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Recent financial turmoil makes us difficult to plan our future as we do not know when the "Real" tsunami will come and how worse the situation can be. Such a global detrimental problem was not evolved in one day but cumulated over time. Instead of solving it, people covered it up with something that caused even bigger problems. Our lives will definitely be affected by the economical downturn but the scale will never be comparable to that of climate change. If we do not act immediately to slow down the process of global warming, a critical point may be triggered within our lifetime and most of the natural resources will be gone one by one. The overall awareness of climate change in Hong Kong is still low and we believe VISION can play a role to improve the situation.

Dr Yu of Hong Kong University of Science and Technology, Mr Salter of RESET Limited and Ms Ho of WWF shed light on the subject matter by sharing their valuable experiences and knowledge. In the Technical Corner, Dr Croft highlights the new features of ISO 9001:2008 standard which has become the core element of management systems worldwide.

On behalf of the editorial team, I sincerely hope you would find VISION a helpful reference that provides useful information.

Mission
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.

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Solutions to Imminent Threat of Climate Change
解決迫在眉睫的氣候變化之威脅

Record highest temperature, record greatest storm, record largest flood, record strongest hurricane. Throughout recent decades, more and more extreme weather events have been observed worldwide. Studies have found that these abnormal climate changes are connected to the increase of anthropogenic greenhouse gas concentration. The build up of atmospheric greenhouse gas traps thermal radiation from the Earth’s surface and keeps the surface warmer than it would otherwise. Since greenhouse gas has significant impact on climate change, urgent action for greenhouse gas reduction shall be taken.

Different regimes and agreements are formed in attempt to tackle climate change problem. The Kyoto Protocol, which entered into force in 2005, was the first truly global regime to address climate changing problems. It is an international agreement that sets binding targets for industrialized nations for reducing greenhouse gas emission. Participating countries are obliged to reduce worldwide greenhouse emission by an average of 5.2% compared with the 1990 baseline levels over the five-year period 2008-2012. More recently, the topic on carbon emission reduction was also seriously discussed in the annual G8 summit meeting held in July 2008. G8 leaders have pledged to halve carbon emissions by 2050. This is in fact the first time that all the leading industrialized nations agreed to set a target for carbon emission reduction.

In response to the need of reducing carbon emission, people are taking various approaches:

1. Estimate carbon footprint
2. Develop and implement of carbon reduction programs and projects
3. Purchase carbon offsets in carbon market

Estimate Carbon Footprint and Carbon Emission

Knowing the amount of carbon emission produce is the very first step. However, estimating carbon footprint can get very complicated as it could involve detailed examination of every aspect of a life cycle that lead to direct and indirect carbon emissions. Governments and organizations have developed a simple measuring tool, carbon calculator, to help individuals or companies to determine their carbon footprint from their daily activities. Carbon calculator is usually designed to allow people to work out their own carbon footprint by answering a few questions about their daily activities and habits. In Hong Kong, WWF has launched the first Hong Kong Carbon Calculator in 2007. We are honoured to have, Ms Inez Ho, the Chief of Campaign Climate Programme Chief of Campaign from WWF Hong Kong to briefly describe their carbon calculator and their objectives in bringing this tool to Hong Kong.

近幾十年來，記錄了最高的溫度、最強烈的風暴、最兇猛的洪災、最猛烈的颱風，越來越多的極端氣候事件已在世界各地出現。研究發現，這些異常的氣候變化相繼增加，與人为溫室氣體濃度增加有一定的關聯。大氣溫室氣體阻止從地球表面反射的熱輻射，因而使地面溫度比正常高。由於溫室氣體嚴重影響氣候變化，採取減少溫室氣體的排放行動是刻不容緩的。

不同的制度和協議已相繼成立試圖解決氣候變化問題。《京都議定書》在二零零五年起生效，是第一個真正的全球化制度，致力解決氣候變化問題。這是一項國際性的協議，規定有強制性的目標，限制工業化國家溫室氣體的排放量。參與國家必須在二零零八年至二零一二年內控制全球溫室排放量，使平均排放量比一九九零年基準水平低5.2%。最近，於二零零八年七月舉行的年度八國高峰會議還討論了減少碳排放量的議題。八國領導人承諾於二零五零年之前將二氧化碳排放量減少一半，這是第一次所有主要工業化國家同意為減少碳排放量定下明確的目標。

為針對減少二氧化碳排放量之需要，人們正採取各種辦法：

1. 估計碳足印
2. 制定和實施碳減排方案和項目
3. 在碳交易市場中購買碳排放額

評估碳足印及碳排放量

了解碳排放的數額是關鍵的第一步。然而，評估碳足印是非常複雜的事情，因為它可涉及詳細檢查相關生命週期中各個直接或間接導致碳排放的元素。各個政府和組織為了幫助個人或公司估計他們的日常工作所排放的溫室氣體，制定了簡單的測量工具—碳計算器。碳計算器通常為了讓人們估計自己的碳足印，回答幾個他們的日常生活和習慣有關的問題。在香港，二零零七年世界自然基金會推出了第一個香港碳計算器。我們很榮幸邀請到世界自然基金會氣候項目總策劃何秀怡女士，簡略地描述他們的碳計算器及引進這工具到香港的因由。
除了碳计算器，一些國家政府和國際機構已制定指引，幫助訓練氣體排放者，確定其碳排放量。例如，香港的環保署和機電工程署制定了一套指引，以協助大廈業主和管理人員衡量建築物所導致的溫室氣體排放量。

### 碳減排項目和方案

許多機構已主動實施碳減排項目，項目的複雜程度可以十分簡單。例如，辦公空間外照明系統的限制亦可以提高公眾對減少二氧化碳排放量的意識。同時可以大大減少他們的碳足印。香港科技大學（科大）的俞宗怡博士在接受採訪時提到，科大在香港也正實施碳排放減少計劃有關的目標和行動，可在此相關文章中獲得更多詳情。

除了實施碳減排計劃外，可以額外減少溫室氣體排放的項目接連被開發。這些項目所產生的碳排放配額，可用於對沖碳排放。碳排放配額是以一噸二氧化碳之等量為單位，如國家和組織之間達致此碳足印可以購買配額。根據聯合國的分析和數據庫（UNEP Risoe CDM/JI Pipeline Analysis and Database），大大類型的項目在清潔發展體系內的貿易內是水資源、能源效率、燃料轉換和可再生能源。四個類別中，可再生能源佔60-70%，可再生能源項目包括水力、風能、太陽能發電、太陽能熱水和生物能。

### 碳交易

為了減少碳排放制度正常運作，金錢成本需要計算在減少碳排放量的系統中。換言之，如果組織能夠減少他們的碳排放量，另一方面，他們需要購買額外的碳排放配額，以補償超出規定的排放量。如果他們能夠夠減少碳排放，低於其承諾的限額時可出售額外碳排放配額。碳排放配額的價格，是由質量和市場對使用額配換取權的影響所影響。這類貨物市場的交易，但在此情況下，人們所交易之碳排放配額。根據歐洲碳交易中心（EEX）所提供的數據，二零零七年EEX內碳排放配額在合規市場的售價高達24歐羅一噸。相比二零零七年十二月二十二歐羅一噸的價格增加了一倍。

減少碳排放量加上價格標籤能有助鼓勵減少碳排放量。最後，如果公眾可以主動減少碳排放，而不是付錢給別人替你工作，氣候變化問題才能得到解決。

### 參考資料

[1] Intergovernmental Panel on Climate Change, IPCC Fourth Assessment Report, Climate Change 2007
Increasing Hong Kong People's Awareness on Climate Change
提升香港人對氣候變化的意識

Ms Inez Ho
Chief of Campaign for WWF Hong Kong’s Climate Programme
世界自然基金會香港分會氣候項目總策劃 — 何秀怡女士

The issue of climate change is no longer about saving the environment; it is about saving us all and our future. Hong Kong is ready to take action, as advocated by the Chief Executive’s recent Policy Address talking about developing Hong Kong into a “Low Carbon Economy.” WWF, since launching Hong Kong’s first carbon calculator in November 2007 through the “Citimeteers” Programme, has been calling for a low-carbon lifestyle which leads to sustainable living.

Be a “Citimeteer” means you are concerned about climate change and you want to take actions, basically any, small or big actions. “Citimeteers” is an online and interactive web portal (www.climateteers.org) that supports a wide range of offline-community activities towards achieving the low-carbon living goal. It allows and encourages active individuals and organisations to share and bring together climate-saving efforts. By bolstering the general public’s awareness on climate change, these leading “Citimeteers” community forces are creating a hub for the movement that will put Hong Kong on the map with other world cities on a common mission to tackle climate change.

Ms Inez Ho said, “Our vision is to provide a ‘one stop shop’ for the public to tackle climate change - a problem we all indiscriminately face.” Ho added that since the program launch last year, WWF has received lots of positive feedbacks and encouraging support from companies and individuals.

One of the major objectives of “Citimeteers” is to help people understand the impact their lifestyles have on climate change with a simple tool, the carbon calculator, which measures an individual’s footprint according to Hong Kong people’s specific lifestyle.

Understanding Your Carbon Footprint

A carbon calculator is a tool to estimate a person’s carbon emissions based on the amount and the kind of energy an individual uses in their daily activities[1]. The result of the calculation is an estimated emission figure in terms of tons of CO2 - that is a person’s Carbon Footprint[1]. During the interview, Ms Ho pointed out that the carbon calculator developed by WWF and tailored for Hong Kong embeds criteria that match local lifestyles, utilities and public transport facilities and uses data sets that are relevant to the city. For example, when an estimation of CO2 emission contributed by electricity consumption is made, fuel efficiency of Hong Kong power companies are taken into account. Another example is public transportation, WWF’s carbon calculator measures emissions from local ferries, which is not a common feature in carbon calculators used by any other countries. “With this full carbon calculator, people are encouraged to set targets for themselves and take real actions to cut their personal carbon emissions in everyday life,” Ho added.

Things You Can Do To Reduce Carbon Footprint

Remember - even the smallest actions count! Easy examples are turning down the air conditioning at home or at work by a few degree Celsius, avoid unnecessary travelling and using energy-efficient electrical appliances. By keeping track of your own carbon footprint, you will realise your personal "achievements" in carbon reduction. "For activities that are unavoidable, purchasing carbon credits is an option to reduce carbon footprint. However, offsetting carbon emissions shall be the last option because we believe that behavioural change is most important and has a more long-lasting effect," said Ho.

Reference

[1] 「氣候正能量」網頁: www.climateteers.org

氣候變化已不再只是一個環保議題，它對我們的生活和將來有著深遠的影響。行政長官最近在施政報告中，提倡發展「低碳經濟」，顯示香港已準備好回應氣候變化的挑戰。世界自然基金會的「氣候正能量」項目於二零零七年十一月推行香港首個碳足印計算器，提倡低碳生活方式，以達至可持續生活。


何秀怡女士說：「氣候變化影響著我們每一個，而「氣候正能量」這概念就是為公眾提供一個「一站式」的平台，以處理氣候變化這個問題。」何女士續稱，計劃自去年推出以來，世界自然基金會已收到企業和個人的積極反應及支持。

「氣候正能量」其中一個主要目的是幫助人們了解他們的生活方式對氣候的影響，並透過一個簡單的工具——碳足印計算器，根據香港人的人生模式，計算個人的碳足印。

了解您的碳足印

碳足印計算器這個工具根據我們在日常生活中的各種活動所消耗的能源種類和數量，計算各人的碳排放量[2]。計算結果是以等量的二氧化碳，亦即個人的碳足印[2]。何女士在訪問中指出，世界自然基金會研發的碳足印計算器，是根據香港人的人生模式，公用事業及公共交通設施，以及與香港相關的數據而設計。例如在估計用電所產生的二氧化碳排放量時，亦會考慮香港電力公司的燃油效益作出計算。另一個例子就是在計算公共交通工具的排放量時，也會將渡輪產生的碳排放量計算在內，這在其他國家的碳足印計算器中並不常見。何女士說：「有了這個有趣的碳足印計算器，我們可以為自己設定個人目標，並採取實際行動，以減少個人在日常生活中的二氧化碳碳排放量。」

立即行動 達到碳足印

緊記——即使是細微的行動，亦有其功效。簡單例子包括在家中或公司開調機調到適宜溫度，避免不必要的旅遊及使用高效能源效益的電器。只要你留意自己的碳足印的變化，便會知道這些減碳活動是否生效。何女士表示：「至少一些不可避免的活動，可透過購買碳排放權減少碳足印。然而，抵消碳排放量應是最後一步，因為我們相信改變生活模式才是最重要，它帶來的效益亦是時效的。」
The topic on voluntary carbon trading market has always been discussed together with the compliance carbon trading market as both involve buying and selling of carbon credits. However, the principles behind the trades are very different. In the compliance market, companies and countries are buying carbon credits because they need to meet regulated carbon emission targets set by the policymakers, whereas in the voluntary market, carbon credits are purchased on a voluntary basis.

As Saltier pointed out the voluntary market is independent of Kyoto Protocol and is a demand driven by corporation and individuals who wants to offset their carbon emission or to become carbon neutral. Corporations are interested in the carbon trading because it helps enhancing their environmental aware image and they could at the same time get experience with carbon trading before the carbon emission reduction regulation comes into force. Carbon trading has become a common practice in many of the commercial sectors including banks, retailers, finance. Some companies, i.e. Cathay Pacific, even offer carbon offset package to their customers.

The price of carbon credits is vulnerable and is dependent on the quality of the credits. Within the EU Cap and Trade system, the price of the carbon credit is around 23 Euro for a ton carbon dioxide. In the voluntary market, the average price of the Verified Emission Reduction Credits was $6.3 per ton of carbon dioxide in July-August 2008.

How does Carbon Trading System Benefit the Environment?

The carbon trade system helps countries meeting their greenhouse emission targets. More importantly, Saltier believes that the carbon trading could at least introduce the practice of people paying for their carbon emission, as well as making them aware of their impacts on the environment and incentivizing clean energy technology. In addition, it also encourages companies to internalize the carbon costs into economic decision making.

Difficulties and Challenges in the Voluntary Market

"A major problem with the voluntary market in the past is that no clear standard to assure buyers that the credits they are buying were real. With the increasing demand of carbon trading in the voluntary market, there must be a minimum standard to assure the quality of the carbon credits. The Gold Standard for example was developed for high quality carbon offset and it is most widely accepted by about 50 NGOs worldwide," said Saltier. In order to restore the credibility of voluntary market, it is necessary to use such recognized standards for quality assurance.

At present, the driving force of the voluntary market mainly comes from the West. As Saltier pointed out, the major challenge in the domestic voluntary market is the lack of local projects. "We are observing the growth in the Asia demand, but many people are only interested in buying the credits in Hong Kong or from countries in Asia. In order to grow the domestic voluntary market, we will have the produce more projects in Hong Kong," said Saltier.

Future Development of the Voluntary Market

The demand of carbon offset in the voluntary market has grown rapidly over the past couple of years. However, Saltier thinks that the future development of the voluntary market remains uncertain at this stage because people are not sure about how big the market is going to be. Furthermore if the quality of the credits does not continue to improve there is the risk that people will back out from the voluntary market.
World carbon emissions are still on the rise, how does Hong Kong University of Science and Technology (HKUST) bring awareness to its staff members and students to this issue and spread the message of reducing carbon footprint in Hong Kong? Dr Samuel C.T. Yu, Associate Director of Health, Safety & Environment Office (HSEO) of HKUST, shared the objectives and hands-on experience in implementing carbon emission reduction projects in HKUST.

It All Begins with Energy Saving...

HKUST has been paying attention to the issue of carbon emission reduction for years, but under a different name previously. Dr Yu frankly pointed out, the slogan then was “energy saving”, and the main objective was reducing expenses. In the summer of 2007, when HKUST first took on the task of defining its carbon footprint, effort was focused on assessing carbon emission from consumption of electricity and town gas on campus, and release due to transportation on and off campus. According to the HKUST Environmental Report, 89% of the university’s carbon emission in the 12-month period of July 2006 to June 2007 came from electricity consumption, while transportation and town gas usage accounted for 10% and 1% respectively. As a result, the effort of further carbon emission reduction was naturally focused on electricity saving.

How is it done at HKUST...

In addition to all the positive results of electricity saving, HKUST continued to launch a variety of measures and schemes to create and sustain a green campus. As Dr Yu mentioned, recently more than 500 sets of energy lamps were deployed to replace aged and less energy efficient units in the Academic Building. Service-on-demand escalators, motion sensors, electronic ballasts, T5 fluorescent tubes and digital power monitoring meters were installed on campus for energy saving and energy management purposes. “University is a unique place for students to learn more about environmental protection, as well as a place to arouse their aspiration in sustainability.” Dr Yu said. Since April 2007, HSEO established an Organic Farming Club to provide opportunities for staff members and students to participate in organic farming.

HKUST also gave support to Government initiatives, such as the “Vehicle Emission Test”, which was launched by the Environmental Protection Department (EPD). This program focused on pollutants generated by exhaust from motor vehicles. The data and findings of this project would help EPD establish an advanced air quality control program.

Challenges in Implementing Carbon Emission Reduction Project in Hong Kong...

It is well-known that, other than energy saving, renewable energy can contribute to substantial carbon reduction. However, Dr Yu admitted that land in Hong Kong is so scarce and the density of the urban development so high that it may preclude the development of large-scale renewable energy projects, such as wind farms. Nevertheless, regardless of this and other challenges, there should be comprehensive environmental and sustainability education in Hong Kong, so as to educate the future generation who will continue to strive for this vision. This is a sure path for us to achieve a sustainable and low-carbon community.

Dr Samuel C.T. Yu, Associate Director of Health, Safety & Environment Office, Hong Kong University of Science and Technology 香港科技大學健康、安全及環境處副處長 俞宗岱博士

全球的碳排放量仍不斷上升，香港科技大學（科大）怎樣喚起教職員和學生的關注，並在香港傳播減少碳足印的訊息？香港科技大學健康、安全及環境處副處長俞宗岱博士分享科大實施減少碳排放計劃的目的和經驗。

一切從節約能源開始……

多年來，科大一直關注減少排放碳的問題，只是早年以另一個名稱推行。俞博士直言，當時以「節省能源」為口號，主要之目的是減少學校開支。

在二零零七年夏天，科大進行了首個碳足印工作，著力從校園的電力和煤氣的消耗量，以及往來校園的公共交通工具排出的廢氣來評估碳的排放量。根據科大的環境報告顯示，在二零零六年六月至二零零七年六月間的十二個月內，89%的碳排放量來自電力，而從交通工具及煤氣錄得的分別為10%及1%。因此，要進一步減少碳排放量，自然是將努力集中在節省電源了。

科大如何做到得到……

除了得到節省電力的成效，科大繼續推出了多項措施和計劃以建立和維持一個綠色校園。俞博士所說，最近在教學樓範圍採用了五百套節能照明電燈，更換了老化的電燈和較低能源效益的組件。科大更在校園安裝了按需求服務的升降機、感應器、電子鎖流器、T5節能光管和數碼能源監察器，以節省能源及作能源管理用途。俞博士稱：「大學是一個獨特的地方，可以讓學生學習到更多關於環保的知識，更可引發他們對環境的可持續發展的渴望。」在二零零七年四月，健康、安全及環境處成立了有機種植學會，為學校職員及學生提供參與有機種植的機會。

科大亦對政府實施的綠色計劃給予支持。例如參與由環境保護署（環保署）推行的「汽車廢氣測試」，該項測試旨在測試車輛排放廢氣的物質。從測試中得出的數據及調查結果會幫助環保署確立進一步的空氣質素控制計劃。

在香港推行減少碳排放計劃的挑戰……

眾所周知，除了節省能源，再生能源亦有助於減少大量的二氧化炭；但是，俞博士承認，香港的土地稀少，而且市區發展的密度高，可能妨礙發展大規模再生能源項目，如風力發電場等。不過，儘管面對這個問題和其他挑戰，香港也需要推行全面的環境和可持續發展教育，以教育下一代繼續為這個目標努力。這是一個必行之路為我們實現一個可持續發展的低碳社會。
ISO 9001: 2008 is Ready for Publication

ISO 9001: 2008 準備出版

Author: Dr Nigel H. Croft
Associate Technical Director, HKQAA

It is now almost eight years since the year 2000 version of ISO 9001 was published, bringing with it the need for major change for many organizations, including a change of focus from the old 20-clause structure to a more pragmatic process approach, and a change in emphasis from “procedures” to “process management” and from “records” to “documented results”.

As part of an ongoing process to ensure that its standards remain relevant and useful, ISO requires all its international standards to be reviewed every five years to decide whether they should be reaffirmed without change, revised or withdrawn. In the case of ISO 9001, this process involved an extensive web-based user survey carried out in 2004, where the overwhelming majority of comments were favourable towards the structure and content of the standard, and only minor suggestions for areas of improvement were made. Also, during the period 2001-2004, the official ISO/TC176 Interpretations process became fully operational, and the requests for interpretation indicated some areas where clarifications to the wording of the standard might be beneficial. All ISO/TC176 interpretations are available free of charge on www.tc176.org.

It was within this context that ISO’s technical committee TC176, responsible for the ISO 9000 family of standards, has been working on developing the latest version of ISO 9001, to be published later this year. At its latest meeting held in Novi Sad, Serbia, from 20-24 May 2008, the committee approved the final text of ISO 9001:2008 which will now be subjected to formatting and translation into ISO’s official languages before being released in late October/early November.

Unlike the 2000 version of the standard, which brought with it major changes, the 2008 revision aims to make only minor improvements to the text, where there is a clearly identified need for better clarity (for example, where interpretation requests have highlighted a lack of understanding from users), or where better alignment with ISO 14001 (for environmental management systems) can be achieved. There has been no intention to generate any new requirements.

The Development Process for ISO 9001:2008

Whilst ISO makes no formal distinction between a “revision” and an “amendment” to its standards, the decision to describe the 2008 version of ISO 9001 as an “amendment” is intended to send a clear message to the more than 1,000,000 certificate holders worldwide that the changes are very minor.

Based on feedback from the user survey, it was agreed that the development work on the new version of the standard should adopt an “impact versus benefit” approach to analyse every individual change to ISO 9001 that might be proposed. The intent was to limit any changes to those where there are clear benefits to users and where the potential impact is relatively low.

- “High benefit” means that the change:
  - Removes ambiguity in the requirements
  - Provides better clarity of text
  - Improves the compatibility with ISO 14001
  - Results in improvement in translatability

ISO 9001:2008 的發展過程

雖然ISO沒有正式為「改版」和「修訂」兩者作出明確的區分，但決定用「修訂」來形容ISO 9001:2008年的版本，目的是向全球百萬以上的證書持有人發出一個清楚明確的信息——變化是很輕微的。

從用戶調查中顯示，一致認為新版標準的發展工作應採取「影響相對效益」的方法，分析每一個ISO 9001改變的提議。目的是限制那些對標準有明顯益處和潛在影響較低的內容作出變更。

- 「高效益」是指以下改變：
  - 刪除條文中含糊的地方
  - 提供含義更清晰的內容
  - 提升與ISO 14001的兼容性
  - 改善翻譯的結果
"Low Impact" means that the change requires:
- Little or no additional training
- Little or no change to documentation
- Little or no change to quality management system processes
- No additional audits in order to migrate to ISO 9001:2008

Some examples of the type of change being introduced into the new standard are as follows:

Clause 0.1 (General)
- ISO 9001:2008 now refers to the organization’s business environment, and although there are no requirements in this introductory clause, organizations should pay attention to ensure that their Quality Management System (QMS) remains relevant to the changing business environment (for example, as the organization grows, uses new technologies etc). It is important to ensure that the level of detail of the QMS and associated processes is appropriate to the risks involved in the organization’s activities.
- There is also a clarification to emphasize that ISO 9001 includes only statutory and regulatory requirements applicable to the product (and not, for example, related to environmental, social, financial or other topics).

Clause 0.2 (Process Approach)
- Although this clause includes no requirements, this is probably one of the most subtle, but important changes introduced in the new standard. Text has been added to emphasize the importance of processes being capable of achieving desired outputs. In other words, the quality management system should be attaining its primary objective, which is to provide confidence in the organization’s ability to “consistently provide conforming product”. Over the years, some organizations seem to have forgotten this primary objective of the QMS, and have focused their attention on producing documentation and records, rather than on managing their processes to achieve the desired results.

Clause 1.1 (Scope)
- The new version of ISO 9001 clarifies that wherever the term “product” is used throughout the standard, this also includes any intended output resulting from the product realization processes (from purchasing through to delivery of the final product, and, in some cases, including post-delivery activities).

Clause 4.1 (General Requirements)
- Clause 4.1 (e) clarifies that process measurement may not be applicable in all cases, though all processes have to be monitored.

Notes have been added to explain more about outsourcing, including examples of the types of control that may be applied to outsourced processes, based on factors such as:
- the potential impact of the outsourced process on the organization’s capability to provide product that conforms to requirements
- the degree to which the control for the process is shared
- the capability of achieving the necessary control through the application of clause 7.4 (Purchasing)

The notes also clarify that outsourced processes remain the responsibility of the organization and must be included in the quality management system.

Clause 4.2.1 (Documentation)
- Minor changes have been introduced to clarify that:
  - QMS documentation also includes records
  - Documents required by the standard may be combined
  - ISO 9001 requirements may be covered by more than one documented procedure

- 「低影響」是指改變需要以下的配合：
  - 很少或沒有額外的培訓
  - 很少或沒有文件的改變
  - 很少或不需要質量管理體系中過程的變化
  - 不需要額外的審核便可轉證到ISO 9001:2008

一些按以上原則引入到新標準的變更，例子如下：

條文0.1 (總則)
- ISO 9001:2008現十分著重組織機構的營商環境，雖然此條文沒有設定要求，但組織機構必須注意確保其質量管理體系仍然符合變化中的營商環境，例如，利用新技術去配合該組織機構的發展等。此外，亦需要確保質量管理體系的仔細程度和相關流程與組織機構活動時所涉及的風險是相稱的。
- 另外，強調了ISO 9001只包括適用於產品的法例和法規的要求，而不關於環境、社會、金融或其他方面的法例和法規。

條文0.2 (過程方法)
- 條文加入了文字來強調實現預期輸出的過程的重要性。換言之，質量管理體系應實現它的首要目標：組織機構能對外給予信心，保證可以持續及穩健地提供符合規格的產品。雖然這項條文並沒有包括要求，但在新標準中，這可能是其中一個最微小但重要的改變。多年来，一些組織機構似乎已經忘記了質量管理體系的首要目標，把它注意力都集中在編寫文件和記錄，而不是管理過程中，以達到理想的績效。

條文1.1 (總則)
- 新版ISO 9001闢明了凡在整個標準不同部份中使用「產品」的解釋，產品也包括從產品實現過程中產生的任何預期結果，從實現過程可採購到付運最終產品，以及在某些情況下，包括付運後的服務。

條文4.1 (總要求)
- 條文4.1(e) 闢明了雖然所有過程都需要監視，但過程的測量不適用於所有情況下。
- 加入附註解釋更多關於外包過程，影響外包過程的控制的因素：
  - 在外包過程，對組織機構提供符合產品要求能力的潛在影響
  - 流程控制可共享之程度
  - 通過應用條文7.4(採購)，來達致必需的控制之能力
- 附註更清晰指出組織機構仍然有責任和必須把外包過程包括在質量管理體系之內。

條文4.2.1 (文件化要求)
- 稿件修改以闢明：
  - 質量管理體系文件也包括記錄
  - 標準所規定的文件可以合併
  - ISO 9001要求可對應多於一個文件化程序文件
Clause 4.2.3 (Document Control)
- ISO 9001:2008 clarifies that the only external documents that need to be controlled are those determined by the organization to be necessary for the planning and operation of the quality management system.

Clause 5.5.2 (Management Representative)
- The new version of the standard clarifies that the Management Representative has to be a member of the organization's own management team, and, under normal circumstances, not an outside party (such as a consultant) working on a part-time basis.

Clause 6.2.1 (Human Resources)
- ISO 9001:2008 makes an important clarification that competence requirements relate not only to those personnel whose work directly affects the product quality, but also those who are indirectly involved (for example in purchasing, supplier evaluations, internal audits etc).

Clause 6.3 (Infrastructure)
- This clause now recognizes the importance of information technology in modern organizations, and the effect that information systems can have on product conformity.

Clause 7.1 (Planning of Product Realization)
- ISO 9001:2008 strengthens the requirement for planning of product realization to include measurement ("as appropriate").

Clause 7.2.1 (Customer Related Processes)
- The standard now clarifies that post-delivery activities may include:
  - actions under warranty provisions
  - contractual obligations such as maintenance services
  - supplementary services such as recycling or final disposal

Clause 7.3.1 (Design & Development Planning)
- A note has been added to explain that design and development review, verification and validation have distinct purposes. As such, they may be conducted and recorded separately or in any combination as suitable for the product and the organization.

Clause 7.3.3 (Design & Development Outputs)
- The requirements of this clause have been clarified, and a note added to explain that outputs should also include those related (for example) to packaging where this is needed for product preservation.

Clause 7.5.3 (Identification and Traceability)
- The wording has been changed to clarify that identification may be needed throughout the product realization process, not only for the final product.

Clause 7.5.4 (Customer Property)
- The note to this clause now explains that both intellectual property and personal data should be considered as customer property.

Clause 7.6 (Now retitled Control of Monitoring and Measuring Equipment)
- Explanatory notes have been added regarding the use of computer software, mentioning verification and configuration management as typical methods to satisfy the intended application and to maintain its suitability for use.

Clause 8.2.1 (Customer Satisfaction)
- A note has been added to explain that monitoring of customer perception can include input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims and dealer reports.
Clause 8.2.2 (Internal Audit)  
- This now includes the need to ensure that both corrections and corrective actions are addressed, as appropriate.

Clause 8.2.3 (Monitoring / Measurement of Process)  
- Whenever QMS processes do not achieve planned results, the organization must now evaluate the need to make corrections and/or corrective action, regardless of the direct impact on product conformity.

- A note has also been added to clarify that when deciding on the appropriate monitoring and/or measurement methods, the organization should consider both the impact on product conformity and on the effectiveness of the quality management system.

This list is not intended to be exhaustive. There are other changes in wording at various places in the new standard, but in general these are editorial in nature and will have no impact at all on certified organizations.

**Transition to ISO 9001:2008**

As previously mentioned, the changes introduced in the 2008 version of ISO 9001 are very minor in nature, and they should not necessitate any additional audits in order to verify compliance with the new standard. For that reason, ISO and IAF (the International Accreditation Forum) have decided not to refer to a "transition" policy, which might imply that ISO 9001:2008 is in some way "better" than ISO 9001:2000. Certification to ISO 9001:2008 should not be viewed as an "upgrade", and, during the "co-existence period of the old and new versions, organizations that are certified to ISO 9001:2000 should be afforded the same status as those who have already received a new certificate to ISO 9001:2008.

However, it should not automatically be assumed that an organization certified to ISO 9001:2000 necessarily continues to meet the requirements of ISO 9001:2008. It may be that in some cases the clarifications introduced in the new standard result in a better understanding of the requirements and in the organization having to make some small changes to its QMS. It is expected that the need for any such changes could be verified during routine surveillance audits.

The official implementation policy for ISO 9001:2008, agreed by the IAF/ILAC/ISO Joint Working Group, can be summarized as follows:

- New certificates may only be issued after a routine surveillance or recertification audit to ISO 9001:2008.
- No accredited certificate to ISO 9001:2008 shall be issued until after the standard has been officially published by ISO.
- 1 year after publication by ISO, all future certificates (initial and recertification) must be issued according to ISO 9001:2008.

ISO 9001:2008 is scheduled for publication in November 2008. The intent of this new version of the standard is to clarify existing requirements, rather than to introduce any new requirements, and to improve compatibility with ISO 14001 (the Environmental Management System standard). Although the changes introduced in ISO 9001:2008 are minor, there may be implications for some organizations that could necessitate small changes to the quality management system in order to maintain certification.
Quality: Foundation for the Development of Asset Evaluation Industry
質量：資產評估業的發展基石

As one of the leading companies in asset evaluation industry, Shanghai Linxin Appraisal Ltd. has started to establish its ISO 9001 quality management system in 1999 and became the first company attained quality management system certification among asset evaluation companies in Mainland China. With a well-established quality management system, Linxin is able to manage internal processes effectively and gain a high position of competitiveness in the industry, as of today, Linxin has carried out thousands of evaluation projects successfully.

Risk Prevention and Quality Control

More than ten years ago, when ISO 9001 certification was still at the initial stage in China, Madam Zhang Melin, Chairman of Linxin had already realized the importance of quality management to asset evaluation industry. Zhang emphasized: “The quality level of an asset evaluation company shall not be judged by the volume of business only, the seriousness of quality control measures is the key factor instead.” Along with the diversified nature and increased complexity of projects, evaluation firms are facing higher and higher risk of litigation. The effect of better quality control to regulate and avoid risks of evaluation towards the protection of both the evaluation firm and asset valuers cannot be underestimated.

Taking risk management for a project as an example, asset valuers and related project members should define quality objectives and requirements of the whole evaluation process before commencing the evaluation. Regulatory documents, monitoring method, controlling standard and related quality records shall be studied; relevant risk elements shall be measured; and risk level and type associated to processes shall be analyzed so as to formulate an effective quality control plan for the evaluation. Through these steps, Linxin has successfully reduced operating risks and costs, and most importantly, uplifted her credibility in the industry.

Company Culture and Quality Management

For years, a unique corporate culture has been fostered within Linxin to serve her customers. People of Linxin have adhered to the following values: “Set our mission on trust; discipline ourselves on trust; undertake our duties with trust; treat others with trust”. Quality and corporate culture compliments to each other and become a strong commitment to her clients. At present, Linxin has established a mature quality management system to define requirements for each process. Besides, Linxin has established a three-level audit system, and corrective and preventive action procedure to drive quality improvement. In addition, Linxin recruited experts to handle evaluation of special fields. As a result, evaluation reports become much authoritative and professional.

It is not difficult to appreciate the dedication of Linxin to quality through their three-level evaluation report audit mechanism. According to the requirements of ISO 9001 and to make the mechanism effective, Linxin set up a working draft marking system as well as an evaluation report grading system which can score each report in an objective manner comprehensively. Those effective quality and risk control system can protect clients’ legal rights. With the strong foundation of quality and corporate culture built up for more than ten years, quality management system certification does not mean merely a certificate to Linxin, the spirit of Linxin people will lead all members of Linxin to pursue quality excellence.
The HKQAA Symposium has been the best event of its kind for regional businesses since 2001. The theme of the Symposium 2008 will be "Social Challenge and Business Opportunities - Managing Long Term Success". We aim at sending a strong message to industry that corporate social responsibility, supply chain management, climate change initiatives and emission reduction are vital for sustainable business. This year symposium will be held from 10 to 12 December 2008, details as below:

**DAY 1: SUSTAINABLE DEVELOPMENT DAY**
Date : 10 December 2008 (Wednesday)
Venue: Marco Polo Hongkong Hotel

**Session 1: Sustainable Business Strategy**
In this session, we are going to explore the factors that will affect the strategy for building a sustainable business model such as social responsibility, public administration, and climate change. Also, the ability for enterprises to face crisis is another important topic for the age of rapid and widespread information flow.

**DAY 2: CORPORATE SOCIAL RESPONSIBILITY DAY**
Date : 11 December 2008 (Thursday)
Venue: Auditorium Main Hall, Hong Kong Science Park Phase 2

**Session 2: Corporate Social Responsibility (CSR) in Practice**
In this session, we are going to widen our horizons to the new international standard on social responsibility; recent development of code of business practice; and current CSR practices in HK and western countries.

**Session 3: Responsible Food Supply and Public Health**
In this session, we will discuss how consumers' health can be protected throughout the food supply chain. Focus will be put on the issue of food nutrition facts, food supply control, and hygienic food processing and serving.

**Session 4: Meeting Buyers’ Expectations about Social Responsibility Issues**
(to be held at TianLun International Hotel, Guangzhou)
In this session, senior executives from major buying offices are invited to talk about their expectations and the senior executives of major trade associations will discuss the current situations in China.

**DAY 3: GREEN DAY**
Date : 12 December 2008 (Friday)
Venue: Auditorium Main Hall, Hong Kong Science Park Phase 2

**Session 5: Green Infrastructures and Buildings**
In this session, speakers from the government and the industry will discuss how architectural designs and construction projects can be managed and controlled in order to become green.

**Session 6: Carbon Emission Reduction**
In this session, experience gained in various carbon emission reduction projects will be shared. Also, latest carbon trading and carbon neutral management system certification scheme will also be discussed.
Mainland China 中國內地

1761 PRC Standards are Planned to be Developed or Revised in 2008

The National Development and Reform Commission (NDRC) has published 2008 year project plan for development or revision of industrial standards in July this year. 1761 items were mentioned in it with major interests on product standards, management standards as well as standards that are relevant to energy saving and carbon emission reduction, and safety standards. Priorities are given to those standards that are useful to drive technological advancement and regulate market economics. In addition, standards with emphasis on energy consumption and carbon emission reduction, innovative technology application, and food and commodity safety assurance are also in the top positions.

A New International Credibility Standard Released in China

The standard, "Credit Management Systems Requirements with Guidance for Use (ICCO 26001:2008)" which was enacted by the International Credit Cooperation Organization has recently published in China. This standard has made reference to ISO 9001:2000 and ISO 14001:2004 management system in terms of the requirements in company quality, business capability, profitable capability, debt repayment capability, implementation capability and future development, key personnel credibility and follow-up management. This standard is intended to assess organization's credibility and risk management system for the development a trustful and honorable social environment with low risk of credibility problem.

The State-owned Assets Supervision and Administration Commission of the State Council Calls for Driving on Social Responsibility for Central Enterprises

The State-owned Assets Supervision and Administration Commission of the State Council currently announced that over 20 central enterprises have prepared social responsibility reports or sustainable development reports to demonstrate their support and development in social responsibility. To ensure continuous improvement, enterprises shall carry out the following five tasks in the next step:

1. Increase the awareness of social responsibility;
2. Develop regulations;
3. Improve reporting system on social responsibility;
4. Strengthen international cooperation; and
5. Enhance Communist Party's leadership on social responsibility.

國家今年計劃制定及修訂1761項行業標準

中華人民共和國國家發展和改革委員會(國家發改委)於七月正式達成了二零零八年發展或修訂行業標準項目計劃。共1761個項目列入該計劃，主要涵蓋產品標準、管理標準，以及其他相關節約能源，減少碳排放及安防的標準項目。行業標準修訂的重點是優先編制有利於推動行業技術進步及規範市場經濟秩序等的標準項目。此外，節能減排，創新技術應用，建立食品及產品安全保障體系所需的標準均在優先編制的位置。

國際誠信標準登陸中國


國資委回要求中央企業積極推進社會責任工作

日前，國務院國有資產監督管理委員會有關負責人表示，截至今年六月底，已有二十多家中央企業發布了企業社會責任報告書可持續發展報告，展示了中央企業在社會責任方面的工作。為了確保企業的可持續發展必須做好以下五項工作：

一、提高企業社會責任的意識；
二、建立社會責任的規則；
三、改進社會責任的報告制度；
四、促進國際交流合作；及
五、加強黨組織對企業社會責任的領導作用。
ISO 9001:2008 Implementation Seminar

ISO 9001, first published in 1987, will be evolving to the fourth edition later this year. The changes being introduced in ISO 9001:2008 are intended to provide greater clarity of existing requirements and improve compatibility with the ISO 14001:2004 environmental management systems standard.

In September, Dr Nigel H. Croft, Associate Technical Director of Hong Kong Quality Assurance Agency conducted an ISO 9001:2008 Implementation Seminar in Hong Kong to introduce the “transition” process from one of the key authorities in ISO and IAF for ISO 9001:2008, and to further explore the vision and objective of future development of ISO 9000 family of standards.

HKQAA was granted CNAS OHSMS Accreditation

China National Accreditation Service for Conformity Assessment (CNAS) confirmed Hong Kong Quality Assurance Agency (HKQAA) to be the first organization receiving Occupational Health and Safety Management System (OHSMS) accreditation out of Mainland China. Effective on 30 June 2008, HKQAA provides accredited OHSMS certification services to various industries such as construction; transport; storage and communication; financial intermediation, real estate, renting; and engineering services in Hong Kong.

Dr Michael Lam interviewed by Metro Finance

Dr Michael Lam, Executive Director of Hong Kong Quality Assurance Agency (HKQAA), received an interview by a radio live show “Ming’s Tea House” from Metro Finance in September. Topics around the recent big scandal over contaminated baby milk powder, which was found to be causing kidney stones and other complications in babies.

Dr Lam pointed out, it is critical to food suppliers, manufacturers, distributors and retailers in the food supply chain to ensure food safety. Professional assessment services of material sources and handling procedures are especially important, and as a result to identify sources and prevent hazardous food contamination. Effective food supply chain management systems will not only ensure food safety but also increase customer’s confidence in food products.

HKQAA has been taking an active role in promoting the message of food safety by joining hands with different organizations and the Government to conduct a wide range of seminars or lectures in order to provide a better understanding of related requirements and standards in food industry.
ISO 9001:2008 Implementation Policy Formally Approved

During its meeting in July 2008, the Joint Working Group of ISO, IAF (the International Accreditation Forum) and ILAC (the International Laboratory Accreditation Cooperation) approved the implementation plan for ISO 9001:2008. In summary, this foresees the following:

- New certificates may only be issued after a routine surveillance or recertification audit to ISO 9001:2008.
- No accredited certificates to ISO 9001:2008 are allowed to be issued until after the standard has been officially published by ISO.
- 1 year after publication by ISO, all future certificates (initial and recertification) must be issued according to ISO 9001:2008.

We will be working closely with all our certified clients to ensure the transition to ISO 9001:2008 goes smoothly.

Chartered Quality Institute Appoints New CEO

The Chartered Quality Institute (CQI) has appointed Mr Simon Feary to take over from John Frame as CEO, upon Mr Frame’s retirement in July 2008. Mr Feary formerly headed up the International Register for Certificated Auditors (IRCA).

HKQAA continues its close collaboration with the CQI, and Dr Michael Lam, Executive Director and Dr Nigel Croft, Associate Technical Director of HKQAA were able to congratulate Mr Feary during their recent visit to CQI’s headquarters in London.

ISO 9001:2008 實施政策正式批准

ISO聯合工作小組、IAF (國際認證論壇) 和 ILAC (國際實驗室認證聯盟) 二零零八年七月會議期間，批准了ISO 9001:2008實施計劃。總結如下：

- 新證書可在按ISO 9001:2008標準進行下的一次監督審核或換證審核後簽發。
- 待ISO的新標準正式出版後，才可簽發ISO 9001:2008證書。
- 按照ISO出版後一年，其後所有的證書（初次和換證）也必須簽發ISO 9001:2008證書。

我們將與所有認證客戶緊密合作，以確保ISO 9001:2008的過渡順利進行。

英國特許質量協會任命新的行政總裁

英國特許質量協會（CQI）已正式委任Simon Feary先生接替在二零零八年七月退休的John Frame先生擔任英國特許質量協會行政總裁。Feary先生曾在國際審核員註冊協會（IRCA）擔任領導工作。

香港品質保證局和CQI將會繼續緊密合作，香港品質保證局總裁林寶興博士和技術總監倪國夫博士到訪倫敦CQI總部期間向Feary先生送上熱烈祝賀。
Memorable Moments

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 May to July 2008, we have been pleased to welcome fifty-five organizations to our community. Among them, they have attained forty-five certificates of ISO 9001, ISO 10002, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, SA 8000, TL 9000, HKQAA-HACCP, QSPSC and SQM. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

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Remarks:
- Delegates who register and settle the payment 3 weeks before the class can enjoy a 10% early bird discount.
- Fees are subject to change and are not refundable.
- Advanced course for 50% of the course fees.
- NTTS accredited course with 50% course fee reimbursement.
- NTTS accredited course with 50% of the course fees.
- NTTS accredited course with 50% course fee reimbursement.
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| Environment | | | |   |   |   | | |
| ISO 14001:2004 Environmental Management Systems - Understanding & Application | 1 | RMB 600 | EMSPGZ-11A | SU | 26 | EMSPGZ-11A | SU | 26 |
| ISO 14001:2004 環境管理體系－理解與應用 | | | | GZ | 1 | | | |

| Occupational Health and Safety 職業健康和安全 | | | |   |   |   | | |
| OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application | 1 | RMB 600 | OHS180PSh-12A | SU | 1 | OHS180PSh-12A | SU | 1 |
| OHSAS 18001:2007 職業健康和安全管理體系－理解與應用 | | | | | | | | |
| OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training | 2 | RMB 1,200 | OHS180PSh-12A | SU | 2-3 | OHS180PSh-12A | SU | 2-3 |

| Customer Satisfaction | | | |   |   |   | | |
| Design and Plan of Customer Complaints Handling Process - Based on ISO 10002 Management Systems | 1 | RMB 780 | MT16PSh-11A | SU | 21 | MT16PSh-11A | SU | 21 |
| 客戶投訴處理程序的編制與設計－基於ISO 10002管理體系 | | | | | | | | |

| Information Security | | | |   |   |   | | |
| ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application | 1 | RMB 800 | JSEPSh-12A | SU | 11 | JSEPSh-12A | SU | 11 |
| ISO/IEC 27001:2005 信息安全管理體系－理解與應用 | | | | | | | | |

| Social Accountability 社會責任 | | | |   |   |   | | |
| SA 8000:2003 社會責任管理體系－入門 | | | | | | | | |
| SA 8000:2003 Social Accountability Management Systems - Internal Auditor Training | 2 | RMB 1,200 | SA200PSh-11A | SU | 30-31 | SA200PSh-11A | SU | 30-31 |
| SA 8000:2003 社會責任管理體系－內部審核員培訓 | | | | | | | | |

| Management Tools and Skills 管理工具和技能 | | | |   |   |   | | |
| How to Create SS Culture and Conduct Internal Assessment | 1 | RMB 780 | GFOIPSh-10A | SU | 20 | GFOIPSh-10A | SU | 20 |
| 如何建立SS文化並進行內部評估 | | | | | | | | |

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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
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