKD 1,980/ HKD 1,500*		M099C/HK-12A 07		
九型人格系列：職位配對及團隊組合		1	HKD 1,680	M089C/HK-11A 20			
Mind Map® 思維導圖激發創造力及創意解難		1	HKD 2,300/ HKD 1,980*			M504C/HK-01A 08	
"博贊®強力記憶法提升工作效率" 工作坊		1	HKD 1,700/ HKD 1,500*				M522C/HK-02A 25
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*	PC01E/HK-11A 22-23	PC01C/HK-12A 06-07		
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-01A 09	
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-01A 09	
Strategic Crisis Management Workshop 企業危機管理工作坊		1	HKD 4,000/ HKD 3,600*	RM06C/HK-11A 16			

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. Kerwin Ho (2202 9367 / 6050 6127) / kerwin.ho@hkqaa.org

Hong Kong 香港

Nov 2018 - Feb 2019 2018年11月至2019年2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			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Law and Legislation (Hong Kong, Macau & China) 法律與法規 (香港, 澳門及中國)						
Fundamental Contract Law for Managers and Professionals 管理者必須認識的合同法		1	HKD 1,500	M906C/HK-11A 21		
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-01A 11	
Safety and Environmental Offences in Construction Project 「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-02A 28
Legal Fundamentals of Tendering 招標法律基礎		1	HKD 1,500	M909C/HK-11A 19		
Negotiation and Mediation Skills for Managers and Professionals 管理者的談判及調解技巧		1	HKD 1,500	M911C/HK-11A 05		
Fundamental Law for Office Administrators 行政人員基礎法律知識		1	HKD 1,500			M920C/HK-02A 20
Essential Laws for Premises and Facilities Management 場所與設施管理必用法律		1	HKD 1,500		M923C/HK-01A 04	
Advanced Seminar on False Trade Description and Mis-selling 《商品說明條例》實用法律課程 公司法入門 - 非法律人員必讀		1	HKD 1,500			M926C/HK-02A 25
Legal Impacts and Recent Development of European Union GDPR and Hong Kong PDPO 歐盟《通用數據保障條例》與香港《個人資料 (私隱) 條例》的法律影響及近期發展		1	HKD 2,000		M102C/HK-01A 03	
Legal Issues of Bitcoin, Initial Coin Offerings and other Cryptocurrencies 首次代幣發行 (ICO) 、比特幣 (Bitcoin) 及其他「加密貨幣」的法律問題		2:00-5:00pm half day	HKD 800	M103C/HK-11A 21		
Workshop on Equity Crowdfunding 股權眾籌工作坊		2:00-5:00pm half day	HKD 800	M104C/HK-11A 05		
Workshop on Bank Culture Reform 銀行業文化改革工作坊		2:00-5:00pm half day	HKD 800		M106C/HK-12A 04	
Legal Impacts on Business and Employment contracts under The new Contracts (Rights of Third Parties) Ordinance 新修訂的《合約 (第三者權利) 條例》對商業及僱傭合約的法律影響		2:00-5:00pm half day	HKD 800		M109C/HK-12A 07	
How to apply Arbitration in Commercial Disputes 如何把仲裁運用於商業糾紛中		2:00-5:00pm half day	HKD 800		M112C/HK-12A 12	
FinTech Series: Legal Training on “Bitcoin, ICO and Cryptocurrencies”, “Crowdfunding” and “Peer-to-Peer Money Lending” “比特幣、ICO和加密貨幣”、“眾籌”和“點對點貸款”的法律培訓		1	HKD 2,000			M113C/HK-02A 20
Saying Sorry Without Legal Liability and the Impacts for the Enactment of New Apology Ordinance		1	HKD 1,600	M114C/HK-11A 27		
Management Tools, Skill for Improvement 管理工具和技巧						
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-01A 02
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-11A 09		
新世代主管秘笈		1	HKD 1,600/ HKD 1,500*			EW63C/HK-02A 20
Workshop on Performance Management through KPI Setting		1	HKD 1,080/ HKD 980*	M021C/HK-11A 05		
Workshop on Developing Supervisory Skills & Leadership Charisma		1	HKD 1,080/ HKD 980*		M022C/HK-12A 05	
Workshop on Strategic Compensation System Design		1	HKD 1,080/ HKD 980*	M023C/HK-11A 21		
Workshop on Effective Performance Appraisal		1	HKD 1,080/ HKD 980*		M026C/HK-01A 11	
Workshop on Transforming HR Role as Strategic Partners		1	HKD 1,080/ HKD 980*			M063C/HK-02A 13
Introduction to Design Thinking		1	HKD 1,800/ HKD 1,500*	M084C/HK-11A 26		M084C/HK-01A 08
中國宣傳 - 全方位新營銷攻略 (深進)		1	HKD 1,800	M101C/HK-11A 27		
Customer Service: From Good To Great 顧客服務：邁向優越						
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 理解與應用		1	HKD 1,280			MT14C/HK-01A 10
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 29		
Technology, Telecommunications, Information Security and Management 科技、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-01A 04
Implementation of ISO/IEC 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-08A 15-16		
國內營銷學 - 微營銷攻略 (進階)		half day	HKD 980			M100C/HK-01A 11
國內營銷學 - 全方位新營銷攻略 (深進)		1	HKD 1,800	M101C/HK-10A 27		
* 砌 App 達人”課程 (進階B班)		2	HKD 3,600	M118C/HK-11A 03-04		

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
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 : 3 Sep 2018

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

Negotiation and Mediation Skills for Managers and Professionals

商業談判及調解技巧 - 管理及專業人士必用法律

Module 1: Understanding Negotiation 談判

- True Meaning of and Effective Approaches in Negotiation
談判的真正意義及有效的談判
- Re-understanding Commercial Disputes and Differences
重新認識商業環境中的爭議及分歧
- Key Phases in Getting Win-win Consensus
取得雙贏的關鍵
- Negotiation Tactics and Counter Tactics
談判常用技巧和對抗技巧

Module 2: Using Mediation 調解

- Theories and Trend of Mediation
調解理論和趨勢
- Mediation Skills and Practices
調解技能與實踐
- Handling Troubles and Troublemakers in Bargaining
處理談判中麻煩和麻煩製造者
- Preparing and Planning for Action in Mediation
準備和策劃調解

Date	日期	5 November 2018 2018年11月5日
Time	時間	9:30am - 5:00 pm 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
Trainer	講師	Practising Barrister(s) 執業大律師

Enquiry 查詢

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Saying Sorry without Legal Liability and the Impacts for the Enactment of New Apology Ordinance

「道歉條例」實用法律課程

- Meaning and Definitions of "Apology" 「道歉」的法律意義與定義
- Legal Effects of Apology 「道歉」在法律程序中的法律效力
- Contract of Insurance or Indemnity 保險合同或賠償合同
- Legal Responsibility for Apology 道歉的法律責任
- Application of Apology Ordinance in Complaint Handling 「道歉條例」在投訴處理中的適用
- Case Demonstration and Practical Training 案例示範與培訓

Date	日期	27 November 2018 2018年11月27日
Duration	時間	9:30am - 5:00 pm 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
Trainer	講師	Mr Albert So, Practising Solicitor 蘇文傑律師



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