

QUALITY ASSURANCE AGENCY

香港品質保證局

VISION 管
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HKQAA has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG)
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HKQAA Successfully Extended the Scope of Accreditation with CNAS for ISO/IEC 27001:2013 Information Security Management System Certification
本局獲中國合格評定國家認可委員會認可之 ISO/IEC 27001:2013信息安全管理体系認證服務範圍現已擴展

HKQAA Successfully Obtained the HKCAS Accreditation for ISO 50001:2018 Energy Management Systems Certification
本局現已提供香港認可處認可之 ISO 50001:2018能源管理体系認證服務

The Greater Bay Area KamCha Competition 2019
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Extraordinary Leader with Vision

Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, has always served industry and society with enthusiasm. He is a well-known figure with great energy and talent, and an outstanding leader who has performed many public duties. He has been a member of HKQAA's Governing Council for many years, leading the Agency to move forward and fostering the development of enterprises and society.

Dr Lo has been our Chairman since 2013. He has excelled by increasing the depth and breadth of HKQAA's services, enabling the Agency to enter a new era of enhanced core competencies. Dr Lo has promoted the development of many new services, including assessment and rating services for the Hang Seng Corporate Sustainability Index Series. The Green Finance Certification Scheme, launched in 2018, increased the pace of green economic development and marked another important milestone in the Agency's development.

Under Dr Lo's leadership, the Agency has worked closely with government departments, public bodies, business associations and professional organisations in the region to assist in the implementation of industry sustainability projects. We have also established strategic partnerships with regional and international organisations to promote cross-regional exchanges and cooperation, and set up subsidiaries and offices in Macau and Xian. HKQAA keeps expanding its service network, boosting the competitiveness of enterprises in the region and thereby fostering the long-term development of industry.

Dr Lo will retire as Chairman in HKQAA's 30th Anniversary year. VISION would like to take this opportunity to thank him for his selfless devotion over the years, and wish him a long and happy life after leaving office. We believe he will continue to play a significant role in our community by performing other public duties in the years to come, and make an even greater contribution to the future of society.

傑出社會領袖 視野宏達遠瞻

本局主席盧偉國議員博士工程師一直熱心服務業界和社區。作為傑出的社會領袖，他極具魄力和才幹，身兼多項公職，在本局更義務擔任董事局成員多年，憑著宏遠視野，引領本局不斷發展，推動企業和社會持續進步。

自 2013 年擔任主席至今，盧主席致力倡議解決式思維，放眼長遠發展，帶領本局全面加強服務的廣度和深度，迎來核心能力提升的時代。他任內推動本局開發具前瞻性的創新服務，不但為「恒生可持續發展企業指數系列」提供評級服務，去年更推出「綠色金融認證計劃」，以助加快綠色經濟的發展步伐，成為本局發展重要里程碑。

在盧主席領導下，本局與區域內的政府部門、公營機構、業界組織及專業團體通力合作，拓展與促進業界可持續發展相關的項目。此外，本局亦與多家國際及區內機構締結策略性夥伴關係，促進跨地域的交流合作，並先後在澳門及西安開設子公司及辦事處，積極拓闊業務領域，協助區內企業提升競爭力，促進業界整體的長遠發展。

今年正值本局成立三十周年誌慶，亦是盧主席光榮卸任之年，《管略》謹此代表本局上下衷心感謝他多年來的建樹和奉獻，並祝願他退任後生活愉快。相信他未來在立法會及其他公職上，將繼續擔當重要的推動角色，為業界和社會的未來作出更大貢獻！

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Utilise Professional Knowledge to Foster Industry's Development

運用專業知識 推動業界發展



After serving with us for many years, Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, will retire from his duties as Chairman of HKQAA in November 2019. Under his influential leadership and wise direction, HKQAA has become a leading conformity assessment body in Hong Kong and the region. He recently talked with VISION about how he joined the HKQAA Governing Council, and shared some thoughts about our future.



與香港品質保證局共度多個寒暑的盧偉國議員博士工程師, SBS, MH, 太平紳士, 將於 2019 年 11 月卸任主席一職。在盧議員多年的悉心領導下, 本局的專業團隊日益壯大, 更成為香港及區內合格評定行業的領導者之一。今期《管略》很榮幸邀請盧議員與讀者回顧本局的發展, 並分享他對未來的展望。

VISION (V): Dr Lo, you joined the HKQAA Governing Council many years ago and have been Chairman since 2013. What made you branch out to the field of ISO certification and become one of us?

Dr Lo (L): Total Quality Management (TQM) was promoted in the industry and commerce sectors and closely tied to the field of certification. In the 80s, when Europe promoted TQM, the Hong Kong Government kept up with the trend and established the Hong Kong Quality Assurance Agency in 1989 to promote quality management systems and introduce international standards in Hong Kong.

In 1988, I participated in a "Quality Hong Kong" event organised by the government, and went on a Hong Kong engineers' study tour trip to Beijing to learn more about the application on industrial engineering, which one of the topics was ISO 9001 Quality Management System. These experiences enhanced my knowledge of quality management.

In 1991, I led the company that I was working to obtain the first ISO 9001 Quality Management System Certification issued by the HKQAA, which encouraged me to join the Agency. Over the years, I have grown along with the Agency; first by joining the Governing Council, then by being elected as Deputy Chairman and now retiring as Chairman. It was an unforgettable and fruitful experience for me to be Chairman for 6 years.

V: Which aspects of the progress made by HKQAA over the past 30 years have particularly impressed you?

L: The Agency keeps improving and innovating. The Agency promoted ISO 9001 Quality Management System, ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health & Safety Management System in its early years. Later, it kept up with market trends by introducing diversified management systems and brand-new services. HKQAA's Wine Storage Management System, for example, can be considered one of the most innovative certifications in the world.



管(管略): 盧議員加入董事局多年, 於 2013 年接任本局主席, 貢獻良多。當年為何涉足 ISO 認證及加入本局?

盧(盧議員): 香港工商業界提倡全面品質管理(TQM), 與認證行業關係密切。80 年代起, 歐洲推行品質管理系統, 香港政府緊貼趨勢, 在 1989 年創立香港品質保證局, 銳意於香港推廣品質管理體系, 引入國際認證服務。

1988 年, 我參與了由政府舉辦的「Quality Hong Kong」推廣活動, 以及以工業工程的應用為主題的香港工程界北京考察團, 其中一個課題是「ISO 9001 質量管理體系」, 對於質量管理的認識亦因此加深。

1991 年, 我帶領當時工作的公司成為第一家取得香港品質保證局頒發的 ISO 9001 質量管理體系證書的機構, 亦成為我加入本局的契機。由加入董事局成為本局一員, 及後擔任副主席, 直到現在即將卸任主席, 多年來都與香港品質保證局一同成長。這六年擔任主席的時間, 為我帶來一段十分難忘及豐盛的人生經歷。

管: 本局三十年來有哪些工作成果令您印象特別深刻?

盧: 本局不斷成長及創新, 早期主要推廣 ISO 9001 質量管理體系、ISO 14001 環境管理體系及 OHSAS 18001 職業健康安全管理体系, 之後配合市場發展, 引入更多元化的管理體系及創新服務, 如本局獨創的「葡萄酒儲存管理體系計劃」, 為放諸全球也稱得上創新的認證服務。





In recent years, the Agency has actively promoted social responsibility and sustainability. As green finance has become one of the hottest topics, the Agency has also developed the Green Finance Certification Scheme and received positive responses from the financial industry. This was a breakthrough for HKQAA.

Also, the Agency has expanded to Guangzhou, Macau, Shanghai and Xian. The depth, breadth, content and geographical reach of HKQAA's services have been enhanced during these years. We could not have accomplished this achievement without the leadership of the Governing Council and the great efforts of our staff members.

V: How do the innovative services of the Agency contribute to industry?

L: The Agency has been exploring new opportunities in addition to the traditional certification, and developing schemes with vision. Recently, we launched the Green Finance Certification Scheme, Residential Care Home for the Elderly Certification Scheme, and the Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry. The Agency's target groups have expanded beyond industrial and engineering and now include service, food and beverages, and property management. These services not only help industries to enhance their management performance in the market, but also boost their competitiveness. The impressive result of our brand-new services proves that certification services can be innovative.

V: You are successful in both your business and political careers, and have received numerous awards, such as "Ten Outstanding Young Persons", "Young Industrialist Awards of Hong Kong" and a Silver Bauhinia Star. You are also a Member of the National Committee of the Chinese People's Political Consultative Conference. Could you share with us your experience of success?

L: I was born and raised in Hong Kong, and am proud of being a professional engineer. I believe engineers should strike a balance between development and conservation. Therefore, I strive to utilise my professional knowledge and experience to serve society. I became a member of the Hong Kong Institute of Engineers and became the President in 2007, and was elected as the engineering representative in the Legislative Council in 2012. At the same time, I served in public organisations such as the Housing Society, the Hospital Authority, the West Kowloon Cultural District and the Airport Authority. I appreciate the opportunity to give back to society and express my opinion as a representative of the engineering industry. I was also appointed by the Government to serve as a Member of Sha Tin District Council for over ten years. My work in the District Council was a challenging but also enriching experience for me in the society.

近年，本局著重宣揚社會責任及可持續發展概念，隨著綠色金融成為國際熱門課題，本局亦在香港特區政府大力支持下開發了綠色金融認證計劃，得到金融財經界的廣泛響應，實為本局一大突破。

此外，本局早著先機開拓內地市場，業務地域擴到廣州、澳門、上海以及西安等地，可見本局多年來服務的深度、廣度、服務內容以及地域擴展都有傑出成就。能夠取得這些成就，實有賴董事局的英明領導以及各部門同事的努力付出。

管：您認為本局推出的創新服務對業界有何貢獻？

盧：本局除了傳統認證外，不斷摸索新的發展路向，開發的計劃都具有前瞻性。近年創新的服務及項目，包括「綠色金融認證計劃」、「安老院舍認證計劃」及「促進香港廢紙回收業實施國家標準」項目等，均廣獲業界和社會歡迎。本局服務對象亦不斷拓展，由工業與工程界別伸展至各行各業，包括服務、飲食及物業管理等不同領域。這些服務除了幫助業界在市場上提升管理水平，亦加強他們的競爭力。本局開發嶄新服務的成績有目共睹，向各界展示認證服務也有其創新的空間。

管：盧議員在社會備受尊敬，先後獲得十大傑出青年、香港青年工業家、銀紫荊星章等榮譽，更獲選為全國政協委員，對社會建樹良多，可否分享一下成為社會傑出領袖的經驗和心得？

盧：我在香港土生土長，以專業工程師的身份為榮。我認為工程師的任務是要在發展及保育之間取得平衡，因此，我致力運用專業工程知識及經驗為社會服務，於80年代成為香港工程師學會會員，在2007年成為會長，後來在2012年獲選為工程界的立法會代表，同時為房屋委員會、醫院管理局、西九文化區及機場管理局等機構服務。我十分珍惜回饋社會，以及代表工程界於社會上發表意見的機會。我亦曾獲政府委任，有十多年在沙田區議會服務。區議員的工作充滿挑戰，也豐富了我的社會歷練。

我認為傑出的領袖必須能夠帶領團隊並且要建立企業文化，本局三十年來在這兩方面成就出眾。在團隊建立上，董事局成員齊心做好機構





I believe outstanding leaders should be competent in team building and promoting corporate culture, as the Agency has done over the last 30 years. The core ingredient behind a successful company is teamwork. Our Governing Council members ensure good corporate governance, and the management team has successfully established a cross-regional team to create our competitive edge, the "4Is": "Integrity", "International Recognition", Innovation and "Information". On the matter of corporate culture, we uphold the shared value of "GIFTS" - "Growth", "Integrity", "Fairness", "Team with Joy" and "Social Responsibility", where the letter "I" also stands for integrity. The Agency's certification services stress integrity, so we uphold integrity in our daily work. The Agency organises company-wide meetings periodically to enhance team spirit. Also, we contribute to society by sponsoring and encouraging staff members to participate in community service, so that the corporate culture can be well developed.

V: You have participated in a lot of public service. You are currently a Member of the Legislative Council, representing the Engineering Functional Constituency, as well as being HKQAA's Chairman. How do you achieve a work-life balance and contribute to society at the same time?

L: I am honored to serve society in various positions. Individuals have limited power. No-one in an engineering team can finish the work alone. I hope everyone can seek common ground while minimising differences and building up a better society together.

I lay emphasis on both my work and family. Music provides a healthy balance for my life. I learnt musical harmonica during my childhood, and then learnt other instruments such as flute, Erhu, Pipa, Qinqin, saxophone, Guzheng and Guqin. Nowadays, I belong to music groups that perform pop songs, Cantonese Opera and Chinese traditional music. I make use of these personal hobbies during work occasions, for example, performing at community events and functions of the industrial sector.

As you can see from my Facebook page, I cook with my family to enhance our cooking skills and so that we have a shared hobby.

V: HKQAA marks its 30th Anniversary this year. Can you share your feelings with us?

L: HKQAA was established by the Hong Kong Government but has become financially independent very soon. Besides undertaking our basic functions, providing professional certification for various industries, HKQAA has also utilised its resources to develop brand-new services and expanded its business scope. Looking back on the last 30 years, HKQAA can be called a successful organisation.

Hong Kong has had different strategic positions in different periods. The Greater Bay Area Development and Belt and Road Initiative have brought regional improvements, and fostered intercultural communication and racial harmony. In this ever-changing society, we need innovative ideas so that we can seize opportunities and move forward.



管治，管理層則成功建立跨地域的團隊，締造本局的「4Is」競爭優勢——誠信(Integrity)、國際認受(International Recognition)、創新(Innovation)及資訊(Information)。企業文化方面，本局緊守的共同價值觀GIFTS——「成長(Growth)」、「誠信(Integrity)」、「公正(Fairness)」、「喜樂團隊(Team with Joy)」及「社會責任(Social Responsibility)」，其中一項便是誠信。本局的認證服務講求誠信，團隊亦以誠信作為日常工作的理念。局內定期舉行員工大會，凝聚團隊精神，我們亦熱心公益，資助及鼓勵員工參與社會服務，冀望建立更全面的機構文化。

管: 盧議員肩負多項公職，除擔任本局主席外，亦擔任工程界功能界別立法會議員多年，期望如何為社會作出貢獻？在繁忙的公務中如何分配時間平衡生活？

盧: 我十分有幸能夠在不同崗位為社會服務。個人力量終究有限，正如工程團隊的工作不能單打獨鬥一樣，我期望眾人能求同存異，同舟共濟，合力建設更美好的社會。

工作及家庭兩者也須花時間兼顧，音樂是我生活的調劑。童年時代我自學口琴，隨後學習笛子、二胡、琵琶、秦琴、色士風、古箏和古琴等樂器，現時參與流行曲、粵曲、中樂等等不同音樂的組合。雖說只是個人的興趣，但也可於工作上大派用場，在參與地區服務及業界活動時演出。

另外，正如我在Facebook專頁上所示一樣，我會與家人在家中自製「盧家私房菜」，磨練廚藝之餘，亦能培養家庭的共同興趣。

管: 本局迎來三十周年誌慶，請分享你的感受？

盧: 作為香港政府成立的機構，本局運營不久後便自給自足，除了發揮基本功能，為業界提供專業認證服務外，本局積累了足夠資源發展，不斷開發創新服務及壯大業務規模。總結來說，香港品質保證局自創立三十年以來屢創佳績，可謂光輝三十年。

隨著時代進步，香港角色不斷轉型，大灣區建設及一帶一路倡議，帶來了區域進步，促進文化文流與種族和諧，意義重大。社會在不斷變化，展望未來，我們需要創新思維，把握得來不易的機遇，方能進一步取得佳績。



HKQAA 30th Anniversary Forum and Celebration Cocktail Reception 香港品質保證局三十周年論壇暨慶祝酒會

To celebrate its 30th Anniversary, Hong Kong Quality Assurance Agency (HKQAA) held the HKQAA 30th Anniversary Forum and Celebration Cocktail Reception on 18 October 2019 in Cordis Hong Kong at Langham Place, Mongkok. The celebration ceremony was officiated by the Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, The Chief Executive of the Hong Kong Special Administrative Region.

為慶祝成立三十周年，本局於2019年10月18日在香港旺角康得思酒店七樓宴會廳舉行「香港品質保證局三十周年論壇暨慶祝酒會」，由香港特別行政區行政長官林鄭月娥女士，GBM, GBS, 主禮慶祝儀式。



From left: Dr Michael Lam, CEO of HKQAA; Ir C. S. Ho, Deputy Chairman of HKQAA; The Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, The Chief Executive of the Hong Kong Special Administrative Region; Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA; Mr Simon Wong Ka Wo, BBS, JP, Deputy Chairman of HKQAA, officiate the Agency's 30th Anniversary celebration ceremony.

左起：本局總裁林寶興博士、本局副主席何志誠工程師、香港特別行政區行政長官林鄭月娥女士，GBM, GBS、本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士及本局副主席黃家和先生，BBS, 太平紳士主持三十周年慶祝儀式。

Mrs Lam and HKQAA's Governing Council members offer a toast to the Agency's Anniversary.

林鄭月娥女士與本局董事局成員在台上祝酒。



The Forum invited a number of speakers to share their experiences and insights in the subject of sustainable development. The HKQAA 30th Anniversary Recognition for Organisations and Presentation Ceremony of HKQAA CSR Index were also held. The event attracted over 600 participants from government, industry and commerce.

Local and Overseas Speakers Sharing Insights on Sustainability

"This year is a memorable year for HKQAA as it celebrates 30 years of service to industry. Over the past 30 years, HKQAA has taken the lead in offering comprehensive and innovative services to meet different customers' needs." said Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA.

大會邀請了多位專家講者就可持續發展的題目分享經驗和心得，並同場舉行「香港品質保證局三十周年機構嘉許儀式」與「社會責任指數頒授儀式」，全日共吸引了超過600名來自政府及工商業界的人士參加。

中外專家講者 共同探索可持續發展策略

「三十年來，本局不斷推陳出新，領導同儕，並致力提供全面及嶄新的服務以回應業界的需求。過去十年，本局全面加強服務的廣度和深度，迎來核心能力提升的時代。去年，本局更推出『綠色金融認證計劃』，成為發展的重要里程碑。」本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士致辭道。



“Over the last decade, we have aimed to excel by increasing the depth and breadth of our services, entering a new era of enhanced core competencies. Last year’s launch of the Green Finance Certification Scheme marked another important milestone in our development.” said Ir Dr Lo.

The HKQAA 30th Anniversary Forum with the theme “Towards Sustainable Development Goals - ESG Management and Responsible Finance” was held in the morning session. Mr James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury, addressed the Forum. The Forum featured acclaimed local and overseas speakers who discussed topics including fintech governance, sustainable construction, ESG related risks and green finance developments.

Foster Development in Construction and Fintech Industry

During the forum, HKQAA announced to establish a strategic partnership with BRE Group Limited to drive positive change in the Hong Kong construction sector, starting with the promotion of international best practice, training and certification in Building Information Management modeling and green building.

Also, HKQAA’s collaborates with JETCO to facilitate the development of open banking ecosystem in accordance with Hong Kong Monetary

大會在上午舉辦「香港品質保證局三十周年論壇」，主題為「邁向可持續發展目標－環境、社會及管治的管理及責任融資」，更邀得香港特別行政區財經事務及庫務局局長劉怡翔先生，太平紳士為論壇致辭，以及多位來自本地及海外的專家講者，探討金融科技管治、可持續建築、ESG 相關風險及綠色金融等議題。

與業界合作 促進建築業及金融科技發展

為了推動香港建築業持續進步，本局與英國建築研究院集團 (BRE Group) 簽署合作備忘錄，旨在推廣建築信息管理(BIM) 模型的國際良好做法、培訓及認證，以助業界提升水平及競爭力，促進建築創新技術。

另外，為配合香港金融管理局的智慧銀行倡議，本局最近亦會與銀通香港合作促進開放銀行(open



Ir Dr Hon. Lo Wai Kwok, Chairman of the HKQAA, delivering speech at the cocktail reception.
本局主席盧偉國議員博士工程師於酒會上致辭。

Ir C. S. Ho, Deputy Chairman of HKQAA, delivering a speech.
本局副主席何志誠工程師於大會上致辭。

Mr James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury, addressing at the Forum.
香港特別行政區財經事務及庫務局局長劉怡翔先生，太平紳士於論壇上致辭。



Guest speakers and panelists of the HKQAA 30th Anniversary Forum 三十周年論壇的講者與討論環節嘉賓



Left to right: Mr Enoch Fung, Head of Market Development Division, Hong Kong Monetary Authority, Mr Chan Ka Kui, SBS, JP, Chairman of Construction Industry Council, Mr Henry Wong, Director, Risk and Compliance, JETCO Hong Kong, Ms Quinnie Li, General Manger, Building Research Establishment, BRE China
左至右：香港金融管理局市場發展處主管馮殷諾先生、建造業議會主席陳家駒先生，SBS，太平紳士、銀通香港風險及合規部總監黃仲鏗先生、英國建築研究院中國分院－碧亞宜建築研究院(深圳)有限公司總經理李倩女士

Authority's strategy of smart banking. It aims to strike a good balance between innovation and cybersecurity risk in the FinTech industry. We believe these cooperation will enhance sustainable development and technological innovation in the construction and banking sectors.

30th Anniversary Recognition for Outstanding Organisations

In the afternoon session, a celebration cocktail reception was held to celebrate the HKQAA's 30th Anniversary. The Agency was honoured to have the Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, The Chief Executive of the Hong Kong Special Administrative Region. The Chief Executive of the Hong Kong Special Administrative Region, to officiate and address the ceremony.

In the past 30 years, many organisations have strived to improve their business operations by adopting different management systems, and achieved remarkable performance. In appreciation for their efforts, HKQAA held a presentation ceremony during the cocktail reception to recognise outstanding organisations. The rating mechanism was based on various rating criteria, including the starting year of the first certificate; the quantity, diversity, overall planning and advocated adoption of certifications. Representatives of these organisations received the recognition trophies at the event.

A ceremony was also held to present the CSR Advocate Mark and CSR Plus Mark to organisations that have participated in the HKQAA CSR Advocate Index and HKQAA CSR Plus Index respectively.

Moreover, HKQAA is pleased to announce its publication of the "Green Finance in Hong Kong" during the cocktail reception. The book aims to promote a common understanding of green finance in Hong Kong among enterprises, investors and the general public. It introduces the core principles of green finance, as well as its benefits and opportunities.

banking) 生態系統的發展，旨在協助金融科技業界於創新及網路安全兩者間取得平衡。相信這些合作將會提升建築界以及銀行界的可持續發展及科技創新水平。

三十周年嘉許儀式 表揚傑出機構

至於下午環節，本局舉辦酒會，並很榮幸邀得香港特別行政區行政長官林鄭月娥女士擔任主禮嘉賓及致辭。

在這三十年間，本局欣見不少機構都積極透過各種管理工具，在營運上不斷求進，並取得一定表現。為了表揚這些機構所作出的努力，本局根據它們取得認證的年資、數量、多樣性、整體規劃性、先行性等評分準則，選出了傑出的機構作嘉許，並於慶祝酒會上頒發嘉許紀念座予這些機構代表。

活動同場亦舉行了「社會責任指數頒授儀式」，分別頒發「社會責任先導者標誌」及「社會責任進階標誌」予參加「社會責任先導者指數」及「社會責任進階指數」的機構。

此外，為了讓綠色金融走進大眾視野，本局於酒會上宣布《綠色金融在香港》書籍正式出版。此書以深入淺出的方式，介紹綠色金融及說明當中的好處及機遇。



Left to right: Dr Chan Fung Cheung, Wilson, Associate Director of Outreach, MBA Programme, College of Business, City University of Hong Kong, Mrs Ng Fong Siu Mei, BBS, Chairperson, Friends of the Earth (HK), Ar Stephen Ho, Assistant Director - Industry Development & Estates Office, Construction Industry Council, Dr Nigel H Croft, Convener of ISO/IEC Global Task Force for Management System Standards, Mr Angus Choi, Chief Executive Officer, JETCO Hong Kong, Mr Tsui Chun Man, Thomas, General Manager and Head of Corporate Banking Division, the Bank of East Asia, Limited, Mr Johnson Kong, Social Development Policy Research, Our Hong Kong Foundation

左至右：香港城市大學工商管理碩士項目協理主任陳鳳翔博士、香港地球之友主席吳方笑薇女士、BBS、香港建造業議會助理總監-行業發展及物業管理何建威建築師、國際標準組織ISO/IEC管理體系標準全球工作組召集人倪國夫博士 (Dr Nigel H Croft)、銀通香港行政總裁蔡炳中先生、東亞銀行有限公司總經理兼企業銀行主管徐振文先生、團結香港基金社會發展政策研究員江俊樂先生

The event attracts over 600 attendees for the whole day.

活動全日吸引逾600人出席。





HKQAA 30th Anniversary Recognition Programme – Outstanding Organisations List 香港品質保證局三十周年獲嘉許之機構名單

Name of Organisation	機構名稱	Commendations 嘉許類別	Name of Organisation	機構名稱	Commendations 嘉許類別
A.S. Watson Industries	屈臣氏實業	B	Kai Shing Management Services Limited	啟勝管理服務有限公司	B
Alliance Construction Materials Limited	友盟建築材料有限公司	B	Kato Elderly Group Limited	嘉濤安老集團有限公司	C
ATAL Engineering Group	安樂工程集團	C	Konica Minolta Business Solutions (HK) Limited	柯尼卡美能達商業系統(香港)有限公司	B
Artesyn Technologies Asia-Pacific Limited	騰訊科技亞太有限公司	A	Leigh & Orange Limited	利安顧問有限公司	C
C & C Joint Printing Company, (HK) Limited	中華商務聯合印刷(香港)有限公司	C	Paul Y. General Contractors Limited	保華建築營造有限公司	A
China Resources Property Management Limited	華潤物業管理有限公司	B	PCCW Global Limited	電訊盈科環球業務有限公司	B
China State Construction Engineering Corporation	中國建築工程總公司	A	PCCW Solutions Limited	電訊盈科企業方案有限公司	B
CLP Power Hong Kong Limited	中華電力有限公司	C	Redland Concrete Limited	中港混凝土有限公司	A
Electrical & Mechanical Services Department	機電工程署	B, C	Satay King (Holdings) Company Limited	沙嗲王(集團)有限公司	B
Fountain Food Products Limited	甘泉食品有限公司	B	Shun Hing Group	信興集團	C
Fuji Xerox (Hong Kong) Limited	富士施樂(香港)有限公司	B	Sun Fook Kong Construction Limited	新福港營造有限公司	A
Fujitsu Hong Kong Limited	富士通香港有限公司	A	Suzhou Industrial Park Qingyuan Hong Kong & China Water Company, Limited	蘇州工業園區清源華衍水務有限公司	B
GD Midea Air-Conditioning Equipment Company, Limited	廣東美的製冷設備有限公司	C	Swire Properties Limited	太古地產管理有限公司	B
Hanison Construction Holdings Limited	興勝建築有限公司	C	The Great Eagle Properties Management Company, Limited	鷹君物業管理有限公司	B
Hip Hing Construction Company Limited	協興建築有限公司	B	The Hongkong Electric Company Limited	香港電燈有限公司	B, C
Hip Hing Engineering Company Limited	協興工程有限公司	A	The Jardine Engineering Corporation Limited	怡和機器有限公司	C
Hong Kong Housing Society	香港房屋協會	B	The Kowloon Motor Bus Co. (1933) Limited	九龍巴士(一九三三)有限公司	C
Hong Kong Science & Technology Parks Corporation	香港科技園公司	C	Tung Wah Group of Hospitals	東華三院	C
Hong Kong Telecommunications (HKT) Limited		A, C	Uni Precision Industrial Limited	渝利精密實業有限公司	A
Hong Kong Water Bottling Company, Limited	香港商用水有限公司	B	Urban Group	富城集團	C
Housing Department	房屋署	B	VSC Steel Company Limited	萬順昌鋼鐵有限公司	A
Hovione Pharmascience Limited	好利安製藥科學股份有限公司	A	Well Born Real Estate Management Limited	偉邦物業管理有限公司	B
Hsin Chong Construction Company Limited	新昌營造廠有限公司	A	WKK Technology Limited	東莞王氏港建電子有限公司	B
Jones Lang Lasalle Management Services Limited	仲量聯行有限公司	B	Woon Lee Construction Company Limited	煥利建築有限公司	A
K. Wah Concrete Company, Limited	嘉華混凝土有限公司	A	Yau Lee Construction Company Limited	有利建築有限公司	A

Type of Commendations 嘉許類別：

- A** Pioneering Organisation in Systems Management 資深體系管理機構
- B** Outstanding Organisation with Comprehensive Management Systems 多元體系管理機構
- C** Outstanding Organisation with Holistic Management Systems 整全體系管理機構

HKQAA CSR Index Organisation List in 2018/19 2018/19年香港品質保證局社會責任指數之機構名單

Name of Organisation	機構名稱	Index Type 指數類別	Name of Organisation	機構名稱	Index Type 指數類別
ATAL Engineering Group	安樂工程集團	A	Jumbo Orient Contracting Limited	東滄工程有限公司	A
Café De Coral Holdings Limited	大家樂集團有限公司	P	Kai Shing Management Services Ltd.	啟勝管理服務有限公司	P
Champion Real Estate Investment Trust	冠君產業信託	P	K.Wah Construction Materials	嘉華混凝土有限公司	P
China Aircraft Leasing Group Holdings Limited	中國飛機租賃集團控股有限公司	P	Kerry Properties Limited	嘉里建設有限公司	P
China Everbright Greentech Limited	中國光大綠色環保有限公司	P	Leo Paper Group (Hong Kong) Limited	利奧集團(香港)有限公司	P
China Everbright International Limited	中國光大國際有限公司	P	New World Development Company Limited	新世界發展有限公司	P
Chow Tai Fook Jewellery Group Limited	周大福珠寶集團有限公司	P	NWS Holdings Limited	新創建集團有限公司	P
Chun Lee Engineering Company Limited	進利工程有限公司	A	Orient Overseas (International) Limited	東方海外(國際)有限公司	P
CLP Holdings Limited	中電控股有限公司	P	Sa Sa International Holdings Limited	莎莎國際控股有限公司	P
Driltech Ground Engineering Limited	鑽達地質工程有限公司	A	Shenzhou International Group Holdings Limited	申洲國際集團控股有限公司	P
FrieslandCampina (Hong Kong) Limited	菲仕蘭(香港)有限公司	A	Shinryo (Hong Kong) Limited	新菱工程香港有限公司	A
GP Batteries International Ltd.	金山電池國際有限公司	A	Shinryo Technical Services Limited	新菱技術服務有限公司	A
Hanison Construction Holdings Limited	興勝創建控股有限公司	A	Shun Tak Holdings Limited	信德集團有限公司	P
Henderson Land Development Company Limited	恒基兆業地產有限公司	P	Shun Yuen Construction Company Limited	順源建築有限公司	A
Hip Hing Engineering Company Limited	協興工程有限公司	A	Sun Hung Kai Properties Limited	新鴻基地產發展有限公司	P
HKBN Ltd.	香港寬頻有限公司	P	The Wharf (Holdings) Limited	九龍倉集團有限公司	P
Hong Kong Trade Development Council	香港貿易發展局	A	Tong Kee Engineering Limited	棠記工程有限公司	A
Hop Shing Environmental Recycling Limited	合成建築有限公司	A	Well Born Real Estate Management Limited	偉邦物業管理有限公司	P
Housing Department (Development And Construction Division)	房屋署(發展及建築處)	A	Wharf Real Estate Investment Company	九龍倉置業地產投資有限公司	P
Housing Department (Estate Management Division)	房屋署(屋邨管理處)	A	Wheelock and Company Limited	會德豐有限公司	P
			Yau Lee Construction Company Limited	有利建築	A

Index Type 指數類別：

- A** CSR Advocate Index 社會責任先導者指數
- P** CSR Index Plus 社會責任進階指數

Mr Simon Wong Ka Wo, Deputy Chairman of HKQAA (Right), presents recognition trophies to the outstanding organisations.
本局副主席黃家和先生(右)頒發嘉許紀念座予傑出機構。



Dr Michael Lam, CEO of HKQAA (Right), presents the CSR Mark to participating organisations of the HKQAA CSR Index.
本局總裁林寶興博士(右)頒發「社會責任標誌」予「社會責任指數」參與機構。

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30th Anniversary

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We would like to acknowledge the following organisations for their generous support for the HKQAA 30th Anniversary
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(Organisations are listed in no particular order 機構排名不分先後)



Elderly Certification Scheme (RCHE-CS) 安老院舍認證計劃

Introduction

An ageing population presents an unavoidable social problem for most developed countries today. As an international metropolis, Hong Kong also faces this challenge. According to recent census statistics from the HKSAR Government, it is expected that the elderly population will reach 30% of the total population in 2036, stretching to their limits residential care services for the elderly. There has also been a lot of negative news about the poor service offered by residential care homes for the elderly (RCHE) in recent years.

HKQAA initiated the development of a certification scheme - "Residential Care Home for the Elderly Certification Scheme" (RCHE-CS). This new certification service was officially accredited through the Hong Kong Certification Body Accreditation Scheme (HKCAS) run by the Hong Kong Accreditation Service. The Scheme takes into consideration the views of different stakeholders and the Government's initiative to strengthen and assist RCHE to further enhance their service standards. It builds on the achievements of the "Service Quality Management Certification Scheme – Elderly Services" (SQM-ES). The purpose of the Scheme is to encourage local RCHE to optimise their management systems and enhance service quality, and to enable the public to obtain more objective information when selecting a RCHE. The Scheme emphasises the establishment of a management system that is practical for elderly services.

Scheme Structure and Content

In order to develop this certification Scheme, HKQAA conducted extensive consultations with relevant stakeholders in society including the Social Welfare Department, private and subsidised organisations that operate RCHE, and professionals from the medical, healthcare and social welfare sectors. Industry representatives were invited to form a service management technical committee to provide professional advice on the certification programme. The Scheme covers the Residential Care Homes Ordinance, the Social Welfare Department's Code of Practice for the Elderly, and sixteen Service Quality Standards (SQS).

RCHE-CS has inherited the main features of SQM-ES, including the "Management System Audit", "Microbiological Test" and "Service Quality Interview" (see below). These procedures make use of objective and scientific methods to collect evidence, and conduct analysis and reviews of evidence. The new Scheme strengthens the practical monitoring part of the requirement to provide a set of comprehensive and objective indicators for assessment.

Management System Audit

This is conducted on-site and based on risk considerations, sampling various aspects of the operation and management of RCHE. It aims to ensure that the RCHE has established an appropriate organisational structure and operational system with clear staff duties and adequate training. These enable effective operation and continuous monitoring and improvements in service quality. HKQAA arranges unannounced surveillance audits for RCHE to assess if the operation performance of the management system meets the requirements.

Microbiological Test

HKQAA has appointed a Hong Kong Laboratory Accreditation Scheme (HOKLAS) accredited laboratory to conduct microbiological testing of food samples. This will provide objective evidence of the effectiveness of food provision and hygiene monitoring systems, and increase user confidence.

簡介

人口老化是今天大多數已發展國家須面對的社會問題。香港作為國際大都會，同樣正面對人口急劇老化所帶來的挑戰。根據香港特區政府近年的人口普查統計數字顯示，政府預計長者人口比例將於二零三六年達至總人口三成，從日益嚴峻的人口老化趨勢中可預計未來香港社會應付體弱長者對住宿照顧服務的壓力。與此同時，近年出現不少有關安老院舍服務欠佳的負面新聞，安老院舍質素參差的問題亦引起社會關注。市民在選擇安老院舍時，變得更為小心審慎。

為鼓勵本地安老院舍優化其管理體系及提高服務質素，並讓市民能於選擇時獲得更多客觀資訊，本局於早年推出了「安老服務管理認證計劃」(SQM-ES)，為安老院舍提供自願參與的評審服務經過多年推行，取得了一定成效。

因應不同持分者的意見，並回應政府加強及協助安老院舍進一步提升服務水平的大方向，本局於去年初啟動了「安老院舍認證計劃」(RCHE-CS)，以緊貼市場需要。此認證服務已取得香港認可處香港認證機構認可計劃(HKCAS)的認可資格。

計劃架構及內容

為制定本認證計劃，本局進行了廣泛諮詢，向社會各界相關持分者吸納意見，當中包括社會福利署、營運安老院舍的私營及津助機構，以及來自醫護及社福界的專業人士，並邀請業界代表組成服務管理技術委員會，為安老院舍認證計劃提供專業意見。本計劃涵蓋安老院條例、社會福利署的安老院實務守則、16服務質素標準(SQS)等業界標準作為認證標準，並繼承了SQM-ES的主要特點，包括「管理體系審核」、「微生物測試」及「服務質量意見訪查」，加強實務監控要求的部分，以提供一套全面和客觀的參考指標作評審之用。

本計劃強調建立一套能針對安老服務實際運作的管理體系。計劃採用客觀及科學方法收集證據，綜合從「管理體系審核」、「微生物測試」及「服務質量意見訪查」各部份所收集的證據進行分析和評審，從而作出認證結論。

「**管理體系審核**」以現場審核方式，基於風險考量以抽樣形式，就安老院舍運作及管理各方面進行評估，確保安老院舍已建立合宜的組織架構與運作制度，包括清晰訂明員工職責及提供所需培訓，能有效運作，並持續監察及提升服務質素。本局更會為院舍安排突擊監督審核，以了解管理體系的持續運作情況。

「**微生物測試**」是本計劃的另一特點，本局委托由香港實驗所認可計劃認可的實驗所為院舍的食物樣本進行微生物測試，為院舍在食物供應及衛生監控系統方面的執行成效提供更多客觀證據，有助加強服務使用者的信心。



Service Quality Interview

Residential care is people-orientated. HKQAA attaches great importance to the views of the elderly, their families and staff in the elderly homes. HKQAA will interview these different stakeholders, thereby enhancing the transparency of the service.

Benefits

The implementation of this Scheme will benefit elderly homes and their service users:

- Elderly homes can demonstrate their ability to establish a sound management system and enhance their service quality;
- Establish a monitoring system to foster continuous improvement;
- Understand strengths and weaknesses;
- Demonstrate the ability to provide elderly services to a consistent standard;
- Improve their image and so enhance their overall competitiveness;
- Service users can obtain more objective information when choosing an elderly home and have another channel to give their views on the quality of service

The Scheme will therefore make an important contribution to improving quality in the residential care homes sector.

安老院舍亦是一項以人為本的服務，本局十分重視院友、家屬、職員對安老院舍的意見，本計劃的第三項特點為「服務質量意見訪查」，過程會向不同持份者了解院舍的服務情況，提升服務透明度。

好處

本局期望推行計劃讓安老院舍及其服務使用者均能受惠。透過參加本計劃：

- 安老院舍能展示其具建立完善的管理體系及提升服務質素的能力；
- 鼓勵院舍設立監管系統，達至持續改善的效果；
- 讓院舍了解自身的強項及弱項；
- 向公眾及持份者展示院舍能提供具穩定質素的安老服務；
- 改善院舍形象及加強市場競爭力；
- 讓服務使用者於選擇院舍時能有更多客觀資訊，並有多一個渠道反映對院舍服務水平的意見。

期望計劃能推動整個安老院舍業界朝向更優質方向發展。

HKQAA's Residential Care Home for the Elderly Certification Scheme has been approved by Social Welfare Department to be included in the Accreditation Subsidy Scheme for Private RCHes

本局提供之「安老院舍認證計劃」 獲社會福利署核准納入「私營安老院認證資助計劃」

On 18 October 2019, HKQAA's Residential Care Home for the Elderly Certification Scheme (RCHE-CS) was approved by the Social Welfare Department to be included in the "Accreditation Subsidy Scheme for Private Residential Care Homes for the Elderly".

Private Residential Care Homes for the Elderly that certified by the HKQAA's RCHE-CS can apply for reimbursement of the certification and renewal fee within the implementation period of the Subsidy Scheme.

For further details on HKQAA's RCHE-CS, please contact Mr Calvin Luk at (Tel: 2202 9358 / Email: calvin.lukpk@hkqaa.org / Whatsapp : 6050 0495).

For details on Accreditation Subsidy Scheme for Private Residential Care Homes for the Elderly of Social Welfare Department, please visit https://www.swd.gov.hk/en/index/site_pubsvc/page_lr/sub_accredsubsidy/.

香港品質保證局提供之「安老院舍認證計劃」已於2019年10月18日獲社會福利署(社署)完成審批程序，確認符合該署「私營安老院認證資助計劃」的要求。

私營安老院取得本局發出的「安老院舍認證計劃」認證，可於該資助計劃推行期內，向社署申請退還認證及覆檢費用。

欲知「安老院舍認證計劃」更多資料，歡迎與本局陸先生聯絡(電話：2202 9358 / 電郵：calvin.lukpk@hkqaa.org / Whatsapp：6050 0495)

有關社署「私營安老院認證資助計劃」，請瀏覽https://www.swd.gov.hk/tc/index/site_pubsvc/page_lr/sub_accredsubsidy/。

The First "Made in the Bay Area" Assessment Guidelines for the Guangdong-Hong Kong-Macau Greater Bay Area Officially Launched

粵港澳大灣區首個「灣區製造」標誌及評定準則正式啟動

On 23 August 2019 at Guangdong 21st Century Maritime Silk Road International Expo, HKQAA and Guangzhou Brand and Quality Innovation Association (the Association) jointly held a Kick-off Ceremony for the "Made in the Bay Area" Assessment Guidelines".

"Made in the Bay Area" is an innovative and ambitious project which combines the advantages of the Greater Bay Area's manufacturing industry and Hong Kong's international certification industry. It has received an overwhelming response from many leading associations and organisations in the Area. In the ceremony, the first batch of 44 participating organisations was recognised.

Ir C. S. Ho, Deputy Chairman of HKQAA, said that HKQAA is honoured to be the only designated assessment body for the Project. We believe that collaboration with Guangzhou Brand and Quality Innovation Association will leverage our mutual strengths to foster the development of small and medium enterprises.

2019年8月23日，本局與廣州市品牌質量創新促進會（廣州品促會）於「2019廣東21世紀海上絲綢之路國際博覽會」期間聯合主辦「灣區製造」標誌及評定準則啟動儀式。「灣區製造」是大灣區製造業優勢與香港國際化認證標準體系創新結合的領先實踐，得到大灣區大批商協會和行業標桿領袖企業的認同和參與。會議為首批44家「灣區製造」標誌及評定準則應用推廣倡議單位舉行了頒授儀式。

本局副主席何志誠工程師表示，十分榮幸成為「灣區製造」準則評定的唯一指定評定機構，與廣州品促會一起合作，發揮各自優勢，推動中小企業發展。

Photo source: Guangdong 21st Century Maritime Silk Road International Expo
相片來源：2019廣東21世紀海上絲綢之路國際博覽會

The following people attended the event: Ir C. S. Ho, HKQAA's Deputy Chairman (Left 4), Dr Michael P. H. Lam, Chief Executive Officer (Left 2), Mr P C Chan, Chief Operating Officer (Right 3), Mr Yao Jian-ming, Vice Chairman of Guangzhou Chinese People's Political Consultative Conference Office (CPPCC), Director of the Guangzhou Market Supervision and Administration Bureau (Right 4), Mr Zhang Hong-wei, Deputy Director of the Guangzhou Municipal Industry and Information Technology Bureau (Right 2), Mr Huang Chun-lin, Vice President and Secretary of the Guangzhou Brand and Quality Innovation Association (Left 3) and Mr Yang Zuo-yi, Vice President of the Guangzhou Liby Enterprise Group (Right 1).

本局副主席何志誠工程師（左四）、總裁林寶興博士（左二）及運營總監陳沛昌先生（右三）、廣州市政協副主席、廣州市市場監督管理局局長姚建明先生（右四）、廣州市工業和信息化局副局長張宏偉先生（右二）、廣州市品牌質量創新促進會副會長兼秘書長黃春林先生（左三）以及廣州立白集團副總裁楊作毅先生（右一）於會上合照。



Delegation from Guangzhou Municipal People's Government Visits HKQAA

廣州市人民政府代表團到訪香港品質保證局

Ms Li Ming, Deputy Mayor of Guangzhou Municipal People's Government (Left 3), Mr Yao Jian-ming, Vice Chairman of Guangzhou CPPCC, Director of the Guangzhou Market Supervision and Administration Bureau (Right 2), Mr Yang Yan-hui, Deputy Director of the Guangzhou Market Supervision and Administration Bureau (Right 1) visited HKQAA on 22 October 2019.

Ir C. S. Ho, Deputy Chairman of HKQAA (Right 3), Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (Left 2), Mr P C Chan, Chief Operating Officer of HKQAA (Left 1), met with the delegation. They discussed enhancing the "Made in the Bay Area" project, collaboration in the Greater Bay Area, the establishment of modern industrial systems in the region which can compete internationally, thereby encouraging development, and promoting the region's high-quality products and brands to international markets.

Mr Yao (Right 3), Mr Yang (Left 2), Mr Huang (Left 1), Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA (Left 3), and Dr Lam (Right 2), attended a networking lunch. They shared the strengths of Guangdong and Hong Kong, and discussed how to enhance the brand image of organisations in the Greater Bay Area.



廣州市人民政府副市長黎明女士（左三）、廣州市政協副主席、廣州市市場監督管理局局長姚建明先生（右二）、廣州市市場監督管理局副局長楊延暉先生（右一）一行於2019年10月22日到訪本局，與副主席何志誠工程師（右三）、總裁林寶興博士（左二）、運營總監陳沛昌先生（左一）等管理層代表會面，交流「灣區製造」項目推進及粵港澳大灣區合作，探討如何打造粵港澳三地具有國際競爭力的現代產業體系，促進粵港澳大灣區高品質發展，共同推動區內的優質產品及品牌邁向全球市場。

此外，姚局長（右三）、楊副局長（左二）、廣州品促會黃春林副會長（左一）亦於2019年10月21日與本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士（左三）、總裁林博士（右二）等管理層代表出席午餐交流會，分享粵港兩地優勢，探討如何加強大灣區企業的品牌形象。



Delegation from Jiangmen Committee of the Chinese People's Political Consultative Conference Office Visits HKQAA 江門市政協辦公室代表團到訪香港品質保證局

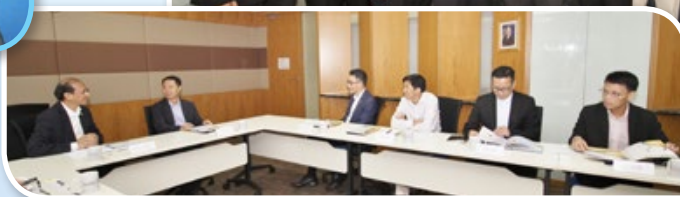
Mr Lan Hua, Vice Chairman of Jiangmen Chinese People's Political Consultative Conference Office (CPPCC) (Right 5), Mr Zhou Wen, Committee Member of Jiangmen CPPCC, Director of the Committee for Population, Resources and Environment (Right 4), and Mr Rong Xinrong, Director of the Jiangmen Market Supervision and Administration Bureau (Right 3), visited HKQAA on 28 August 2019.

Dr Michael Lam, Chief Executive Officer of HKQAA (Left 4) and Mr P C Chan, Chief Operating Officer (Left 3), met with the delegation and shared their experience of food safety supervision and establishing standards for industrial products. The meeting discussed the promotion of best practice in certification and supervision which would support the development of related industries in the two cities.

江門市政協副主席藍華先生(右五)、江門市政協常委、經濟和人口資源環境委員會主任周文先生(右四)、江門市市場監督管理局局長容新榮先生(右三)一行於2019年8月28日到訪本局，與總裁林寶興博士(左四)、運營總監陳沛昌先生(左三)等管理層代表會面，交流食品安全監管、工業產品質量標準制訂方面的寶貴經驗，探討向企業推廣認證做法以及監督管理的良好實踐，推動兩地相關產業的共同發展。



Mr Lan Hua, Vice Chairman of Jiangmen CPPCC (Right), gave souvenir to Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (Left).
江門市政協副主席藍華先生(右)致送紀念品與本局總裁林寶興博士(左)。



HKQAA has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG) 本局現已成為獲 APM Group (APMG) 認可之 ISO/IEC 20000-1:2018 認可註冊認證機構

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the Agency has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG) since 2 August 2019.

The International Organization for Standardization (ISO) officially released ISO/IEC 20000-1:2018 in September 2018. This is the international management system standard in the field of information technology-service management. It specifies requirements for an organisation to plan, design, transit, deliver and improve the services to meet the service requirements and deliver value in the information technology sector.

For further details on HKQAA's certification service, please contact us at:

自2019年8月2日起，香港品質保證局已成為獲 APM Group (APMG) 認可之 ISO/IEC 20000-1:2018 認可註冊認證機構。

國際標準化組織(ISO)於2018年9月正式發布了ISO/IEC 20000-1:2018。這是信息技術服務管理領域的國際管理體系標準，明確說明了機構在信息技術領域中於規劃、設計、轉移、交付和改進服務方面的要求，以滿足服務要求並傳遞價值給顧客。

欲知更多有關本局認證服務的詳情，請聯絡我們：



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Macau – (853) 2875 1199
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HKQAA Successfully Extended the Scope of Accreditation with CNAS for ISO/IEC 27001:2013 Information Security Management System Certification

本局獲中國合格評定國家認可委員會認可之
ISO/IEC 27001:2013 信息安全管理体系認證服務範圍現已擴展

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce that the scope of accreditation with China National Accreditation Service for Conformity Assessment (CNAS) for ISO/IEC 27001:2013 Information Security Management System (ISMS) has been extended to CNAS classification of certification activities "02.01 – Communication, Broadcasting".

HKQAA successfully extended the scope of accreditation on 12 August 2019 from the CNAS. ISO/IEC 27001 certification is applicable to all types and sizes of organisations, ranging from commercial to industrial or institutions. For further details on HKQAA's certification and supporting services, please contact us.



香港品質保證局獲中國合格評定國家認可委員會認可之 ISO/IEC 27001:2013 信息安全管理体系認證服務的認可範圍現已擴展至 CNAS 認證業務範圍分類「02.01 – 通信、廣播電視」。

本局於 2019 年 8 月 12 日透過中國合格評定國家認可委員會，正式取得擴展範圍的認可資格。ISO/IEC 27001 認證適用於各類型及規模的商業、工業或公共機構。欲知更多有關本局所提供的認證和支援服務，請聯絡我們。

HKQAA Successfully Obtained the HKCAS Accreditation for ISO 50001:2018 Energy Management Systems Certification

本局現已提供香港認可處認可之
ISO 50001:2018 能源管理體系認證服務

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the provision of Hong Kong Certification Accreditation Scheme (HKCAS) accredited certification service for ISO 50001:2018 Energy Management Systems.

HKQAA successfully obtained the accreditation on 16 August 2019 from the Hong Kong Accreditation Service (HKAS) through the HKCAS. ISO 50001 helps organisations to improve their energy efficiency, review energy performance, save energy cost and contribute to the reduction of carbon emission, so as to enhance their overall energy performance. For further details on HKQAA's certification and training services, please contact us at:

香港品質保證局現已提供香港認可處(HKCAS)認可之 ISO 50001:2018 能源管理體系認證服務。

本局於 2019 年 8 月 16 日透過香港認可處香港認證機構認可計劃(HKCAS)，正式取得此認可資格。ISO 50001 協助機構改善其能源效益、審查能源績效、節省能源成本及幫助減少碳排放，從而提升整體的能源績效。欲知更多有關本局所提供的認證和培訓服務，請聯絡我們：



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The Greater Bay Area KamCha Competition 2019 大灣區金茶王大賽 2019

The Association of Coffee and Tea of Hong Kong held its annual “KamCha Competition” on 15 August 2019. The competition, which began in 2009, aims to promote Hong Kong food and beverage culture and the craftsmanship of Hong Kong-style milk tea.

The competition was held during the Hong Kong International Tea Fair at the Hong Kong Convention and Exhibition Centre. The theme of this year’s competition was “Promoting Hong Kong-style milk tea in the Greater Bay Area”. HKQAA was one of the of the competition’s supporting organisations. Mr Simon Wong Ka Wo, BBS, JP, Chairman of the Association of Coffee and Tea of Hong Kong, and Deputy Chairman of HKQAA, and Ir C. S. Ho, Deputy Chairman of HKQAA, attended the event.

The Greater Bay Area competition was held in 11 zones: Hong Kong, Macau and nine Mainland cities. It promoted Hong Kong’s traditional food and beverage culture to the zones by encouraging communication between practitioners and boosting their skills.



為了令香港人以至國際社會更了解港式餐飲文化及推廣沖調港式奶茶的手藝，香港咖啡紅茶協會由2009年起每年舉辦《國際金茶王大賽》。

本年度的比賽以「港風耀國際・奶茶遍灣區」作主題，決賽於2019年8月15日於香港會議展覽中心 - 香港國際茶展內舉行，本局擔任比賽支持機構。除了香港咖啡紅茶協會主席及本局副主席黃家和先生，BBS, 太平紳士外，本局副主席何志誠工程師亦出席了是次活動。

首屆大灣區賽事包括11個賽區，分別是香港、澳門及內地九個城市，期望促進各地師傅互動交流，加強從業員的競爭力及專業技術水平，並藉此進一步將香港的傳統餐飲文化推廣至大灣區各城市。

New Book Recommendation – Green Finance in Hong Kong 新書推介——《綠色金融在香港》

In response to the increasing global demand for green financial products, Hong Kong is promoting itself as the green finance hub in the region. In order to actively promote environmentally-friendly investment, HKQAA has rolled out the Green Finance Certification Scheme, organised large-scale forums in Hong Kong and Xian, and released a research report on Sustainable Financing in China's Greater Bay Area.

HKQAA is pleased to announce the publication of “Green Finance in Hong Kong”, which follows on from the “Corporate Social Responsibility in Hong Kong” published in 2011. Dr Michael Lam, Chief Executive Officer of HKQAA, is the editor-in-chief of the volume.

The book aims to promote a common understanding of green finance in Hong Kong among enterprises, investors and the general public so that the long term development of green finance and green industry can be encouraged. It introduces the core principles of green finance, as well as its benefits and opportunities for enterprises, supplementing this with case studies from well-known green finance issuers in Hong Kong.

The book is now available for sale in bookstores and on the HKQAA website for HK\$128. The electronic version can be purchased by scanning the QR code below.

Please call the HKQAA office on 2202 9111 for more details.



全球對綠色金融的關注和投資日益增加，香港亦致力發展成為區內的綠色金融中心。本局不但推出香港首個「綠色金融認證計劃」，亦在香港及西安等地舉行多場大型論壇，發表大灣區可持續發展融資研究報告，大力推廣環境友善投資。

為了讓綠色金融走進大眾視野，繼2011年出版《企業社會責任在香港》後，本局再獻新猷，推出《綠色金融在香港》，期望引領更多企業、投資者及社會認識這股大趨勢，一起促進綠色金融及產業的長遠發展。此書由本局總裁林寶興博士主編，以深入淺出的方式，簡介綠色金融的概念，並以發行綠色金融的知名企業作為案例，剖析它對企業的機遇及效益。

本書已於各大書店及本局網站有售，定價為128元正。有興趣者亦可掃描以下QR碼購買本書之電子版。

如欲查詢詳情，請致電本局（2202 9111）。



內文輔以圖解及參考重點，深入淺出地介紹綠色金融於香港的發展。The book explains development of green finance in Hong Kong with the aid of illustrations and reference key points.

The 12th My Dream Home Contest Awards Ceremony

第十二屆「理想家園」比賽頒獎典禮



The 12th HKQAA “My Dream Home” Writing, Photo, Micro Film, Drawing and Poster Design Contest Awards Ceremony was held successfully on 30 August 2019 at the Charles K.Kao Auditorium, Hong Kong Science and Technology Park.

To cope with the trend of developing Hong Kong and the world as smart cities, the theme of this year’s Contest was “Building Smart City, Creating Our Dream Home”. As in previous years, the contest was co-organised by the Education Bureau and the Guangzhou Youth Cultural Exchange Center. Around 2,500 pieces of work were received. The awardee list is now available at www.hkqaa.org.

To further promote the idea of “My Dream Home”, the Event Planning Experience Programme also held to let secondary students to participate in the preparation of the ceremony and accumulate experience in organising event. Also, HKQAA organised seminars and career experience workshops to introduce the concept of corporate social responsibility and related work to secondary students.

香港品質保證局第十二屆「理想家園徵文、攝影、微电影、繪畫及海報設計比賽」已於2019年8月30日下午假香港沙田科學園高錕會議中心(金蛋)圓滿舉行。

第十二屆「理想家園」比賽以「建構智慧城市・共創理想家園」為主題，以配合國際及香港發展為智慧城市的大趨勢。比賽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，粵港兩地共收到近2,500份作品。得獎名單已於本局網站www.hkqaa.org公布。

除了舉辦比賽外，「活動統籌體驗計劃」亦是理想家園活動的一部分，讓中學生參與理想家園頒獎典禮的籌備過程，幫助他們累積籌辦大型活動的經驗，擴闊視野。活動亦舉辦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，讓他們了解企業如何付諸實踐，為可持續發展作出貢獻。

Awardees of the 12th “My Dream Home” Contest with guests.
第十二屆「理想家園」比賽得獎者與眾嘉賓、評判及老師合照。



Ir C. S. Ho, Deputy Chairman of HKQAA (Right), presented certificate to the supporting organisation’s representative and judge, Mr James Tsui (Left), Executive Director of the Hong Kong School of Design.

香港品質保證局副主席何志誠工程師(右)頒獎予支持機構及評判香港設計學院行政總監徐家駒先生(左)。



Students from Tsang Pik Shan Secondary School performing juggling.
曾壁山中學雜耍學會的同學表演雜耍。



Dr Michael Lam, Chief Executive Officer of HKQAA (Left), presented certificates to awardees.
香港品質保證局總裁林寶興博士(左)頒發證書予得獎學生。



Mr Johnny C. H. Yeung, MH (Middle), Governing Council member of HKQAA, presented certificates to participants from the Event Planning Experience Programme.
香港品質保證局董事局成員楊志雄先生, MH(中)頒發證書予「活動統籌體驗計劃」學生。



Seminars and career experience workshops had been held to introduce the concept of corporate social responsibility and related work to secondary students.

活動亦舉辦了社會責任講座及體驗工作坊，向學生介紹社會責任的概念及工作。



SPARKLING BUSINESS OPPORTUNITIES FOR THE WINE INDUSTRY



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Memorable Moments

紀念一刻

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 May 2019 to July 2019, we have been pleased to welcome various organisations to our community. They have obtained the following certificates: GFCS-PRE, GFCS-POST, HKQAA HACCP, ISO 9001, ISO 14001, ISO 22716, ISO 27001, ISO 45001, OHSAS 18001, QSPSC, RCHE-CS, 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.

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

由2019年5月至7月期間，香港品質保證局共頒發多張證書，包括GFCS-PRE、GFCS-POST、HKQAA HACCP、ISO 9001、ISO 14001、ISO 22716、ISO 27001、ISO 45001、OHSAS 18001、QSPSC、RCHE-CS、SA 8000、US FDA GMPC、WSMS-FINE。

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 2019 - Feb 2020 2019年11月至2020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						
Marketing for Service Industry 服務業市場攻略	2	HKD 1,030		09, 11, 13		
Effective Performance Review 優質績效評核	1.5	HKD 770	18, 20, 22			
Excellence in B2B presentation 高效B2B演示	1.5	HKD 770			06, 08, 10	
High Impact Presentation 高效演練	1.5	HKD 770				10, 12, 14
Marketing for Retail Industry 零售業市場攻略	1.5	HKD 770	04, 06, 08			
Brand Marketing 品牌推廣及管理	1.5	HKD 770	11, 13, 15			
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						
Outsourcing Management 外判管理	2	HKD 1,030	26, 27, 29		13, 15, 17	
Risk Management 危機管理	2	HKD 1,030		02, 04, 06		17, 19, 21
Appreciation for Project Management 項目管理基礎	1.5	HKD 770		16, 18		
Professional Project Management for IT Project IT項目管理	1.5	HKD 770		23, 30		
Professional Project Management for New Service Launch 新服務推出的項目管理	1.5	HKD 770				17, 19, 21
Contract Management 合約管理	2	HKD 1,030			02, 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 ** QuEST Forum member
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

For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : <http://www.hkqaa.org/training/> Email : training@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
Quality and Integrated Management Systems 質量和綜合管理					
ISO 9001:2015 QMS - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用 (U&A)	1	HKD 1,580	VM1C/HK-11A 01	VM1C/HK-12A 10	VM1C/HK-01A 07
ISO 9001:2015 QMS - Internal 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 11-12	VM3C/HK-12A 30-31	VM3C/HK-01A 16-17
CQI & IRCA Certified ISO 9001:2015 QMS Lead Auditor ISO 9001:2015 質量管理體系 - 主任審核員證書培訓課程 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*		QMS/IRCA/12 09-13	
ISO 9001:2015 QMS Lead Auditor ISO 9001:2015 質量管理體系 - 主任審核員證書培訓課程	5	HKD 5,800/ HKD 5,300*		QMS/LA/12 09-13	
ISO 9001:2015 QMS Lead Auditor Transition Course ISO 9001:2015 質量管理體系 - 主任審核員轉版課程	2	HKD 4,800/ HKD 4,300*			QM06E/HK-01A 16-17
The Must-know Essentials for QMS Representative 質量管理體系 - 管理者代表重要須知	1	HKD 1,680/ HKD 1,580*		MT23C/HK-12A 18	
ISO 9001:2015 QMS Documentation ISO 9001:2015 質量管理體系文件	1	HKD 1,600/ HKD 1,580*		QMS4C/HK-12A 02	
ISO 9001:2015 QMS 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-01A 13-14
Understanding and Application of an Integrated Management System (IMS) 整合管理體系 (IMS) 的理解與應用	2	HKD 3,500/ HKD 3,300*		IMS5C/HK-12A 09-10	
Integrated Management Systems (IMS) Set Up & Audit Approach 整合管理體系 (IMS) 的設置及審核	2	HKD 3,500/ HKD 3,300*		IMS2C/HK-12A 09-10	
Sustainability (Environmental and CSR) 可持續發展 (環境與企業社會責任)					
ISO 14001:2015 EMS - 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-12A 18	EMS2C/HK-01A 20
ISO 14001:2015 EMS - Internal 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 04-05	EMS3C/HK-12A 19-20	
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor Transition Course ISO 14001:2015 環境管理體系 - 主任審核員轉版課程	2	HKD 4,800/ HKD 4,300*	EM20E/HK-11A 06-07		
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor ISO 14001:2015 環境管理體系 - 主任審核員證書培訓課程 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*			EMS/IRCA/01 13-17
ISO 14001: 2015 EMS - Implementation and Documentation ISO 14001:2015 環境管理體系 - 實施及文件指引	1	HKD 1,730/ HKD 1,630*		EMS8C/HK-12A 02	EMS8C/HK-01A 17
ISO 14064-1:2018 Greenhouse Gases - Understanding & Application ISO 14064 溫室氣體排放查驗 - 應用與理解	1	HKD 1,730/ HKD 1,630*		EM22C/HK-12A 16	
ISO 14064-1:2018 Greenhouse Gases - Transition Course ISO 14064 溫室氣體排放查驗 - 溫室氣體轉版課程	1	HKD 1,730/ HKD 1,630*	EM26C/HK-11A 26		
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理體系 - 理解與應用	1	HKD 1,200/ HKD 1,080*		EM07C/HK-12A 31	EM07C/HK-01A 24
CQI & IRCA Certified ISO 50001:2018 Energy Management Systems Lead Auditor ISO 50001:2018 能源管理系統 - 主任審核員證書培訓課程 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*	ENMS/IRCA/11 11-15		
ISO 50001:2018 Energy Management Systems Transition Course ISO 50001:2018 能源管理系統 - 轉版課程	1	HKD 1,200/ HKD 1,080*	EM21C/HK-11A 26		
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 27	SR01C/HK-12A 31	
Occupational Health and Safety Management 職業健康和安全管理					
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 職業健康安全管理体系 - 理解與應用	1	HKD 1,730/ HKD 1,630*		OH19C/HK-12A 03	OH19C/HK-01A 03
ISO 45001:2018 OHSMS - Internal Auditor Training ISO 45001:2018 職業健康安全管理体系 - 內部審核員培訓	2	HKD 3,400/ HKD 3,300*	OH20C/HK-11A 18-19		OH20C/HK-01A 16-17
CQI & IRCA Certified ISO 45001:2018 OHSMS Lead Auditor ISO 45001:2018 職業健康安全管理体系 - 主任審核員證書 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*	OHSM/IRCA/11 11-15		
F&B - Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存					
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施	1	HKD 1,600			GP02C/HK-01A 13
ISO 22000:2018 FSMS - Understanding and Application ISO 22000:2018 食品安全管理体系 - 理解與應用	1	HKD 1,600/ HKD 1,500*	HA5C/HK-11A 04	HA5C/HK-12A 16	HA5C/HK-01A 31
ISO 22000:2018 FSMS - Internal Auditor Training ISO 22000:2018 食品安全管理体系 - 內部審核員培訓	2	HKD 3,500/ HKD 3,300*		HA7C/HK-12A 09-10	HA7C/HK-01A 09-10
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Training ISO 22000:2018 食品安全管理体系 - 主任審核員證書 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*	IRCA/FSMS/11 18-22	IRCA/FSMS/12 02-06	
ISO 22000:2018 FSMS Transition Course ISO 22000:2018 食品安全管理体系審核員轉版課程	1	HKD 1,600/ HKD 1,500*		HA14C/HK-12A 05	
Master Workshop on HACCP 食品危害分析重點控制 HACCP (8 小時工作坊)	2	HKD 1,500	HA16C/HK-10A 30 Oct, 6 & 13 Nov		
食品衛生經理證書課程	3	HKD 1,500	M091C/HK-11A 11-13		M091C/HK-01A 02, 09, 16
食品安全專業導師證書課程	4	HKD 6,300	M935C/HK-11A 23 & 30 Nov - 7 & 14 Dec		
Nutritious Soft Meals Course 營養軟餐課程	9 hours	HKD 2,500		M937C/HK-12A 02, 09 & 16	
Food Safety in Food Allergen Course 食品安全食物致敏原課程	9 hours	HKD 2,500	M938C/HK-11A 12 & 26		M938C/HK-01A 06, 13, 20
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備 - 基礎課程	1	HKD 1,500	QM04C/HK-11A 29		QM04C/HK-01A 20



Hong Kong 香港

Nov 2019 - Jan 2020 2019年11月至2020年1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
Technology, Telecommunications, Information Security and Management 科技、電訊、資訊保安與管理					
ISO/IEC 20000:2018 ITSMS - Understanding & Application ISO/IEC 20000:2018 資訊技術服務管理系統 - 應用與理解	1	HKD 1,600/ HKD 1,500*		IS10C/HK-12A 18	IS10C/HK-01A 02
ISO/IEC 20000:2018 IT Service Management Auditor Course ISO/IEC 20000:2018 信息技術服務管理審核員培訓	2	HKD 6,200/ HKD 5,800*	IS09C/HK-11A 20-21		
ISO/IEC 27001:2013 ISMS - Understanding & Application ISO/IEC 27001:2013 資訊安全管理系統 - 應用與理解	1	HKD 1,600/ HKD 1,500*	ISE3C/HK-11A 29		ISE3C/HK-01A 09
ISO/IEC 27001:2013 ISMS - Internal Auditor Training ISO/IEC 27001:2013 資訊安全管理系統 - 內部審核員培訓	2	HKD 3,500/ HKD 3,200*		ISE7C/HK-12A 05-06	
CQI & IRCA Certified ISO/IEC 27001:2013 ISMS Lead Auditor Training ISO/IEC 27001:2013 資訊安全管理系統 - 主任審核員(CQI & IRCA認可)	5	HKD 9,800/ HKD 9,300*		ISMS/IRCA/12 02-06	
Implementation of ISO/IEC 27001:2013 ISMS ISO/IEC 27001:2013 實踐信息安全管理体系	2	HKD 3,500/ HKD 3,200*		ISE5C/HK-12A 03-04	
TL 9000 R6.0/R5.5 QMS Auditing (QuEST Forum Sanctioned Training) TL 9000 R6.0/R5.5 質量管理体系審核課程 (QuEST Forum 認可課程)	3	HKD 10,500/ HKD 10,200**		TL02E/HK-12A 02-04	
Python for IoT - Beginner to Advanced	1	HKD 2,800	IS12C/HK-11A 06		IS12C/HK-01A 06
IoT Sensor Do-it-Yourself (DIY) Experience Workshop	1	HKD 2,800	IS13C/HK-11A 07		IS13C/HK-01A 08
Green Finance and FinTech 綠色金融及金融科技					
Green Finance Certification Foundation Workshop 2019 綠色金融認證基礎工作坊 2019	half-day	HKD 500	FP01C/HK-11A 20		
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-12A 06	M906C/HK-01A 14
Legal Fundamentals of Tendering 招標法律基礎	1	HKD 1,500		M909C/HK-12A 12	
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	1	HKD 1,500			M911C/HK-01A 21
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必須認識的香港競爭法	1	HKD 1,500	M914C/HK-11A 21		
Introduction to Company Law for Non-lawyers 公司法入門 - 非法律人員必讀	1	HKD 1,500			M925C/HK-01A 31
Legal Aspects for Financial Technology 金融科技的法律需知	1	HKD 1,500	M933C/HK-11A 07	M933C/HK-12A 13	
Essentials of Employment Contracts & Related HR Law 僱傭合約及人力資源相關法律之精要	1	HKD 1,500		M928C/HK-12A 12	
Legal Essentials for Business Uses of Social Media 商用社交媒體的法律精要	1	HKD 1,500	M929C/HK-11A 29		
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	1	HKD 1,600	M114C/HK-11A 29		
便利企業營商必讀 - 香港新《公司條例》	1	HKD 1,500	M939C/HK-11A 27		
Safety and Environmental Offences in Construction Projects 「知法守法」課程系列 - 解構違反安全及環保法例事故	1	HKD 1,500		M908C/HK-12A 09	
Updates on Insurance Law and Practice in Hong Kong 香港保險法與實務最新修訂	1	HKD 1,500			M932C/HK-01A 10
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必須認識的香港競爭法	1	HKD 1,500	M914C/HK-11A 21		
Customer Service: From Good To Great 顧客服務：邁向優越					
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	2	HKD 3,200/ HKD 3,000*	MT56C/HK-11A 04-05		
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Transition Training 客戶滿意度 - 投訴處理指引 - 轉版課程	1	HKD 1,280	MT73C/HK-11A 25		
Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投訴管理技巧及服務中心風險管理	1	HKD 1,200		EW53C/HK-09A 12	
Target Management & Coaching Skills - "19 Questions" 目標管理的教練技巧 "19問"	1	HKD 1,200/ HKD 900*		M533C/HK-12A 05	
服務人員應對必備的「溝通模式」	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M525C/HK-11A 22		
服務應對技巧 - 「語言的層次」	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M527C/HK-11A 26		
零售營業策略規劃及目標管理	1	HKD 1,200		M096C/HK-12A 12	

Hong Kong 香港

Nov 2019 - Jan 2020 2019年11月至2020年1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
Business Continuity Management, Risk and Crises Management 營運持續管理、風險管理					
ISO 22301 Business Continuity Management Systems - Understanding & Application 22301 營運持續管理體系 - 理解與應用	1	HKD 1,600	RM01C/HK-11A 25	RM01C/HK-12A 17	
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-11A 22		RM04C/HK-01A 23
Soft Skills Training Program 軟技巧訓練課程					
Introductory to Coaching Skills - To Unleash your Staff Potential 教練學入門篇 - 釋放員工潛能	1	HKD 1,380/ HKD 1,280*	M534C/HK-11A 15		
Maximize your Communication Flexibility 從"處事模式"增強溝通的彈性	1	HKD 1,380/ HKD 1,280*		M535C/HK-12A 06	
Cooperation Skills Set with our New-Gen 與職場新生代共融技巧	2:00pm-5:00pm half-day	HKD 980/ HKD 880*		M536C/HK-12A 05	M536C/HK-01A 10
Rapport Building and Interpersonal Skills 速效建立親和人際關係工作坊	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M526C/HK-11A 14		
Find your "Time Stone" back - Skills Set for Time Management 找回你的"時間石" - 高效時間管理技巧	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M528C/HK-11A 21		
The Key of EQ Management 打開"情緒管理"之匙	2:00pm-5:00pm half-day	HKD 980/ HKD 880*		M538C/HK-12A 13	
Unlock Your Leadership Strengths using Gallup Clifton Strengths & Lego Series Play ® Method	1	HKD 1,800		M540C/HK-12A 04	
NEW 最新課程 職場新生代培訓四式系列 - 3. 新生代「19問」目標管理	1	HKD 1,380/ HKD 1,280*	M543C/HK-11A 06	M543C/HK-12A 05	
NEW 最新課程 職場新生代培訓四式系列 - 4. 教練式領導: 釋放員工潛能	1	HKD 1,380/ HKD 1,280*	M544C/HK-11A 13		M544C/HK-01A 15
The 7 Habits of Highly Effective People Signature Program	2	HKD 10,000/ HKD 9,500*	PC01E/HK-11A 21-22	PC01C/HK-12A 09-10	
Entrepreneur Technical Tools 企業家技術工具					
ISO 37001 Anti-Bribery Management Systems - Introduction ISO 37001 防貪管理體系入門	9:00am-12:00pm half-day	HKD 980		A001C/HK-12A 04	
NEW 最新課程 ISO 41001:2018 Facility Management System - Understanding & Application ISO 41001:2018 設施管理體系 - 應用與理解	1	HKD 1,600/ HKD 1,500*	FM01C/HK-11A 26		
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 應用與理解	1	HKD 1,600/ HKD 1,500*	SM04C/HK-11A 01		
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-11A 29		
Entrepreneur Management Tools 企業家管理工具					
Workshop on Performance Management through KPI Setting 企業及部門績效管理培訓工作坊	1	HKD 1,080/ HKD 980*	M021C/HK-11A 05		
Workshop on Developing Supervisory Skills & Leadership Charisma 強勢督導管理培訓工作坊	1	HKD 1,080/ HKD 980*		M022C/HK-12A 05	
Workshop on Business Process Improvement 業務流程改善培訓工作坊	1	HKD 1,080/ HKD 980*			M024C/HK-01A 03
Workshop on Effective Project Management 有效項目管理培訓工作坊	1	HKD 1,080/ HKD 980*		M025C/HK-12A 03	
Team Building 團隊建設					
NEW 最新課程 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) Ms. Joanne Chan (2202 9330 / joanne.chansm@hkqaa.org)		
NEW 最新課程 Team Collaboration in LEGO® SERIOUS PLAY®	1 to 2				
NEW 最新課程 Team Collaboration in Meaningful Micro-Film Production 微電影製作團隊建立	1 to 2				
NEW 最新課程 Money War 錢戰	1 to 2				

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 ** QuEST Forum member
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

For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : <http://www.hkqaa.org/training/> Email : training@hkqaa.org

Mainland China 中国内地

Nov 2019 - Feb 2020 2019年11月至2020年2月

Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) RMB 收費(每人)人民幣	Course Code & Date 課程編號及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Standard & Systems Training 標準體系培訓						
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/GZ12A GZ 09-11		
ISO 9001:2015 Documented Information - Document Structures and Document System Establishing Training ISO 9001:2015 质量管理体系文件化信息之文件结构与编制培训	1	RMB 1,590			QMS4P/SH01A SH 06-07	
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	1	RMB 1,590				QM07P/GZ02A GZ 10
IECQ HSPM QC080000 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000 有害物质管理体系内部审核员培训	2	RMB 2,650		IE01P/GZ12A GZ 30-31		
TL 9000 R6.1/R5.6 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.1/R5.6 电信业质量管理内审员培训	3	RMB 3,710			TL04P/GZ01A GZ 08-10	
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/GZ11A GZ 18-21			
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 2,650				MT68P/GZ02A GZ 17-19
VDA 6.3 Process Audit & VDA6.5 Product Audit VDA 6.3 过程审核及VDA 6.5 产品审核	3	RMB 3,180		EO06P/GZ12A GZ 16-18		
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/SH02A SH 03-05
ISO 13485:2016 Medical Device Industry Quality Management System - Internal Auditor Training ISO 13485:2016 医疗器械行业质量管理体系内部审核员培训	3	RMB 2,650	GM20P/GZ11A GZ 11-13			
ISO/IEC 20000:2011 Information Technology Service Management System - Internal Auditor Training ISO/IEC 20000:2011 IT 信息技术服务管理体系内部审核员培训	3	RMB 3,710				ISE9P/GZ02A GZ 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 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	2	RMB 1,590			OHS9P/GZ01A GZ 20-21	
ISO 14001:2015 Environmental Management Systems - Internal Auditor Training ISO 14001:2015 环境管理体系内部审核员培训	2	RMB 1,590		EMS3P/SH12A SH 23-24		
ISO 31000:2009 Risk Management System - Internal Auditor Training ISO 31000:2009 风险管理体系内部审核员培训	2	RMB 2,650	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	3	RMB 3,180				HA7P/GZ02A GZ 27-28
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施	1	RMB 1,272		GP02P/GZ12A GZ 02		
Production/Quality/Supply Chain/Customer Service Management 生产/质量/供应链/客服管理						
5S 现场管理 5S Site Management	1	RMB 1,590				GP09P/GZ02A GZ 14
JIT (Just In Time) of Lean Production 精益生产之JIT(准时生产)	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	2	RMB 3,180		GM14P/SH12A SH 05-06		
Measurement Management 计量管理与仪器效验管理实务培训	1	RMB 1,590			MS10P/GZ01A GZ 13	
Flexible Production Planning Management 柔性生产计划与排程管理	2	RMB 3,180	EC08P/GZ11A GZ 21-22			
TPM - Total Productive Maintenance TPM - 全面生产管理实战	2	RMB 2,650		GM26P/GZ12A GZ 12-13		
Key to Strong Enterprise - Quality Circle Operation 强企之本 - 品质圈QCC运作	2	RMB 1,908				ES28P/GZ02A GZ 20-21
Five Core Tools(APQP/FMEA/SPC/MSA/PPAP) 五大核心工具(APQP/FMEA/SPC/MSA/PPAP)	3	RMB 3,180	MS01P/GZ11A GZ 13-15			
8D - Quality Problem Analysis and Solving 8D - 质量问题分析	1	RMB 1,590		ES29P/GZ12A GZ 11		
Total Quality Management TQM 全面质量管理	2	RMB 3,180	MS15P/GZ11A GZ 06-07			
Project Management 项目管理	2	RMB 3,180			MS17P/GZ01A GZ 16-17	
Statistical Process Control SPC 统计过程控制	1	RMB 1,590				MS20P/SH02A SH 19
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	1	RMB 1,590				MS04P/GZ02A GZ 24
Seven QC Tools (Traditional & New) QC 七大手法	2	RMB 2,650		GM12P/GZ12A GZ 19-20		
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	2	RMB 2,650	MS19P/GZ11A GZ 04-05			
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	2	RMB 2,544			GM25P/GZ01A GZ 10-11	
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/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	2	RMB 2,650		MT33P/SH12A SH 26-27		
Management Skills for Middle Management 中层管理人员管理技能培训	2	RMB 2,650				MS14P/GZ02A GZ 06-07
Meeting Management with High Efficiency 高效会议管理	1	RMB 1,590		GM08P/GZ12A GZ 18		
Employee Motivation 员工动力驱动器 - 员工激励	2	RMB 3,180	GM23P/SH11A SH 13-14			
Mind Map@ : 思维导图轻松提升工作效率	1	RMB 2,120			M504P/GZ01A GZ 15	
Zodiak@ : 商业策略、决策及财务游戏工作坊	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源管理	2	RMB 2,650				GM25P/SH02A SH 12-13

For registration and enquiry
報名及查詢

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 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

Last Updated Date : 1 Nov 2019

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>

Food Safety in Food Allergen Course 食品安全食物致敏原課程

Accurate food information is important as it ensures public food safety and minimises the risks and liability for the industry. The World Health Organization actively promotes healthy dietary habits to reduce the risk of conditions such as heart disease, high blood pressure and diabetes. The European Union promulgated a new law in 2011 which requires restaurants in specific areas to label foods which contain potential allergens to prevent food allergy incidents.

The course content is based on food allergen information provided by the Chartered Institute of Environmental Health, U.K., CIEH, the Centre for Food Safety in Hong Kong and neighbouring areas.

世界衛生組織致力提倡建立健康飲食的習慣，有助減低患病（如心臟病、高血壓或糖尿病等）風險，與此同時，歐盟亦在2011年頒佈新法例，規管相關地區食肆，要將所有含致敏原食材菜式標示出來，以避免發生食物敏感意外。可見健康及正確的飲食資訊非常重要，除了能保障公眾食物安全外，亦可減低業界風險及責任承擔。

本課程內容參考英國環境衛生協會、香港及鄰近地區食品安全中心等營養及食物致敏原資料而設計。

Course Content 內容包括:

- Basic Food Nutrition 基礎食物營養
- Balanced Diet and Health 均衡飲食與健康
- Food Safety and Risks 食物安全與危害
- Types of Nutrition Labelling 解讀不同類型的營養標籤
- Identifying Products and Materials which are most likely to cause Food Allergies 識別最容易引致食物過敏的產品或物質
- Reasons for and Symptoms of Food Allergy 食物致敏的原因和症狀
- The Causes of Cross-contamination by Allergens 致敏原交叉污染發生的原因
- How to Minimise Cross-contamination by Allergens 探討如何減低致敏原交叉感染

Date 日期	6, 13, 20 January 2020 2020年1月6、13及20日
Time 時間	2:00 pm to 5:00 pm 下午2時至下午5時
Venue 地點	Hong Kong School of Commerce, 81 Austin Road, Tsim Sha Tsui, Kowloon 九龍尖沙咀柯士甸道81號香港商業專科學校
Language 語言	Cantonese 粵語

Enquiry 查詢
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Coaching Leadership - Unleashing Potential 教練式領導 - 釋放員工潛能

Leadership is a main concern of supervisors and managers. Often, leadership means managing employees by giving them instructions. In contrast, coaching leadership motivates employees by self-realisation. A study has shown that coaching skills can bring financial returns of 6 times the cost, and can enhance team cooperation and morale. This course uses an interactive method to teach coaching skills. Participants can make use of these skills to assist their employees to achieve self-enhancement.

有研究指，教練學能有效為企業帶來幾乎是成本6倍的投資回報，甚至顯著地提升團隊協作能力及士氣。再者，領導力 (leadership) 是主管或上司最頭痛的問題，一般傳統領導力會透過委派指令管理下屬，而教練式領導則剛好相反，以自我發現的方式來引導員工。本課程將會以互動實戰的形式探討教練技巧 (coaching skills)，讓參加者有效運用教練式領導，令部屬作出自我改變及提升。

Course Content 課程內容：

Through coaching skills, participants can learn:

透過由淺入深的教練談話技巧 (coaching skills)，讓參加者能有效掌握：

- Elements of Coaching Skills 促成教練對話的要素
- Coaching and Listening Skills 教練提問及聆聽技巧
- Utilising Leadership to Motivate Employees 善用領導力帶動及激發員工
- Multiple Coaching Skills, Techniques and Tools 多種教練應用技術及工具
- Coaching Skills Feedback Techniques to Enhance Employees' Abilities 教練技術回饋技巧，提升員工能力
- Utilising Coaching Skills in Real Case Studies 實戰演練及應用教練式領導於真實個案

Date 日期	13 February 2020 2020年2月13日
Time 時間	9:30am - 5:00pm 早上9時30分至下午5時
Venue 地點	19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language 語言	Cantonese 粵語

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