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Hong Kong Quality Assurance Agency

香港品質保證局

Established by Hong Kong Government in 1989, Hong Kong Quality Assurance Agency (HKQAA) is a non-profit public organisation committed to introducing international management standards, and promoting good management practices and sustainability, in the Greater China region.

HKQAA is one of the leading conformity assessment organisations in the region, providing certification, assessment, registration, training and research services which help organisations enhance management performance and competitiveness. We also develop a wide range of good management practices and related criteria which help organisations cope with increasingly diversified market demands and the growing need for sustainable development, fostering a better environment and bringing benefits to the community.

International Presence 國際性組織地位

- The Regional Secretariat of the Chartered Quality Institute (CQI)
- The Member of the Association of Professional Social Compliance Auditors (APSCA)
- Observer of the Green Bond Principles (GBP)
- Nominated by the Innovation and Technology Commission of the HKSAR Government and the China National Institute of Standardization respectively to directly take part in the technical committee of ISO/TC 207/SC 4 and the working group of ISO/TC 207/SC 4/ WG 7 to develop ISO/NP 14030 Green bonds – Environmental performance of nominated projects and assets

Worldwide and Industry Recognition 國際及行業認可

- China National Accreditation Service for Conformity Assessment (CNAS) accreditation
- Hong Kong Accreditation Service (HKAS) accreditation
- United Kingdom Accreditation Service (UKAS) accreditation
- APM Group (APMG) registered certification body
- Social Accountability Accreditation Service (SAAS) accreditation
- A Designated Operational Entity (DOE) by the Executive Board of the Clean Development Mechanism (CDM) under the United Nations Framework Convention on Climate Change (UNFCCC)
- Approved verifier under the Climate Bonds Standard

* For details of the types of accreditation and their scope, please refer to the websites of the accreditation bodies or contact us

香港品質保證局是香港政府於1989年成立的非牟利公營機構，多年來致力引進國際標準，在大中華區內推動工商業界實踐優質管理辦法及可持續發展。

作為區內最具領導地位的合格評定機構之一，本局除了提供各類認證、評審、註冊、培訓和研究服務，協助機構提升管理水平和競爭力之外，亦因應市場需求和社會可持續發展的趨勢，積極開發具前瞻性的優質管理辦法及相關準則，銳意推動業界創優增值，實現更美好的環境，從而造福社會。

- CQI大中華區秘書處
- 專業社會責任審核員協會 (APSCA) 會員
- 《綠色債券原則》觀察員
- 本局專家獲香港特區政府創新科技署及中國標準研究院提名加入ISO/TC 207/SC 4技術委員會及其工作小組ISO/TC 207/SC 4/ WG 7，直接參與制定《ISO/NP 14030 綠色債券—指定項目及資產的環境表現》

- 中國合格評定國家認可委員會 (CNAS) 認可認證機構
- 香港認可處 (HKAS) 認可認證機構
- 英國認可局 (UKAS) 認可認證機構
- APM Group (APMG) 認可註冊認證機構
- 社會責任認可服務組織 (SAAS) 認可認證機構
- 《聯合國氣候變化框架公約》下清潔發展機制 (CDM) 執行理事會認可之指定經營實體
- 氣候債券標準委員會授權的核查機構

* 有關認可領域和認可範圍，請參考有關認可機構的網站，或向本局查詢

Training and Resources Centre 培訓課程及資源中心

HKQAA offers a wide variety of training services to help companies strengthen their ability to effectively apply advanced management principles and knowledge to their operations. The spectrum ranges from basic introductory seminars and interactive workshops on the interpretation and application of standards, to intensive internal auditor training.

HKQAA actively develops new training programmes in cooperation with institutes and professional organisations, delivering management and personal enrichment courses to meet the demands of people from different sectors in a comprehensive manner.

HKQAA also organises seminars for different associations and institutions to increase industry awareness of good management practices.

Meanwhile ISO and GB standards and reference materials are available for sale at the HKQAA Resources Centre.

為了協助工商業界有效地於現有運作流程中實施先進的管理原則和技巧，香港品質保證局提供不同的培訓課程，包括各認證體系的入門課程、認證標準條文解說及內部審核員培訓等等。

此外，本局亦積極開發嶄新的培訓項目，與不同教育及專業機構合作，提供與管理及個人能力提升有關的課程，全面滿足各界人士需要。

香港品質保證局亦會為不同的機構組織及學會提供講座，以進一步提升業界對良好管理辦法的關注。

香港品質保證局資源中心，備有不同的國際管理體系標準、中華人民共和國國家標準及相關參考書等以供發售。

The successful HKQAA formula has five value-added attributes: 香港品質保證局的成功源自於五項本局所堅持的增值服務特質：

• Hong Kong Quality Assurance Agency Brand Name

With the continuous efforts, HKQAA has established a reputation in the region for professionalism and quality. We will be working hard to maintain the professional standards of our service, as well as our leading position in the market.

• Understanding Clients' Business Knowledge

In this competitive business environment, HKQAA always keeps up to date with the latest management and industry news and practices. We understand the latest market trends and customer requirements so that we can provide the most suitable value-added services.

• Professionalism

Our experienced team are trained to focus on customers' requirements. Our understanding of certification practices, industry know how, core processes and the critical issues involved, and the need for continual improvement, makes our expertise second to none.

• Empathy

In order to assist our clients to elevate their business performance, we build a mutual trust relationship and take the initiative to communicate with them. Understanding their needs means serving them better.

• Integrity

As an impartial assessment and certification body, HKQAA can guarantee that every certification application undergoes the same stringent procedures. This ensures that the certification issued to our clients is recognised locally and globally.

• 香港品質保證局品牌

香港品質保證局經過多年的努力，於區內成功建立專業及優質的品牌，我們重視並致力保持專業的服務水平，以鞏固市場上的領導地位。

• 掌握客戶業務的知識

在這競爭激烈的營商環境中，香港品質保證局積極裝備，搜羅最新的管理和行業資訊及技能。同時，香港品質保證局亦主動了解市場和客戶的需要，以提供合適的增值服務。

• 專業

香港品質保證局的團隊擁有豐富的經驗，明白客戶需求與關注，深明業務持續改善的重要性，提倡認證業務的核心價值及重要事項。同事對認證業務的了解及擁有業界的專業知識，香港品質保證局是客戶的不二之選。

• 了解客戶需要

香港品質保證局了解到要有效協助客戶改善營運效益，必須要與客戶建立互信的關係。所以，香港品質保證局積極與客戶溝通，主動關注客戶的感受及需要，以展示香港品質保證局以客為先的服務態度。

• 誠懇信實

作為一家具有公信力的評審和認證機構，香港品質保證局堅守誠懇信實的專業操守，堅持每個審核均經過嚴密程序，以確保客戶獲得具公信力的國際性及地區性認可資格。

Certification Process 認證程序

