



# VISION 管略

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## Improve Efficiency and Consistency in Facilities Systematically

According to an article recently released on the International Organization for Standardization (ISO) website, facilities management constitutes the second-highest cost for most organisations, but can also make a considerable contribution to the bottom line on an ongoing basis. In order to utilise the facilities in a cost-effective manner, organisations have to figure out how to manage them in a systematic way.

In April 2018, the ISO published ISO 41001:2018 Facility management — Management systems — Requirements with guidance for use. The standard helps organisations to understand facility management and improve the quality of its service, in order to demonstrate effective and efficient delivery of facility management that supports the objectives of the organisation.

ISO 41001 enables an organisation to improve productivity, health and safety of the workforce, and enhance internal and external communications of facility management methodologies and requirements. This issue of VISION presents highlights of the standard so that readers will have a preliminary understanding of it.

We hope that more organisations will pay attention to the importance of facility management, and improve the consistency and efficiency of their services, thereby achieving sustainability in a globally-competitive environment.

## 系统化地提升设施效率及一致性

国际标准化组织 (ISO) 近月在网站发表文章, 指出设施管理支出为大多数机构的第二大成本, 不过有效的管理, 同时亦可以协助机构持续地提升财务绩效。机构若要合乎成本效益地善用其设施, 必须找出系统化管理的良方。

ISO 于 2018 年 4 月发布《ISO 41001:2018 设施管理—管理体系—要求及使用指南》, 旨在协助机构了解设施管理及提升服务素质, 彰显机构有充份能力交付高效的设施管理服务, 支持机构达成目标。

ISO 41001 有助机构提升员工的生产力、健康及安全水平, 优化机构内外就设施管理方法及要求的沟通。今期《管略》将简介标准的重点内容, 让读者对此有初步认识。

我们期望更多机构重视设施管理, 提升其服务效率及一致性, 在全球化的竞争环境下携手达致可持续发展。

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# ISO Publishes Standard on Facilities Management Systems

## ISO 发布设施管理体系标准

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### Introduction

We all talk about the “facilities” that are essential for most production and service companies, but do we really understand what that means? We often take it for granted that our workplace will have the appropriate lighting, heating, cooling, security, IT infrastructure, building maintenance, pest control and all the other mundane things that make it possible to run our business. Such facilities do not usually form part of the “core business processes”, but are vital to support any successful organisation. Imagine the air conditioning breaking down on a hot and humid summer day in a major service organisation! Or having problems with waste disposal, the drinking water fountains, washrooms, or all the other myriad of things that make the company successful on a day-to-day basis.

ISO has recently published a new standard ISO 41001:2018 (“*Facility management — Management systems — Requirements with guidance for use*”) for those organisations that provide such services, in order to demonstrate that they are competent to do so.

### ISO Standards on Facility Management

ISO 41001 is the latest in a series of standards developed by ISO’s Technical Committee TC 267. These include:

- ISO 41011:2017 Facility management — Vocabulary
- ISO 41012:2017 Facility management — Guidance on strategic sourcing and the development of agreements
- ISO/TR 41013:2017 Facility management — Scope, key concepts and benefits

**ISO 41011** defines a “facility” as “the collection of assets which is built, installed or established to serve an organisation’s needs” and “facility management” as “the organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.” It also provides a number of other very relevant definitions that are key to understanding of the ISO 41001 requirements standard. These include:

- **work station** – location containing furniture and supporting equipment (including telephony, IT and power connections), specifically designed or suitable for work-related activities and suitable for permanent use
- **demand organisation** – the entity which has a need and the authority to incur costs to have requirements met

### 简介

大家常言「设施」对大部分制造及服务行业十分重要，但是否真的理解何谓「设施」呢？事实上，我们常常理所当然地以为，工作场所内必然具有妥善灯光、暖气、空调、保安、资讯科技设备、大厦保养、虫害控制等帮助我们营运业务的设施。虽然这些设施不被划入「核心业务流程」当中，但却是支撑企业成功运作不可或缺的部分。大家不妨想像一下，在炎热潮湿的夏天，一家大型服务机构的空调系统故障是何等糟糕的事！而支撑公司营运的设施如废弃物处理、饮水机、洗手间等等发生问题，也会造成一定困扰。

ISO 最近发布的新标准 ISO 41001:2018（*设施管理—管理体系—要求及使用指南*），能够彰显机构有充份能力提供设施管理服务。

### 有关设施管理的 ISO 标准

ISO 41001 为 ISO TC 267 技术委员会开发的一连串标准中的最新一员。当中包括：

- ISO 41011:2017 设施管理 — 术语
- ISO 41012:2017 设施管理 — 策略采购及制定协议的指南
- ISO/TR 41013:2017 设施管理 — 范围、关键概念及益处

**ISO 41011** 定义「设施」为「通过建造、安装或构建来服务组织需要的资产集合」，而「设施管理」则为「在建筑环境内整合人员、场所、过程，并以改善人们生活品质、提高核心业务生产力为目的的组织职能」。此外，标准提供与 ISO 41001 相关的若干定义，令人更易理解标准要求，包括：

- **工作空间** — 包含家具和配套设备（包括：电话、电子科技及电源接线）在内的，专门设计的或适用于工作有关活动的，和可长久使用的场地
- **需求组织** — 有需要及有权通过花费成本以满足要求的实体

- **service level agreement** - document which has been agreed between the demand organisation and a service provider on performance, measurement and conditions of service delivery
- **life-cycle cost** - total cost (in present-value terms) expected to be spent on an asset during its operational existence
- **open-book** - transparent exchange of relevant information (especially costs) between the facility management service provider and the demand organisation

**ISO 41012** is primarily aimed at complex in-house or externally procured facility management services. It provides guidance on sourcing and development of facility management agreements, highlighting the strategic processes related to service and support functions for the core business, development of facility service provision agreements in both public and private organisations as well as internal and external production/delivery options in major types of working environments (e.g. industrial, commercial, administration, military and healthcare, among others).

**ISO/TR 41013** explains that facility management integrates and optimises a broad spectrum of support processes and delivers their outputs (the facility services) which enable the demand organisation to focus on its primary activities. The aim of facility management is to ensure that this support is available in line with the demand organisation's mission and strategies (including, for example, sustainability concerns) and provided in a cost-effective manner.

Certification to ISO 41001 is also supported by ISO/IEC TS 17021-11:2018 which defines the competence requirements for auditing and certification of facility management systems.

### Structure and Content of ISO 41001:2018

ISO 41001 follows the now-familiar "Annex SL" high-level structure and common text that facilitates the harmonisation of all ISO management system standards (now renamed as "Annex L" of the ISO/IEC Directives). Whilst ISO 41001 does not make significant additional requirements over and above what would be expected from an ISO 9001 Quality Management System applied to facilities management, it does contain an extensive Annex with detailed guidance on a clause-by-clause basis. The following are some examples:

- **Annex A4 (Context of the organisation)** explains that a successful facilities management organisation should align its service delivery plans with the primary objectives of the demand organisation. This involves a process of analysing, understanding and reviewing fundamental issues relating to the demand organisation's needs and expectations, including its real estate and property portfolio; its assets and their physical condition; operational interdependencies within the demand organisation as well as any needs for resource flexibility, business risk and contingency planning.
- **Annex A5 (Leadership)** emphasises the need

- **服务水平协议** — 需求组织及服务供应商之间就服务交付的绩效、测量和条件所约定的文件
- **生命周期成本** — 预计一项资产处于营运存续期间的总花费成本(以现值计算)
- **公开账簿** — 设施管理服务供应商与需求组织之间相关资讯(特别是成本)的透明化交流

**ISO 41012** 主要为复杂的组织内部或外包设施管理服务而设，提供采购及制定设施管理协议的指引，重点列明有关核心业务的服务及支援功能之规划流程，以及为公私营机构(如工商业、行政部门、军事及医疗界等)主要工作环境的内外部生产/交付方案而制定的设施管理供应协议。

**ISO/TR 41013** 说明设施管理如何结合及优化范畴广阔的支援流程及输出交付(意指设施服务)，使需求组织能专注于其主要业务活动。设施管理旨在确保这些支援举措能够依循需求组织的使命和规划推行(包括对可持续发展的考虑等)，同时可节省成本。

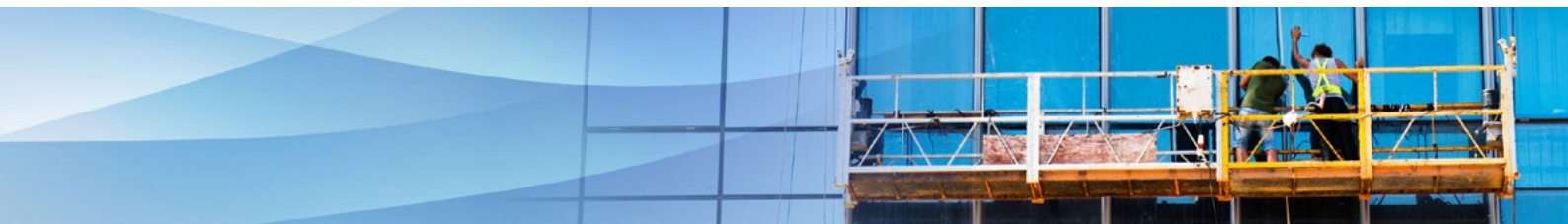
ISO/IEC TS 17021-11:2018 亦定下设施管理体系的审核及认证能力要求，以支持 ISO 41001 的认证工作。

### ISO 41001:2018 的架构及内容

ISO 41001 按照为人熟悉的《附件 SL》内之高阶架构及相同文本，以兼容其他 ISO 管理体系标准(现已更名为 ISO/IEC 指令的《附件 L》)，由于 ISO 9001 质量管理体系也可应用于设施管理，因此 ISO 41001 不会在此之上加添重大的额外要求，但新增了一份详尽的资料性附录，为每一条条文提供详细指引。例子如下：

- **附录 A4 (组织环境)** 说明一间成功的设施管理组织应将其服务交付计划及需求组织的主要目





for senior management to ensure an organisational culture that promotes and encourages stewardship of the assets and services, supports a long-term approach to cost effective operations and integrates functions to the benefit of the organisation's overall mission.

- **Annex A6 (Planning)** provides a series of useful examples of how risks can apply to facility management organisations, including the technical, financial, environmental, social, political, commercial, organisational and reputational aspects of risk. In addressing risk, emphasis is given to understanding the criteria that could trigger the need for a particular risk response, ensuring that appropriate resources are available to respond in the desired timeframe, and that personnel are adequately trained and competent. It is also important to liaise with the demand organisation's internal risk planning functions, to hold post-event reviews to identify lessons learned, and to learn from the experience of other facilities and organisations to improve the identification of opportunities and threats.
- **Annex A7 (Support)** focuses extensively on communication, and emphasises that good two-way communication is crucial to success because of the wide scope of services provided as part of facility management, the variety of locations and the wide range of interested parties involved. A communications plan is therefore considered essential, in order to define the purpose of the various communications, the urgency of the message content and the actions expected from the recipients once they have received the message.
- **Annex A8 (Operation)** provides guidance on how to integrate the various services provided as part of facility management. This includes seeking and identifying potential synergies for re-allocating task responsibilities, multi-skilling personnel and scheduling activities so as to improve productivity, innovating across traditional functional lines and processes to address changing requirements, and ensuring that all teams and service providers supporting the operation meet on a regular basis to identify ways of working together to improve the overall service delivery.
- **Annex A9 (Performance evaluation)** explains that those services identified as most critical to the strategic objectives should have the main focus and the most stringent success criteria. It is also important to identify and select a suitable number and mix of process measurements and key performance indicators (KPIs) that can be consolidated for top management to provide them with a broad overview of performance and enable them to make informed decisions regarding strategies and priorities.
- **Annex A10 (Improvement)** suggests that in addition to acting on non-conforming activities, the facilities management organisation should have processes in place to identify gaps in service delivery performance, even if current levels are in accordance with service level agreements.

## Conclusions

ISO 41001:2018 provides a series of requirements that can be used as a basis for the certification of facility management organisations, together with an extensive Annex that provides additional guidance.

标保持一致。当中牵涉到了一个须分析、理解及审视需求组织的需求及期望的流程，包括它的房产及物业组合；资产及其实际状况；需求组织内的营运依存关系及其他种种需要，如资源的灵活性、商业风险及应变措施规划。

- **附录 A5 (领导作用)** 强调管理高层需确立组织文化，推动管理资产及服务意识，支持长远地节省运营成本的措施，以及整合功能以助达成组织的整体使命。
- **附录 A6 (策划)** 提供一系列实用例子来说明危机可如何发生于设施管理组织，包括技术、财务、环境、社会、政治、商业、组织及声誉等层面上的风险。在应对风险方面，附录强调要了解触发个别潜藏风险回应的准则，并确保确切时间内能调动适当的资源应付这些风险。再者，员工亦需接受充足训练及具专业能力。并须与需求组织的内部风险规划功能进行协调，透过事后报告检讨找出经验教训，以及汲取其他设施和组织的经验，对提升识别机遇及危机的能力亦十分重要。
- **附录 A7 (支持)** 主要著墨于沟通，以及强调设施管理涉及广泛的服务，多样的地点及相关利益方，所以良好的双向沟通对达致成功十分重要。此外，为了厘定多元化沟通的目标，信息内容的缓急轻重及预计信息接收方的行动等等，组织也必须定下一个沟通方案。
- **附录 A8 (运行)** 提供有关如何融合设施管理中所提供的各式各样服务的指引，包括透过重新分配工作任务，让工作人员多专多能，安排工作日程等，寻求及识别潜在的协同效应，藉此改善生产力，革新传统功能职责及流程，以应对时刻改变的要求，并确保所有团队及服务供应商可定期支援营运，找出协力改善整体服务交付的方法。
- **附录 A9 (绩效评价)** 说明被识别为达致策略性目标的关键服务，应定下焦点及最严谨的成功准则，以助识别及选择一个合适数量及组合的流程评估及关键绩效指标。管理层可以在整合资料后，知悉绩效的广泛概况，在策略及优先顺序上作出明智的决定。
- **附录 A10 (改进)** 提议除了著手处理不合规的活动外，设施管理组织即使已达至服务水平协议中的指标，亦须建立到位的流程来识别其服务供应表现中的漏洞。

## 结论

ISO 41001:2018 提供的一系列要求，加上提供额外指引的新增附录，可用作设施管理组织考取认证的基础。

# Green Finance Certification Scheme — Green Fund

## 绿色金融认证计划 — 绿色基金

### Introduction and Global Perspectives

Climate-related challenges are a source of financial risks and world leaders and central banks are trying to strengthen the financial system's resilience to these risks.

The Network of Central Banks and Supervisors for Greening the Financial System (NFGS) was established in December 2017 to strengthen global efforts to meet the goals of the Paris Agreement. The organisation also aims to enhance the role of the financial system in managing risks and mobilising capital for green and low-carbon investments in the broader context of environmentally sustainable development.

According to the United Nations Principles of Responsible Investment (UN PRI), as of February this year, more than 2,250 investment organisations, representing over US\$85 trillion, have signed up to the Principles for Responsible Investments. This demonstrates that demand and pressure from large institutional investors has been rising.

In Hong Kong, the Hong Kong Monetary Authority (HKMA) also announced in early May that as the manager of the Exchange Fund, they will adopt a principle that priority can be given to Green and ESG investments if the long term return is comparable to other investments on a risk-adjusted basis. They will further grow the Exchange Fund's green bond portfolio through direct investment or investment in green bond funds.

Although different investment industry stakeholders have been responding to the rising global demand to incorporate green or ESG objectives into financial products in order to direct capital to projects or companies with contribution to bring positive impact, there are issues with consistency, transparency and sufficiency of disclosure. Environmentally sensitive investors are expecting a higher disclosure standard for the green-related performance of financial products so that they can make informed investment decisions.

As the Green Fund market is expected to grow, HKQAA is planning to develop a Certification Scheme to respond to stakeholders' needs and raise awareness of green initiatives in the fund market. HKQAA will also support the Securities and Futures Commission (SFC) in promoting its Strategic Framework for Green Finance. The Scheme aims to encourage more investors from the funds market to support green projects and industries, and organisations committed to making a contribution to the United Nations' Sustainable Development Goals.

### Key Features of the Scheme

The certification program applies to green bonds and green loans and will extend the coverage of the Green Finance Certification Scheme. In the development process, HKQAA is drawing upon a number of widely-acknowledged and important reference documents. These include: Circular to management companies of SFC-authorized unit trusts and mutual funds Green or ESG funds of SFC; Clean Development Mechanism of United Nations Framework Convention on Climate Change (UNFCCC); Principle of Responsible Investment of United Nations; Sustainable Development Goals (SDGs) of United Nations; Sustainability Rating and Research of HKQAA; European SRI Transparency Code of European Sustainable Investment Forum (Eurosif); Asset Management Association of China – Green Investment Guideline.

### 简介及全球视野

与气候相关的风险是其中一种金融风险的来源，全球领袖和中央银行都正努力加强金融体系对这些风险的抵御能力。中央银行与监管机构绿色金融网络(The Network of Central Banks and Supervisors for Greening the Financial System, NFGS)于2017年12月成立，旨在促进全球对「巴黎协议」的响应以达成其目标，加强金融体系在风险管理，以及在环境可持续发展广义背景下为绿色及低碳投资筹集资金的角色。根据今年2月联合国责任投资原则 (United Nation, Principles of Responsible Investment, UN PRI) 网站上公布的资讯，现时有超过2,250个投资组织代表超过85万亿美元的资金，已经签署了责任投资原则，也表明大型机构的投资者对履行责任投资的需求和压力正在上升。

在香港，作为外汇基金经理的香港金融管理局(金管局)亦于五月初宣布，当绿色和ESG投资在风险调整后的长期回报与其他基金相约时，他们会优先考虑绿色和ESG投资。金管局亦将透过直接投资或投资于绿色债券基金，进一步发展外汇基金的绿色债券组合。

面对全球对具绿色或ESG目标的金融产品日益增长的需求，投资行业的不同持分者一直加强回应需求以便将资金引导到有助于带来正面影响的项目或公司，但在资讯披露方面，市场上仍存在一致性、透明度及充分性的问题。对环境高度关注的投资者，亦期望金融产品的绿色相关表现能有更高的披露标准，以便他们做出明智的投资决策。

鉴于绿色基金市场有望持续增长的趋势，香港品质保证局启动了绿色基金认证服务的发展计划，以回应持分者的需要，提高基金市场对绿色倡议的意识，并支持证券及期货事务监察委员会(证监会)推广其绿色金融策略框架。认证计划旨在鼓励更多基金市场的投资者支持绿色项目、行业，以及致力于为联合国可持续发展目标作出贡献的组织。

### 计划的主要概念

绿色基金认证将是现行适用于绿色债券和绿色贷款，「绿色金融认证计划」的延伸计划，并采纳了计划的主要特点。在开发过程中，本局识别了一系列获广泛认可的重要参考文件，其中包括：证监会的《致证监会认可单位信托及互惠基金的管理公司的通函 - 绿色基金或环境、社会及管治基金》、联合国气候变化框架公约(UNFCCC)的清洁发展机制(CDM)、联合国责任投资原则、联合国可持续发展目标、香港品质保证局的可持续发展评级及研究、欧洲可持续投资论坛组织(European Sustainable Investment Forum, Eurosif)的欧洲社会责任透明码(European SRI Transparency Code)、中国证券投资基金业协会 - 绿色投资指引(试行)。计划将应用可衡量定性方法的核心方法学，采用可持续发展目标以评估带来的正面环境影响。该计划的核心要素包括：基金目标、基金管理、绿色资产的评价和筛选、绿色资产监察、信息披露

The Scheme will apply the core methodologies of a measurable qualitative approach and adopt SDGs for assessing positive environmental impact. The core elements of the scheme include Fund Objectives, Management of Fund, Green Asset Evaluation and Selection, Green Asset Monitoring, Information Disclosure and Reporting, and Engagement & Active Ownership. Funds that aim for the certification are expected to meet all the requirements of the core elements, and have to disclose the related information based on the framework set out in the HKQAA Environmental Method Statement.

In evaluating the green performance of companies, we will make reference to the HKQAA Sustainability Rating and Research (HKQAA SRR) model. The method was designed to rate a company's system maturity and risks with regard to sustainability performance, based on and with reference to international guidelines, such as ISO 26000 Guidance on social responsibility and Global Reporting Initiative (GRI). HKQAA has been providing assessment and rating services on companies' sustainability performance for the Hang Seng Corporate Sustainability Index Series using the method since 2014.

## Benefits

According to the circular issued by the SFC on 11 April, currently a majority of the funds which have named green or ESG factors in their investment objective or strategy do not specifically disclose how the management companies incorporate these factors into their investment selection process. HKQAA considers it important for funds to disclose in detail their green investment strategies, management and practices. The scheme is designed to enhance the transparency of the green investment process by making clear to investors how the fund evaluates, selects and manages their green assets. Improving and aligning green disclosure standards voluntarily across funds through market and educational efforts will support a more informed investment decision-making process, allowing investors to choose funds whose values align with theirs.

## Road ahead

HKQAA will roll out the pilot program in the second half of this year, and formally launch the certification service in 2020. Through the service, HKQAA hopes to contribute to the industry to enhance the disclosure practices of how environmental-related risks are managed which could facilitate the investors to make informed investment decisions. Furthermore, we also hope to improve the alignment of investments with the SDGs, maximise their positive impact in order to build a more sustainable world alongside with gaining competitive financial returns.

和报告以及参与和积极拥有权。认证基金需满足核心要素的所有要求，并根据本局环境方法声明中的框架披露相关信息。

在评估公司的绿色表现时，我们会参考本局可持续发展评级及研究(HKQAA SRR)的模式。该方法参考了国际指南如ISO 26000社会责任指南和全球报告倡议组织(GRI)以评估公司在可持续发展绩效方面的系统成熟度和风险。自2014年起，本局一直使用该方法，为「恒生可持续发展企业指数系列」就公司的可持续发展表现提供评级服务。

## 好处

根据证监会于4月11日发出的通函，目前不少将绿色或ESG因素命名为其投资目标或策略的基金，并未具体披露其管理公司如何将绿色或ESG因素纳入其投资选择过程。本局认为详细披露基金的绿色投资策略、管理和实践方式皆十分重要。此认证计划旨在通过向投资者明确展示基金管理公司如何评价、筛选和管理绿色资产，以提高基金绿色投资过程的透明度。我们期望在自愿的基础上，通过市场和教育以改进披露的状况，并使基金之间的绿色披露标准更趋向一致，从而使投资者可在充份资讯下作出投资决策，并选择与他们的价值观一致的投资。

## 展望未来

本局将于今年下半年推出先导计划，并于明年正式推出认证服务。通过此服务，本局希望为业界作出贡献，加强对环境相关风险管理的披露，从而促进投资者在获得充份资讯下做出明智的投资决策。此外，认证服务亦期望能将投资引导至与可持续发展目标一致的地方，最大限度地发挥其正面影响，在获得具竞争力财务回报的同时，亦可为可持续发展作出贡献。



## Inaugural Government Green Bond Obtains HKQAA Certification 香港特区政府首笔绿色债券取得香港品质保证局认证

The Chief Executive of the HKSAR announced in the 2017 Policy Address that the Government would take the lead in arranging the issuance of a green bond. This action was intended to demonstrate its support for sustainable development and the promotion of green finance, as well as a showing commitment to fighting climate change. The Financial Secretary further announced in the 2018-19 Budget that the Government will launch the Government Green Bond Programme ("GGBP"), with a borrowing ceiling of \$100 billion. The sums borrowed under the GGBP will be credited to the Capital Works Reserve Fund to provide funding for Government green projects.

On 7 May 2019, the HKSAR Government announced a roadshow for a proposed green bond offering. The Hong Kong Monetary Authority (HKMA) is acting as the Government's representative in this offering. On 22 May, the HKSAR Government announced the successful offering of its inaugural Green Bond under the Government Green Bond Programme, with an issuance size of US\$1 billion and a tenor of 5 years. The Green Bond has also received the 'Green Finance Certificate' (Pre-issuance) from HKQAA.

HKQAA is pleased to congratulate the successful offering of this Green Bond, and is honoured to have provided professional certification services for it. We expect the GGBP to motivate more enterprises and organisations to participate in environmentally-friendly investments and attract more investors to support green projects and industries, thereby helping speed up the pace of development of the green finance market in Hong Kong.

行政长官在 2017 年施政报告公布，为彰显香港特区政府对可持续发展的支持、应对气候变化的决心，以及推动绿色金融在香港的发展，政府将带头发行绿色债券。其后，财政司司长在 2018-19 年度财政预算公布推出上限 1,000 亿元的政府绿色债券计划，所募集的资金将拨入政府基本工程储备基金，为其绿色工务项目提供资金。

于 2019 年 5 月 7 日，香港特区政府正式宣布就可能发售的绿色债券进行路演，香港金融管理局 (HKMA) 为是次绿色债券发售的香港特区政府代表，并于同月 22 日，宣布在政府绿色债券计划下成功发售首批绿色债券，是次绿色债券的发行金额为 10 亿美元，年期为五年。这批绿色债券亦获香港品质保证局颁发「绿色金融认证计划」发行前阶段认证。

本局在此衷心恭贺香港特区政府成功发售相关债券，并很荣幸为其提供专业认证服务。期望政府绿色债券计划能鼓励更多企业及机构参与环境友善投资，吸引更多投资者支持绿色项目和产业，加快香港绿色金融市场的发展步伐。

## Green Bond Issuance Seminar 参与绿色债券发行研讨会

On 30 April 2019, HKQAA participated in a Green Bond Issuance Seminar co-organised by the Listed Companies Council of the Hong Kong Chinese Enterprises Association, the Shanghai Financial Association, Hong Kong, and the Hong Kong Green Finance Association.

A number of senior executives from well-known enterprises attended the seminar, where they discussed green finance and related government policies. Ms Teresa Leung, General Manager of Finance and Technology, HKQAA, shared the latest developments in green finance on the Mainland and in Hong Kong, and talked about the Green Finance Certification Scheme.

The seminar gave enterprises and financial institutions a better understanding of the developments and trends in green finance.

本局一直致力推广绿色金融的理念，并于 2019 年 4 月 30 日参与由香港中国企业协会上市公司委员会主办，香港上海金融企业联合会及绿色金融协会协办的绿色债券发行研讨会，期望透过提供平台令企业和金融机构更深入了解绿色金融的发展趋势。

多位知名企业的高级行政人员出席是次研讨会，共同探讨绿色金融与相关的政府政策。本局金融及科技总经理梁霏怡女士亦于会上分享绿色金融在内地及香港的最新发展，并介绍本局的绿色金融认证计划。



本局金融及科技总经理梁霏怡女士于研讨会上分享绿色金融的发展。

Ms Teresa Leung, General Manager of Finance and Technology of HKQAA, sharing about developments of green finance during the seminar.



# The Turning Point – 2019 Update to HKQAA’s Research Report on Sustainable Financing in China’s Greater Bay Area

## 香港品质保证局可持续发展融资研究 发表补充文件 回应大湾区规划纲要

HKQAA published an addendum for the Research Report on “Sustainable Financing in China’s Greater Bay Area – Opportunities for Growth” on 14 May 2019, with the support of the HSBC. The addendum responds to the “Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area” promulgated by the Chinese Central Government on 18 February 2019 and provides an update on the research.

### Background of the Greater Bay Area Development

Low-carbon economy, emission reductions, sustainable technological development and green financing are highlighted in China’s “Intended Nationally Determined Contributions” (INDC) under the Paris Agreement and the “Framework Agreement on Deepening Guangdong-Hong Kong-Macao Cooperation in the Development of the Bay Area” (the Framework Agreement). The Framework Agreement was signed by the governments of the Hong Kong and Macao Special Administrative Regions, the government of Guangdong province and the National Development and Reform Commission of the People’s Republic of China in July 2017. To substantiate the Framework Agreement and set out the directions guiding the cooperation and development of the Greater Bay Area (GBA), the Central Government announced “Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area” (the ODP) in February 2019.

### Highlights of the Addendum

To compare the ODP against the findings identified in the Research Report on “Sustainable Financing in China’s Greater Bay Area – Opportunities for Growth” (the Report), published by HKQAA in June 2018, the key points relating to green development in the ODP and the research findings described in the Report are tabulated. The comparison table shows that the ODP reinforces the suggestions proposed in the Report. According to the ODP, potential green investment areas include fuel mix for electricity generation, clean transportation, water infrastructure, upgrading of manufacturing industry, innovative environmental protection and low-carbon technologies, and ecological protection. Areas related to Clean Energy and Energy Saving, Clean Transportation and Climate Resilience have been discussed.

### Green Financing in the GBA

Certainly, a considerable amount of funds will be required to complete the various green projects proposed in the ODP. Over the past years, China has established various policies and standards for the development of green finance in order to support green industries. These policies and standards offer substantial tools for the realisation of the green development proposed in the ODP. Furthermore, the ODP proposes vigorous development of special financial products and services, including green finance. It also supports the development of Hong Kong into a green financial hub for the GBA, and the establishment of an internationally recognised green bond certification institution. This aligns with the Hong Kong SAR Government’s support to the development of green finance market.

2019年5月14日，香港品质保证局在汇丰的支持下，发表了《中国大湾区可持续发展融资—发展机遇》研究报告的补充文件。该补充文件回应《粤港澳大湾区发展规划纲要》中的绿色规划重点，就大湾区的可持续发展融资机会提出新的建议。

### 大湾区发展背景

国家在《巴黎协定》(The Paris Agreement)提交的《国家自主贡献》(Intended Nationally Determined Contributions, INDC)上，以及国家发展和改革委员会、广东省人民政府、香港特别行政区政府和澳门特别行政区政府于2017年7月签署的《深化粤港澳合作 推进大湾区建设框架协议》(《框架协议》)上，均以低碳经济、减排、可持续发展及绿色融资作为环保工作的重点。其后，中央政府于今年2月公布了《粤港澳大湾区发展规划纲要》(《规划纲要》)，把《框架协议》的建议进一步具体化，为粤港澳大湾区建设提供指导性方向。



### 补充文件的重点

补充文件将《规划纲要》的绿色规划重点与《中国大湾区可持续发展融资—发展机遇》研究报告的分析结果作出对照，并透过对照表显示《规划纲要》可引证《研究报告》的建议。按《规划纲要》所示，潜在的绿色投资项目包括发电燃料组合、清洁交通、水利基础设施、制造业绿色改造升级、创新绿色和低碳技术，以及生态环境保护。补充文件也就清洁能源及节能、清洁交通以及气候变化三方面作出论述。

### 大湾区的绿色融资

相信要完成《规划纲要》中所建议的各项绿色项目，需要相当庞大的资金。过去几年，中国在整个绿色金融发展中建立了多方面的政策和标准，以支持绿色产业。这些政策和标准为实现《规划纲要》中的绿色发展目标，提供了实质的工具。此外，《规划纲要》亦建议大力发展特色金融产业，支持香港发展成大湾区绿色金融中心，并建设国际认可的绿色债券认证机构。这正配合香港特区政府对绿色金融市场发展的支持。



## Support from the HSBC

Ms Helen Wong, Chief Executive, Greater China, HSBC, said: "With Guangdong's sophisticated economy and Hong Kong's prowess as an international finance centre, the Greater Bay Area is ideally positioned to lead the way in China's transition towards a more sustainable economy. Enterprises have critical roles to play in delivering on the ambitions set out in the Outline Development Plan, especially in building a modern transportation system, developing green and low carbon energy supply, improving water infrastructure and resilience against flooding, upgrading the manufacturing industry, etc. We welcome the recommendation in the HKQAA report that government and financial institutions should offer more incentives to promote the sustainable finance market. Last year, HSBC launched a lending programme for Commercial Banking customers in Hong Kong that recognises the amount by which they reduce carbon emissions with a rebate. We are also a leading arranger of green bonds and green loans. As the GBA strategy gathers momentum, we look forward to helping our clients build a greener economy across the Pearl River Delta, Hong Kong and Macau."

For more details of the addendum and Research Report, please visit the webpage of this project at [www.hkqaa.org/gbaproject](http://www.hkqaa.org/gbaproject).



## 汇丰的支持

汇丰大中华区行政总裁黄碧娟女士表示：「粤港澳大湾区结合广东省的经济活力和香港国际金融中心的实力，可以带领中国迈向可持续发展经济。事实上，要实现『粤港澳大湾区发展规划纲要』的愿景，企业担当非常重要的角色，包括其本身的发展计划，以及拓展业务的融资方案，都应该朝著以可持续的方向，这包括建设现代化公共运输系统、发展绿色低碳能源、优化水利基建和防洪设施、加快工业转型升级等。汇丰欢迎香港品质保证局在报告提出的各项建议，政府和金融机构可透过提供诱因，推动可持续金融市场的发展。汇丰去年在港首推可持续发展商业贷款，按照企业减少碳排放量，提供现金回赠，而我们亦积极协助客户发行绿色债券或透过绿色贷款融资。随著大湾区发展策略全速推进，我们期待与客户携手在粤港澳三地建立一个更完善、更环保、及更可持续发展的绿色经济网络。」

更多有关此补充文件及研究项目的详情，请参阅相关网页 [www.hkqaa.org/gbaproject](http://www.hkqaa.org/gbaproject)。

## Promoting Green Finance in Building Industry 于建筑业界推广绿色金融

On 13 June 2019, the BEAM Society organised an event titled "ISO Certificate Presentation Ceremony cum Seminar on Green Finance and its Landscape in Hong Kong and The Latest Development of Green Finance Certification Scheme and ISO Standards". Around 200 green building practitioners attended.

Mr PC Chan, Acting Chief Executive Officer of HKQAA, presented ISO certificates to the Society. Ms Ivy Leung, Manager of Market and Technology of HKQAA, gave details of the Green Finance Certification Scheme and related ISO Standards in the seminar.

2019年6月13日，建筑环保评估协会举行「ISO证书颁发典礼暨绿色金融与其香港风貌、绿色金融认证计划及ISO标准的最新发展研讨会」，近200位绿色建筑业界人士参与是次活动。

本局署理总裁陈沛昌先生于典礼上颁发ISO证书予协会代表。此外，本局市场及科技经理梁雁玲女士担任研讨会讲者，于会上简介绿色金融认证计划的详细内容及其相关的ISO标准。

Ms Ivy Leung, Manager of Market and Technology of HKQAA, introducing the ISO standards related to the certification scheme.  
本局市场及科技经理梁雁玲女士于会上简介与认证计划相关的ISO标准。



# Participating in Plenary Meeting of ISO Technical Committee for Green Debt Instruments

## 参与ISO有关绿色债务工具之技术委员会大会

### ISO/TC 207 Plenary Meeting 2019

ISO Technical Committee (TC 207, for Environmental Management) held its 25th Plenary Meeting in Berlin, Germany from 29 May to 7 June 2019. The meeting was hosted by the Deutsches Institut für Normung (DIN), the International Organization for Standardization (ISO) and Bundesministerium für Umwelt, Naturschutz und nukleare Sicherheit (BMU). The two primary meeting venues were DIN and the Intercontinental Hotel, Berlin.

Apart from the Plenary Meeting of TC 207, each Working Group (WG) met individually to discuss its own standards' development or revision. The ISO/TC 207 Working Group on Green Debt Instruments (WG 7) held a 4 day working meeting on 3-6 June during the plenary week. It aimed to discuss comments received from members of Steering Committees. Approximately 30 attendees from the UK, Tanzania, Brazil, Japan, Germany, China/Hong Kong, Canada, US, Korea, Switzerland, the Netherlands, Egypt, Austria and Italy participated in the meeting.

Green debt instruments are one of the most important tools for mobilising capital markets to develop green projects, assets and activities. Their importance has been growing in recent years as a response to increasingly challenging environmental problems.

ISO 14030 provides specific requirements and guidance for the issuance and verification of green debt instruments. It aims to provide market participants and other stakeholders with a common framework for designating a bond or loan as "green". The intended result of the standard is to provide clarity and improve the credibility of green bonds and loans. ISO 14030 Part 1 and Part 2 are achieved by setting requirements for the allocation of funds to projects, assets and activities and reporting requirements on the results of expected impacts. Part 3 provides taxonomy of eligible projects, assets and activities for use by issuers and originators of green debt instruments, and Part 4's requirements are designed to ensure the integrity of the green designation for bonds and loans.

Mr W. K. Wong, Assistant Senior Manager, Sustainability, HKQAA, was China's delegate. During the WG meeting, experts analysed the comments received from the voting members, and revised the Working Draft (WD)/Committee Draft (CD) documents for the next step. Parts 1, 3 and 4 of the standard will submit a draft International Standard for ISO to vote on, while Part 2 will prepare WD 3 to vote on. Based on the current timeframe, Parts 1, 3 and 4 are expected to be published as an International Standard (IS) in the first Quarter of 2022, while Part 2 will be published later.



Delegates from different countries participate in the ISO/TC 207 Meeting in Berlin.  
来自各国的代表参与于德国柏林举行的ISO/TC 207会议。

### ISO/TC 207 全体代表会议 2019

ISO 技术委员会(TC 207 有关环境管理委员会)于2019年5月29日至6月7日,于德国柏林举行其第25次全体代表会议。会议由德国标准化学会(DIN)、国际标准化组织(ISO)及德国联邦环境、自然保育及核能安全部(BMU)主办, DIN及柏林洲际酒店为举行会议的主要场地。

除TC 207全体代表会议外,每个工作小组亦会各自见面以讨论其标准的发展及修订。于全体代表会议举行期内,ISO/TC 207绿色债务工具(WG 7)工作小组亦于6月3至6日举行了为期四天的工作会议,旨在讨论督导委员会会员回馈的意见。来自英国、坦桑尼亚、巴西、日本、德国、中国/香港、加拿大、美国、韩国、瑞士、荷兰、埃及、澳洲及意大利的约30名代表参与了是次会议。

绿色债务工具为调动市场资金投资绿色项目、资产及活动的重要工具之一。近年来,环境问题日益增加,绿色债务工具所担当的角色亦愈来愈重要。

ISO 14030为绿色债务工具的发行及核查过程提供具体的要求及指南,为市场及其他持分者提供一个通用的框架去界定债券或贷款是否符合「绿色」定义。标准预料可提供清晰的厘定准则及提高绿色债券或贷款的公信力。ISO 14030 第一及第二部分描述分配基金到项目、资产及活动,及就其预期影响的报告所需要求。第三部分提供合资格项目、资产及活动的分类,以供绿色债务工具的发行人及发起人使用。第四部分则为增加债务工具的可信度,而列出界定何为绿色债券及贷款的要求。

本局可持续发展助理高级经理黄伟国先生为是次会议之中国代表。在工作小组会议上,多位专家对投票会员所给予的意见进行分析,及修订了草案(WD)/委员会草案(CD)的文件以作下阶段之用。标准第一、三及四部分的国际标准草案将会传阅至ISO作投票,第二部分亦将会准备第三份草案(WD)作投票之用。以现时进度估计,第一、三及四部分将会于2022年第一季度作为一项国际标准(IS)发布,而标准第二部分则会于期后发布。



▲ Mr W. K. Wong, Assistant Senior Manager, Sustainability, HKQAA, with Dr John Shideler, Chairperson of Technical Committee ISO/TC 207/SC 4.

本局可持续发展助理高级经理黄伟国先生与ISO/TC 207/SC 4 技术委员会主席Dr John Shideler合照。

# Silk Road Forum on Green Finance 2019

## 绿色金融丝路论坛 2019

Green Finance is a strategic tool for promoting economic development and regional cooperation in the Greater Bay Area and along the Belt and Road. The Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area, promulgated by the Central Government recently, supports the development of Hong Kong into a green finance centre in the region, and the establishment of an internationally recognised green bond certification institution. Hong Kong will become a service centre for resolving investment and commercial matters relating to Belt and Road projects, and will hold forums in connection with the Belt and Road Initiative. After the Initiative was proposed, Xi'an has become one of the cooperation and economic development centres in the region.

绿色金融是国家推动粤港澳大湾区和「一带一路」经济发展和区域合作的重要策略工具。在近期公布的《粤港澳大湾区发展规划纲要》中提到，支持香港打造绿色金融中心，建设国际认可的绿色债券认证机构；支持香港成为解决「一带一路」建设项目投资和商业服务中心，以及举办相关主题的论坛。自从「一带一路」倡议提出之后，西安成为经济发展合作的核心地区之一。



Mr Dr Hon Lo Wai Kwok, SBS, MH, JP, Member of National Committee of the Chinese People's Political Consultative Conference, Chairman of HKQAA.  
全国政协委员、香港品质保证局主席卢伟国议员博士工程师，SBS, MH, 太平绅士于论坛上致辞。



Mr Su Hu-chao, Director of the Shaanxi Provincial Local Financial Supervision and Administration (Left photo), Mr Ji Wen-kui, Deputy Inspector of the Hong Kong and Macao Affairs Office of Shaanxi Province (Middle photo), Mr Wang Yong, Vice Mayor of the Xi'an Municipal People's Government (Right photo).  
陕西省地方金融监督管理局局长苏虎超先生(左)、陕西省人民政府港澳事务办公室副巡视员姬文魁先生(中)、西安市人民政府副市长王勇先生(右)致辞。



### Forge Relationships between Shaanxi and Hong Kong to build the Green Silk Road

To foster the development of Green Finance in Hong Kong and Shaanxi, on 19 July 2019, HKQAA, Shaanxi Provincial Local Financial Supervision and Administration, Hong Kong and Macao Affairs Office of Shaanxi Province, and the Xi'an Municipal People's Government successfully held the **Silk Road Forum on Green Finance 2019** in Xi'an.

The Xi'an Municipal Bureau of Financial Work and the Administrative Committee of Chan-Ba Ecological District were the executive organisers. Shaanxi Liaison Unit, the Government of the HKSAR, and the Management Office of Xi'an, Financial Business District were the co-organisers.

The Forum aimed to forge relationships between Shaanxi and Hong Kong, encourage environmentally friendly investment and the development of the industry, build the Green Silk Road and contribute to environmental protection.

Senior officials from Shaanxi and Hong Kong, leaders from renowned enterprises and senior executives from financial institutions shared their insights with the aim of fostering regional and international cooperation in green finance. The Forum was attended by more than 300 representatives from different organisations.

Mr Su Hu-chao, Director of the Shaanxi Provincial Local Financial Supervision and Administration; Mr Ji Wen-kui, Deputy Inspector of the Hong Kong and Macao Affairs Office of Shaanxi Province; Mr Wang Yong, Vice Mayor of the Xi'an Municipal People's Government; Mr Yang Liu-qi, Secretary of the Party Working Committee of the Chan-Ba Ecological District; and Miss Tang Sau Han, Director of Shaanxi Liaison Unit, the Government of the HKSAR, delivered speeches in the Forum. Mr Pang Bo, Deputy Director of the Xi'an Municipal Bureau of Financial Work; Ms Zhou Xiao-peng, Deputy Director of the Administrative Committee of Chan-Ba Ecological District, also attended the event.

### 构筑陕港金融桥梁 共建绿色丝绸之路

为共同促进香港及陕西的绿色金融发展，香港品质保证局联同陕西省地方金融监督管理局、陕西省人民政府港澳事务办公室及西安市人民政府于2019年7月19日在西安主办「**绿色金融丝路论坛 2019**」，期望能够搭建陕港交流桥梁，鼓励环境友善投资和产业发展，共建绿色丝路，为环保作出贡献。是次论坛由西安市金融工作局及西安灞灞生态区管理委员会任承办单位，香港特别行政区政府驻陕西联络处及西安金融商务区管理办公室任协办单位，云集陕港两地领导、企业精英与金融机构高层一起交流讨论，促进区域性和国际性的绿色金融合作，吸引逾300名机构代表出席，场面热闹。

出席致辞的政府领导包括陕西省地方金融监督管理局局长苏虎超先生、陕西省人民政府港澳事务办公室副巡视员姬文魁先生、西安市人民政府副市长王勇先生、西安灞灞生态区党工委书记杨六齐先生、香港特别行政区政府驻陕西联络处主任邓秀女士等。全国政协委员、本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士致辞时表示：「我深切希望今天的交流活动，能够推动更多机构参与一带一路沿线的环境友善投资，加快绿色金融市场的发展步伐，为陕港两地、国家及世界创造可持续发展的未来。」

活动荟萃国际知名机构及内地金融界精英，包括西安市金融工作局副局长庞波先生、西安灞灞生态区管理委员会副主任邹晓鹏女士、国际金融公司驻华代表处首席国别官员朱闻琴女士与绿色建筑融资及咨询业务中国和蒙古区总负责人胡炳熙先生、广东金融学会绿色金融专业委员会秘书长及广州碳排放权交易中心总裁孟萌女士、荷兰合作银行环球金融市场资本市场中国区主管黄国彦先生与上海分行商品贸易融资部董事总经理余天彪



Miss Tang Sau Han, Director of Shaanxi Liaison Unit, the Government of the HKSAR (Left photo) and Mr Yang Liu-qi, Secretary of the Party Working Committee of Chan-Ba Ecological District (Right photo).  
香港特别行政区政府驻陕西联络处主任邓秀女士(左)、西安灞灞生态区党工委副书记杨六齐先生(右)等出席致辞。



Ms Zhu Wen-qin, Principal Country Officer in IFC's Beijing office (Left photo) and Ir C S Ho, Chairman of the Green Finance Certification Scheme Technical Committee and Deputy Chairman of HKQAA (Right photo).  
国际金融中心驻华代表处首席国别官员朱闻琴女士(左)、「绿色金融认证计划」技术委员会主席及本局副局长何志诚工程师(右)于论坛担任讲者。

Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Member of the National Committee of the Chinese People's Political Consultative Conference, and Chairman of HKQAA, said, "I sincerely hope that today's event can encourage more organisations to participate in environmentally friendly investment along the Belt and Road, and help speed up the pace of development of the green finance market, paving the way to a sustainable future for Hong Kong and Shaanxi, our nation and the world."

先生、西安金融控股有限公司总经理李斌先生、西安市污水处理有限责任公司总经理李胜先生、西安市企业家环保联合会会长马宏周先生、沔西新城开发建设(集团)有限公司副总经理邓朝显先生, 以及「绿色金融认证计划」技术委员会主席及本局副局长何志诚工程师等担任演讲嘉宾及参与专题讨论。

Guest speakers and participants in panel discussion were Ms Zhu Wen-qin, Principal Country Officer in International Finance Corporation (IFC)'s Beijing office; Mr Ronald Wu, Head of Green Building Finance and Advisory Services for IFC in China and Mongolia; Ms Meng Meng, Secretary General of Guangdong Green Finance Committee and President of China Emissions Exchange; Mr Albert Wong, Head of China, Capital Markets Asia, Coöperatieve Rabobank U.A., Hong Kong Branch; Mr Bill Yu, Head of TCF, China, Coöperatieve Rabobank U.A., Shanghai Branch; Mr Li Bin, General Manager of Xi'an Financial Holding Company Limited; Mr Li Sheng, General Manager of Xi'an Sewage Treatment Company Limited; Mr Ma Hong Zhou, President of Xi'an Enterprise Environment Federation; Mr Deng Zhao-xian, Vice General Manager of the Fend Xian New City Development And Construction (Group) Company Limited; and Ir C S Ho, Chairman of the Green Finance Certification Scheme Technical Committee and Deputy Chairman of HKQAA.



Elites from renowned organisations and financial sector participating in the panel discussion.  
多位知名机构及金融界精英参与专题讨论。



Representatives of Forum's organisers, executive organisers, co-organisers and supporting organisations, guest speakers, HKQAA Governing Council members and special guests.  
论坛主办、承办、协办及支持单位代表、演讲嘉宾、本局董事局成员及贵宾合照。



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特别鸣谢以下香港品质保证局绿色金融及可持续发展活动赞助机构：  
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## Guidelines and Assessment Services for the "Made in the Bay Area" Project 为「湾区制造」项目制定准则及进行评定服务

On 26th March 2019, HKQAA signed a contract with the Guangzhou Brand and Quality Innovation Association (the Association) for the "2019 Guangdong-HongKong-Macau Greater Bay Area 'Made in the Bay Area' Assessment Guidelines Development Project". The contract was signed by Dr Michael P H Lam, Chief Executive Officer of HKQAA (front row, left) and Mr Huang Chun-lin, Vice President and Secretary of the Guangzhou Brand and Quality Innovation Association (front row, right), Mr P C Chan, Chief Operating Officer of HKQAA (back row, left 2), Mr Ye Xiao-qiang (back row, right 2) and Mr Huang Yu-xuan (back row, left 1), Deputy Inspector of the Guangzhou Municipal Industry and Information Technology Bureau, and Deputy Director of the Investment and Cooperation Department of the Bureau, Mr Yang Zuo-yi, Vice President of the Guangzhou Liby Enterprise Group (back row, right 1), witnessed the signing.

Mr P C Chan, Chief Operating Officer of HKQAA, visited Guangzhou Liby Enterprise Group, Shuangyu Group and TRINITY group with representatives from the Association in May to undertake investigations and studies for the Project, and exchanged views with representatives from the enterprises.

HKQAA will provide assessment services, develop guidelines and mechanisms for "Made in the Bay Area," which will be a trademark. As one of the professional authorities in certification services, HKQAA will cooperate with the Association. By utilising the strengths of both parties, the Project aims to promote excellent products and brands in the region to international markets.



2019年3月26日，本局与广州市质量创新品牌促进会(品促会)就「湾区制造」项目，于本局举行《2019粤港澳大湾区「湾区制造」评定准则制定项目》签署仪式，本局总裁林宝兴博士(前排，左)与广州市品促会副会长兼秘书长黄春林先生(前排，右)代表双方签署合作协议，并由本局运营总监陈沛昌先生(后排，左二)、广州市工业和信息化局副巡视员叶小强先生(后排，右二)、广州市工业和信息化局投资与合作处副处长王宇轩先生(后排，左一)、广州立白集团副总裁杨作毅先生(后排，右一)等嘉宾见证。



此外，本局运营总监陈沛昌先生亦于5月份与广州市品促会代表到访立白集团、双鱼体育及千里达集团等企业进行调查及研究，与企业代表交流意见。

「湾区制造」为证明商标，本局负责制订「湾区制造」通用产品评定机制、准则及进行评定服务。凭藉本局于认证服务上的专业权威地位，并透过与广州市品促会的资源优势互补，共同为区内的优质产品及品牌迈向全球市场作出贡献。

本局运营总监陈沛昌先生与品促会代表到访立白集团，向企业代表介绍「湾区制造」项目。  
Mr P C Chan, Chief Operating Officer of HKQAA, visited Guangzhou Liby Enterprise Group to introduce the "Made in the Bay Area" Project.

## Opening of Xi'an New Office 西安新办公室投入服务

To cope with the thriving development of mainland enterprises and green finance, and expand our support network across the region, the new Xi'an office of HKQAA Certification (Shanghai) Ltd, a subsidiary of HKQAA, opened in July 2019. The new office will further promote cooperation with Shaanxi business community.

Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Chairman; Ir C S Ho, Deputy Chairman; and Governing Council members of HKQAA, visited the Xi'an Office on 19 July 2019 to learn about the business of the Agency in the region and discuss the direction of future development.



为了扩展跨地域的支援网络，配合内地企业及绿色金融的蓬勃发展，本局附属机构标准认证服务(上海)有限公司的西安新办公室，已于2019年7月投入服务，进一步加强与陕西业界的交流合作。

本局主席卢伟国议员博士工程师, SBS, MH, 太平绅士、副主席何志诚工程师及董事局成员一行，于2019年7月19日前往西安参观新办公室，了解当地业务情况及探讨未来发展方向。

**新办公室地址：**  
中国陕西省西安市未央区渭滨路70号  
水晶新天地16楼1608室  
(邮编：710021)

**电话及传真号码将维持不变：**  
电话：(86 29) 8636 0030  
传真：(86 29) 8636 0031

**The address of our new office:**

**Room 1608, 16/F., New World, 70 Weibin Road, Weiyang District, Xi'an City, Shanxi Province (Postal Code: 710021)**

**The telephone and facsimile numbers remain unchanged:**

**Tel : (86 29) 8636 0030  
Fax: (86 29) 8636 0031**

## Promoting Occupational Health and Safety in Macau 于澳门推广职业健康和安

On 24 April 2019, HKQAA participated in the “Optimise Your Occupational Health and Safety Management with the New ISO 45001 Seminar” at the Macau Productivity and Technology Transfer Centre.

Ms Ivy Leung, Manager of Market and Technology, HKQAA, was the speaker at the seminar. She talked about the new ISO 45001 standard and gave an insight into the challenges facing those transitioning from OHSAS 18001 to ISO 45001.

The main topics included the background to ISO 45001, its value to organisations, how the standard should be applied, and its overall structure and main clauses.

Also discussed were the main differences between ISO 45001:2018 and OHSAS 18001:2007, and the integration of ISO 45001 with other management systems.

Ms Ivy Leung, Manager of Market & Technology, HKQAA, introduces ISO 45001 in the seminar.

本局市场及技术经理梁雁玲女士于会上介绍 ISO 45001 标准。



于2019年4月29日，本局参与了于澳门生产力暨科技转移中心举行的「ISO 45001 如何优化您的职业健康和安全管理」研讨会，为出席者分享有关新 ISO 45001 标准的知识，并深入了解从 OHSAS 18001 过渡到 ISO 45001 的关键要诀。

本局市场及科技经理梁雁玲女士担任是次研讨会讲者，探讨 ISO 45001 的背景及该标准对机构的价值、如何应用标准及 ISO 45001 的高阶架构及其主要条文。

研讨会亦同时探讨了 ISO 45001:2018 与 OHSAS 18001:2007 标准的主要分别，以及 ISO 45001 如何与其他管理系统整合。

## Promoting 6 Sigma and Social Responsibility in Guangzhou and Jiangmen 于广州及江门推广六西格玛及社会责任

The “Made in China 2025” plan discusses promoting 6 Sigma over the next 10 years. To keep abreast of market developments and enhance the competitiveness of organisations, HKQAA organised a seminar on 6 Sigma in Guangzhou on 4 April 2019.

At the seminar, Mr Wang Ji-hong, National Certified Six Sigma Black Belt trainer, introduced the 6 Sigma quality management method. He talked about the meaning and value of 6 Sigma, and explained ways to implement it. The seminar aimed to motivate the development of product and service quality using the method. Many representatives from industry participated in the event and exchanged views.

On 28 June, HKQAA held SA 8000 Social Responsibility International Standard Seminar in Jiangmen, Guangdong. Mr Johnny Chan, Assessment Manager of HKQAA, introduced the requirements of SA 8000 certification and its latest development.

《中国制造2025》计划提及，明确未来十年要普及六西格玛 (6 Sigma)。为紧贴市场发展及趋势，提升机构的竞争力，本局于2019年4月4日在广州举行六西格玛项目介绍会，向业界简述六西格玛质量管理办法。

本局邀请到国家认证六西格玛黑带导师王继红先生于介绍会中分享了六西格玛的价值和意义，及如何掌握推行六西格玛的方法。是次介绍会旨在积极向社会各界推广六西格玛的思想和方法，以推动全社会产品及服务质量的创新发展，创造良好的社会效益。众多业界代表参与是次介绍会，踊跃交流。

此外，于6月28日，本局于江门举行 SA 8000 社会责任国际标准宣讲会，由本局审核技术经理陈伟豪先生解读 SA 8000 认证要求及最新发展。

本局审核技术经理陈伟豪先生担任 SA 8000 宣讲会讲者。

Mr Johnny Chan, Assessment Manager of HKQAA, was the speaker of the SA 8000 seminar.



国家认证六西格玛黑带导师王继红先生于六西格玛研讨会上与来宾分享经验。

Mr Wang Ji Hong, National Certified Six Sigma Black Belt trainer, sharing his experience with the attendees in the 6 Sigma seminar.

## Building a Quality Culture through Holistic Management Systems 推行整全管理体系 建立集团品质文化

**Interview with Dr David Mong,  
Chairman and Chief Executive Officer of the Shun Hing Group  
信兴集团主席兼行政总裁蒙德扬博士专访**

*Dr David Mong, Chairman and Chief Executive Officer of the Shun Hing Group (SHG), has been a crucial driver of Total Quality Management (TQM) since early 90s. In 2 years, 7 out of 8 companies under SHG had obtained ISO 9001 certifications. In 2008, SHG received the HKQAA Corporate Certificate. In this issue of VISION, Dr Mong shares his views on improving management using TQM.*

**V (VISION):** Recently, SHG celebrated its 65th anniversary. It is known for its enormous contribution to society and the business sector over many years. Can you share the Group's management philosophy with us?

**Dr Mong (M):** Our Group's philosophy is closely tied to the name Shun Hing. We believe that trust (Shun) can lead to success (Hing). SHG has been appointed as the sole distributor for Panasonic products in Hong Kong and Macau by Matsushita Electric Industrial Co., Ltd. (now known as Panasonic Corporation) since our business started. This relationship is built on trust and integrity. Trust is of utmost importance to our Group. I believe if the company offers products and services with high quality, customers will come back again. Therefore, I value all customer feedback and supervise all follow up actions for written complaints in order to maintain long-term customer relationships.

Also, we uphold the spirit of giving back to society. We utilise financial profits not only for business expansion, but also for the development of the arts and sport in Hong Kong.

**V:** Since 1993, some companies under the SHG have obtained ISO 9000 certification, followed by environmental and occupational health and safety management systems certifications. What motivates the Group to participate in these Schemes?

**M:** At the time, a consultant from our Group pointed out that the ISO standard had become very common worldwide, and suggested that we obtain certification to benchmark our quality management level. As a standard set out by an international organisation, ISO provides practical frameworks that ensure every process in the Group meets the expectations of customers. It also allows business partners, the public and suppliers to forge a lasting confidence with the Group's products and services.

ISO management systems also provide a framework for us to reevaluate the business performance of the Group, enable us to maintain an efficient management approach and eliminate practices that are not efficient. Through internal audits and reports, management can have a full picture of how the services and management performance meet the expected goals.

We also pay attention to the environment and occupational safety. We are concerned about environmental protection and advocate sustainable development in the product development process. In the early 80s, we were already considering our staff members as valuable resources of the Group and therefore changed the department name from Personnel to Human Resources. This can demonstrate our determination in cultivating team spirit and providing training for our employees. SHG also implemented occupational health and safety management systems to ensure that our employees value occupational health and safety and avoid any incidents and injuries.



**信兴集团主席兼行政总裁蒙德扬博士，90年代初已大力推动全面优质管理，两年间，八间集团成员公司便有七间考取ISO 9001认证，2008年，信兴集团更获本局颁发「集团证书」。今期《管略》很荣幸邀得蒙博士，与大家分享提升管理水平的经验和心得。**

**管(管略)：**贵集团刚庆祝65周年志庆，多年来对社会及商界建树良多，可否与读者分享贵集团的经营理念？

**蒙德扬博士(蒙)：**我们的经营理念与集团起名「信兴」有著紧密关系，「有信则兴」便是我们的座右铭。集团发展初时，得到松下电器产业株式会社(现称「Panasonic株式会社」)的信任，成为其产品之港澳区总代理，两间公司凭彼此间的信任、相似的处事方式及理念维系。我们对「信」字有一股执著，相信一家公司的产品及服务有质素，客户自然会再光顾，令产品及服务成为客人的首选。因此，我非常认真对待顾客投诉，亲自监督处理所有书面投诉，绝不怠慢，务求与顾客建立长远关系。

此外，集团一直秉持「取诸社会，用诸社会」的信念，在社会上获取的资金，除了用于支持集团的发展外，在社会需要帮助时，我们亦会出一分力，例如支持香港艺术界及体育界的发展等。

**管：**贵集团旗下数间公司早于1993年已取得本局ISO 9000质量管理体系认证，随后更获取了环境管理及职业健康安全管理体系认证。为何如此重视管理体系并参与认证计划？

**蒙：**当年，集团一名顾问指出ISO标准已经在国际间流行，提议集团考取相关管理体系认证，以衡量公司的质量管理是否可与国际间比肩。作为一个由国际组织厘定的标准，ISO提供切实可行的框架，确保集团内每一个环节都能符合顾客要求，令业务夥伴、供应商及大众等对集团的产品和服务持有信心。

ISO管理体系亦提供了让我们审视公司表现的方法，将效率高的管理办法保留，效率低的程序则减省，并透过之后的内部审核及报告，让管理层深入了解集团现时的服务及管理质素是否达到预期的目标。

我们亦十分关注环境及职业安全的议题。在开发产品时，我们会顾及环境保护，提倡可持续发展。而早在



**V:** In 2008, SHG received the HKQAA ISO 9000 Corporate Certificate. What are the benefits of obtaining the certificate?

**M:** Given the diverse nature of our Group businesses, it is necessary to establish an effective approach to quality management across the Group. The ISO 9000 Corporate Certificate proves that SHG has successfully implemented a systematic and holistic quality management system. I requested our Group to make good use of the Plan-Do-Check-Act cycle to continuously identify areas for improvement, and to facilitate "Group Work Improvement Team Competition" to come up with proposals once every two years. This provides us with an opportunity to enhance the existing business practices based on their improvement proposals.

The Certificate can showcase our years of effort and determination in upholding quality management. Also, it further facilitates our marketing and operations.



集团自2003年起举行「集团工作改善小组比赛」，不断追求臻善、精益求精。

In pursuit of excellence and to continuously improve, the Group Work Improvement Team Competition was introduced in 2003 and has brought hundreds ideas to improve work efficiency and effectiveness.

**V:** Top management support is crucial in the implementation of management systems in organisations. Can you share your experience of this?

**M:** I participated in the implementation process when we first introduced ISO 9000 into our Group. I still attend the ISO 9000 Management Review Meeting held twice a year. We can ensure our Group's operation is aligned with the requirements in the management systems. Operational heads in every department are required to report the latest developments to update and improve our management process. Apart from enhancing the level of participation of the management, mechanisms in ISO 9000 also introduced the concept of risk management, which is essential for the development of project management and a broad spectrum of businesses. Also, they can enhance management efficiency by assisting the Group to operate in a systematic and standardised way.

Management support is vital to the implementation of TQM and ISO certification. To prepare my staff, I set up a "Group Quality Council" in 1992 which comprises company heads and functional managers from each group company. "Group Quality Action Committee" and "TQM Board" were also formed to drive various quality-related activities, e.g. Cross Company Audit, Distinguished Internal Quality Auditor Award Scheme etc. By doing this, we can instil a quality management mind set into their daily work.

Looking forward, SHG will continue to enforce this management culture. By utilising Hong Kong's strength, we will strive to seize the opportunities in the Greater Bay Area, further expand our business scope and support the sustainable development of society.

80年代，我们便将员工视为集团的宝贵资源，将人事部更名为人力资源部，彰显我们重视员工团队精神及培训的决心。此外，集团套用职业健康安全管理体系，希望能够让员工更加重视职业安全，避免任何事故及意外损伤。

**管:** 贵集团于2008年进一步取得了本局ISO 9000「集团证书」，阁下认为取得证书对集团有何好处？

**蒙:** ISO 9000「集团证书」代表集团整全地推行一个有规范的管理系统。对业务多元化的集团而言，拥有共同品质管理概念是非常重要的。我要求集团善用「策划、执行、检查、行动」循环，上下要不断找出须改善的地方，亦举行「集团工作改善小组比赛」，以便每两年推行改进方案，并需不断监察，作出适当的修改。

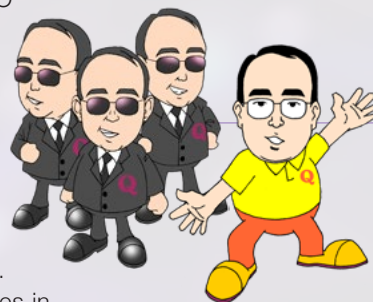
此外，「集团证书」可以展示我们多年来坚持品质管理的努力及决心，对于市场推广及营运统筹方面亦有不少帮助。

**管:** 最高管理层身体力行的支持，对机构成功推行管理体系十分重要。阁下能否分享个中经验？

**蒙:** 在集团引入ISO 9000初期，我亲自参与了制定推行此管理体系的过程规划。之后，我仍会出席一年两次的ISO 9000管理层评审会议，以检视集团运作是否符合管理体系要求，所有部门的营运主管在会议中亦需报告最新的发展状况，以此对管理流程进行更新及改善。ISO 9000的设置机制除了协助集团提升管理层的参与度外，当中的风险管理概念，对工程项目管理及不同范畴的业务发展亦有所帮助，更能协助集团以更自动及标准化的方式继续营运，提升管理效率。

我亦要求每一位员工透彻认识及投入集团品质文化，在品质管理上有更大程度的参与。因此，我于1992年成立由各成员公司主管及管理层组成的「集团品质委员会」，另外「行动小组」及「TQM品质委员会」亦相继组成并协助推动有关品质管理的活动，例如：跨成员公司内部审核、优秀ISO内审员奖励计划等，把ISO融入日常管理之中。

展望未来，信兴集团会继续贯彻这套管理文化，把握香港的优势，掌握大湾区的机遇，积极扩展新业务，并为推动社会的可持续发展作出贡献。



除了集团刊物「信兴之声」外，1999年漫画设计比赛，蒙先生化身Q Sir，以轻松手法宣传品质管理理念。

To promote TQM in a soft and interesting way, a "Comic Character Design Competition" was held in 1999. The character of the comic is based on Dr Mong under the alias "Q Sir".

# The Quality Building Award 2020 - Nomination Open

## 「2020年度优质建筑大奖」- 开始接受提名

On 20 June 2019, The Quality Building Award 2020 (QBA 2020) held a Briefing Session & Kick off Press Conference in HKQAA and announced the Award is now officially open for nomination.

QBA is a biennial award that recognises buildings of outstanding quality and those that demonstrate outstanding teamwork. QBA 2020 will mark the award's tenth edition, with the theme being "Transforming Communities • Build with Heart and Care". Co-founded in 2002 by 9 of Hong Kong's leading professional institutions, QBA has become established as the one of the property sector's most coveted honours.

For this year's award, the organisers hope to reinforce an important truth – that quality buildings are built with heart and care to serve people's needs first, while transforming communities for the better. This also provides a platform for professional building project teams to be recognised for positive contributions to the community through high quality building work.

### Addition of Mainland China-based Juror Reflects Growing International Awareness

In response to QBA's growing recognition outside of Hong Kong, this year's organizing committee has, for the first time, invited a mainland Chinese juror to join the jury panel – Mr Liang Jian Ming, President, Guangdong Construction Industry Association. This decision also reflects the increasing number of Hong Kong-Mainland collaborations in an array of high-quality building projects (some involved in the Greater Bay Area initiative).

HKQAA is honored to be elected as the Alternate Chair of QBA 2020. Ir Peter K. W. Mok, Honorary Chairman of HKQAA, and Chairman of QBA 2020 Organizing Committee, said: "It is an honour to be selected to chair QBA's tenth edition. For this year's awards, we hope to emphasise the commitment building professionals have to strengthening communities while remembering that the building industry is about putting people first. We also recognise the growing room for cooperation across borders in an increasingly integrated world, and so we hope including a juror from outside of Hong Kong will send a positive signal in our industry to cooperate more with others."

Please visit QBA 2020's website ([www.qba.com.hk](http://www.qba.com.hk)) for more information.

Ir Peter K. W. Mok introducing the QBA 2020 during the Press Conference. 莫国和工程师于新闻发布会上介绍「2020年度优质建筑大奖」。



本局董事局成员、大奖评审小组委员会主席锺冠文工程师(左)、本局名誉主席及大奖筹委会主席莫国和工程师(中)、香港特别行政



区政府屋宇署副署长及评审团主席余德祥先生、太平绅士(右)，于大奖简介会及新闻发布会上合照。

Ir Paul K. M. Chung, Governing Council Member of HKQAA and Chairman of the Jury Sub-Committee of QBA 2020 (Left); Ir Peter K. W. Mok, Honorary Chairman of HKQAA and Chairman of QBA 2020 Organizing Committee (Middle); Mr Yu Tak Cheung, JP, Deputy Director, Buildings Department of the Hong Kong SAR Government and Jury Panel Chairman of the Award (Right), took a photo in the Award Briefing Session & Kick off Press Conference.

于2019年6月20日，「2020年度优质建筑大奖」于本局举行简介会和新闻发布会，并宣布大奖现已接受提名。

「优质建筑大奖」于2002年由本地九间大型建筑及建造界相关的学会及机构共同创立，每两年一度，旨在行业中公开表扬各个优质的建筑项目及在项目中充分发挥团队精神优秀队伍，为房地产、建筑及建造界最为趋之若鹜的荣誉之一。大奖将于今年迎接第十届的里程碑，本届主题为「创建都市·用心建造」。

本届「优质建筑大奖」秉承著以人为本的信念，希望向社会展示出，优质建筑不单能满足人们的需求，更能建立更好的社区环境。大奖亦希望利用此平台，让社会大众认识这些优质的建筑，从而了解业界对香港社会的贡献。

### 新增内地评审代表 增添国际认受性

随著香港与内地的合作日益增多，尤其是近年在大湾区内大量优质建筑项目落成。本年度委员会有幸首次邀请到广东省建筑业协会梁剑明会长担任评审团成员，增加奖项的国际认受性。

本局很荣幸能担任本年度大奖的轮任主席，本局名誉主席及本届优质建筑大奖筹委会主席莫国和工程师表示：「我非常荣幸成为第十届优质建筑大奖的筹委会主席。今年的奖项，我们希望强调行业和社区的关系，透过自身的专业知识建造以人为本的建筑物。同时我们亦意识到，香港与世界的联系日益紧密。因此，我们邀请了来自海外的评审员，希望向业内人士发出积极的信息，推动业界与其他地区的交流和合作。」

有关详情，请参阅优质建筑大奖网站 ([www.qba.com.hk](http://www.qba.com.hk))。

### Key dates 重要日期

Date 日期	Items 事项
20 June 2019 2019年6月20日	Award Briefing Session & Kick off Press Conference Nominations Open 简介会和新闻发布会 开始接受提名
8 November 2019 2019年11月8日	Nomination Submission Deadline (closed at 12nn HKT) 报名截止日期(中午12时截止)
December 2019 2019年12月	Stage 1: First Screening 首轮评审
18-19 January 2020 2020年1月18、19日	Stage 2: Site Visit 实地考察
Late January 2020 2020年1月下旬	Finalists Announcement 决赛入围名单公布
March 2020 2020年3月	Stage 3: Finalists Presentation to Jury Panel & Conference 决赛入围项目团队向评审团进行汇报及大奖研讨会

# Memorable Moments 纪念一刻

Since 1989, Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems and good practices so that they can achieve their organisational and business goals. From February 2019 to April 2019, we have been pleased to welcome various organisations to our community. They have obtained the following certificates: 5S, GB/T 23331, GFCS-PRE, GFCS-POST, HCS, HACCP, ISO 9001, ISO 13485, ISO 14001, ISO 22000, ISO 22716, ISO 45001, ISO 50001, OHSAS 18001, QSPSC, SA 8000, US FDA GMPC, WSMS-FINE.

We believe the new members will contribute to the overall success of the brand that prides itself on adding value to stakeholders.

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

由2019年2月至4月期间，香港品质保证局共颁发多张证书，包括5S、GB/T 23331、GFCS-PRE、GFCS-POST、HCS、HACCP、ISO 9001、ISO 13485、ISO 14001、ISO 22000、ISO 22716、ISO 45001、ISO 50001、OHSAS 18001、QSPSC、SA 8000、US FDA GMPC、WSMS-FINE。在此谨祝贺获证机构加入我们行列。

本局深信，新成员的加入将可为我们的品牌和持份者带来更大的裨益。



## 培训课程 Training Schedule

### Macau 澳门

Aug - Nov 2019 2019年8月至11月

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
<b>Retail, Marketing and Sales 零售、市场及销售</b>						
Marketing for Service Industry 服务业市场攻略	2	HKD 1,030	19 - 20			
Effective Performance Review 优质积效评核	1.5	HKD 770				
Excellence in B2B presentation 高效B2B演示	1.5	HKD 770	27 - 28		29, 30, 31	
High Impact Presentation 高效演练	1.5	HKD 770		26 - 27		05, 06, 07
Marketing for Retail Industry 零售业市场攻略	1.5	HKD 770				26, 27, 28
Brand Marketing 品牌推广及管理	1.5	HKD 770				20 - 21
<b>Management, Public Administration, Organisational Management, Human Resources and Public Relations 管理、公共管理、机构管理、人事管理及公共关系</b>						
Outsourcing Management 外判管理	2	HKD 1,030	06 - 07			
Risk Management 危机管理	2	HKD 1,030	14 - 15			
Appreciation for Project Management 项目管理基础	1.5	HKD 770	21 - 22	03, 04, 05		
Professional Project Management for IT Project IT项目管理	1.5	HKD 770		17, 19, 20		
Professional Project Management for New Service Launch 新服务推出的项目管理	1.5	HKD 770			08, 10, 11	
Contract Management 合约管理	2	HKD 1,030			22, 24, 25	

**Remarks  
备注**

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

**C** Conducted in Cantonese  
以广东话授课

**E** Conducted in English  
以英语授课

**P** Conducted in Putonghua  
以普通话授课

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
<b>Quality and Integrated Management Systems 质量和综合管理</b>						
ISO 9001:2015 QMS - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用 (U&A)	1	HKD 1,580	VM1C/HK-08A 02	VM1C/HK-09A 09	VM1C/HK-10A 02	VM1C/HK-11A 01
ISO 9001:2015 QMS - Internal Auditor Training ISO 9001:2015 质量管理体系 - 内部质量管理体系审核员培训	2	HKD 3,300	VM3C/HK-08A 26-27	VM3C/HK-09A 19-20	VM3C/HK-10A 17-18	VM3C/HK-11A 11-12
CQI & IRCA Certified ISO 9001:2015 QMS Lead Auditor ISO 9001:2015 质量管理体系 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		QMS/IRCA/09 09-13		
The Must-know Essentials for QMS Representative 质量管理体系 - 管理者代表重要须知	1	HKD 1,680/ HKD 1,580*	MT23C/HK-08A 09			
ISO 9001:2015 QMS Documentation ISO 9001:2015 质量管理体系文件	1	HKD 1,680/ HKD 1,580*	QMS4C/HK-08A 14			
ISO 9001:2015 QMS Advanced Internal Auditing Techniques ISO 9001:2015 品质管理体系 - 进阶内部审核技巧	2	HKD 3,500/ HKD 3,300*			QMS5C/HK-10A 03-04	
<b>Sustainability (Environmental and CSR) 可持续发展 (环境与企业社会责任)</b>						
ISO 14001:2015 EMS - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*	EMS2C/HK-08A 05		EMS2C/HK-10A 23	
ISO 14001:2015 EMS - Internal Auditor Training ISO 14001:2015 环境管理体系 - 内部环境管理体系审核员培训	2	HKD 3,400/ HKD 3,300*				EMS3C/HK-11A 04-05
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor ISO 14001:2015 环境管理体系 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*			EMS/IRCA/10 14-18	
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor Transition Course ISO 14001:2015 环境管理体系 - 主任审核员转版课程 (CQI & IRCA 认可)	2	HKD 4,800/ HKD 4,300*	EM20E/HK-07 31 Jul - 1 Aug			
ISO 14064-1:2018 Greenhouse Gases - Understanding & Application ISO 14064 温室气体排放查验 - 应用与理解	1	HKD 1,730/ HKD 1,630*	EM22C/HK-08A 26			
ISO 14064-1:2018 Greenhouse Gases - Lead Verifier Training ISO 14064 温室气体排放查验 - 温室气主任查验员课程	2	HKD 3,400/ HKD 3,300*	EM23C/HK-08A 22-23			
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理体系 - 理解与应用	1	HKD 1,200/ HKD 1,080*			EM07C/HK-10A 28	
ISO 50001:2018 Energy Management Systems - Internal Auditor Training ISO 50001:2018 能源管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*	EM08C/HK-08A 12-13			
CQI & IRCA Certified ISO 50001:2018 Energy Management Systems Lead Auditor ISO 50001:2018 能源管理系统 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		ENMS/IRCA/09 09-13		
Eco Label Foundation Training 生态环保标章基础课程	1	HKD 1,500/ HKD 1,200*	EM24C/HK-08A 22			
Water Footprint Foundation Training 水足迹查验基础课程	1	HKD 1,500/ HKD 1,200*	EM25C/HK-08A 23			
How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	1	HKD 1,600	SR01C/HK-08A 15			
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 - 理解与验证	1	HKD 1,550			SBI1C/HK-10A 31	
<b>Occupational Health and Safety Management 职业健康和安全管理</b>						
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 职业健康安全管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*	OH19C/HK-08A 21		OH19C/HK-10A 02	
ISO 45001:2018 OHSMS - Internal Auditor Training ISO 45001:2018 职业健康安全管理体系 - 内部审核员培训	2	HKD 3,400/ HKD 3,300*				OH20C/HK-11A 05-06
CQI & IRCA Certified ISO 45001:2018 OHSMS Lead Auditor ISO 45001:2018 职业健康安全管理体系 - 主任审核员证书 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*				OHSM/IRCA/11 11-15
Preparatory Course for ISO 45001 OHSMS 预备课程 - ISO 45001:2018 职业健康安全管理体系	1	HKD 1,680/ HKD 1,580*			OH18C/HK-10A 11	
<b>F&amp;B - Hygiene, Food Safety &amp; Wine Storage 卫生、食品安全及酒贮存</b>						
ISO 22000:2018 FSMS - Understanding and Application ISO 22000:2018 食品安全管理体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*	HA5C/HK-08A 19			HA5C/HK-11A 04
ISO 22000:2018 FSMS - Internal Auditor Training ISO 22000:2018 食品安全管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*		HA7C/HK-9A 25-26		
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Training ISO 22000:2018 食品安全管理体系 - 主任审核员证书 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*	IRCA/FSMS/08 05-09			IRCA/FSMS/11 18-22
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Transition Course ISO 22000:2018 食品安全管理体系 - 主任审核员转版课程	2	HKD 4,800/ HKD 4,300*	HA15E/HK-07 31 Jul - 01 Aug			
ISO 22000:2018 FSMS Transition Course ISO 22000:2018 食品安全管理体系审核员转版课程	1	HKD 1,600/ HKD 1,500*	HA14C/HK-08A 07			
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制 (HACCP) 课程	2	HKD 3,500/ HKD 3,200*	HA10C/HK-08A 20-21			
食品卫生经理证书课程	3	HKD 1,500		M091C/HK-09A 16-18		
餐饮业食品安全评估员	3	HKD 3,500	M092C/HK-08A 14-16			
食品安全专业导师证书课程	4	HKD 6,300	M935C/HK-08A 16, 23, 30 Aug & 06, 21, 28 Sep			
食物内除害剂残馀及虫害控制课程	2	HKD 1,800		M088C/HK-09A 19-20		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立优良存酒设备 - 基础课程	1	HKD 1,500	QM04C/HK-08A 28			

NEW  
最新课程

NEW  
最新课程

Hong Kong 香港

Aug - Nov 2019 2019年8月至11月

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
<b>Technology, Telecommunications, Information Security and Management 科技、电讯、资讯保安与管理</b>						
ISO/IEC 27001:2013 ISMS - Understanding & Application ISO/IEC 27001:2013 资讯安全管理系统 - 应用与理解	C 1	HKD 1,600/ HKD 1,500*	ISE3C/HK-08A 30			
CQI & IRCA Certified ISO/IEC 27001:2013 ISMS Lead Auditor Training ISO/IEC 27001:2013 资讯安全管理系统 - 主任审核员 (CQI & IRCA 认可)	E 5	HKD 9,800/ HKD 9,300*		ISMS/IRCA/09 16-20		
ISO/IEC 27001:2013 ISMS Lead Auditor Training ISO/IEC 27001:2013 资讯安全管理系统 - 主任审核员	C 5	HKD 5,800/ HKD 5,300*	IS11C/HK-08A 19-23	IS11C/HK-09A 16-20		
Implementation of ISO/IEC 27001:2013 ISMS ISO/IEC 27001:2013 实践信息安全管理体系	C 2	HKD 3,500/ HKD 3,300*	ISE5C/HK-08A 05-06		ISE5C/HK-10A 24-25	
TL 9000 R6.0/R5.5 QMS Auditing (QuEST Forum Sanctioned Training) TL 9000 R6.0/R5.5 质量管理体系审核课程 (QuEST Forum 认可课程)	E 3	HKD 10,500/ HKD 10,200**	TL02E/HK-08A 13-15			
<b>Green Finance and FinTech 绿色金融及金融科技</b>						
Green Finance Certification Foundation Workshop 2019 绿色金融认证基础工作坊 2019	C half day	HKD 500	FP01C/HK-08A 09			
<b>NEW</b> 最新课程 FinTech Enhancement Workshop Series Section 1: FinTech Governance Risk & Compliance Management	C 1	HKD 1,480/ HKD 1,280*		FP02C/HK-09A 04		
<b>NEW</b> 最新课程 FinTech Enhancement Workshop Series: Section 2: Cybersecurity Leaders & Managers in FinTech	C 1	HKD 1,480/ HKD 1,280*		FP03C/HK-09A 11		
<b>NEW</b> 最新课程 FinTech Enhancement Workshop Series: Section 3: Managing Successful FinTech Projects	C 1	HKD 1,480/ HKD 1,280*		FP04C/HK-09A 18		
<b>NEW</b> 最新课程 FinTech Enhancement Workshop Series: Section 4: FinTech Startups & Sustainable Development	C 1	HKD 1,480/ HKD 1,280*		FP05C/HK-09A 25		
<b>Law and Legislation (Hong Kong, Macau &amp; China) 法律与法规 (香港、澳门及中国)</b>						
Legal Fundamentals of Tendering 招标法律基础	C 1	HKD 1,500	M909C/HK-08A 22			
Negotiation and Mediation Skills for Managers and Professionals 商业谈判及调解技巧 - 管理及专业人士必用法律	C 1	HKD 1,500			M911C/HK-10A 08	
Fundamental Law for Office Administrators 行政人员基础法律知识	C 1	HKD 1,500		M920C/HK-09A 17		
Introduction to Company Law for Non-lawyers 公司法律入门 - 非法律人员必读	C 1	HKD 1,500	M925C/HK-08A 30			
<b>NEW</b> 最新课程 Legal Aspects for Financial Technology 金融科技的法律需知	C 1	HKD 1,500	M933C/HK-08A 06			
Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险	C 1	HKD 1,500		M907C/HK-09A 02		
Safety and Environmental Offences in Construction Projects 「知法守法」课程系列 - 解构违反安全及环保法律事故	C 1	HKD 1,500			M908C/HK-10A 30	
Essential Laws for Premises and Facilities Management 场所与设施管理必用法律	C 1	HKD 1,500	M923C/HK-08A 16			
<b>Customer Service: From Good To Great 顾客服务：迈向优越</b>						
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2018 客户满意度 - 投诉处理指引 - 理解与应用	C 1	HKD 1,280		MT14C/HK-09A 17		
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 客户满意度 - 投诉处理指引 - 内部审核员培训	C 2	HKD 3,200/ HKD 3,000*	MT56C/HK-08A 21-22			MT56C/HK-11A 04-05
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Transition Training ISO 10002:2018 客户满意度 - 投诉处理指引 - 转版课程	C 1	HKD 1,280				MT73C/HK-11A 25
Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投诉管理技巧及服务中心风险管理	C 1	HKD 1,200		EW53C/HK-09A 30		
Target Management & Coaching Skills - "19 Questions" 目标管理的教练技巧 "19问"	C 1	HKD 1,200/ HKD 900*			M533C/HK-10A 18	
服务人员应对必备的「沟通模式」	C 2:00pm-5:00pm half day	HKD 780/ HKD 580*			M525C/HK-10A 11	
服务应对技巧 - 「语言的层次」	C 2:00pm-5:00pm half day	HKD 780/ HKD 580*		M527C/HK-09A 04		
<b>NEW</b> 最新课程 前线人员如何处理暴力顾客?	C 1	HKD 1,500	RM17C/HK-08A 21			
<b>NEW</b> 最新课程 QUA-MUNICATION 优质服务课程系列	C 2	HKD 3,800				TBC 05-06
<b>NEW</b> 最新课程 零售营业策略规划及目标管理	C 1	HKD 1,200			M096C/HK-10A 28	
<b>Business Continuity Management, Risk and Crises Management 营运持续管理、风险管理</b>						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 - 理解与应用	C 1	HKD 1,600				RM01C/HK-10A 21
ISO 22301 Business Continuity Management Systems - Internal Auditor Training ISO 22301 营运持续管理体系 - 内部审核员培训	C 2	HKD 3,700/ HKD 3,500*	RM02C/HK-08A 21-22			
Business Continuity Management System (BCMS) Auditor/Lead Auditor Conversion Training Course 营运持续管理体系 - 主任审核员转版课程	C 3	HKD 9,500/ HKD 9,000*	MT57C/HK-08A 14-16			
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用	C 1	HKD 1,600				RM07C/HK-10A 09

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) HKD 收费 (每人) 港币	Course Code & Date 课程编号及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
<b>Soft Skills Training Program 软技巧训练课程</b>						
<b>NEW</b> Introductory to Coaching Skills - To Unleash your Staff Potential 教练学入门篇 - 释放员工潜能	C 1	HKD 1,200/ HKD 900*	M534C/HK-08A <b>23</b>			M534C/HK-11A <b>15</b>
Maximize your Communication Flexibility 从“处事模式”增强沟通的弹性	C 1	HKD 1,200/ HKD 900*	M535C/HK-08A <b>06</b>			
Cooperation Skills Set with our New-Gen 与职场新生代共融技巧	C 2:00pm-5:00pm half day	HKD 780/ HKD 580*		M536C/HK-09A <b>20</b>		
Tips for Being a "New-Gen" Manager 新生代主管真经	C 1	HKD 1,200/ HKD 900*			M537C/HK-10A <b>11</b>	
Rapport Building and Interpersonal Skills 速效建立亲和人际关系工作坊	C 2:00pm-5:00pm half day	HKD 780/ HKD 580*	M526C/HK-05A <b>14</b>			M526C/HK-11A <b>14</b>
Find your "Time Stone" back - Skills Set for Time Management 找回你的“时间石” - 高效时间管理技巧	C 2:00pm-5:00pm half day	HKD 780/ HKD 580*				M528C/HK-11A <b>21</b>
The Key of EQ Management 打开“情绪管理”之匙	C 2:00pm-5:00pm half day	HKD 780/ HKD 580*		M538C/HK-09A <b>27</b>		
Introduction to Design Thinking 设计思维入门	C 1	HKD 1,800/ HKD 1,500*	M084C/HK-08A <b>06</b>			
The 7 Habits of Highly Effective People Signature Program	C 2	HKD 10,000/ HKD 9,500*	PC01C/HK-08A <b>05-06</b>		PC01C/HK-10A <b>28-29</b>	PC01E/HK-11A <b>21-22</b>
<b>Entrepreneur Technical Tools 企业家技术工具</b>						
<b>NEW</b> ISO 41001:2018 Facility Management System - Understanding & Application ISO 41001:2018 设施管理体系 - 应用与理解	C 1	HKD 1,600/ HKD 1,500*				
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理体系 - 应用与理解	C 1	HKD 1,600/ HKD 1,500*				SM04C/HK-11A <b>01</b>
Implementation of HKQAA 5S in the Workplace Operation 实施 HKQAA 5S 在工作间的营运	C 1	HKD 1,600/ HKD 1,500*				GP03C/HK-11A <b>29</b>
<b>Entrepreneur Management Tools 企业家管理工具</b>						
Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训工作坊	C 1	HKD 1,080/ HKD 980*	M021C/HK-08A <b>06</b>			M021C/HK-11A <b>05</b>
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训工作坊	C 1	HKD 1,080/ HKD 980*		M022C/HK-09A <b>04</b>		
Workshop on Effective Project Management 有效项目管理培训工作坊	C 1	HKD 1,080/ HKD 980*	M025C/HK-08A <b>14</b>			
Workshop on Effective Performance Appraisal 个人绩效管理培训工作坊	C 1	HKD 1,080/ HKD 980*	M026C/HK-08A <b>06</b>			
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培训工作坊	C 1	HKD 1,080/ HKD 980*		M063C/HK-09A <b>16</b>		
Workshop on Competency-based Interviewing Skills 以职能为主之招聘面谈技巧培训工作坊	C 1	HKD 1,080/ HKD 980*	M081C/HK-08A <b>19</b>			
<b>NEW</b> 国内营销学 - 微营销攻略 (进阶)	C half day	HKD 980		M100C/HK-09A <b>23</b>		
<b>NEW</b> 高效建设及管理销售团队	C 1	HKD 1,200		M128C/HK-09A <b>23</b>		
<b>Team Building 团队建设</b>						
<b>NEW</b> Zodiac: The Game of Business Finance and Strategy	1 to 2		我们专为企业提供度身定造的培训，详情可与本局课程经理洽谈。 Mr. Kerwin Ho (2202 9367 / 6050 6127 / kerwin.ho@hkqaa.org) Mr. Andy Fung (2202 9395 / 6111 3855 / andy.fung@hkqaa.org) Ms. Joanne Chan (2202 9330 / joanne.chansm@hkqaa.org)			
<b>NEW</b> Team Collaboration in LEGO® SERIOUS PLAY®	1 to 2					
<b>NEW</b> Team Collaboration in Meaningful Micro-Film Production 微电影制作团队建立	1 to 2					

**Remarks 备注**

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

\*\* QuEST Forum member

<b>C</b> Conducted in Cantonese 以广东话授课	<b>E</b> Conducted in English 以英语授课	<b>P</b> Conducted in Putonghua 以普通话授课
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For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : <http://www.hkqaa.org/training/> Email : [training@hkqaa.org](mailto:training@hkqaa.org)

Mainland China 中国内地

Aug - Nov 2019 2019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
<b>Standard &amp; Systems Training 标准体系培训</b>						
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	P 3	RMB 2,120	VM3P/GZ08A GZ 19-21			
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	P 1	RMB 1,590		QMS4P/GZ09A GZ 27		
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	P 1	RMB 1,590			QM07P/SH10A SH 31	
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	P 2	RMB 2,650		IE01P/GZ09A GZ 19-20		
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	P 3	RMB 3,710			TL04P/GZ10A GZ 28-30	
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)	P 5	RMB 16,960	TL02P/GZ08A GZ 12-16			
IATF 16949:2016 Automobile Industry Quality Management System - Internal Auditor Training IATF 16949:2016 汽车行业质量管理体系内审员培训	P 3	RMB 2,650				MT68P/GZ11A GZ 18-20
VDA 6.3 Process Audit & VDA6.5 Product Audit VDA 6.3 过程审核及VDA 6.5 产品审核	P 3	RMB 3,180	EO06P/SH08A SH 07-09			
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系内审员培训	P 3	RMB 3,710			ISE7P/GZ10A GZ 14-16	
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	P 3	RMB 2,650				GM20P/GZ11A GZ 11-13
ISO/IEC 20000:2011 Information Technology Service Management System - Internal Auditor Training ISO/IEC 20000:2011 IT 信息技术服务体系内部审核员培训	P 3	RMB 3,710		ISE9P/SH09A SH 02-04		
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	P 2	RMB 1,696				SA01P/SH11A SH 28-29
ISO 45001 Occupational Health and Safety Management Systems - Internal Auditor Training ISO 45001 职业健康安全管理体系内部审核员培训	P 2	RMB 1,590	OHS9P/GZ08A GZ 26-27			
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	P 2	RMB 1,590		EMS3P/GZ09A GZ 16-17		
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	P 2	RMB 2,650				RM15P/GZ11A GZ 07-08
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	P 3	RMB 3,180	HA7P/GZ08A GZ 05-07			
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施	P 1	RMB 1,272			GP02P/GZ10A GZ 21	
<b>Production/Quality/Supply Chain/Customer Service Management 生产/质量/供应链/客服管理</b>						
5S 现场管理 5S Site Management	P 1	RMB 1,590		GP09P/GZ09A GZ 06		
JIT (Just In Time) of Lean Production 精益生产之JIT(准时生产)	P 2	RMB 3,180				GM21P/GZ11A GZ 14-15
GD&T Gage Design and Detection in Practice GD&T 检具设计及检测	P 2	RMB 3,180		GM14P/SH09A SH 18-19		
Measurement Management 计量管理与仪器效验管理实务培训	P 1	RMB 1,590			MS10P/GZ10A GZ 18	
Flexible Production Planning Management 柔性生产计划与排程管理	P 2	RMB 3,180				EC08P/GZ11A GZ 21-22
TPM - Total Productive Maintenance TPM - 全面生产管理实战	P 2	RMB 2,650			GM26P/SH10A SH 23-24	
Key to Strong Enterprise - Quality Circle Operation 强企之本 - 品质圈QCC运作	P 2	RMB 1,908	ES28P/GZ08A GZ 15-16			
Five Core Tools(APQP/FMEA/SPC/MSA/PPAP) 五大核心工具(APQP/FMEA/SPC/MSA/PPAP)	P 3	RMB 3,180				MS01P/GZ11A GZ 13-15
8D - Quality Problem Analysis and Solving 8D - 质量问题分析	P 1	RMB 1,590	ES29P/GZ08A GZ 02			
Total Quality Management TQM 全面质量管理	P 2	RMB 3,180				MS15P/GZ11A GZ 06-07
Project Management 项目管理	P 2	RMB 3,180		MS17P/GZ09A GZ 04-05		
Statistical Process Control SPC 统计过程控制	P 1	RMB 1,590	MS20P/SH08A SH 22-23			
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	P 1	RMB 1,590			MS04P/GZ10A GZ 25	
Seven QC Tools (Traditional & New) QC七大手法	P 2	RMB 2,650	GM12P/GZ08A GZ 20-21			
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	P 2	RMB 2,650				MS19P/GZ11A GZ 04-05
<b>Management Development Training 管理发展培训</b>						
Communication Skills 沟通技巧	P 2	RMB 2,544		GM07P/GZ09A GZ 17-18		
TTT Training on Internal Lecturer - Professional Presentation Skill TTT 内部培训师培训之专业演示技巧	P 2	RMB 3,710				GM06P/GZ11A GZ 21-22
Manufacturing Workshop Management Practices - Group Leader Management 制造车间管理实战 - 班组长工作篇	P 2	RMB 2,650			MT33P/GZ10A GZ 14-15	
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,650	MS14P/GZ08A GZ 28-29			
Meeting Management with High Efficiency 高效会议管理	P 1	RMB 1,590			GM08P/SH10A SH 17	
Employee Motivation 员工动力驱动器 - 员工激励	P 2	RMB 3,180				GM23P/SH11A SH 13-14
Mind Map@ : 思维导图轻松提升工作效率	P 1	RMB 2,120	M504P/SH08A SH 16			
Zodiak@ : 商业策略、决策及财务游戏工作坊	P 1	RMB 1,590				M519P/GZ11A GZ 01
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资产管理	P 2	RMB 2,650		GM25P/GZ09A GZ 11-12		

For registration and enquiry  
报名及查询

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

# Trainers Certificates for Food Safety Practitioners 食品安全专业导师证书课程

The course is designed for students who have obtained the certificates related to food safety (such as CIEH Level 3 Award in Food Safety or Level 3 Award in HACCP for Food Manufacturing), and they can learn the teaching methods and skills during the course. After finishing the course and fulfilling requirements, participants can become a professional trainer in food safety (CIEH) vocational training, as well as enhancing their qualifications.

本课程让已持有食品安全相关证书(如英国环境卫生协会(CIEH)第三级食品安全证书或第三级危害分析重点控制证书)的学员,透过培训课程学习训练的模式与技巧,完成课程及符合相关要求后,除提升个人资历外,并可为机构开展食品安全(CIEH)相关的职业培训工作,成为专业导师。

- To cope with the needs and objectives of the training and enhance learning motivation  
配合培训需要与目的及加强学习动机
- Structure and design for the class, and planning and preparations before the course  
课堂的结构及设计,以及授课前的策划及预备工作
- Learning methods and ways to gain the knowledge effectively  
学习方式,以及有效接收和理解知识的模式
- Improve teaching techniques continuously and enables effective communications with the students  
持续改善授课技巧,以及与学员保持有效的沟通
- Teaching skills and how to choose the right one  
授课技巧及选择适当的授课技巧
- Evaluate teaching results and learning performance assessment  
评估教学成效及评核学习成绩
- How to promote food safety in hotels / restaurants / central kitchens  
如何在酒店 / 食肆 / 中央厨房推广食物安全

<b>Date 日期</b>	21, 28 September, 5, 12 October, 2019   2019年9月21, 28日, 10月5, 12日
<b>Time 时间</b>	10:00am - 5:00pm   早上10时至下午5时
<b>Venue 地点</b>	Hong Kong School of Commerce, 81 Austin Road, Tsim Sha Tsui 九龙尖沙咀柯士甸道81号香港商业专科学校
<b>Language 语言</b>	Cantonese   广东话

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## Tips for Being a "New-Gen" Manager 新世代主管真经

As "New-Gen" Managers are rising in the companies, developments of companies rely on their growth. In the light of this, how can organisations discover the talents from new managers? As a "New-gen" manager who is appointed by senior management, or wants to instil a new corporate culture, you need preparation to lead a team to success.

随著新世代的主管/经理人员晋升,企业的未来发展全赖对他们的培育。但随著新世代主管的崛起,组织如何磨练这些新领导的才能呢?作为时代巨轮下的新力军,特别是从上一代管理人员接棒/带领企业走出新作风的您,应如何为带领团队的成功而做好准备?

Through an in-depth and interactive class, participants can learn:  
透过深入浅出的互动教学,让参加者能有效掌握:

- Management mind-set and requirements for "New-Gen" Managers  
新世代主管应有的管理思维及条件
- How to manage the Millennials?  
如何管理更新的千禧一代 (Millennial)?
- Ways to manage experienced colleagues  
新世代如何管理「年经验长者」的下属
- Communication skills in management  
「管人管心」的沟通技巧
- 7 must-know skills for "New-Gen" Managers  
新世代主管必须知的「7项技能」
- "3A Methods" to cope with the changing generation  
应合不同世代改变的「3A对策」
- Practices and case study  
实战应用及个案探讨

<b>Date 日期</b>	11 October 2019   2019年10月11日
<b>Time 时间</b>	9:30am - 5:00pm   早上9时30分至下午5时
<b>Venue 地点</b>	19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣华道191号嘉华国际中心19楼
<b>Language 语言</b>	Cantonese   广东话

