VISION

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HKQAA
香港品質保證局
The year of 2009 is the 20th anniversary of Hong Kong Quality Assurance Agency, through these years, our support to the industry has gone beyond quality management system certification, which was the first service offered. Our scope of service has been expanded to cover certification and training services pertaining to quality, environmental protection, occupational health & safety, product compliance and safety, market research, retail service performance, social responsibility and climate change. Our primary function is focused on knowledge sharing, the provision of assurance and technology transfer. VISION is one of the ways in which we share experience of dealing with current issues and pass on the latest market information.

In this issue, we would like to follow up on the main theme of our annual flagship event, the HKQAA Symposium 2008, which was “Managing Long Term Success”. Our feature article, “Sustainable Development - Giving Hope to Future Generations” provides insights and useful information to help readers rethink their business processes. In the Technical Corner, Dr. Crott gives an authoritative viewpoint on the new version of ISO 9004, which also emphasizes sustained success with quality management approach.

I would like to take this opportunity to thank all readers who have supported VISION since 2001. I wish you all a healthy and prosperous Year of the Ox!

二零零九年是香港品質保證局二十週年誌慶，經過多年的努力，我們服務業界的範疇已不局限於創辦時提供的質量管理體系認證。我們的服務範圍已擴大至質量、環境保護、職業健康及安全、產品符合性及安全、市場研究、零售服務表現、社會責任以及氣候變化相關的認證和培訓服務。我們的主要職能專注於分享知識，提供保證和轉移技術。《管略》是我們分享熱門議題的渠道之一，藉此傳遞最新的市場信息。

今期，我們會延續香港品質保證局一年一度的旗艦活動—香港品質保證局專題研討會2008的主題「締造長久佳績」。我們的專題文章「持續發展－給未來創造希望」提供精闢的見解和有用的資訊，幫助讀者重新思考業務的流程。在技術研討的欄目，倪國華博士會就新版本的ISO 9004分享權威觀點，當中重點提及以質量管理方法取得持續成功。

在此，我藉著這個機會答謝讀者從二零零一年起對《管略》的支援。我衷心祝願各位在牛年身體健康、生活美滿！

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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Sustainable Development - Giving Hope to Future
持續發展 – 給未來締造希望

During the last century, technological and industrial advances have dramatically changed the way we live. These advances have made our lives more comfortable than ever, but they have also come at a significant cost to the environment and to our society.

Human beings are consuming more resources than they have ever done before due to the escalating demand for resources to improve their quality of life. Cars, houses, worldwide travel... almost everything people desire consumes natural resources. However, the consumption rate is much faster than it could possibly be regenerated. Over the past forty-five years, humanity’s demand for resources has increased by more than 50%, resulting in a situation where many countries need to import resources to meet their needs. If humans are consuming 30% more than the Earth can replenish, at this consumption rate, we will need another planet to meet our resource needs by 2030. The earth has a finite amount of natural resources which can be safely and sustainably consumed, so their over-consumption will endanger our future prosperity. The problem is not just about degrading the quality of living; there is a real chance that there will be an inadequate supply of basic necessities such as clean air, safe water and healthy food.

To ensure that we will be able to enjoy in future what we are currently enjoying, individuals must begin to recognize the ecological limits and integrate sustainable development into their decision making.

Global Trend to Achieve Sustainability

The concept of sustainable development is well known to governments, regulators, business enterprises and consumers. As the world is moving towards globalization, the interconnections between countries have made the development of sustainability challenging in the sense that it needs participation from every country to change consumption patterns or improve the efficiency of use of natural resources. Humans have tended to behave as though natural resources are free and limitless. Until people take serious action to change their behaviour, real sustainability will never occur.

Many countries have developed initiatives to promote sustainable development. Latin America and the Caribbean have adopted concrete actions in the areas of biodiversity, water resources, vulnerabilities, sustainable cities and social aspects, among others. Asia and the Pacific region, on the other hand, have focused on capacity-building and poverty reduction for sustainable development, sustainable energy production, land management and biodiversity conservation, and the protection and management of freshwater resources. Regardless of the approach taken, it has become more and more apparent that sustainable development cannot be achieved by a single country or business sector in isolation. Instead, it requires cooperation and strong commitment from every participant in the global economy.

In the last century, technology and industrial progress brought about the lifestyle changes that are now long overdue. These developments have made our lives more comfortable than ever, but they have also come at a significant cost to the environment and to our society.

The demand for resources has increased by more than 50% in the past four decades, and it is projected that we will need another planet to meet our resource needs by 2030. The earth has a finite amount of natural resources which can be safely and sustainably consumed, so their over-consumption will endanger our future prosperity. The problem is not just about degrading the quality of living; there is a real chance that there will be an inadequate supply of basic necessities such as clean air, safe water and healthy food.

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Implications for Business

The global economy is coming under growing pressure to pay for social problems and the environmental damage arising from business activities. For businesses to maintain their competitiveness and grow requires a revolutionary change in business strategy so as to integrate sustainable development into the business decision making process. In traditional business practice, the decision making process focused primarily on economic considerations. With the increasing demand for achieving sustainability, companies will have to take both social and environmental aspects into consideration and transform core business strategies to drive sustainable development.

Although sustainable development requires a commitment to new responsibilities, it also creates new and exciting business opportunities. These include:

1. New technology and product development that will allow people to operate in a resource-constrained world, increasing the efficiency and performance of ecosystems;
2. New trading markets, such as carbon trading and water quality systems;
3. New business opportunities, such as ecosystem restoration and environmental asset finance or brokerage; and
4. New revenue streams for assets currently unrealized but for which new markets or payments for service could emerge.

Businesses obviously have a significant impact on the environment and our society and could well take a leading role in making a sustainable future. However, it is not their responsibility alone. Sustainable development is about caring for our environment, our society and most importantly, our future generations. To have a sustainable future, every individual will have to completely revamp the way they prioritize their needs so as to place the needs of people, community and environment ahead of individual and corporate needs.

To be Continued...

The topic of sustainable development covers a wide range of social, environmental and economic issues. In the next issue of Vision, we will present interviews with well respected professionals who will share their knowledge and experience in sustainable development. We hope that these interviews will help you better prepare for this new business trend.

References
[2] BBC News, Disposal Planet?
[3] UN Department of Economic and Social Affairs - Division of Sustainable Development, Plan of Implementation
HKQAA-HSBC CSR Index
HKQAA-HSBC 企業社會責任指數

One of the key challenges to businesses nowadays is the urge to organizations to rethink their social responsibility alongside their business activities to create economic prosperity. This may partly be due to the emerging phenomena of environmental degradation, social inequality, corporate governance and so on.

Hong Kong Quality Assurance Agency (HKQAA) is pleased to launch an index for Corporate Social Responsibility (CSR). It is aimed to provide a quantitative performance metrics for measuring and improving CSR performance of the organizations in Hong Kong. The index can help enhance the competitiveness of organizations in Hong Kong because CSR has been a key concern of local and overseas investors, buyers and brands. Appreciation is given to The Hongkong and Shanghai Banking Corporation Limited (HSBC) for her sponsorship and participation as the co-organizer of the index. The index, named as “HKQAA-HSBC CSR Index”, was officially launched on 10 December 2008.

The CSR Index comprises of indicators that track performance in four categories based on ISO 26000 “Guidance on Social Responsibility”, which are then consolidated to create a final score. The four categories include Corporate Governance, Social Well-Being, Economic Growth and Environmental Conservation.

Key Features
- Participation is voluntary; helps demonstrate organization’s commitment to be a socially responsible brand.
- Organizations will learn the contemporary best practices on social responsibility based on ISO 26000 guidelines.
- Tracking of CSR performance over time is made possible for individual organization and for organizations in Hong Kong as a whole.
- A framework is provided that serves as a reference milestone for ongoing improvement on CSR aspects.
- Individual feedback report on individual organization’s strengths and areas for improvements in details is given to each participating organization.

現今企業面臨的主要挑戰之一，是在經營業務獲取經濟增長的同時，亦要再三思考如何履行其應負的社會責任。現今的自然環境恶化、社會上的不公平、公司管治問題的出現可能是部份的誘因。

香港品質保證局誠意推出對應企業社會責任(CSR)的指數，旨在提供一個定量的表現指標，讓衡量企業在香港履行及改善社會責任(CSR)的表現。感謝香港上海滙豐銀行有限公司(HSBC)的贊助並擔任合辦機構。指數於二零零八年十二月十日正式推出並名為“HKQAA-HSBC企業社會責任指數”(CSR Index)。

CSR Index 包含根據ISO 26000定的「社會責任指引」四大類指標評價組織機構的表現，總結後得出最後評分。四大類指標包括企業管治、社會福利、經濟增長及環境保護。

主要特點
- 這是一項自願性計劃。組織機構的參與表明其承認為對社會負責的品牌。
- 組織機構能根據ISO 26000的指引學習現今社會責任的優良運作模式。
- 跟蹤個別組織機構和香港的機構在不同時段履行CSR的表現。
- 提供一個框架作為不斷改進CSR表現的參考里程碑。
- 參與組織機構將收到一份個別的報告。詳述組織機構的長處和需改進的地方。
CSR Performance Improvement Process 企業社會責任的改進流程

Enrollment by applicants 企業報名參與計劃

HKQAA-HSBC CSR Index Sponsorship Selection (if applicable) HKQAA-HSBC 企業社會責任指數贊助名額的篩選（如適用）

Desk Top Review by HKQAA HKQAA 進行文件審閱

On-Site Verification by HKQAA HKQAA 進行現場審核

Reporting of Performance by HKQAA HKQAA 發出表現報告書

Improvement by participants 參與組織機構作出改善

Enrollment

The organizations will need to complete and submit the following to HKQAA:

- CSR survey questionnaire derived from the HKQAA-HSBC CSR Index Framework
- Supporting evidence of CSR activities
- Enrollment form with a formal sign off by the organizations’ Chief Executive or Board member

HKQAA-HSBC CSR Index Sponsorship Selection

Organizations applied for HKQAA-HSBC CSR Index sponsorship will be randomly selected for the subsidy and will be individually notified of the result in writing.

Desk Top Review and On-site Verification

Experienced HKQAA auditors will conduct a comprehensive CSR performance assessment for the participating organizations.

Reporting

All participating organizations will receive detailed confidential feedback on their performance, where possible, comparison with other participants in their sector and all other participants can be made.

Improvement

Based on CSR Index analysis, organizations will be able to identify areas of strengths and weaknesses, thus implementing appropriate improvement actions.

參與方法

欲參與的組織機構須填妥以下文件，並遞交至香港品質保證局

- HKQAA-HSBC 企業社會責任指數之企業社會責任調查問卷
- CSR活動的相關支持證據
- 由機構的行政總裁或董事會成員正式簽署作實的報名表

HKQAA-HSBC 企業社會責任指數贊助名額的篩選

合資格申請 HKQAA-HSBC 企業社會責任指數贊助的機構，將以隨機抽籤的方式選出，有關結果將個別以書面形式通知。

文件審閱及現場審核

經驗豐富的香港品質保證局審核人員會為參與機構進行全面的企業社會責任評估。

表現報告書

所書有參與機構將收到保密的報告書，詳細列明機構的表現；在可行的情況下，可與同一界別或所有界別參與者的表現作比較。

改善

根據企業社會責任指數的分析，機構能夠掌握其優缺點，從而採取適當的改善方案。
Social Challenges and Opportunities: Managing Long Term Success
社會挑戰與營商機遇：締造長久佳績

The HKQAA Symposium 2008 was held successfully from 10 to 12 December 2008 at the Marco Polo Hongkong Hotel, Hong Kong Science Park and the Jian Guo Hotel, Guangzhou. Around one thousand participants from industry and commerce attended.

Maintaining a competitive advantage is the only way to maintain market position in this ever-changing business environment. The main theme of the symposium was "Social Challenges and Opportunities: Managing Long Term Success" and different sub-themes were addressed on different themed days, "Sustainable Development Day", "Corporate Social Responsibility Day" and "Green Day".

The symposium was supported by Government Officials from Guangdong, Hong Kong and Macau as well as various reputable organizations. Miss Vivian Lau Lee Kwan, JP, Deputy Director General of Trade & Industry (Commercial Relations, Controls & Support) and Mr Yi Zhong-qiang, Vice Mayor, Jiangmen Municipal People's Government, officiated at the opening ceremony.

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Sustainable Development, Corporate Social Responsibility and Environmental Protection are global trends, and critical to the success of every organization. In order to support the development of these areas, HKQAA is taking the lead to introduce three corresponding schemes: the HKQAA-HSBC CSR Index, to provide quantitative performance metrics for measuring the Corporate Social Responsibility (CSR) performance of the organizations in Hong Kong; the HKQAA Business and Community Supporting Fund (HKQAA BCS Fund), to subsidize sustainable development, increase competitive advantages and maintain a harmonious environment in the community; and the HKQAA Carbon Management Certification Scheme, to encourage the reduction of carbon emissions.

This year, HKQAA arranged a session in Guangzhou, "Meeting Buyers' Expectations", which focused on major overseas buyers' expectations about corporate social responsibility among mainland Chinese suppliers, and covered the REACH, ISO 26000 and SA 8000 initiatives.

We would like to take this opportunity to thank all speakers, sponsors and supporting organizations for making this symposium so memorable. For more information, please visit our website http://www.hkqaa.org.
Many organizations think that “Implementing ISO 9000” means meeting the requirements of, and achieving certification to ISO 9001. Although this is an important part of the implementation of a quality management system, and a requirement of many customers, ISO 9001 focuses only on developing an effective system (one that achieves the planned results), with the aim of meeting customer and statutory/regulatory requirements for the product. ISO 9004 has traditionally gone beyond these requirements, and provides guidance (not compulsory, and not subject to a “yes/no” verdict on conformity) to help the organization develop an effective and efficient system with the aim of achieving the long-term satisfaction of all interested parties. According to the ISO 9000 definition, those “interested parties” include all persons or groups that have an interest in the performance or success of the organization, including customers and end-users, people in the organization, owners/investors (such as shareholders, individuals or groups, including the public sector, that have a specific interest in the organization), suppliers and partners, and society in terms of the community and the public affected by the organization or its products.

As most readers of "VISION" will be well aware, the latest version of the ISO 9001 requirements standard (ISO 9001:2008) was published on 15 November 2008. This incorporated only minor changes, aimed mainly at providing better clarity and improved compatibility with the ISO 14001:2004 Environmental Management Systems standard. Work continues, however, on a major revision of the ISO 9004 Guidelines standard, which is currently being circulated among the member countries of ISO’s Technical Committee TC 176 as a Draft International Standard (“DIS”) for comment and vote, and is due for publication towards the end of 2009. In addition, 73 volunteer organizations around the world are actively involved in validation tests of the DIS version, to ensure it meets user needs on a practical level.

The ISO Standards Development Process

ISO standards are always user-driven, and in the case of ISO 9004, the inputs for the revision process were the result of of extensive web-based surveys conducted to determine the needs and expectations of all interested parties (organizations, purchasers, regulatory bodies, certification bodies, governmental organizations, consultants, quality award scheme owners and others).

ISO 9004: 2009 Begins to Take Shape - A Recipe for "Sustained Success"
Changes Planned for the New ISO 9004

Although the current (year 2000) version of ISO 9004 provides very useful guidance for organizations seeking continual improvement of their quality management system, it has not been widely embraced at the global level in the same way as the ISO 9001 requirements standard. ISO 9004 will therefore undergo a much more profound revision, based on inputs from the web-based user survey that was carried out in 2003/2004. This is reflected in the standard’s new title “Managing for the sustained success of an organization - a quality management approach”, where “sustained success” is defined as the ability of an organization to maintain or develop its performance in the long term.

The primary user expectations for the new ISO 9004 standard were as follows:

- It should be written in plain language and structured in an understandable and easy-to-use format.
- It must serve the changing needs of organizations for sustained success.
- It should help users to identify, evaluate, prioritize and satisfy the needs and expectations of interested parties.
- It should facilitate the continual improvement of the capabilities of the organization to deliver value to their customers, and to satisfy the needs and expectations of other interested parties.

Users also expressed a desire for the new ISO 9004 to facilitate improvement in their management systems, taking into account the need for continual adaptation by the organization to changes in its business environment and the importance of risk management related both to strategic and operational issues.

In view of the extent of the proposed changes to ISO 9004, and in order not to delay publication of the new ISO 9001 standard, a decision was made to de-couple the development programmes of the two standards, although the concept of a “consistent pair” of standards (two distinct standards that can be used together or separately) will remain. That is the reason why the new version of ISO 9001 was published in late 2008, independently from the new version of ISO 9004.

Structure and Content of ISO 9004:2009

Although the detailed text of ISO 9004 is likely to undergo some further changes before it is ready for publication, the main concepts and features of the new standard are unlikely to change, and can be summarized as follows:

- The sustained success of an organization depends on its ability to monitor its external and internal business environment for opportunities, changes, trends and risks, and its ability to respond appropriately. The organization needs to develop and maintain an ability to learn, change and innovate in response to the results of such monitoring.
- Greater importance is given to the formulation of policies and strategies appropriate to the organization's business environment, they must then be planned and deployed throughout the organization taking into account the different scenarios that may develop over time and their associated opportunities and risks. Likewise, the need for innovation and learning is emphasized.
- The new ISO 9004 standard continues to promote the process approach, management using the PDCA (Plan-Do-Check-Act) cycle.

ISO 9004的改動


主要用戶對新的ISO 9004標準期望如下：

- 以淺白的語言，易於理解的結構和容易使用的方式來編寫。
- 必須對應組織爭取持續成功時所面對因應時需求。
- 幫助用戶識別、評估、處理優先次序和滿足相關方的需求和期望。
- 有助於組織機構持續改進向客戶提供價值的能力，並滿足其他相關方的需求和期望。

用戶更希望在新ISO 9004能夠協助組織機構改進管理體系，尤其是因應變化營商環境下持續適應的需要，以及有組織和營運問題上風管管理的重要性，以達致改善管理體系的需求。


ISO 9004:2009的結構和內容

雖然ISO 9004的文字細節在出版前很可能會有進一步的修改，但新標準的主要概念和重點是不會改變的，並可歸納如下：

- 結構機構的持續成功要素，是取決於組織機構是否能有效地監察著內部和外部的趨勢、變幻、發展變化和風險，以及作出適當反應的能力。組織機構需要發展和保持學習，改變和創新以應對監察到的結果。
- 更重要的是組織機構的業務環境來制定適當的策略和政策，同時組織機構必須考慮可能隨著時間發展的不同情況和其相關的機會和風險作計劃和部署。同樣重要的是需要創新和學習。
- 新ISO 9004標準繼續推動過程方法，按照PDCA循環(策劃-執行-檢查-行動)的管理。
The new standard and its relationship with ISO 9001 can be illustrated in the following figure:

- Includes definitions for "Sustained success" and the organization's (business) environment.
- Here the standard addresses concepts such as the eight quality management principles, including the organization's fundamental attitude and behaviour, operating framework, tools and relationships with interested parties as well as the overall business environment in which the organization operates.
- This includes recommendations relating to the mission and vision of the organization, and the effective deployment of strategies and policies throughout the entire organization by using the appropriate communication tools.
- ISO 9004 not only provides additional guidance on resource issues covered in ISO 9001 (Personnel competence, infrastructure and work environment), but also addresses other topics such as financial resources, the involvement and motivation of people, relationships with suppliers and partners, knowledge, information and technology, and the use of natural resources.
- Emphasizes the need to adopt a "Plan-Do-Check-Act" approach to all the organization's processes, including those that are outsourced.
- In addition to providing additional guidance on monitoring, measurement, internal audit etc. that are covered by ISO 9001, the new ISO 9004 addresses topics such as KPIs (key performance indicators), self-assessments, and benchmarking.
- ISO 9004 recognizes that these are essential elements for sustained success, and that an organization has to be agile in order to respond to its changing business environment. This can involve small-step improvements, or major innovations to the organization's processes and products, but at all stages learning from both positive and negative experiences is vital.
- Annex A provides a self-assessment tool that can be used to evaluate organizational maturity (in much the same way as the self-assessment tool of the current version of ISO 9004, though in far greater detail).
- Annex B provides a detailed explanation of the eight quality management principles on which the ISO 9000 family of standards is based.
- Annex C provides a linkage between the various clauses of the new ISO 9004 and ISO 9001:2008.
- There is also a very comprehensive bibliography (including recommended websites) providing further opportunities to understand the topics covered by ISO 9004 in greater detail.
Sustainability of Quality Services

New World Telecommunications Limited (NWT) is one of the leading companies in the telecommunications sector in Hong Kong. Striving to provide quality, reliable and customer-focused service to customers, NWT obtained ISO 10002, as proof of their quality customer services.

Attain Sustainable Quality Services

Riding on a “customer-focused” philosophy, NWT tries its best to understand customers’ needs and strives to exceed their expectations by offering them customized solutions. NWT has implemented a series of measures to monitor and enhance service effectiveness and quality. The company provides various customer services hotlines and an interactive online customer services platform to cater to the different needs of its customers, allowing customers to contact them timely and experience convenient and high-quality services. On top of providing training programmes on languages, products and technology for staff members in order to enhance their efficiency, NWT also enhances complaints handling process so as to conform to the criteria of ISO 10002: 2004 complaints handling management system.

People is the Key to Success

NWT believes a team of professional staff together with a comprehensive performance management system which aims at continual improvement is the “growth engine” of the Customer Service Department. By using the PDCA (Plan-Do-Check-Act) management practice, various customer service processes are well planned and executed to meet customers’ needs and strengthen their relationship with the company. Various systematic quality control measures and customer feedback analysis are also employed to streamline processes and improve service quality.

In pursuit of service excellence, NWT plans and offers systematic training programmes with appropriate skill set to all customer service staff members who are ready to meet the challenges and changes of meeting customers needs and attaining the highest level of customer satisfaction.

Systems can Smoothen the Operation

ISO 10002 enables NWT to plan and design customer care strategy for the complaint-handling process so as to resolve customers’ complaints effectively, and even turns them into business opportunities. By applying the standard, NWT can accurately analyze the situation, find the root cause and take appropriate corrective and preventive actions. Besides, NWT also documents complaint records according to ISO standards, which allows easy review in the future and helps to prevent the recurrence of similar incidents.

NWT sees customers as the foundation of its business. The company also believes in the philosophy of “Happy staff, happy customers” and is committed to deliver quality service consistently as a key to building long-term relationships with customers.

實現持續的優質服務

新世界電訊恪守“以客為本”的精神，深明了解客戶需要的重要性，希望做到“想客所想”，提供貼心服務，超越他們的期望。該公司實施一系列措施，以監察和提升服務的效率和質素，並針對不同客戶群，設立不同的客戶服務熱線，再配合網上客戶服務平臺，讓客戶可以更快捷地與他們聯絡，隨時隨地體驗優質、便利的服務。此外，新世界電訊定期為員工提供語言、產品及科技知識等各類培訓，以提升他們的效率，更優化投訴處理程序，以符合ISO 10002:2004投訴處理管理體系標準之標準。

人材是成功的關鍵

新世界電訊深信，一隊高效率的專業團隊跟完善的績效管理制度，有助推動客戶服務部持續改善其服務質素。有見及此，他們採用PDCA (Plan-Do-Check-Act) 循環改善的管理模式，有效規畫和執行不同的客戶服務流程，以達致優質的服務水平，滿足客戶需求及加強彼此關係。此外，多種系統化的質量控制措施和客戶意見分析亦有助精簡程序和不斷改善服務。

在追求卓越服務方面，新世界電訊為所有客戶服務員提供系統化的培訓計劃，讓他們能應付未來的挑戰和不斷變化的客戶需求。

融入體系 優化運作

新世界電訊認為，採用ISO 10002能更有效系統地計劃及設計客戶投訴的處理程序，以最有效的方法解決客戶的投訴，甚至將它們轉化成市場。按ISO 10002的準則處理客戶的投訴，可令投訴記錄更詳盡、易於稽查。根據其準則，新世界電訊能準確分析投訴的根本原因，及訂立適當的糾正和預防措施。

新世界電訊亦向客戶為業務發展之基礎，並貫徹「開心員工、開心客戶」的理念，繼續提供優質的服務，務求與客戶建立長遠的關係。
International, Hong Kong & Mainland China
國際、香港及中國內地

ISO Circulates Committee Draft of ISO / IEC 17021 Part 2 for Ballot

During its meeting in October 2008, the ISO Conformity Assessment Committee (CASCO) completed its initial drafting work on the new standard ISO/IEC 17021 Part 2, "Conformity assessment - Requirements for bodies providing audit and certification of management systems and requirements for third-party certification auditing of management systems", and the Committee Draft is now being circulated to ISO and IEC members for comment and ballot. This standard will provide additional requirements for certification bodies involved in management system certification, and concentrate heavily on auditor competence issues as well as determining other specific criteria for the audit process. Certification bodies are currently required to meet ISO/IEC 17021 Part 1 as the main criterion for accreditation, and to follow the auditor competence guidelines established by ISO 19011:2002. The new ISO 17021 Part 2 standard will require a much more rigorous approach to defining individual auditor competence, selecting a competent audit team to carry out the audit, and will specify competence criteria for other certification body personnel, including, for example, those involved in contract negotiation and review, and those who make the certification decision. The new standard is expected to be published early in 2010.

New ISO and IAF Strategic Plan to Maintain Credibility of Accredited Certification

The Strategic Joint Working Group between ISO, IAF (the International Accreditation Forum) and ILAC (the International Laboratory Accreditation Cooperation) recently agreed on a joint action plan to address some of the issues surrounding the credibility of ISO 9001 Certification.

These include the following:
- Carrying out a two-year project together with UNIDO (United Nations Industrial Development Organization) to verify the level of satisfaction with ISO 9001 certification in the South Asian countries.
- Developing a mechanism for closer monitoring of accredited certification bodies, using performance "metrics".
- Developing more aggressive market surveillance by accreditation bodies, including short "validation visits" to certified organizations.

Work Begins on Revision to ISO 19011

ISO has begun work to revise its guidance standard on auditing, currently available as ISO 19011:2002 "Guidelines for quality and/or environmental management systems auditing". The plan is to increase the scope of the document to become applicable to auditing of any management system standard, and not just limit it to Quality and Environmental Management System. It will also take into consideration the work that is being done by ISO/CASCO to develop the ISO/IEC 17021 Part 2 standard. The work on ISO 19011 is being coordinated by ISO's Technical Committee TC176 for Quality Management, and the new standard is expected to be available around 2011.

ISO and IAF的新策略性計劃保持認可認證之信譽

由ISO(國際標準化組織)、IAF(國際認證論壇)和ILAC(國際實驗室認證聯盟)成立的策略性聯合工作小組，最近商定了一份聯合行動計劃，以應對關於ISO 9001認證信譽的問題。

這些措施包括:
- 與UNIDO(聯合國工業發展組織)實施一個為期兩年的項目，評核ISO 9001認證在南亞國家的滿意度。
- 建立一個表現「指標」，密切監察認可的認證機構。
- 由認證機構建立一個更主動及及時的市場監察機制，包括對認證的機構作短時間的「確認審核」。

開始ISO 19011標準體系修訂工作

The National Special Rectification Plan for Product Quality and Food Safety

On 17 November 2008 officials from China, the United States and the European Union held their first summit meeting on the safety of consumer products. The three parties reached a consensus on further enhancing the quality and safety of children's toys. The EU also signed a memorandum of understanding with China stating that China shall submit four reports annually regarding unsafe products and disclose its rectification plan to the public. The memorandum extended the scale to food safety, and China has been given some new rights to use the EU food-related product quick alarm system.

Responsible Officers from the General Administration of Quality Supervision, Inspection and Quarantine of the PRC (AQSIQ) announced that China has launched nationally a rectification plan, the National Special Rectification Plan for Product Quality and Food Safety, to regulate the quality and safety of products. The plan establishes a traceability system and a system for assigning responsibility for the further improvements in product quality and food safety. The rectification plan covers the quality and safety of farm products, food processing, food distribution, catering, medicine, meats, health and safety related products and import-export products. For industrial products, it includes the monitoring of whole supply chain, from design through raw materials, processing and distribution to after-sales service. Food products will be monitored at every stage, including planting, feeding, manufacturing, distributing, selling and catering services. For details, please visit http://www.gov.cn/wszb/zhibo127/content_726566.htm.

Conversion of ISO 9001:2008 to Chinese National Standards

The new ISO 9001:2008 Quality Management Systems - Requirements was released on 15 November 2008. China established drafting group for the GB/T 19001 national standard in early November 2008. The group is led by the China National Institute of Standardization (CNIS) and will convert the newly released ISO 9001:2008 to the GB/T 19001 - 2008 national standard within the year. The drafting group discussed the principle of conversion and sought opinions from the public and member units of the national quality management and assurance standardization committee (SCA/TC151). After several group discussions and reviews, the first draft is finished and the drafting group called for a review meeting in December 2008.

National Inspection Exemption Label for Food Industry Cancelled

In the wake of the contaminated baby milk powder scandal, the AQSIQ cancelled all types of national inspection exemptions previously given to food producers and announced that all national inspection exemption labels printed on food products and their packages became invalid from 1 January 2009. Companies or organizations caught using the label will be subject to a fine of RMB 200,000.

全國產品質量和食品安全專項整治行動方案

二零零八年十一月十七日，中國、美國和歐盟官員首次舉行保障消費者安全的三方峰會，就努力實現兒童玩具安全標準達成一致共識。另外，歐盟和中國還簽署了諒解備忘錄，中國每年將就危險產品問題提交四次報告，並公開糾正行動。該協議所涉範圍擴大到食品安全領域，中國政府被賦予一些新的權利，使用歐盟針對受污染食品的快速預警系統。

中國國家質檢總局相關負責人表示，在產品安全問題上，中國已經啟動了覆蓋全社會的產品質量監管之「全國產品質量和食品安全專項整治行動方案」，目的是建立產品質量和食品安全的追溯體系和責任追究體系，提高中國產品質量和食品安全水平。範圍包括農產品質量安全、生產加工食品質量安全、流通領域食品質量安全、餐飲消費安全、藥品質量安全、動物質量安全、涉及人身健康和安全的產品質量安全，進出口產品質量安全等。當中涉及到產品設計、原料、加工、銷售到售後服務的整個監管鏈，以及從種植、生產加工、流通銷售到餐飲服務的食品過程監管。詳情可參考http://www.gov.cn/wszb/zhibo127/content_726566.htm。

2008版ISO 9001標準將於近期轉化為國家標準

2008版ISO 9001《質量管理體系要求》於二零零八年十一月十五日獲正式發布。而早於今年十一月，由中國標準化研究院帶領下，中國已經成立了GB/T19001國家標準的起草小組，決定及時將ISO 9001:2008轉化，並於同年發布GB/T19001-2008國家標準。起草小組成員討論了修訂原則，向社會及全國質量管理和質量保證標準化技術委員會(SCA/TC151)成員單位徵求意見，經過多輪會議的討論及評議，目前該標準的送審稿已經完成，在二零零八年十二月召開了該國家標準的審查會。

食品行業國家“免檢”標誌明年停用

鉴于近期奶粉行业出现的三聚氰胺事件，中国将停止所有食品类生产企业获得的国家免检产品资格。自二零零九年一月一日起，包装上印有“免检”的食品，一律不得再于市场上销售。一旦发现市场上违法发布“免检”字样广告的，最高可罚款人民币二十万元。

ISO 調查報告 2007：全球性管理體系

ISO Survey 2007, published in November 2008, outlines the trend of management system development in different industries. Up to the end of December 2007, 6% of growth was observed in ISO 9001 while 21% of growth was observed in ISO 14001. Among them, 210,733; 3,251 and 99 of ISO 9001 certificates and 30,489; 522 and 18 of ISO 14001 certificates were issued in Mainland China, Hong Kong and Macau respectively.

For the second year to conduct the survey for ISO/IEC 27001:2005, there is 7,732 certifications were issued in 70 countries with 146 in Mainland China, 36 in Hong Kong and 5 in Macau.

The survey captures a worldwide panorama of certification to ISO management systems standards as a reference guide and is note exhaustive. Readers should consider the data reported with care. Principal survey findings are provided free of charge on ISO's website at http://www.iso.org/iso/survey2007.pdf.

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No. of ISO 9001: 2000 Certificates - Top 5 countries

ISO 9001:2000 認證數目 — 首5個認證最多的國家

No. of ISO 14001: 2004 Certificates - Top 5 countries

ISO 14001:2004認證數目 — 首5個認證最多的國家

No. of ISO/IEC 27001: 2005 Certificates - Top 5 countries

ISO/IEC 27001:2005認證數目 — 首5個認證最多的國家

於2008年11月出版之《ISO 調查報告2007》展示出管理體系於世界各地的發展狀況。截至2007年底，ISO 9001 及 ISO 14001 所簽發的證書分別有6%和21%的增長。當中就ISO 9001證書方面，中國內地、香港及澳門分別簽發了210,733張、3,251張及99張；而ISO 14001證書方面，分別簽發了30,489張、522張及18張。

另外，今年是第二年就ISO/IEC 27001:2005作出調查，於70個國家共發出7,732張證書，其中中國內地有146張，香港及澳門分別有36張及5張。


* Data extracted from ISO official website
* 資料數據轉載自ISO官方網站
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 Aug to Oct 2008, we have been pleased to welcome fifty organizations to our community. Among them, they have obtained sixty-one certificates of ISO 9001, ISO 10002, ISO 14001, ISO 27001, OHSAS 18001, SA 8000, TL 9000, GPMS, HKQAA-HACCP, HKQAA-HCS, QSPSC 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，有效地達至機構和營商目標。

由二零零八年八月至十月期間，香港品質保證局共頒發六十一張證書，包括ISO 9001, ISO 10002, ISO 14001, ISO 27001, OHSAS 18001, SA 8000, TL 9000, GPMS, HKQAA-HACCP, HKQAA-HCS, QSPSC和SQM，在此謹祝眾五十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。
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**Remarks**
* 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
* NTIS approved course with 50% course fee reimbursement.
* NTIS可認可課程可獲退款50%的課程費用

**Previous Courses**
- 2009: Quality Management Systems - Internal QSMS Auditor Training
- 2009: Environmental Management Systems - Internal Audit/Lead Auditor Training

**Upcoming Courses**
- 2009: Occupational Health and Safety Risk Assessment in Disciplinary Service Sector
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<td>JAN 9</td>
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<td>ISO 14001:2004 - Environmental Management Systems - Internal EMS Auditor Training</td>
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<td>RMB 1,200</td>
<td>MAR 10-11</td>
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<td><strong>Occupational Health and Safety 職業健康和安全</strong></td>
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<td>OHSAS 18001:2007 - Occupational Health and Safety Management Systems - Understanding &amp; Application</td>
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<td><strong>Customer Satisfaction 顧客滿意</strong></td>
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<td>Design and Plan of Customer Complaints Handling Process - Based on ISO 10002 Management Systems</td>
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<td>RMB 780</td>
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<td><strong>Information Security 信息安全</strong></td>
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<td><strong>Management Tools and Skills 管理工具和技能</strong></td>
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<td>How to Create SS Culture and Conduct Internal Assessment</td>
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<td><strong>Telecommunications and Information Service 電訊和資訊服務</strong></td>
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<tr>
<td>TL 9000 A Quality Management Systems - Internal Auditor Training</td>
<td>3</td>
<td>RMB 3,800</td>
<td>APR 4-6</td>
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</tbody>
</table>

For registration and enquiry 報名及查詢

Hong Kong Office 香港辦事處 - Tel 電話: (852) 2202 9111 - Email 電郵: training@hkqaa.org
HKQAA Certification (Shanghai) Ltd. 標準認證服務(上海)有限公司 - Tel 電話: (86 21) 6876 9111
HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務(上海)有限公司廣州分公司 - Tel 電話: (86 20) 3893 1000
HKQAA Certification (Shanghai) Ltd. Suzhou Representative Office 標準認證服務(上海)有限公司蘇州辦事處 - Tel 電話: (85 512) 6900 9119

Conducted in Chinese 以漢語授課
Conducted in English 以英語授課
Conducted in Putonghua 以普通話授課

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
The HKQAA My Dream Home
2nd Photo, Writing and Drawing Contest Award Ceremony

香港品質保證局
第二屆攝影、徵文及繪畫比賽頒獎典禮

"The HKQAA My Dream Home 2nd Photo, Writing and Drawing Contest" has successfully completed and the best submissions have been chosen. To recognize students' outstanding performance, a musical performance cum award ceremony will be held in late March 2009, you are welcome to join this remarkable event!

主辦
香港品質保證局

協辦
香港教育局

協辦媒體
明報

支持機構
香港特殊藝術會

Date 日期： 2009.03.20 (星期五)
Time 時間： 20:00 - 21:30
Venue 地點： Hong Kong Science Museum, Lecture Hall

Enquiry 查詢： (852) 2202 9111
Website 網頁： http://www.hkqaa.org

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