



# VISION 管略

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## Food, Energy and Sustainability 食品、能源和可持續發展

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**HKQAA**  
HONG KONG QUALITY ASSURANCE AGENCY  
香港品質保證局



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"VISION" encourages article submissions. Submitted articles should include both printed and soft copy in Word or Rich Text format. Contributions should reach the Chief Editor by fax: (852) 2202 9222 and e-mail: vision@hkqaa.org.

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《管略》為香港品質保證局定期出版之通訊，所有刊登於本通訊的文章版權為本局所有。本刊所載專文，未必代表香港品質保證局之意見。如欲轉載本刊內容，請致電(852) 2202 9111與本刊總編輯聯絡。

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Since the last issue of VISION, we have been receiving positive feedback supporting our focus on contemporary issues like climate change. We are delighted to see this encouraging outcome and our editorial team will keep the momentum going by sharing more information about other hot topics.

Since the beginning of 2008, we have been overwhelmed by inflation, which has been caused by the ever-rising oil price and the tight supply of agricultural crops. In this issue of VISION, the high food price is discussed by Mr. Alan McClay, CEO of CIES - The Food Business Forum; Mr. Wong Ka-wo, Simon, JP, Chairman of Hong Kong Federation of Restaurants & Related Trades and Mr. Ronald Lau, Vice-President and Chairman of Hong Kong Food Council. Views from local and overseas experts such as these can help us to have a better understanding of the subject.

In the Technical Corner, we address the issue of information security which has resulted in serious consequences for many organizations. The severity of information leaks, especially those related to privacy are easily underestimated.

We sincerely hope our readers can benefit from reading VISION. If you are better informed about important issues, we have fulfilled our mission.

自上期開始，《管略》專注於現今大眾所關注的議題，如氣候變化，獲得各方的正面評價及支持。我們對於這個令人鼓舞的回響，感到十分欣慰。而編輯委員會成員將會更加努力，與各位共同分享熱門話題的資訊及知識。

由二零零八年初起，由於油價不斷上升及農作物的供應緊張，引致我們的日常生活受到不斷的通漲而壓迫。今期《管略》就能源和食品價錢高企的情況，與本地及國際的專家，包括食品商業論壇首席執行官Alan McClay、香港餐飲聯業協會會長黃家和太平紳士和香港食品委員會副會長兼理事長劉耀輝先生，共同探討此現象。

在技術研討一欄，我們就近期不斷發生資料失洩事件，探討資訊保安，尤其是個人資料，對企業所帶來的嚴重的後果。

最後，我們希望讀者們可以從《管略》中獲益，能在重要的議題中得到更多有用的資訊，就是支持我們任務之達成。

**Mission 宗旨**

To promote management systems and product certification concepts in accordance with the applicable certification standards; to assist industry and commerce to implement relevant systems; and to deliver world-class assessment and certification services.

以推動管理體系和產品認證概念為己任；協助工商界實施有關體系；提供國際級評審及認證服務。

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# Food, Energy and Sustainability

## 食品、能源和可持續發展



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香港品質保證局產品開發經理

### The Threat of Food Price Rises

Hong Kong rice prices have surged in recent months as shoppers emptied supermarket shelves of the grain. Consumers are beginning to feel the impact and pressure of surging food costs after global rice prices almost doubled in the past year.

For most people in rich countries, who spend about 10% of their disposable income on food, the increasing prices are just an inconvenience. However, the impact of cereal price increases on food-insecure and poor households is already quite dramatic. In poor countries people spend 80% of their monthly income to feed themselves.

For every 1% increase in the price of food, food consumption expenditure in developing countries decreases by 0.75%<sup>[1]</sup>. Faced with higher prices, the poor switch to foods that have lower nutritional value and lack important micronutrients.

Because of the high food prices, tens of thousands of hungry people have been lining up for United Nations food handouts all around the world, from Latin America to Africa and Asia. Rocketing food prices, some of which have more than doubled in two years, have sparked riots in numerous countries recently. In parts of Asia the problem is already so bad that rice is now guarded by military escort. According to the World Food Programme, at least 850 million people are desperately hungry<sup>[2]</sup>. Even United Nations food handouts have not been enough to feed the hungry, many of whom have been forced to search for food at garbage dumps.

### The Choice Between Food and Fuel

There are various factors causing food prices to rise, among them the increasing use of biofuels, developed as a source of renewable energy in the face of rising oil prices.

In 2003, the European Union adopted the biofuels directive, setting the target of a 5.75% market share for biofuels by 2010<sup>[3]</sup>. In the USA, the Energy Independence and Security Act of 2007 demands an increase in the supply of alternative fuel sources by setting a mandatory Renewable Fuel Standard (RFS) requiring fuel producers to use at least 36 billion gallons of biofuel in 2022<sup>[4]</sup>.

### 食品價格上漲的威脅

在最近幾個月，香港大米價格飆升，超級市場貨架上的米糧被搶購一空；在過去一年，全球大米價格幾乎倍數上升，消費者已開始感受到食品價格上漲的影響和壓力。

對大部分富裕國家的人民來說，食品只是佔了可支配收入約10%，日益增加的價格對他們來說只是有點不便。不過，穀物價格上漲對糧食不穩定和貧困家庭已構成相當嚴重的影響。對貧窮國家的人民，他們每月要用80%的收入以購買糧食養活自己，免得捱餓。

當食品價格每上升1%，在發展中國家人民的食品消費支出就減少0.75%<sup>[1]</sup>。面對高企的食品價格，貧窮國家人民只能轉到具有較低營養價值和缺乏主要營養的食品。

由於過高的食品價格，從拉丁美洲至非洲和亞洲，世界各地數以萬計的飢民已需要輪候聯合國的食物救援。有部分國家的食品價格於過去兩年以倍數增長，飆升的食品價格已亦引發不少暴動。在亞洲部分地區，食物短缺的情況已惡劣至需要軍隊護送和看守米糧。據世界糧食計劃署指出，全球最少有8.5億人是在捱餓<sup>[2]</sup>，甚至聯合國食物救援的糧食都不足夠，許多饑民被迫在垃圾堆和食物殘渣中尋找食物。

### 食品和燃料的困局

導致食品價格上升的成因不少，其中由於原油價格不斷上漲，許多發達國家致力尋找可再生能源，因而增加了生物燃料的使用。在二零零三年，歐洲聯盟通過了生物燃料指令，並定下生物燃料要在二零一零年佔燃油市場5.75%的目標<sup>[3]</sup>。二零零七年，美國的能源獨立和安全法案要求增加供應替代燃料的來源，通過設置強制性的可再生燃料標準(RFS)，要求燃料生產商在二零二二年生產至少三百六十億加侖的生物燃料<sup>[4]</sup>。

The consumption of cereals has been consistently higher than production in past years and this has reduced the stocks. While cereal use for food and feed has increased by 4 and 7 percent respectively since 2000, the use of cereals for industrial purposes, increased by more than 25 percent<sup>[5]</sup>. In the United States alone, the use of corn for ethanol production increased by two and a half times between 2000 and 2006<sup>[6]</sup>.

The need to produce biofuels as an alternative to crude oil is further straining food supplies. Land that was once used to produce grain for human consumption is now producing grain for bio-fuel and the area used for biofuels is increasing each year. Now more land is planted in corn, soybeans, wheat, oats, and barley for biofuel. The biofuel boom has driven corn prices up 70% in a year and higher corn prices mean higher prices for animal feed. Corn is also a key ingredient in a long list of processed foods like breakfast cereal so the chain effect drives up other food prices.

The production of biofuels needs huge amount of farming land. In the US, the biofuel from corn grown from one square kilometer of land per year is around 12,350 gallons<sup>[7]</sup>. The US burns 134 billion gallons of fuel per year and the EU nearly the same amount. Thus, the US alone needs 1.09 million square kilometers of land to grow corn just to meet only 10% of the demand for the fuel each year. (The area of USA is 9.83 million square kilometers<sup>[8]</sup>.)

## Sustainable Development - Still a Lot to Learn

Biofuel technologies and policies could dramatically impact future food prices. The supply of food is very inelastic, which means that it cannot be increased quickly in response to price rises. The Food and Agricultural Policy Research Institute (FAPRI) conducted a detailed analysis of the potential impact of policy on biofuels. Recently, the study generated two future scenarios based on recent developments. Under both scenarios, the increase in crop prices resulting from expanded biofuel production is accompanied by a net decrease in the availability of and access to food, with calorie consumption estimated to decrease across all regions in the world compared to baseline levels<sup>[1]</sup>.

One of the arguments in favour of biofuels is that they can reduce net carbon emissions as compared with crude oil. They can also be looked upon as a kind of energy security that stands as an alternative to crude oil that is limited in availability anyway. However, the impact of biofuel production on forest conservation and soil fertility are environmental concerns that require attention.

As is the case with any form of agricultural production, biofuel production can be managed in sustainable or in damaging ways. Thus, clear environment-related efficiency criteria and sound process standards need to be established to minimize the negative environmental impact of the production of biofuels and to ensure that the energy output from biofuel production is greater than the amount of energy used in the process.

Food and fuel are essential for sustainable development. We have long-term needs for both food and fuel. Maintaining the delicate balance between food production and fuel production is not a simple task. This reflects the complexity of sustainable development and balanced development. Perhaps we need more wisdom to find the right way.

在過去幾年，穀物糧食的消耗量一直高於生產量，導致存貨量減少。自二零零零年以來，穀物用於食品和飼料分別增加了4%和7%，但使用穀物作工業用途，卻增加了25%以上<sup>[5]</sup>。二零零零年和二零零六年之間，僅在美國使用玉米生產乙醇便增加了兩倍半<sup>[6]</sup>。

生產生物燃料以代替原油的需要，引致糧食供應進一步緊張。用於生產生物燃料的土地每年增加，一度被用來生產供人食用的土地，現正改作生產生物燃料。現在有更多的土地用作種植玉米、大豆、小麥、燕麥和大麥等以生產生物燃料。生物燃料的激增帶動了玉米價格在一年內上漲70%。由於高企的玉米價格亦推高了禽畜的飼料價格；而玉米亦是一連串加工食品的主要成分，如早餐麥片等。這連鎖因素推高了其他食品價格。

此外，生產生物燃料需要大量農地。在美國，每年從一平方公里的土地生產的玉米，大約可生產12,350加侖生物燃料<sup>[7]</sup>。美國每年要消耗1,340億加侖燃料，而歐盟每年則消耗幾乎同樣數量的燃料，單要滿足美國每年10%的燃油需求，就需要109萬平方公里土地種植玉米。(美國面積是983萬平方公里<sup>[8]</sup>)

## 可持續發展－尚待學習

生物燃料的技術和政策可能大大影響未來的糧食價格。糧食供應是非常沒彈性的，這意味著產量不能短時間增加以回應價格上漲。糧食和農業政策研究所(FAPRI)對生物燃料政策的潛在影響進行了詳細分析。基於最近的發展，該研究得出兩個推論。在這兩種情況下，生物燃料生產的提升導致農作物價格上漲，伴隨著食物供應和獲得的減少。該研究結果估計，全球各地區的卡路里消耗將會低於現時的基線水平<sup>[1]</sup>。

對於生物燃料有利的論點是，相對於原油，碳淨排放量將可減低。由於原油供應是有限的，生物燃料成為代替品可增加能源供應可靠性。然而，生物燃料生產對環境的影響，如森林和土壤養份的保護亦需要注意。

與任何形式的農業生產情況一樣，生物燃料的生產管理可以是可持續性或損害性的。所以，要盡量減少生物燃料對環境的負面影響，需要建立明確的環境效率要求和有效的過程標準，並須確保生物燃料輸出的能源大於生產過程所使用的能源。

食品和燃料是可持續發展的必要條件。我們對糧食和燃料都有長遠需求。糧食生產和燃料生產之間保持微妙的平衡不是一項簡單的任務。這反映了可持續發展和均衡發展的複雜性。也許，這需要更高的智慧，才找到正確的途徑。

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## How Worldwide Retailers are Reacting 全球零售商如何應對

The current inflation in food commodity prices comes at a time when western economies are already under strain. Food manufacturers are facing rising input costs as the price of raw materials increases. In turn these costs are passed onto retailers. However, the buck stops here, as retailers need to continue to offer an everyday low price to consumers. How do retailers face the challenges in the short term and in the long run?

### Private Label Keeps Margins Sustainable

In the short term, retailers, in tandem with their suppliers, are bearing the cost of shielding consumers from the true cost of food. While some shop prices have risen, recent figures from the United Kingdom, for example, suggest retailers there have been successful in keeping shop price inflation below the general rate of inflation. However, this comes at a cost to margin. They are also highlighting value private label ranges as solutions to shoppers who need to spend less. In the long term, retailers are attempting to review supplier terms and relationships and also expand and promote their private label ranges as a way to keep margins sustainable and protect their market share. This can, however, make for tense negotiations and trading relationships.

The CIES Supply Chain Committee is composed of leaders in the field from across the industry. It works all year round on continuous improvement in supply chain management. There are many ways to cut costs, whether via cross-docking, shared warehousing, more efficient demand forecasting and logistics, RFID, retail-ready packaging or supply disintermediation. Really, the current tight situation only underlines the need to keep working on this.

### Liberal Trade Benefits Everyone

It is fair to say that our members emphasize the importance of keeping global trade borders open at this time. As we are now seeing, export restrictions in some countries will only reduce supply and drive prices higher. This is an opportunity to demonstrate that liberal international trade and organized retail bring price advantages to consumers in both developed and developing countries. Grocery chains are able to do this through the economies achieved by sourcing on a large scale and by their investments in efficient supply chain infrastructures.

Beyond that, organized retailing is one of the engines of economic development, generating as it does the resources for a growing middle class, the know-how transfer for leapfrogging production processes, and an open outlet for accelerating economic growth locally. For example, a recent study in Delhi, India, carried out by the International Food Policy Institute and Michigan State University showed that organized retailers in urban areas sold food more cheaply than traditional retailers. For vegetables, chainstore prices were 33% cheaper than kirana stores, handcarts and markets. That's a big saving for consumers trying to deal with the rising cost of food.

All of our programmes at CIES have sustainable development as part of their DNA, and this includes economic sustainability. This is also an issue at the heart of our Global Social Compliance Programme, which aims to ensure that all parties in the value chain, from factory employees to retail companies, are able to work sustainably and in a fair environment.

在食物價格急升之時，西方國家的經濟已備受衝擊。由於原材料價格上升，食品製造商面對著投資成本上漲，只有將之轉嫁零售商。但每日均需提供低價優惠的零售商，不能將上漲的成本進一步轉嫁給消費者，在短期和長遠而言，應如何面迎這挑戰？

### 自主品牌保利潤

短期而言，零售商可與供應商攜手合作，避免消費者直接承擔食品成本的上漲。例如，英國最近的數據顯示，有些店鋪價格雖已提升，但貨物物價通脹卻維持低於一般通脹率水平，即只賺取最低利潤。他們還致力推廣自主品牌，以解決消費者不願花費大量金錢的購物心理。長遠來說，零售商正嘗試檢討與供應商的條款和關係，並擴大和推廣自主品牌的貨品種類，以保持利潤和維持市場佔有率，但這也同時使談判和貿易關係變得緊張。

由世界各地的食品商業行業領導者所組成的CIES供應鏈管理委員會，以持續改善供應鏈管理為己任，通過兩岸對接、倉儲共享、更有效率的需求預測和物流、RFID技術、零售包裝或減省中介人以削減成本。當然，目前緊張的形勢突顯了在這方面持續工作的重要性。

### 自由貿易 各國受惠

誠然，我們的成員在這時候均強調保持全球貿易開放的重要性。正如我們現在目睹的：一些國家對出口的限制只會減少供應量和驅使價格上漲，這也正好展示出自由國際貿易和有組織的零售可為發達國家和發展中國家的消費者帶來定價優勢。連鎖集團也可透過大量採購和供應鏈基建的有效投資獲取經濟效益。

除此之外，有組織的零售是驅使經濟發展的動力之一，可給予持續增長的中產階級受援的機會、提供轉移式生產工序的技能及為加快本地經濟增長另闢出路。例如，最近一份由國際糧食政策研究所和密歇根州立大學的研究報告中顯示，在印度新德里有組織零售商於城市出售的食品比傳統零售商更便宜。以蔬菜為例，連鎖店售價比傳統雜貨店便宜百分之三十三，這可為應付食品成本上漲的消費者節省大量金錢。

所有CIES計劃均以可持續發展為宗旨，包括可持續經濟發展。這也是「全球符合社會計劃」的核心議題，以確保各方在價值鏈中，從工廠僱員到零售商，都能夠在可持續和公平的環境下工作。

**Alan McClay, CEO of CIES -  
The Food Business Forum  
食品商業論壇首席執行官  
Alan McClay**



#### CIES Introduction

CIES - The Food Business Forum is the only independent global food business network. It brings together the CEOs and senior management of around 400 retailer and manufacturer members of all sizes, across 150 countries. Members include Wal-Mart, Carrefour, Metro and Dairy Farm. CIES retailer members alone generate over €1500 billion, employ 6.4 million people and operate close to 200,000 stores. The manufacturer members account for €640 billion in sales.

At the CIES World Food Business Summit in late June 2008, thought leaders from both the retail and manufacturing side met to take part in a critical debate dedicated to alleviating the tight situation over food supply chain during the Summit and together work on solutions that are sustainable for both retailers and their suppliers in the long run. Please visit CIES website at <http://www.ciesnet.com> for details.

#### CIES簡介

CIES - 食品商業論壇是全球唯一獨立的食物商業網絡，聚集了一百五十多個國家的四百多家零售及製造業成員公司的首席執行官和高級管理層，成員包括Wal-Mart、Carrefour、Metro、Dairy Farm等。作為全球最大影響力的商業網絡之一，CIES零售成員公司創造1.5萬億歐元的銷售額，僱用640萬人經營約二十萬家商店。製造業成員公司創造6千4百億歐元的銷售額。

CIES在二零零八年六月下旬所舉行的世界食品商業峰會中，全球食品零售和食品製造的領導者聚首一堂，討論食品供應鏈緊張形勢，攜手為零售商和供應商尋求可持續發展的長遠方案。詳情請瀏覽CIES網頁 <http://www.ciesnet.com>。

## How Can Hong Kong Restaurant & Catering Industry Manage Itself? 香港餐飲業如何自處？

The recent energy crisis has triggered the insufficient food supply globally. How can Hong Kong's restaurant & catering industry manage itself and cope with these difficulties?

### Be Prepared to Empower Yourself

Mr. Wong Ka-wo, Simon, JP, Chairman of the Hong Kong Federation of Restaurants & Related Trades, pointed out that attitudes to cultivation have changed in some export-oriented agricultural countries. For example, Brazil, a major coffee bean producer, has changed to producing sugar cane in order to extract ethanol to provide energy. The production of coffee beans has dropped from 24% to 18%, so a shortage may arise in a few years.

In order to cope with the shortage of food, the restaurant & catering industry must explore new resources and reduce expenses. Chairman Wong admits that it is hard to increase the customer base in this competitive industry, especially for traditional restaurants, which face the greatest threat. "Therefore, the restaurant & catering industry cannot sit quietly by; they must prepare and empower themselves to enhance their competitiveness. They can get started now in areas like restaurant decoration, environment, food safety management, personnel training, ideas for dishes and computerization," Chairman Wong stressed.

### Different Strategy Stable Resource

We all see that food costs have been driven up by the snowstorms in February, earthquakes in May and the Olympic Games in August. Chairman Wong estimated that food costs will rise 20% to 25% this year. Those Hong Kong businesses that must use different strategies to survive. For example, with the recent high pork price, restaurants can introduce some 'healthy' meals with less meat and more vegetables, which will be compatible with the promotion of the "EatSmart at restaurants" campaign organized by the Department of Health and also reduce food costs. Searching for new suppliers is also a favoured method, since it avoids instability in prices or delivery. An example is the sourcing of seafood from South America.

The HKSAR Government has improved the sourcing and quality of food recently using various strategies, with the accredited fish farm scheme being a good example. This can enhance the quality of aquaculture products, provide opportunities to support the sustainable development of the aquaculture industry and maintain a stable supply of quality fishery products, all of which should have a positive impact on fisheries, restaurants and the public.

Chairman Wong said that Hong Kong had a reputation as a gourmet paradise and it should continue to build this brand, in order to move beyond the local market and expand internationally.

**Mr. Wong Ka-wo, Simon, JP,  
Chairman,  
Hong Kong Federation of  
Restaurants & Related Trades  
香港餐飲聯業協會會長  
黃家和太平紳士**



由能源引發的一連串全球性糧食供應不足問題。香港餐飲同業應如何自處，尋找出路？

### 武裝自己 自強不息

香港餐飲業協會會長黃家和太平紳士指出，以往一些以農業出口的國家也改變了種植態度，如主要出產咖啡豆的巴西改為生產蔗糖，以提煉得來的乙醇來提供能源。現在咖啡豆的產量已由24%減至18%，數年後或會出現短缺情況，惡性循環的現象實在令人頭痛。

面對糧食供應問題，餐飲業只能以開源節流來應付。黃會長坦承，飲食業競爭大，要增加客源並不是易事，尤以舊式餐廳面對的威脅最大。「飲食業必須武裝自己，增強競爭力。不論是裝潢、環境、食物安全管理、人才培訓、菜式構思、電腦化等方面也可著手」黃會長強調。

### 各出奇謀 穩定貨源

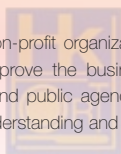
有見中國內地二月的雪災，五月的地震，八月的奧運等，帶動了食物成本不斷上漲。黃會長估計，食物成本將上升百分之廿至廿五。香港同業只有各出奇招取勝。他舉例說，豬肉來價貴，食肆可推出一些少肉多菜的健康菜式，這不但可配合衛生署的有營食肆計劃，也可減低成本。此外，尋找其他新貨源也是可取的方法，這樣可避免單一貨源造成價格或來貨不穩，如引進南美洲出產的海產等不同口味的食材。

近年政府從不同方面穩定食材的貨源和素質，如優質養漁場計劃便是一個好例子。透過該計劃培養出優質的漁類，一方面可為養漁業提供持續發展機遇，另一方面可以穩定供應及保持漁獲素質。對於養漁業、食肆及市民都有正面影響。

黃會長認為，香港既有「美食之都」的稱譽，便應繼續打造這品牌，衝出香港，與國際接軌。

#### Hong Kong Federation of Restaurants & Related Trades

The Hong Kong Federation of Restaurant & Related Trades (HKFORT) is a non-profit organization formed by restaurant- and catering-related industry members. It aims to improve the business environment of the industry. It communicates with government departments and public agencies, reflecting the comments and views of the industry so as to enhance mutual understanding and fight for the rights and interests of the industry.



#### 香港餐飲聯業協會簡介

香港餐飲聯業協會(簡稱餐聯)是由餐飲業及有關聯業管理人士組成的非牟利團體，旨在為業界改善經營環境，並與政府部門及公共機構溝通，反映業界意見及觀點，增進相互了解和爭取行業的合法權益等。

## China Food Industry Personnel Self-improvement 中國食品業人員自強不息

Mainland China has improved food safety standards significantly for the Beijing Olympics, and social development and personnel training have become important tasks. How can the Hong Kong food industry spread the seeds of food management and create business opportunities?

### Growing Up Step By Step

In recent years, Hong Kong Food Council (HKFC) has provided professional training and "Train the Trainer" sessions for large supermarket chains such as Tesco and Wal-Mart, to help them cope with the rapid development of food safety in mainland China. Vice-president Lau said that the Beijing Olympics was the catalyst for the training of food professionals and that about 200 qualified instructors had been trained in Beijing and Shanghai in the first batch.

The course consists of knowledge and practice and is in two parts. Graduates can enroll in enterprise food safety monitoring and coordination work and internal staff training. Nearly 3,000 people have been trained so far. The scheme has been extended to Macau and Guangdong Province, and will develop further with the help of the HKQAA. Vice-president Lau pointed out that food management must start from the basics. It is now being provided in major professional schools through demonstration, information and training in hopes that food management culture can be further promoted.

### Sustainable Development of Food Management

According to the Census and Statistics Department, in the first quarter of 2008, restaurant business increased by 16% when compared to the same period last year, while the retail fast food industry improved by 11%. This illustrates an impressive and rapid growth in the industry. HKFC has co-organized with City and Guilds food management (fast food) certification courses. HKFC is committed to enhancing business in Hong Kong and mainland China and to providing opportunities for the exchange of information, such as exhibitions and personnel training.

We have received an overwhelming response from the industry so far, which means that there is strong demand for food management. The committee will next develop a more comprehensive plan for central kitchen management courses. These can provide an opportunity for about 12,000 food hygiene managers to upgrade their skills and knowledge. Food management will help enterprise operations become more systematic and centralize materials use and handling, thereby reducing losses, standardizing products and improving cost-effectiveness. There is no doubt that this can alleviate food supply instability and reduce the impact of food price inflation. "If the industry would like to play a role in the international market, it must start with the food safety management systems, accredited by a third-party certification bodies and identified as meeting international standards," Vice-president Lau said.

為配合北京奧運和社會發展，中國內地的食品安全標準大幅提升，培訓人材成為重要任務之一。香港食品業如何在這幅員遼闊的土地散播食品管理的種子，締造商機？

### 按部就班 薪火相傳

近年香港食品委員會(委員會)為中國內地的大型連鎖超級市場如Tesco和沃爾瑪等提供專業導師證書培訓課程(Train the Trainer)，以配合國內急速的食品安全發展。劉副會長表示，北京奧運確成為培訓食品業專材的催化劑，第一批約二百多位合資格的培訓導師已分別於北京和上海出爐。

該課程糅合了知識和實踐兩部分，除企業食品安全監察和協調工作，畢業學員亦可作內部員工培訓，累計已有近三千人接受培訓。該計劃已擴展到澳門至廣東省，並將與香港品質保證局合作進一步推展。劉副會長指出，食品管理必須從基本做起，現已於一些重點的中等專業學校進行示範及提供資料和培訓，期望食品管理文化能延展開去。

### 食品管理 持續發展

據統計處顯示，二零零八年第一季的食肆業務較去年同期上升16%，單是快餐業零售淨增長已有11%，顯示行業發展迅速和可觀。委員會與英國城市專業學會合作，舉辦食品管理—快餐業證書課程。委員會亦致力為會員尋求兩地發展商機和提供資訊互換平台，如定期於中國內地參與交流展覽會和人才培訓等。

自推行以來，業界反應熱烈，可見食品管理的需求正不斷增加。委員會將計劃進一步發展更全面的中央廚房管理課程，配合人才需要。這些也可為委員會培訓的一萬二千位食品衛生經理提供持續專業發展的機會，提升技能和知識。食品管理有助企業運作系統化及用料集中使用和處理，減低損耗和促使產品標準化，令成本更具效益，這無疑可舒緩食品供應不穩和價格上漲帶來的影響。劉副會長亦強調：「行業若要在國際站一席位，必須在食品安全管理體系上著手，取得第三方認證，以證明已達至國際水平。」

**Mr. Ronald Lau,**  
**Vice-President and Chairman,**  
**Hong Kong Food Council**  
**香港食品委員會副會長兼理事長**  
**劉耀輝先生**



#### Hong Kong Food Council

Hong Kong Food Council is an independent non-profit organization established in 1984. The main objective is representing the local food industry and conducting research on food related issues so as to promote food hygiene and protect public health. The Committee also actively formulates and implements legislation on matters such as consultation and discussion with the Government, the Consumer Council and other agencies. Also, it researches and promotes food industry and trade activities, and food handler training courses, to enhance the quality of the industry.

#### 香港食品委員會簡介

香港食品委員會為一家獨立及非牟利機構，成立於一九八四年，主要目標為代表本地食品業就與食品相關的問題進行研究及調查，並提倡食品衛生及維護公眾健康。委員會亦積極與政府、消費者委員會及其他機構就法制訂及執行等事務進行磋商，並研究及推廣食品工業與貿易的活動，舉辦食品業從業員的培訓課程，以提升業界人士的素質。





**Author : William Wong**  
Product Development Manager, HKQAA

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香港品質保證局產品開發經理

# Information Security and ISO 27001

## 信息安全和 ISO 27001

Recently, there have been a number of serious incidents relating to information security: distribution of private photos via the Internet, loss of USB drives containing large amounts of patient data, loss of a server from a branch of a bank, leakage of immigration information on the Internet etc; information security becomes a hot topic.

Information security means protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction. It means that only authorized personnel can process authorized information at permitted times.

Governments, the military, financial institutions, hospitals and private businesses amass a great deal of confidential information about their employees, customers, products, research, as well as financial information. Most of this information is now collected, processed and stored on computers and transmitted across networks to other computers. Should confidential information about a business's customers, finances or new product line fall into the hands of a competitor, this could lead to lost business, law suits or even bankruptcy. Protecting confidential information is a business requirement, and in many cases also an ethical and legal requirement.

### History of Information Security

Since the early days, government and military commanders already understood that it was necessary to protect the confidentiality of written correspondence and to have some means of detecting tampering. Wax seals and other sealing devices were used by persons desiring secure communications to signify the authenticity of documents, prevent tampering and ensure confidentiality of the correspondence.

World War II brought about a great advance in information security. A formalized classification of data based upon the sensitivity of information was introduced, and who could have access to the information was defined. During WWII, background checks were also conducted before granting access to classified information<sup>[1]</sup>.

In the past two decades, there have been great advancements in telecommunications, computing hardware and software and data encryption. The availability of smaller, more powerful and less expensive computing equipment has brought electronic data processing within the reach of small business and home users. These computers quickly became interconnected through a network - the Internet. The rapid growth and widespread use of electronic data processing and electronic business conducted through the Internet, along with numerous occurrences of international hacker attacks, has accelerated the need for better methods of protecting these computers and the information they store, process and transmit.

### Basic Concepts of Information Security

Information security has held confidentiality, integrity and availability (known as the CIA Triad) as its core principles.

近期，香港的媒體報道了數宗嚴重的信息安全事故：私人照片在網上流傳、遺失儲存大量病人資料的USB裝置、銀行分行遺失電腦伺服器、出入境資料在網上洩漏等，信息安全再次成為城中熱門話題。

信息安全是保護信息和信息系統免遭未經授權的進入、使用、披露、破壞、修改或銷毀，即只有獲授權的人員可以在限定時間內處理特定信息。

各國政府、軍事、金融機構、醫院和民營企業儲存了大量有關員工、客戶、產品、調查和財務狀況的機密資料，並多以電腦收集、處理及儲存和透過網絡傳輸送到其他電腦。如客戶、財務或新產品線的機密資料落在競爭對手之中，可能令企業失去訂單、面對法律訴訟，甚或破產。保護機密資料不但是商業須要，在許多情況下也是道德和法律的要求。

### 信息安全的源由

很久以前，政府和軍事指揮官已明白保護書信機密性的必要，並要有一些方法檢測其曾否被刪改，蠟密封件和其他密封裝置可顯示文件的真偽、防止被刪改，或確定書信的機密性。

信息安全在二次世界大戰期間迅速發展。在資料敏感性的基礎上，正式引入信息分類和界定誰能存取信息。在二戰期間，在授權可接觸機密信息前，會對相關人員進行背景檢查<sup>[1]</sup>。

過去二十年，電信、電腦硬件和軟件和數據加密技術進步很大，小型企業和家庭用戶也能購買和使用體積較小、效能更大和價格更便宜的電腦設備，這些設備透過互聯網迅速聯繫起來。電子數據處理和電子商務的迅速增長和廣泛應用，伴隨著大量國際黑客的攻擊，加速了尋求更佳的方法來保護電腦及存儲、處理和傳輸信息的需要。

### 信息安全基本概念

信息安全的核心理念是保密性、完整性和可用性(即CIA三角)。



**Confidentiality** - The property that information is not made available or disclosed to unauthorized individuals, entities, or processes<sup>[2]</sup>. For example: permitting someone to look over your shoulder at your computer screen while you have confidential data displayed or documents on your desk would be a breach of confidentiality if they were not authorized to have the information.

**Integrity** - The property of safeguarding the accuracy and completeness of information assets<sup>[2]</sup>. For example, a loss of integrity occurs when an employee accidentally, or with malicious intent, deletes important data files which should not be deleted, a computer virus is released onto a computer or an on-line shopper is able to change the price of the product they are purchasing.

**Availability** - The property of being accessible and usable upon demand by an authorized entity<sup>[2]</sup>. The opposite of availability is denial of service (DoS). A denial-of-service attack (DoS attack) or distributed denial-of-service attack (DDoS attack) is an attempt to make a computer resource unavailable to its intended users. It is characterized by an explicit attempt by attackers to prevent legitimate users of a service from using that service.

**Risk** is the likelihood that something bad will happen that causes harm to an informational asset (or the loss of the asset).

**Vulnerability** is a weakness that could be used to endanger or cause harm to an informational asset.

**Threat** is anything that has the potential to cause harm. In other word, threats exploit vulnerabilities. The likelihood that a threat will use a vulnerability to cause harm creates a risk. When a threat does use a vulnerability to inflict impact, it has an impact. In the context of information security, the impact is a loss of availability, integrity, and confidentiality, and possibly other subsequent losses (lost income, loss of life, loss of real property). It should be pointed out that it is not possible to identify all risks, nor is it possible to eliminate all risk. The remaining risk is called residual risk.

## Classification of Information Assets

An important aspect of information security and risk management is to define the appropriate protection procedures and requirements. As not all information assets require same degree of protection. This requires an information asset to be assigned a security classification.

The first step in information classification is to identify a relevant member of senior management as the owner of the particular information asset to be classified. Next, develop a classification policy. The policy should describe the different classification labels, define the criteria for each label, and list the required security controls for each classification. Some factors that influence which classification information should be assigned include how much value that information asset has to the organization. Laws and other regulatory requirements are also important considerations when classifying information.

Common information security classification labels used by the business sector are: public, sensitive, private and confidential. Common information security classification labels used by government are: Unclassified, Sensitive But Unclassified, Restricted, Confidential, Secret and Top Secret. All employees in the organization, as well as business partners, must know the classification schema and understand the required security controls and handling procedures for each classification.

## Risk Assessment

A risk assessment should be carried out by a team of people who have knowledge of specific areas of the business. The assessment may use a subjective qualitative analysis based on informed opinion, or where reliable financial figures and historical information are available, the analysis may be quantitative.

**保密性**，即信息不提供或透露給未經授權的個人、個體或過程<sup>[2]</sup>。如在未獲授權的情況下，允許別人在你的電腦屏幕或桌面上看到機密資料便屬違反保密性原則。

**完整性**，即維護信息資產的準確性和完整性<sup>[2]</sup>。如一名僱員偶然或蓄意刪除不應刪除的重要數據檔案、把病毒釋放到電腦內，或網上購物者可自行更改產品價格，這些都喪失了信息的完整性。

**可用性**，即獲授權的個體在需要時能夠接觸和使用有關信息<sup>[2]</sup>，相反的便是服務拒絕(DoS)。服務拒絕攻擊(DoS攻擊)或分布式服務拒絕攻擊(DDoS攻擊)是企圖使用戶無法使用電腦資源，特點是防止獲授權戶使用電腦服務。

**風險**，即可能發生的事情；造成信息資產傷害或損失。

**脆弱性**，即弱點；可能被用來危害或損害信息資產。

**威脅**，即任何可能造成傷害的事情。換句話說，威脅利用了脆弱性。「威脅」利用「脆弱性」而造成損害的可能性就是「風險」。當一個「威脅」真的利用「脆弱性」時，便會有所影響。在信息安全中，影響就是可用性、完整性、保密性和以後其他可能的損失(收入、生命或不動產的損失)。在這裏應該指出，找出所有風險是不可能的，而消除所有風險也是不可能的。所餘下的風險是即殘餘風險。

## 信息資產分類

信息安全和風險管理的一個重要事項是認識信息資產的價值和對信息資產界定適當的程序和保護的要求。由於並非所有信息有均等價值，故並非所有的信息資產都需要相同程度的保護。這引伸出需要就信息資產進行安全性分類。

若要對信息進行分類，首要是確認適當的高層管理人員作為特定信息資產的持有人。接下來是制定分類政策。該政策應描述不同分類標籤，界定每一標籤的準則，並列明每個分類所需的安全控制。影響信息分類標籤的因素包括：信息資產對企業有多大的價值，而法律和其他監管要求亦是分類時重要的考慮因素。

商界常用的信息安全分類標籤有：公共的、敏感的、私人的和保密的；而常見於政府的信息安全分類標籤是：無分類、敏感但無分類、限制、機密、秘密和絕密。企業的所有僱員和商業夥伴必須知悉分類架構，並了解每個分類所需的安全控制和處理程序。

## 風險評審

風險評審應由一組對業務特定領域有具體認識的人進行。評審可以在獲悉意見的基礎上使用主觀的定性分析，或在擁有可靠的財務數據或歷史資料的情況下採用定量分析。

## Risk Management

Risk Management refers to the coordinated activities which direct and control an organization with regard to risk<sup>[3]</sup>. There are other definitions, such as: "Risk management is the process of identifying vulnerabilities and threats to the information assets used by an organization in achieving business objectives, and deciding what countermeasures, if any, to take in reducing risk to an acceptable level, based on the value of the information asset to the organization."<sup>[4]</sup>

The process of risk management is not a one-off exercise but an ongoing iterative process. It must be repeated indefinitely. The business environment is constantly changing and new threats and vulnerabilities emerge every day. The choice of countermeasures (controls) used to manage risks must strike a balance between productivity, cost, effectiveness of the countermeasure, and the value of the informational asset being protected. The goal of information security management is to protect the CIA of information assets against the various risks faced. Risk management is the core of information security.

## Controls

When responsive management chooses to mitigate a risk, they will do so by implementing one or more of three different types of controls.

**Administrative controls** - also called procedural controls, consist of approved written policies, procedures, standards and guidelines. Administrative controls form the framework for running the business and managing people. They define how the business is to be run and how day-to-day operations are to be conducted. Laws and regulations created by government bodies are also a type of administrative control. Some industry sectors have policies, procedures, standards and guidelines that must be followed. For example in Hong Kong, a Guidance Note issued by the Monetary Authority (HKMA) to require organizations engaging in e-banking services to commission periodic independent assessments of the security aspects of their e-banking services. Independent assessments are to be carried out before the launch of the services, and thereafter at least once a year, or whenever there are substantial changes to the risk assessment of the services or major security breaches<sup>[5]</sup>.

Administrative controls form the basis for the selection and implementation of logical and physical controls. Logical and physical controls are manifestations of administrative controls. Administrative controls are of paramount importance. According to one study, the most severe information security breaches were committed by 'insiders'.<sup>[6]</sup>

**Logical Controls** - also called technical controls, use software and hardware to monitor and control access to information and computing systems. For example: passwords, network and host based firewalls, network intrusion detection systems, access control lists and data encryption are logical controls. An important logical control that is frequently overlooked is the principle of least privilege. The principle of least privilege requires that an individual, programme or system process not grant any more access privileges than are necessary to perform the task.

**Physical Controls** - monitor and control the environment of the work place and computing facilities. They also monitor and control access to and from such facilities. For example: doors, locks, heating and air conditioning, smoke and fire alarms, fire suppression systems, cameras, barricades, fencing, security systems, cable locks, etc.

An important physical control that is frequently overlooked is the separation of duties. Separation of duties ensures that an individual cannot complete a critical task by himself. For example, an employee who submits a request for reimbursement

## 風險管理

風險管理是指導和控制企業在風險方面的協調活動<sup>[3]</sup>。其他的定義如：「風險管理是企業在實現業務目標過程中識別出信息資產的威脅和脆弱性，並基於信息資產價值，決定可採取什麼對策來降低風險至可接受程度。」<sup>[4]</sup>

風險管理不是一次過活動，而是持續不斷的循環過程。營商環境不斷地變，新的威脅和脆弱性每天都出現，用以管理風險的對策（控制）必須與生產力、成本、效益和受保護的信息資產價值取得平衡。信息安全管理目標是為了保護信息資產的機密性、完整性和可用性，以面對各種風險。信息安全的核心就是風險管理。

## 控制

相關管理人員如欲減低風險，一般會選取下列三類的一類或以上的控制措施。

**行政控制**，又稱程序控制，包括批准的書面政策、程序、標準和指引。行政控制組成經營企業和人員管理的框架，界定如何運行業務和日常的運作。政府訂立的法律和規則也是屬行政控制，而某些行業亦有必須遵守的政策、程序、標準和規則。例如，香港金融管理局發出了指導說明，要求從事電子銀行服務的機構須定期對服務進行獨立的安全評審。有關獨立評審須在推出該項服務前進行，並在其後至少每年進一次。當該服務的風險評估有重大改變，或發生重大的安全違規行為時也應進行評審<sup>[5]</sup>。

行政控制是選擇和實施邏輯及物理控制方式的基礎，而邏輯及物理控制是行政管制的表現形式。行政控制是至關重要的。一項研究顯示，違反信息安全最嚴重的個案是由企業內部人員引致的<sup>[6]</sup>。

**邏輯控制**，又稱技術控制，即使用軟件和硬件來監測和控制所使用的信息和電腦系統，如密碼、網絡；主機防火牆、網絡入侵檢測系統和存取控制清單；以及數據加密等。最少特權原則是一個重要但經常被忽視的邏輯控制。它要求不給予個人、程式或系統超過其職能範圍的權限。

**物理控制**是監測和控制工作場所及電腦設施的四周狀況，亦監視和控制這些設施的使用，如門、鎖、暖氣和空調、煙火警報器、滅火系統、照相機、路障、柵欄、保安系統、電纜鎖等。

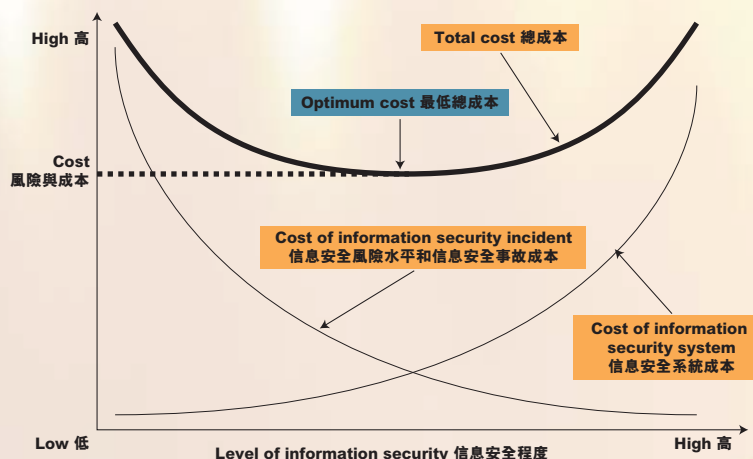
職責分離是一個重要但經常被忽視的物理控制。在信息安全而言，職責分離可確保個人無法獨自完成關鍵的工作。例如：申請發還款項的僱員不可擁有付款或列印支票的權限；應用系統程式員不能同時是伺服器管理員或數據庫管理員。這些角色和責任必須予以分開。



should not also be able to authorize payment or print the cheque. An application programmer should not also be the server administrator or the database administrator - these roles and responsibilities must be separated from one another.

## Cost of Information Security

Like quality, there are costs associated with information security. The costs include preventive costs to prevent an organization from suffering from information security incidents, appraisal costs to audit, inspect and check for information security breaches and corrective costs to remedy and recover from information security failures. The aim of information security is not to eliminate all the risks, as this may not be feasible in terms of costs. Instead, it aims at reducing the risks to acceptable levels as determined by responsible management - the optimum point of control, as shown below.



## ISO 27001:2005

ISO 27001:2005 is an information security management system (ISMS) standard that defines what are required in ISMS, based on international consensus. It emphasizes risk management and adopts the PDCA cycle.

ISO 27001:2005 Annex A defines the minimum set of controls that must be considered. The results of considerations and corresponding risk treatment measures have to be documented in the Statement of Applicability (SOA) document.<sup>[7]</sup> The controls in the Annex A are not exhaustive and an organization can have additional controls as necessary.

## Conclusion

Information security is the ongoing process of exercising due care and due diligence to protect information assets from unauthorized access, use, disclosure, destruction, modification, disruption or distribution. The never-ending process of information security involves ongoing awareness, training, assessment, protection, monitoring & detection, incident response and recovery, and review so that there is continual improvement.

## 信息安全成本

像質量一樣，信息安全也需一定的成本，包括：預防成本，防止企業因信息安全事故受損害；評估成本，用於審核、檢查和檢驗有否信息安全違規情況，以及糾正成本，因信息安全失效而衍生的糾正或補救成本。信息安全的目的是不是消除所有風險，因這在成本方面是不可行的。其實，信息安全旨在將風險降至相關管理層所界定的可接受水平，即圖示的最佳總成本控制點。

## ISO 27001:2005

ISO 27001:2005 是一個依據國際間對信息安全管理體系（ISMS）所取得的共識而界定的標準，強調風險管理，並採用PDCA循環模式。

ISO 27001:2005 附件A界定了企業必須考慮實施的基本控制。在適用性聲明文件內（SOA）需記錄所考慮的結果及相應的風險處理措施<sup>[7]</sup>。列於附件A的控制措施並非全部的，如有需要，機構可自行加增有關的控制措施。

## 結論

信息安全是一個不斷持續行使應有的關注和職責的過程，保護信息資產免受未經授權存取、使用、披露、毀滅、修改、破壞或分發。信息安全是無休止的過程，其中涉及持續不斷的醒覺、培訓、評估、保護、監測與檢測、事故的響應與修復、檢討和持續改進。

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# Integrated Management Systems Revolution

## 綜合管理體系的革命



ELEX Elevator Limited (ELEX) is never complacent about its achievements in increasing demand for comfortable, safe, reliable, environmentally friendly and functionally superior lifts and escalators. It has improved its quality, safety and environmental management systems using the well-established systems of the Analogue Group. Mr. Sammy Wan, Deputy Management Representative believes that quality is one of the strengths that distinguish the company from its competitors. It is this belief that drives the company forward, helping it overcome many challenges in engineering technologies, workmanship, service quality and client requirements. The conventional wisdom is that good quality is achieved by throwing out defects but ELEX turns this wisdom on its head by minimizing accidents and environmental impact through a systematic and integrated environmental, health and safety (EHS) management system which has been certified to the ISO 14001:2004 and OHSAS 18001:2007 standards. This system has also improved the total quality of the company's business activities.

### High Commitment High Return

Building on the solid foundation of the ISO 9001 international standard, established for more than a decade, ELEX successfully achieved OHSAS 18001:2007 certification in April 2008, and is the first company beyond Mainland China to be certified in accordance with the Chinese National Occupational Health and Safety standard GB/T 28001-2001. The company demonstrates an unwavering and ongoing commitment to providing a 'risk-free' work environment to its workforce. The demand for the OHSAS 18001 certification has become widespread and has created numerous economic and competitive opportunities. In addressing safety and health problems throughout the engineering life cycle, the system helps increase productivity by reducing additional unproductive costs from handling incidents, improving resource efficiency and building up employee morale, as well as creating a brand image of social responsibility.

### Holistic Approach Results in Balanced Performance

By diverting resources appropriately to streamline work and building quality in the entire process, ELEX has established a comprehensive methodology for minimizing risk levels in work processes. This holistic approach can help identify various aspects of each process, including quality, safety, environmental, technical and social aspects, for integrated and effective monitoring. Suitable procedures and instructions have been established to govern and monitor the standards of work to be delivered by ELEX.

### Motivation and Support Drives Away Fear to Change

Resistance to change is one of the most obvious challenges for any newly established system. Effective communication channels and training sessions were organized to discuss the underlying logic of the system and to review performance. Each colleague was assigned specific implementation responsibilities, and the Operation Support Department acted as a facilitator, resolving uncertainties, monitoring the implementation and encouraging the creation of a safe and healthy environment in which colleagues can take pride in their work. With good people and a system in place, as well as a clearly defined vision, ELEX continues to pursue engineering excellence for a safe, healthy and environmentally friendly work environment, and develop an integrated system to achieve synergy.

安力電梯有限公司（安力）面對舒適、安全、可靠、環保和功能卓越的升降機及自動電梯之不斷提高的需求從不會滿足現況。安力運用了安樂工程集團的完善系統，改進了質量、安全和環境管理體系。副總經理層代表溫健文認為質量是其中一個優勢以區別於其它競爭對手。憑著這個信念，驅動公司不斷向前，幫助公司克服了許多在機電技術、工藝、服務質量和客戶要求的挑戰。傳統觀念認為減少瑕疵就可做到良好的質量，但安力就從這個傳統智慧中蛻變，通過一個有系統和綜合性的環境、健康和安全管理體系(EHS)，減少意外和對環境的影響。安力現已獲得ISO 14001:2004 和 OHSAS 18001:2007標準的認證，並對於公司的業務活動總質量也有所改善。

### 高承諾 高回報

建基於鞏固的ISO 9001國際標準之上，並擁有十年以上的經驗，安力成功在2008年4月獲得OHSAS 18001:2007認證，並成為第一家於中國境外獲得GB/T 28001-2001中華人民共和國全國職業健康和安全管理標準認證的公司。公司一直為團隊提供一個無風險的工作環境，表現出堅定和持續的承諾。OHSAS 18001的認證需求開始普及化，並經已創造了許多提高經濟效益和競爭力的機會。在整個機電工程的生命週期中處理安全和健康的問題，系統可透過減低處理事故時的成本、改善資源效率、建立員工士氣和創造一個社會責任的品牌形象來提高生產力。

### 全方位策略 成就均衡表現

安力已建立了全面的方案，盡量在工作流程中減低風險水平，並利用分散資源，適當地簡化工序和在整個過程中建立質量。這種全位的方法，可以綜合和有效監測及識別各個流層的每個程序，包括質量、安全、環境、技術和社會方面等，並制定適當的程序和指引來管治和監督安力所提供的工作標準。

### 了解與支持 驅除對改變的恐懼

在成立的任何新的系統時，抗拒改變是其中一個最顯著的挑戰。組織有效的溝通渠道和培訓講座，以討論系統的基本邏輯和檢討成效。每位同事會被委派特定的執行任務，而運作支援部的同事會充當協導人，以解決不確定的事情、監督執行的情況和促進一個安全和健康的環境成立，讓同事可為他們的工作而感到自豪。具備人才、良好制度和一個明確的願景，安力繼續追求卓越的工程，建立一個安全、健康和環保的工作環境，發展一個綜合體系，實現協同效果。

# ATAL



# The HKQAA 1<sup>st</sup> My Dream Home Contest Award Ceremony

## 第一屆理想家園徵文及繪畫比賽頒獎典禮完滿結束



To celebrate the successful completion of our first Writing and Drawing Contest, an award ceremony-cum-musical performance was held on 3 May 2008 at Chiang Chen Studio Theatre, The Hong Kong Polytechnic University.

Ir Prof. Peter K. W. Mok, Chairman of HKQAA, expressed his sincere thanks for all the support and constructive comments received. He said that the musical elements made the event enjoyable and memorable for participants, adding "I hope that all of us can promote a harmonious community, and furnish a better living environment for ourselves and future generations."

Dr. Michael P. H. Lam, Executive Director of HKQAA, was delighted with the success of the event, which is one of our ways of giving something back to the community. He said: "It's very important to educate the next generation when they are young to bless our home. We hope that this has been a meaningful demonstration of our commitment to serving society and to the promotion of change in the Greater China Region."

We are glad that there was an overwhelming response to the first contest. A photo category has been added to the second contest this year, which has been opened up to tertiary institutions. For further information, please visit our website <http://www.hkqaa.org> or see posters in schools.

香港品質保證局於去年成功舉辦「第一屆理想家園徵文及繪畫比賽」，頒獎典禮暨音樂演奏會於二零零八年五月三日假香港理工大學蔣震劇院舉行。

香港品質保證局主席莫國和教授工程師在頒獎禮上感謝各界的鼎力支持和指導，並稱是次頒獎典禮中加插音樂欣賞環節，讓與會者分享賞心動人時刻，並對理想家園這理念留下更深刻印象。他續稱：「希望大家能成為推動和諧社會的一員，共同延續『理想家園』的理念，為我們及未來新一代締造更美好的生活環境」

香港品質保證局總裁林寶興博士亦對是次活動得以順利舉行感到欣喜，並稱該倡議『理想家園』是回饋社會的其中一環。他表示：「下一代能從小灌輸和培養愛護家園的思想和習慣是十分重要的，我們今後將朝著服務社會的方針，繼續秉承使命，推廣公民教育，為大中華地區開展美好新一頁。」

有見第一屆比賽反應熱烈，香港品質保證局在第二屆的比賽中將加入攝影項目，供專上學院的同學參加。有關詳情，請留意香港品質局網頁 <http://www.hkqaa.org> 或張貼於校內海報。



**Judge, Writing contest,  
Miss Anne Lee,  
Deputy Editor-in-Chief,  
Joint Publishing (Hong Kong) Company Limited**

徵文項目評判三聯書店(香港)有限公司  
副總編輯李安小姐

HKQAA strives to serve the community by initiating quality service. Quality of life plays an important role too. We hope our next generation will love our community, improve the environment and create our dream home.

「香港品質保證局一直致力提倡『優質』，其實除了產品、服務以外，生活更需講求素質，希望新一代能積極關愛社會，改善環境，共建理想家園。」



**Judge representative, Drawing contest,  
Mr Johnny Lai, Marketing Supervisor,  
Hong Kong School of Design**

繪畫比賽評判代表香港設計學院市場推廣主任  
黎華先生

The paintings from students truly express their sincerity and purity. I hope they can put their thinking into practice by showing love to their families and care for the community.

「同學的畫作很『真』，表達了真摯和純真的一面，值得成年人珍惜和借鏡。期望同學能夠從家庭開始，愛護家人、關愛社會。」

# Mainland China 中國內地

## Mainland China 中國內地

### HKQAA Scholarship Programme

HKQAA always tries to make a contribution to society and have established scholarship programmes in Hong Kong and Mainland China. Since 2004, HKQAA has built up a close relationship with the Jiangmen Bureau of Foreign Trade and Economic Cooperation.

Last year, a delegation led by our Executive Director visited the Deputy Mayor of Jiangmen and the Director of Jiangmen Bureau of Foreign Trade and Economic Cooperation. With its improved understanding of the education situation in Jiangmen, HKQAA decided to set up a scholarship programme for outstanding and needy students. Twelve students from Jiangmen Wuyi University and Jiangmen Polytechnic received awards this year to encourage them to contribute to industry and society when they graduate.



### 香港品質保證局獎學金計劃

香港品質保證局對回饋社會一直不遺餘力，亦於本地和內地學術機構設立獎學金或助學金。自二零零四年起，香港品質保證局已經與江門市政府及江門市對外貿易經濟合作局緊密合作。

去年，由香港品質保證局總裁率領的訪問團與江門市副市長、江門外經貿局領導會面，了解該市教育狀況後，決定設立獎學金或助學金，培育人才。今年初，十二名就讀於江門五邑大學及江門職業技術學院的優異生或貧困生獲本局頒贈獎學金及助學金，以鼓勵他們為未來貢獻社會而裝備自己。

### National Food Safety Management Standards

The National Technical Committee of the Standardization Administration of China (SAC/TC261) recently held a meeting in Beijing to examine and pass three standards for food safety, Food safety management systems - Requirements for the catering industry, Food safety management systems - Requirements for the aquaculture industry and Food safety management systems - Requirements for the fruit and vegetable juice manufacturing industry. In the meeting, a revised proposal was drafted. The standards will be published shortly.

The committee submitted the requirements for applying the GB/T 22000-2006, Food safety management systems - Requirements for any organization in the chain, to three different kinds of food enterprises to supplement local and international requirements. In order to attain international recognition and comply with ISO 22000:2005, the standard has been developed based on the experience of managing, monitoring and certification of HACCP, with reference to the Codex Alimentarius Commission and ISO standards, as well as the experience of food hygiene control in China.

### 食品安全管理國家標準通過審定

全國認證認可標準化技術委員會(SAC/TC261)最近在北京召開了食品安全管理標準會議，對《食品安全管理體系—餐飲業要求》、《食品安全管理體系—水產品加工企業要求》、《食品安全管理體系—果蔬汁及果蔬汁飲料生產企業要求》三項標準予具體修改意見，期待可盡快審批。

委員會提出GB/T 22000-2006《食品安全管理體系—食品鏈中各類組織的要求》應用於三項食品企業的具體要求，補充了國內外就特定行業所規定的要求。該標準是根據中國開展危害分析和關鍵控制點食品安全管理、監管與認證的多年實踐經驗，參考國際法典委員會和ISO標準等要求，結合國內有關法規和食品衛生質量控制的經驗，與ISO 22000:2005 相協調，達致國際水平。

### HKQAA appointed as GFSI Technical Committee Member

HKQAA was appointed as a member of the Technical Committee of the Global Food Safety Initiative (GFSI). One of the responsibilities of HKQAA is to participate in the development of global food supply chain security management standards. To that end, we attended the "2008 CIES / GFSI / CCFA food safety meeting" in Shanghai from 24-26 April 2008.

CIES held its first meeting in China on the theme "Create High Quality Food Supply Chain", and invited Danone, Metro, Carrefour, Wal-Mart, the General Administration of Quality Supervision, Inspection and Quarantine of the PRC, and Government representatives to give speeches. Speakers introduced the development, application and direction of GFSI from the perspective of retailers, manufacturers and certification bodies. During the meeting, HKQAA representatives exchanged ideas with mainland and international experts and actively promoted the concept of food safety.

### 獲委任為 GFSI 技術委員會委員

作為香港及大中華區的主要認證機構，香港品質保證局被CIES委任成為全球食品安全倡議(GFSI)技術委員會委員，參與制定全球食品供應鏈安全管理標準，並參與於二零零八年四月廿四至廿六日在上海舉行的「2008年CIES/GFSI/CCFA食品安全年會」。

CIES以「攜手打造安全的食品供應鏈」為主題，首次在中國舉辦會議，邀請了達能、麥德龍、家樂福、沃爾瑪、中國質監總局等業界和政府代表發表演講，圍繞GFSI全球食品安全倡議，以零售商、製造商和認證機構的角度介紹其發展狀況、應用和方向。在會上，香港品質保證局代表與多位國內外專家交流，積極推動食品安全理念。



# Hong Kong 香港

## Hong Kong 香港

### China Certification and Accreditation Association Visit

Ms Wang Fengqing, Chairman of the China Certification and Accreditation Association, led a delegation to the HKQAA in April 2008. During the meeting, they exchanged ideas on the development of the certification industry in Mainland China and the reform model of certification and accreditation in Hong Kong. Chairman Wang said that the first task for the establishment of CCAA was to unify the certification agency. This integration effectively established a powerful structure that has great international influence and has become the focus of discussion in other countries.

The certification business in China has been growing rapidly in recent years. There were 105 certification bodies in 2001 and now there are 184, including twenty foreign agencies. The future direction of development is through mergers, reducing the number of local certification bodies and further standardizing and optimizing the quality of certification bodies, thereby establishing a more impartial and independent certification and accreditation model.

In September 2003, the certification and accreditation regulations were particularly important for monitoring the certification market. Apart from the implementation of market supervision and spot checks, the results of the monitoring were reported in an international conference and aroused public interest. The local accreditation bodies went through spot checks to ensure the quality of certification, and more than 3,000 invalid certificates were cancelled.

In September 2005, China Certification and Accreditation Association was officially established as a bridge between the Government and industry, to promote international co-operation and establish a good environment for development. CCAA is a national non-profit industry organization, which was formed by accredited organizations, certification bodies, certification training agencies, certification advisory boards, laboratories, testing and certification agencies, accredited members and institutions, and other units formed by individual members. Current members include accredited system or product certification enterprises, laboratories and inspection agencies.

Chairman Wang said the member self-regulation pledge was set up two years ago and received a good public response. She expects both members and non-members to discipline themselves, maintain the professional and just image of the industry, and upgrade certification management in order to achieve the goal of being recognized worldwide.

### 中國認證認可協會到訪

中國認證認可協會會長王鳳清女士於四月率領代表團到訪香港品質保證局。席間就中國內地和香港認證行業的發展、認證認可模式的改革進行意見交流。王會長表示，認監委的成立，首要任務是統一認可機構。這次整合有效地樹立權威的架構層，對國際影響很大，更成為其他國家議論焦點。

中國近年的認證業務發展一日千里，認證機構由二零零一年的105家發展至今已有184家，其中20家為外資機構。今後的發展方向是通過合併，減少國內認證機構的數量，進一步規範及優化認證機構素質，確立更公正獨立的認證認可模式。

二零零三年九月，認證認可條例對認證市場的規範尤為重要，除了實施市場監督抽查外，有關監督結果更會在國際會議中報道，引起廣泛關注。自國內認證機構透過突擊自查以來，已取消了三千多家不符合要求的企業證書，確保認證的素質。

二零零五年九月，中國認證認可協會正式成立，作為政府和行業間的橋樑，促進與國際間的合作，建立一個良好的發展環境。協會是全國性的非牟利行業組織，由認可機構、認證機構、認證培訓機構、認證諮詢機構、實驗室、檢測機構和獲認證的機構等單位會員和個人會員所組成的。現有會員包括獲體系或產品認證的企業、實驗室、檢查機構等。

王會長稱，會員自律公約已成立兩年，各界反應不錯。期望會員和非會員均能自律，維護行業的專業及公正的形象，提升認證管理水平，達致具代表性認證的目標。



China Certification and Accreditation Association delegates and the Hong Kong Quality Assurance Agency management exchange information during the meeting  
中國認證認可協會代表團與香港品質保證局管理層交流情況



China Certification and Accreditation Association delegates and Hong Kong Quality Assurance Agency management  
中國認證認可協會代表團與香港品質保證局管理層



Ms. Wang Fengqing (left), Chairman of China Certification and Accreditation Association and Ir Prof. Peter K. W. Mok, Chairman of Hong Kong Quality Assurance Agency  
中國認證認可協會會長王鳳清女士(左)與香港品質保證局主席莫國和教授工程師

# International 國際

## International 國際

### ISO 9004:2009 Progresses to DIS Status

During its meeting in May 2008 in Novi Sad, Serbia, ISO's Technical Committee TC176 addressed the many comments received during voting on the Committee Draft. The Draft International Standard ("DIS") is expected to be published later this year. The standard provides guidance for organizations who wish to realize the full potential of their quality management system as a basis for ongoing, long-term success.

### ISO 9004:2009 國際標準草案進展情況

2008年5月在塞爾維亞諾維薩德會議期間，ISO技術委員會TC176討論了在委員會草案投票期間收到的許多意見，該國際標準草案("DIS")預計將在今年稍後公佈。該標準為企業希望全面發揮質量管理體系的潛能，作為持續和長遠的成功基礎，提供了指引。

### World Food Business Summit Focuses on Sustainability

HKQAA's Chairman Ir Prof Peter K. W. Mok and Associate Technical Director Dr Nigel H. Croft took part in the annual CIES World Food Business Summit in Munich, Germany, from 18-20 June 2008. The main focus was on sustainability throughout the supply chain, in the light of alarming changes in raw material prices (oil, wheat, corn, rice and others) compared to 12 months ago, and the severe competition between biofuels and basic food for agricultural land. Presentations were made by major food manufacturers and retailers worldwide, including Coca Cola, Danone, Carrefour, Walmart and others. There was significant participation from China, with more than 30 delegates representing organizations such as the Beijing Hualian Group, CCFA (China Chainstore and Franchise Association), Shanghai City Supermarket, Dairy Farm, Walmart China, and others.



### 世界食品商業峰會重點在可持續性

香港品質保證局主席莫國和教授工程師及技術總監倪國夫博士參加了於二零零八年六月十八日至二十日在德國慕尼黑舉行的CIES世界食品商業峰會。鑑於原材料價格(石油，小麥，玉米，稻米和其它)較前十二個月出現警示性的變化和生物燃料與基本食物之間對農地的嚴重競爭問題，該會主要重點討論整個供應鏈的可持續性、並由主要的全球食品製造商和零售商作介紹，包括可口可樂、達能、家樂福、沃爾瑪等。來自中國的代表，一共有超過三十家參與，例如北京華聯集團、CCFA(中國連鎖經營協會)、上海超市、牛奶公司、中國沃爾瑪和其它。

### ISO "Small Business Handbook" to be revised

ISO/TC176 will shortly initiate a revision to its Guidance Handbook "ISO 9001:2000 - Advice for Small Businesses" to take into account the changes being introduced in ISO 9001:2008. This handbook provides useful and practical information that has been used very successfully by both small and large organizations around the world. The current version of the handbook is available for purchase from HKQAA, under its licensing agreement with ISO.

### ISO "小型企業手冊" 將予調整

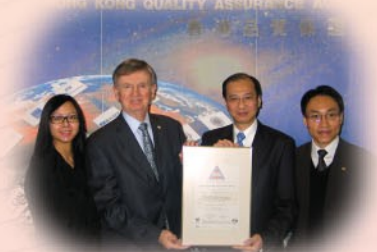
ISO/TC176將在短期內開始修訂"ISO 9001:2000小型企業指導手冊"，以配合在ISO 9001:2008的修改。這本手冊提供了有效和實際資料，於國際間已有不同企業成功地使用。根據與ISO的特許協議，現有版本可在本局購買。



# New Certified Clients 新認證客戶

Feb 2008 to Apr 2008 | 2008年2月至2008年4月

## 衛生署頒獎典禮



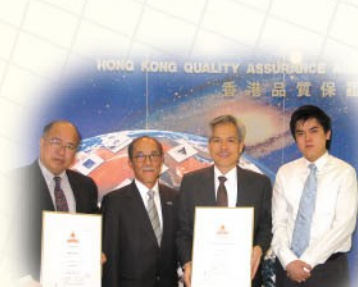
## Memorable Moments 紀念一刻

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems to achieve organizational and business goals since 1989.

From February to April 2008, we have been pleased to welcome fifty-one organizations to our community. Among them, they have attained fifty-nine certificates of ISO 9001, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, GB/T 28001, SA 8000, TL 9000, HKQAA-5S, HKQAA-HACCP and SQM. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自一九八九年成立以來，致力協助工商界實施管理體系，有效地達致機構和營商目標。

由二零零八年二月至四月期間，香港品質保證局共頒發五十九張證書，包括ISO 9001, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, GB/T 28001, SA 8000, TL 9000, HKQAA-5S, HKQAA-HACCP和SQM，在此謹祝賀五十一家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和利益相關方帶來更大的裨益。



## Hong Kong 香港














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			
			Jul 七月	Aug 八月	Sept 九月	Oct 十月
Quality 質量						
ISO 9001:2000 Quality Management Systems - Introduction ISO 9001:2000 質量管理體系 — 入門	 Half day 半天	Free 免費	QMS1C/HK-07A 2		QMS1C/HK-09A 1	
ISO 9001:2000 Quality Management Systems - Understanding & Application ISO 9001:2000 質量管理體系 — 理解與應用	 1	HKD 1,300	VM1C/HK-07A 7	VM1C/HK-08A 8	VM1C/HK-09A 5	VM1C/HK-10A 2
ISO 9001:2000 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2000 質量管理體系 — 內部質量管理體系審核員培訓	 2	HKD 2,800	VM3C/HK-07A 14-15	VM3C/HK-08A 11-12	VM3C/HK-09A 18-19	VM3C/HK-10A 8-9
ISO 9001:2000 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2000 質量管理體系 — 進階內部審核培訓	 2	HKD 3,000				QMS5C/HK-10A 13-14
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Reg #A17071) 質量管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號 A17071)	 5	HKD 12,000/ HKD 10,000*	IQA1/IRCA/7A 3-4, 8-9 & 11		IQA1/IRCA/9A 23-26 & 30	
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 — 理解與應用	 1	HKD 1,500		EMS2C/HK-08A 1		EMS2C/HK-10A 3
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 — 內部環境管理體系審核員培訓	 2	HKD 3,000	EM3C/HK-07A 17-18		EMS3C/HK-09A 16-17	
Occupational Health and Safety 職業健康和安全管理						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 — 理解與應用	 1	HKD 1,500		OHS8C/HK-08A 15		OHS8C/HK-10A 10
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 內部職業健康和安全管理體系審核員培訓	 2	HKD 3,000	OHS9C/HK-07A 7-8		OHS9C/HK-09A 29-30	
OHSAS 18001:2007 Occupational Health and Safety Management Systems Implementation Course 實施OHSAS 18001:2007 職業健康和安全管理體系	 1	HKD 1,500	OH03C/HK-07A 11			
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	 1	HKD 1,500		OH04C/HK-08A 18		
Food Safty 食品安全						
ISO 22000:2005 Food Safety Management Systems Implementation Course 實施ISO 22000:2005 食品安全管理體系	 3	HKD 4,800	HA9E/HK-07A 28-30			HA9E/HK-10A 30-31 Oct & 3 Nov
ISO 22000:2005 Food Safety Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17289) ISO 22000:2005 食品安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號 A17289)	 5	HKD 10,000		IRCA/FSMS/8A 31 Jul & 1, 4- 6 Aug		
Customer Satisfaction 顧客滿意						
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2004 客戶滿意度 — 投訴處理指引 — 理解與應用	 1	HKD 1,300			MT14C/HK-09A 8	
Integrated Management Systems 綜合管理						
Integrated Management Systems Set Up & Audit Approach 綜合管理體系 — 建立與審核方法	 2	HKD 3,000	IMS2C/HK-07A 30-31			
Management Tools and Skills 管理工具和技能						
Reading People (By using Questioning Techniques) 語言解碼，助你洞察人心	 2	HKD 2,800	EW15C/HK-07A 16-17			
Implementation of HKQAA 5S in the Workplace Operation 實施HKQAA — 5S 在工作間的營運	 1	HKD 1,300	GPO3C/HK-07A 21		GPO3C/HK-09A 2	
The Must-know Essentials for Quality System Management Representative 質量管理體系 — 管理者代表的重要須知	 1	HKD 1,300				MT23C/HK10A 6
Post Audit Process for Continual Improvement 審核後的持續改善技巧	 1	HKD 1,300	IMS3C/HK-07A 10			
Asset Management 資產管理						
The Essentials and Application of PAS-55 Asset Management PAS-55 資產管理 — 精要與應用	 2	HKD 3,000			MT24C/HK-09A 11-12	
Telecommunications and Information Service 電訊和資訊服務						
ISO 27001:2005 Information Security Management Systems - Understanding & Application ISO 27001:2005 信息安全管理体系 — 理解與應用	 1	HKD 1,500		ISE3C/HK-08A 18		
TL 9000-V (Service) R4.0 Quality Management System - Internal Auditor Training TL 9000-V (服務範圍) R4.0 質量管理體系 — 內部審核員培訓	 2	HKD 3,500		TL07C/HK-08A 4-5		

### Remarks 備註

\* Delegates who register and settle the payment 3 weeks before the class can entitle for early bird discount  
\* 凡於開課前最少三星期報名並繳付所有學費，可享有指定的優先報名優惠



## Mainland China 中國內地

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			
			Jul 七月	Aug 八月	Sept 九月	Oct 十月
Quality 質量						
ISO 9001:2000 Quality Management Systems - Understanding & Application ISO 9001:2000 質量管理體系 — 理解與應用	 1	RMB 600	VM1P/GZ-07A <b>SZ 7</b> VM1P/SH-07A <b>SH 16</b>	VM1P/SH-08A <b>SH 13</b>		VM1P/SH-10A <b>SH 8</b>
ISO 9001:2000 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2000 質量管理體系 — 內部質量管理體系審核員培訓	 2	RMB 1,200	VM3P/GZ-07A <b>SZ 8-9</b> VM3P/SZ-07A <b>SU 10-11</b> VM3P/SH-07A <b>SH 17-18</b>	VM3P/SH-08A <b>SH 14-15</b> VM3P/SZ-08A <b>SU 25-26</b>	VM3P/GZ-09A <b>GZ 25-26</b>	VM3P/SH10A <b>SH 9-10</b> VM3P/SZ-10A <b>SU 9-10</b>
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 — 理解與應用	 1	RMB 600			EMS2P/SH-09A <b>SH 24</b> EMS2P/SZ-09A <b>SU 9</b>	
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 — 內部環境管理體系審核員培訓	 2	RMB 1,200			EMS3P/SH-09A <b>SH 25-26</b>	
ISO 14001:2004 Environmental Management Systems - Implementation and Documentation ISO 14001:2004 環境管理體系 — 實施及文件指引	 1	RMB 780				EMS8P/GZ-10A <b>GZ 31</b>
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 — 內部審核員培訓	 2	RMB 1,500	IE01P/GZ-07A <b>GZ 17-18</b> IE01P/SZ-07A <b>SU 21-22</b>	IE01P/SZ-08A <b>SU 14-15</b>	IE01P/SH-09A <b>SH 8-9</b>	
Occupational Health and Safety 職業健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 內部職業健康和安全管理體系審核員培訓	 2	RMB 1,200	OHS9P/SH-07A <b>SH 10-11</b>	OHS9P/GZ-08A <b>GZ 7-8</b>	OHS9P/SZ-09A <b>SU 24-25</b>	
Customer Satisfaction 顧客滿意						
Design and Plan of Customer Complaints Handling Process - Based on ISO 10002 Management Systems 客戶投訴處理程序的編排與設計 — 基於ISO 10002管理體系	 1	RMB 780				MT16P/GZ-10A <b>GZ 17</b>
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理体系 — 理解與應用	 1	RMB 800			ISE3P/SZ-09A <b>SU 30</b>	
Social Accountability 社會責任						
SA 8000:2001 Social Accountability Management Systems - Internal Auditor Training SA 8000:2001 社會責任管理體系 — 內部審核員培訓	 2	RMB 1,200	SA01P/GZ-07A <b>SZ 28-29</b>	SA01P/SZ-08A <b>SU 7-8</b>	SA01P/GZ-09A <b>GZ 29-30</b>	
Management Tools and Skills 管理工具和技能						
How to Create 5S Culture and Conduct Internal Assessment 如何建立5S文化和進行內部評估	 1	RMB 780	GP01P/SH-08A <b>SH 29</b>			GP01P/SH-10A <b>SH 20</b> GP01P/SZ-10A <b>SU 20</b>
Telecommunications and Information Service 電訊和資訊服務						
Understanding the Essence of TL 9000 Measurements Handbook R4.0 TL 9000 R4.0 質量管理體系測量手冊改版精要	 1	RMB 900			TL05P/SZ-09A <b>SU 18</b>	
TL 9000 R4.0 Quality Management System - Internal Auditor Training TL 9000 R4.0 質量管理體系 — 內部審核員培訓	 3	RMB 3,800	TL04P/SH-07A <b>SH 28-30</b>	TL04P/GZ-08A <b>GZ 13-15</b>	TL04P/SH-09A <b>SH 17-19</b>	TL04P/SH-10A <b>SH 29-31</b> TL04P/SZ-10A <b>SU 29-31</b>

For registration and enquiry  
報名及查詢

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 Conducted in Cantonese 以廣東話授課	 Conducted in English 以英語授課	 Conducted in Putonghua 以普通話授課	 Dongguan 東莞	 Guangzhou 廣州	 Shanghai 上海	 Suzhou 蘇州	 Shenzhen 深圳
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For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名, 請瀏覽香港品質保證局網頁

<http://www.hkqaa.org>



# 2<sup>nd</sup> My Dream Home Photo, Writing and Drawing Contest 第二屆理想家園攝影、徵文及繪畫比賽

HKQAA is organizing its 2<sup>nd</sup> My Dream Home Photo, Writing and Drawing Contest to encourage teenagers to explore the building blocks and contributing factors necessary for creating a desirable home through art. Possible themes to explore include sustainable development, environmental protection, harmonious communities, healthy living, food safety and environmental hygiene. The contest aims to uncover talent in the visual arts and in the use of language. For more details, please visit the HKQAA website <http://www.hkqaa.org>.

香港品質保證局再次舉辦《第二屆理想家園攝影、徵文及繪畫比賽》，以鼓勵年青人透過藝術，細心思考締造理想家園所需的元素和條件，包括可持續發展、環保、和諧社區、健康生活、食物安全和環境衛生。從中發掘他們的對視覺藝術和語文應用等天份。詳情請瀏覽香港品質保證局網頁 <http://www.hkqaa.org>

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