



VISION 管略

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氣候變化與水資源

Total Water Management in Hong Kong
香港的全面水資源管理

**Adopting Systematic Approach to
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採取系統方法解決水資源危機

**Quality Water – ISO's Initiatives to Support this
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Article Contributions 歡迎投稿

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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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The HKQAAs 20th anniversary year reached its climax with three important events: our annual Symposium and the release of the CSR Index 2009, both in November 2009, and the launch of the world's first wine storage management systems certification scheme, in December. We are also delighted that testing and certification was named one of Hong Kong's six economic pillars by the Hong Kong Government in our anniversary year.

When we look back on our 20 years of history, our greatest success has been to be your long-term certification partner. We are successful only when we are performing our role as a business facilitator.

In the new year to come, VISION will endeavor to continue to bring you the latest news and local and global trends.

In this issue, we report on the ISO Survey 2008 and highlight some of our recent key events and initiatives. In the feature story and technical corner, Dr T C Lee of the Hong Kong Observatory, Mr K K Suen of the Water Supplies Department and Dr Nigel Croft and Ms Connie Sham of HKQAA explore the importance of water quality and conservation from different perspectives.

Your success is our success. We hope you will continue enjoying the "VISION" we bring you, and wish you a prosperous 2010 and Year of the Tiger!

2009 年三項重要盛事為香港品質保證局 20 週年誌慶增添光彩，邁向光輝一頁：我們於 2009 年 11 月舉行了一年一度的「香港品質保證局專題研討會」及公布了「2009 年企業社會責任指數」，並於 12 月推出了全球首個「葡萄酒儲存管理體系認證計劃」。我們亦十分高興在本局踏入二十週年的一年，政府將「檢測和認證」訂為香港六項優勢產業之一。

在回顧本局 20 年的歷史，我們獲得最大的成功，就是成為您長期的認證合作夥伴。協助企業持續發展，讓我們感到無比的成功。

踏入新一年，《管略》將繼續努力為您搜羅本地及全球的最新消息和趨勢。

今期《管略》，我們刊載了剛發布的 2008 年 ISO 調查報告，並摘要報導本局近期的重要盛事和最新計劃。在「專題特寫」及「技術研討」的欄目，香港天文台李子祥博士、水務署孫國強先生，以及本局倪國夫博士和沈小茵女士會從不同的角度研討水質素和節約用水的重要性。

您的成功就是我們的成功。我們希望您繼續欣賞我們為您用心製作的《管略》。祝願您在 2010 年有一個繁榮的虎年！

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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Climate Change and Water Resources

氣候變化與水資源



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Water Resources

Water is essential to all living beings on the Earth. About 70% of the Earth's surface is covered with water, with only 2-3% of the total being fresh water. Only about 0.1% of the total is available for consumption by humans. Therefore, fresh water is a very limited resource. Now roughly 70% of the fresh water resources are allocated to agriculture, which is the largest use of fresh water. Global food production must be increased in the next few decades to keep up with the ever-increasing population. This implies that more water will be needed for irrigation in the future and this may further increase demand for water.

Climate Change and Clean Water Supply

Under the influence of climate change in recent decades, changes in precipitation, glacier melting, rising sea levels and other phenomena caused by rising temperatures have been affecting freshwater resources.

According to the Fourth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC), global warming will significantly change the precipitation pattern, intensity and duration. The frequency of occurrence of extremely dry situations and heavy rains may also increase. Lakes, rivers and groundwater are major freshwater sources which are mainly refilled by the rainwater. If the rainfall in some areas decreases, this will lead to drought or even water shortage. On the other hand, flooding will occur if the rainfall in some areas increases and exceeds the storage capacity of reservoirs, lakes, etc.

Glaciers, which are the origin of many rivers, retreat gradually as a result of global warming. A warmer climate will result in a faster melting of ice and snow in winter, followed by a decrease in runoff in the summer due to the continuous shrinking of glaciers. This will threaten the supply of freshwater in the downstream.

Sea level rises attributed to the thermal expansion of sea water and the melting of glaciers will cause saltwater intrusion and the movement of the fresh-saline water boundary inland, resulting in salinisation of the coastal rivers and groundwater

水資源

水孕育了地球上無數的生命。地球約有七成表面被水覆蓋，但淡水只佔總儲水量的 2-3%，而人類能使用的只佔總量的約 0.1%，是十分有限的資源。現時農業佔全球淡水使用量約 70%，是最大的水消耗用途。同時，為了滿足不斷增加的人口，全球糧食在未來數十年必須增產，但這也得需要更多的灌溉用水，可能會進一步增加對未來水需求的壓力。

氣候變化與潔淨水資源供應

在近代氣候變化的影響下，降雨量改變、冰川溶化、海平面上升和氣溫上升引致的其他現象，均影響淡水資源的供應。

根據政府間氣候變化專門委員會第四份評估報告，全球變暖令各地的降雨分佈、強度及時間等都有明顯改變，極端少雨和暴雨發生的頻率可能會增加。湖泊、河溪和地下水是主要的淡水來源，而降雨是補充這些淡水資源的重要途徑，若有些地區降雨量減少，便會引發乾旱甚至水短缺。另一方面，若有些地區降雨量增加並遠高於水庫、淡水湖等能盛載的容量，便會引發水災。

全球變暖亦會令作為江河源頭的冰川逐漸退縮。越趨溫暖的氣候會令冰雪在冬季溶化增加，繼而隨著冰川面積不斷縮小，在夏季的徑流亦相應減少，使下游的淡水供應受到威脅。

另外，海水受熱膨脹及冰川溶化，導致海平面上升，造成海水入侵使鹹淡水交界線向內陸延伸，鹹化沿岸地區的河流和地下水。海平面上升更會

resources. Sea level rises will also increase the risk of seawater intrusion caused by storms urged uringt ropical cyclones.

Rising temperatures will also increase total water evaporation and accelerate the drying rate of the land surface, weakening the water-retaining capacity of the land.

Projections of Future Rainfall

The Observatory's recent rainfall projections show that, although the average annual rainfall in Hong Kong will increase during the latter half of the 21st century, there is a chance that rainfall will fall by as much as 5% in the next few decades. The year-to-year variability in rainfall will increase, with more extremely wet and dry years. A similar situation is expected in southern China. Reduced rainfall may reduce the flow of the Dongjiang river, and consequently affect the reliability of the fresh water supply.

Broaden Water Sources and Reduce Expenses

Facing a water shortage crisis, we can collect more water. Possible ways include building more reservoirs and dams, larger catchment areas and de-salination, but the former two may have ecological effects and the latter will consume a lot of energy and involve costs. Water saving is another possible approach. Some tips include:

- Scientific cultivation, such as monitoring soil moisture, direct injection of water into the soil or reduce water evaporation, etc.
- Use of equipment with water-efficiency labels, such as showers, washing machines, etc.
- Use of water-saving/recycling strategies e.g. avoid rinsing under a running tap, recycle water by collecting used water from bathrooms and kitchens for non-potable purposes such as landscape irrigation.

These changes in habits can preserve water resources. Every drop counts. We all need to be conscious of saving water and do as much as we can to preserve this precious resource.

增加在熱帶氣旋接近時，由風暴潮引起的海水倒灌的風險。

氣溫上升還會使水的總蒸發量增加，加速地表旱化，削弱陸地的涵水能力。

未來雨量推算

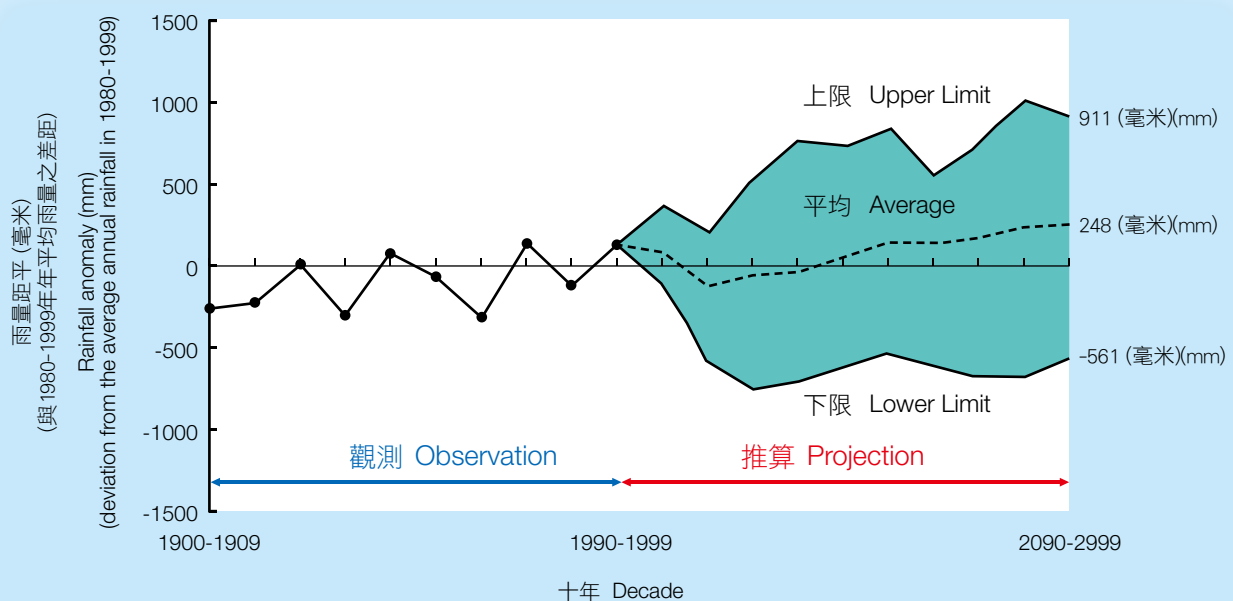
天文台最近進行的雨量推算顯示，雖然本港雨量在 21 世紀後期有上升趨勢，但在未來幾十年的雨量仍有機會減少多達百分之五。而年與年的雨量變化會變得更大，出現極端多雨和少雨的年份會增加，預料華南地區的情況亦相約。雨量減少意味著東江的流量下降，影響食水供應的可靠性。

開源節流

面對水資源短缺危機，我們可透過興建水庫和水壩、加大集水區和海水化淡等來開拓水源，但前兩者會破壞生態環境，而後者亦會消耗不少能源和需要一定成本。節約用水是另一個可行的辦法，當中包括：

- 採用科學種植，例如監察土壤濕度、直接注水入土壤來減少水蒸發等。
- 積極使用有用水效益標籤的器具，如花灑、洗衣機等。
- 洗滌時避免長開水喉。
- 循環用水，即從浴室或廚房收集洗滌後的水，並用作非飲用性的用途，如綠化灌溉等。

這些習慣的改變，都能聚滴成河，節省水資源。我們須時時注意節水，未雨綢繆，盡力保護珍貴水資源。



香港年雨量過去變化及未來推算
Past and projected change in annual rainfall for Hong Kong

Total Water Management in Hong Kong

香港的全面水資源管理



Mr K K Suen
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孫國強先生
水務署高級工程師

Fresh water is a precious and scarce natural resource. Only 2.5 per cent of the world's water is fresh water and 70 per cent of this is locked in the polar ice caps. Many places in the world still do not have clean and safe drinking water. Every society and everyone should share the global responsibility to ensure sustainable use of the fresh water resources on Earth.

In October 2005, the Water Supplies Department (WSD) commissioned a study to examine the fresh water demand and supply situation in Hong Kong. We evaluated all major supply and demand measures in terms of quantity of water saved or supplied, cost effectiveness, environmental impact and public awareness. The findings of the study reaffirmed that our current water supply arrangement, comprising imported Dongjiang water and local yield, will be able to meet our water needs for the next 20 years. Based on the proposals of the study, a total water management (TWM) strategy was promulgated in October 2008:

- to better prepare Hong Kong for uncertainties such as acute climate changes and low rainfall; and
- to enhance Hong Kong's role as a good partner of other municipalities in the Pearl River Delta in promoting sustainable use of water in the light of the rapid growth of water demand in the region.

The TWM strategy puts emphasis on containing the growth of water demand through conservation. The Government will also strengthen water supply management.

Water Demand Management

Active Leakage Control: WSD is implementing a territory-wide Replacement and Rehabilitation of Water Mains Programme to replace about 3,000 kilometres of water mains by 2015. WSD will further reduce water leakage through enhancing leakage detection and monitoring by adopting new technologies.

Seawater Flushing: Hong Kong is the only major city in the world using seawater for flushing on a city-wide scale. With the use of seawater instead of fresh water for flushing, Hong Kong saves 270 million cubic metres, or about 25%, of its annual fresh water consumption. WSD will extend the use of seawater for toilet flushing whenever it is economically justified. Projects are in progress to provide salt water supply to Pok Fu Lam, Tin Shui Wai, Tuen Mun and Yuen Long.

食水資源彌足珍貴，全球的水資源只有百分之二點五是淡水，當中七成冰封於南北兩極。世界上不少地方仍然缺乏清潔安全的食水，因此每個社會及每一個人都有責任去確保大家可持續地享用地球上的淡水資源。

在二零零五年十月，水務署委託顧問研究香港的食水供求情況，並從涉及的水資源量、成本效益、環境影響及公眾認知程度，檢討所有管理水資源供求措施的主要方案。研究結果確認，我們現時從東江輸水供港及在本地收集雨水的安排，足以應付未來二十年的用水需求。根據研究的建議，水務署在二零零八年十月推出了一套全面水資源管理策略，目的是：

- 居安思危，令香港能夠更好地應付未來難測的變化，如氣候劇變及雨量下降；
- 強化香港特區與珠三角其他城市的夥伴關係，因應區域內食水需求快速增長的情況，推動可持續地運用水資源。

這套全面水資源管理策略強調節約用水，以控制用水需求增長，同時政府亦會強化供水管理。

用水需求管理

積極管理・減少滲漏：水務署現正於全港進行「更換及修復水管計劃」，在二零一五年底前更換及修復約三千公里的水管；並會採用先進技術加強測漏和監察，以進一步減少滲漏情況。

海水沖廁：香港是全球唯一一個大規模使用海水沖廁的主要城市。以海水取代淡水沖廁，令香港每年節省二億七千萬立方米，即相當於每年約四分一的食水用量。在合乎經濟效益的原則下，水務署會擴展海水沖廁供應系統至其他地方，現在已開展了供應海水到薄扶林、天水圍、屯門東及元朗的有關工作。

Public Education on Water Conservation: WSD has been actively promoting water conservation. Current measures include promotional clips on TV and radio, leaflets, seminars, exhibitions and a dedicated website. WSD attaches great importance to the education of the younger generation in particular. It has launched the Water Conservation Starts from Home campaign for primary schools to help students and their families develop water saving habits. In Phase 1 of the campaign, WSD conducted roadshows at 18 schools in the last academic year to educate students on the importance of water conservation and give them some simple water saving tips. In Phase 2, WSD will continue to conduct roadshows in schools and will also distribute an information/competition kit to all primary schools in the current academic year so that teachers can use it to help themselves educate their students.

Promoting the Use of Water Saving Devices: WSD has launched the voluntary "Water Efficiency Labelling Scheme" (WELS) to help consumers select water efficient plumbing fixtures and appliances. The concept is similar to the Energy Efficiency Labelling Scheme for electrical appliances. WELS informs consumers about the level of water consumption and the efficiency of plumbing fixtures and appliances. The scheme is being implemented in phases, with the first group of products being showerheads for bathing. In addition, a programme to retrofit government buildings and schools with water saving devices has been implemented.

Water Supply Management

Protection of Water Resources: WSD will strengthen its current practice in protecting local water resources. WSD has developed a water pollution risks and impact assessment framework for the protection of water resources from developments in water gathering grounds. WSD will carry out works to improve the existing catchwater systems for the safe and effective collection of surface water. The Government will continue close dialogue with the Guangdong authorities to ensure that the Dongjiang water imported to Hong Kong is of the highest quality.

Water Reclamation: Pilot schemes on using reclaimed water have been conducted in Ngong Ping and Shek Wu Hui. The Government is looking into the feasibility of providing reclaimed water from Shek Wu Hui Sewage Treatment Works for consumers in Sheung Shui and Fanling for toilet flushing and other non-potable uses. WSD is promoting the reuse of grey water and rainwater harvesting in both public and private developments, wherever practicable.

New Water Resources: Pilot tests have confirmed that reverse osmosis desalination technology is viable for Hong Kong. WSD will closely monitor the technological advancement and develop the option of seawater desalination when the production costs and energy consumption have become acceptable.

Public Participation & Support

Everyone's support and active participation in water conservation is of the utmost importance. The following tips can help save water in daily life:

- Take short showers instead of baths
- Only run washing machines or dishwashers with a full load
- Turn off the tap while brushing teeth, soaping hands and shaving
- Don't wash vegetables and fruits under a running tap
- Water plants with the same water used for washing vegetables and fruits
- Fix dripping taps and water mains promptly
- Notify the management office immediately if water mains inside your residential estate or building leak
- Use water-saving devices, e.g. a dual-flush cistern for the toilet, and pay attention to WELS labels
- Teach children that water is not for games
- Control the flow from the taps; don't always turn it on full
- Wash cars with a bucket of water and a towel, instead of a hose

教育公眾節約用水: 水務署一直致力宣傳節約用水，現時推廣的途徑包括在電視及電台播放宣傳片或宣傳聲帶、派發單張、舉辦講座、展覽及設立相關網頁。水務署尤其重視向年青一輩的教育，故於小學推出了「節約用水，從家開始」的活動，協助學生及其家人建立節約用水的生活習慣。活動的第一階段，水務署於上學年派員到十八間小學進行巡迴講座，教導學生保護水資源的重要性，並提供一些實用的節約用水方法。在活動的第二階段，水務署會繼續進行巡迴宣傳，並將於本學年派發教學光碟到所有小學，讓老師使用來教育學生。

提倡使用節水器具: 水務署現正推行自願性「用水效益標籤計劃」，方便消費者選擇具用水效益的水務裝置和用水器具，節省用水。此計劃之概念與電器的「能源效益標籤計劃」相似，主要是向消費者說明各種供水裝置及器具的耗水量及用水效益，計劃將按各類裝置和器具分期實施，首先推行的產品是沐浴花灑。此外，水務署已在政府物業及學校進行小型工程，安裝共約二萬三千件節水器具。

供水管理

保護水資源: 水務署會加強現時保護本地水資源的措施，早前已制訂「水污染風險及影響評估」綱領，保護水源不受集水區內發展項目的影響；同時會開展工程改善現時的引水系統，務求能安全有效地收集雨水。政府亦會繼續和廣東省當局保持密切溝通，以保證香港能獲得高質素的東江水。

使用再造水: 政府已完成昂坪及石湖墟的再造水試驗計劃，將探討在上水及粉嶺提供再造水作沖廁及其他非飲用性用途的可行性。同時，水務署鼓勵公共工程計劃及私人發展計劃在可行的情況下，引入循環再用洗滌污水及雨水。

開發新水源: 試驗計劃顯示，在香港以「逆滲透技術」進行海水化淡在技術上是可行的。水務署會繼續緊貼跟進技術的進展，在生產成本及能源效益達可接受水平時，會發展海水化淡的方案。

公眾參與及支持

每位市民的支持和積極參與節約用水最為重要。以下是一些日常生活中節約用水的貼士：

- 使用花灑淋浴，代替在浴缸浸浴
- 在使用洗衣機及洗碗碟機時，集齊足夠的衣物及碗碟才一次過洗濯
- 刷牙、塗靚液、剃鬚時，要關掉水龍頭
- 洗濯蔬果及食物時不要長開水龍頭
- 清洗過蔬果的水可用作灌溉植物
- 立即修理滴漏的水喉及水龍頭
- 倘若發現屋苑或樓宇範圍內的水管滲漏，盡速通知管業處修理
- 選用節水器具，如雙掣式沖廁水箱，並留意用水效益標籤
- 教導子女不要嬉水
- 不要過大開水龍頭
- 不要用水喉直接沖洗車輛，應以水桶盛裝清水及以抹布清潔車身

Adopting Systematic Approach to Tackling Water Crises

採用系統方法解決水資源危機



Ms Connie Sham
Senior Manager of Strategic Business, HKQAA

There is a worldwide movement to systematize environmental management. Many organisations are grappling with environmental crises such as climate change, resource depletion and the extinction of biodiversity, and ISO 14001 Environmental Management System (EMS) is now more relevant and popular than ever. Organisations have developed EMS to improve the efficiency and effectiveness of their environmental programmes or to engage multiple stakeholders in an equitable manner so as to achieve continuous improvement in their environmental performance. EMS has been implemented at many levels to solve a wide range of environmental challenges, including depletion of water resources and deterioration of water quality, which are now high on the sustainability agenda.

The principles of an EMS cover:

- A policy that articulates a commitment to a specific level of environmental performance;
- Specific, measurable quantity and quality objectives and performance targets;
- A planning process and strategy to meet commitments;
- An organisational structure for executing the strategy;
- Implementation programmes and support tools to meet objectives;
- Communication and training programmes; and
- Measurement and review processes to monitor the progress of achievement.

As the World Business Council for Sustainable Development is reminding the business world, "Business must pay more attention to its growing role in the world of more constrained water and ever-tightening supply-demand balances. Organisations should review the water risk factors that affect their business and prioritize resources management so as to formulate viable strategies to cope with future changes. EMS could be designed to address specific environmental issues like water resources management. The process of establishing EMS will engage all stakeholders within the organisation, which in turn ensures broad acceptance of the internalized environmental issues to be revealed and solved, resulting in better resources management and yielding significant performance improvements.

In the context of water resources management, an EMS approach offers distinct advantages, with the potential to demonstrate good water stewardship, and deliver measurable and sustainable outcomes. In fact, EMS combines government intervention tools, i.e. regulatory compliance mechanisms, with market-based incentives to attain environmental goals. It is a practical solution to help organisations create robust water stewardship initiatives.

EMS emphasizes striking a balance between regulatory compliance and market-driven incentives that may lead to changes in resources use and the pollution behaviour of an organisation. For instance, it provides practical guidance on water risk analysis such that opportunities to monitor an organisation's water footprint by increasing the efficiency of water usage can be easily identified. Also it facilitates the establishment of sustainable water strategies and initiatives, and can be utilized for improving the quality of wastewater to support reuse opportunities. The process of quantifying the amount of carbon emissions may also provide a preliminary measurement of water consumption.

Efficient water usage and grey water reuse can lead to huge savings, a profitable outcome that attracts more management interest. According to the World Business Council for Sustainable Development, "With population growth and economic development accelerating demand for everything, fresh water is becoming scarcer, and the full value of water is becoming increasingly apparent." Adopting a systematic approach to dealing with carbon and water footprints has the potential to have a positive impact on an organisation's bottom line and, ultimately, its survival.

沈小茵女士
香港品質保證局高級策略業務經理

採用系統方法管理環境已成全球的大趨勢。許多機構都在努力解決如氣候變化、資源耗盡和生物多樣性頻臨絕種等環境危機。

現在，ISO 14001 環境管理體系比昔日更普及。機構透過推行環境管理體系以改善其環保表現，或與持分者攜手進一步推廣環保意識。環境管理體系可於不同層面應用，以應付不同的環境挑戰，包括水資源短缺及水質惡化等問題，這些都是日趨重要的可持續發展議題。

環境管理體系原則包括：

- 釐訂清晰的政策說明具體的承諾和表現；
- 設定可量度定量及定性的目標和指標；
- 策劃運作流程及策略以體現環境承諾；
- 成立企業架構以實施有關策略；
- 執行相關項目以達到目標；
- 溝通和培訓方案；及
- 量度和檢討流程以監測成效

世界企業永續發展委員會正提醒各商業機構，「企業應該更注意其在水源迫切，甚至是更緊拙的供求狀況下日益重要的角色。」機構應該重新探討其影響營運的水源風險因素及重新安排資源管理的優先次序，以制定可切實執行的策略以應對將來的改變，可利用環境管理體系處理水源短缺的現象。在制定環境管理體系過程中，可多讓企業內的員工參與，合力解決公司內的環境問題，並更適切地運用水資源，以取得明顯的改善。

環境管理體系在水資源管理的議題上，可提供相當的效益，例如體現企業的承諾。事實上，環境管理體系要求企業符合法例和法規的要求，並可進一步鼓勵以市場為本的效益以達至環保目標，所以這是實際的方法來協助企業建立全面的水源管理目標。

環境管理體系在法例規管及市場主導之間取得平衡，從而改變機構在資源使用及污染排放的習慣。例如，它提供了指引作水資源風險分析，藉以監察機構的水足印。除此之外，環境管理體系亦有助建立可持續發展的水策略和目標，並可改善污水質量以增加終水回用的機會。量度碳排放的過程也能為水用量提供初步的估算。

有效地用水和終水回用可帶來相當的成本效益，獲益的成果可吸引更多管理層正視這個議題。據世界企業永續發展委員會表示，「隨著人口增長和經濟發展，對一切的需求亦隨即增加，食水資源愈見稀少，而水的價值明顯更彌足珍貴」。因此，採用系統方法應付「碳」排放和水足印，可以為機構帶來正面的影響。



Dr Nigel H Croft
Associate Technical Director, HKQAA

"Quality Water – ISO's Initiatives to Support this Basic Human Right" ISO 支持基本人權—提倡優良水質

Access to safe water is widely becoming recognized as a basic human right. In many parts of the world people take their supply of on-tap water and sanitation services for granted, but elsewhere millions of people must work hard to secure these, and still others are entirely deprived of such basic services. The United Nations has set ambitious goals to increase access to drinking water and wastewater services, particularly in developing countries.

Nor are the world's water resources unlimited. It has been said that the next major world conflicts will not be about oil or mineral resources – they will be about water. Conservation, wise use and a conscious effort to avoid pollution are essential to the goal of vital access to good quality water for all.

In some parts of the world, bottled water has become a trend, but the environmental implications of providing bottled water (especially when safe drinking water is readily available) are already being ever increasingly criticized.

This article will address the important role that ISO is playing in helping to define the criteria for, and provision of safe water to the world's population, under both normal operating conditions and in times of crisis.

Water Quality

ISO's Technical Committee TC147 (Water quality) has been in existence since 1971, and has produced over 250 specific technical standards related to water quality, including definition of terms; criteria for sampling; measurement and reporting of water characteristics using physical, chemical, biochemical, biological and microbiological methods. It does not, however, attempt to define the limits of acceptability for water quality, which is normally done by governmental or regulatory bodies at the national or regional level.

A typical example of the standards produced by TC147 is ISO 5667-5:2006 Water quality -- Sampling: Guidance on sampling of drinking water from treatment works and piped distribution systems. This standard establishes principles to be applied for the sampling of water intended for human consumption, including for drinking, cooking, food preparation, or other domestic purposes, plus all water used in the manufacture, processing or preservation of products intended for human consumption.

Water Provision Services

A more recent initiative from ISO has been the formation of Technical Committee TC 224 (Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators) in 2001. The work of this technical committee includes the definition of a language common to the different stakeholders, the definition of the characteristics of the elements of the service according to the consumers' expectations, a list of requirements to fulfil for the management of a drinking water supply system and a wastewater system, service quality criteria and a related system of performance indicators. It does not set any target values or thresholds, which, as previously mentioned, are normally defined by governmental or regulatory bodies.

ISO/TC224 has published three management-oriented standards to date:

- ISO 24510:2007 "Activities relating to drinking water and wastewater

倪國夫博士
香港品質保證局技術總監

獲得安全食水是普遍認為的基本人權。在世界上許多地方的人都認為得到自來水供應和衛生服務是理所當然的事，但在其他地方有數以百萬計的人必須努力去爭取，還有一些人是完全被剝奪這些基本生活條件。聯合國已訂下具前瞻性的目標，就是增加更多國家獲得食水和污水處理服務，尤其是指發展中的國家。

世界上的水資源不是無限的。據說，未來在世界上出現的衝突不會是因為石油和礦產資源，而是水資源的問題。節約用水，即有智慧地使用，盡力減少污染是實現獲得優良水質的目標。

世界上某些地方，飲用瓶裝水已成為一股“風氣”，但提供瓶裝水對環境造成的負面影響（尤其已有安全的食水供應下）已受到嚴厲的批評。

這篇文章將討論國際標準化組織擔任的重要角色，幫助制訂標準，為全世界的人口不論在正常情況下或危機時都獲得安全的食水供應。

水質

ISO 技術委員會 TC147（“水質”）自 1971 年成立，出版了 250 多個與水質相關的具體技術標準，包括定義條款、抽取樣本標準，並透過物理、化學、生化、生物和微生物的方法測量和報告水的特性。但這些測試技術標準並非用作確定水質的可接受限度，因為這些工作一般是由政府或國家和 / 或區域層面的監管機構負責。

以下是一個典型的例子，ISO 5667-5:2006「抽取水質樣本：從食水處理廠及配水管系統抽取食用水樣本指南」是由 TC147 技術委員會研發。這個標準所規定的原則，適用於人類使用的食水，包括食用、烹調、準備食物，或其他家居用途，以及適用於生產、加工或保存供人類使用之產品的所有用水。

食水供應服務

於 2001 年，國際標準化組織組成了 TC 224 技術委員會（“有關食水供應系統和污水處理系統的服務活動—服務和表現指標的質量標準”）。這個技術委員會的工作，包括定義持分者的共同語言、根據消費者的期望定義服務要素的特色、實現管理食水供應系統和污水系統、服務質量標準以及表現指標相關系統的要求清單。它不設定任何數值或界限，正如前面提到，一般由政府或監管機構下決定。

ISO/TC224 技術委員會至今發布了三項以管理為本的標準：

- ISO 24510:2007「有關食水和污水處理服務的活動—評估和改善用戶服務指南」。這項以服務為本的標準闡明與用戶相關的服務部分、核心服務



services - Guidelines for the assessment and for the improvement of the service to users . This service-oriented standard addresses components of the service relating to users, core service objectives, guidelines for satisfying user needs and expectations, assessment criteria for service to users in accordance with the guidelines provided and examples of indicators linked to the assessment criteria that can be used for assessing service performance.

- ISO 24511:2007 “Activities relating to drinking water and wastewater services - Guidelines for the management of wastewater utilities and for the assessment of wastewater services , which is applicable to publicly and privately owned and operated wastewater utilities.
- ISO 24512:2007 “Activities relating to drinking water and wastewater services - Guidelines for the management of drinking water utilities and for the assessment of drinking water services . This standard addresses drinking water systems in their entirety and is applicable to systems at any level of development (e.g. on-site systems, distribution networks, treatment facilities). It includes:
 - o the definition of a language common to different stakeholders;
 - o the definition of the components of drinking water supply systems;
 - o guidelines for the management of drinking water utilities;
 - o guidelines for objectives, service assessment criteria and related performance indicators, appropriate for assessment of drinking water services.

Water Provision Under Crisis Conditions

Disruption of drinking water supplies can have grave consequences and result from both natural and man-made causes ranging from hurricanes, earthquakes, severe drought and others, to industrial pollution of water supplies or terrorist attacks.

ISO has recently published the International Workshop Agreement IWA6:2008 Guidelines for the management of drinking water utilities under crisis conditions , which is intended to identify and chart the critical elements that are of great significance to drinking water security.

IWA 6:2008 provides the guidelines for a water utility, or any body responsible for the management of parts of the water supply system, to be prepared and ready to manage a water crisis. It is based on the familiar Plan-Do-Check-Act model , incorporating risk analysis and providing for continual improvement. It also proposes tools and means for ensuring drinking water security, and models for water distribution system security. The main topics covered are:

- water security products and means, including water contamination detection and identification technologies, physical and electronic protection and containment of water contamination.
- optimized modes for defining effective and efficient ways of positioning monitors and means of containment in water supply systems, and best practice for decontamination
- technologies and processes for managing a water security event that includes risk management , security and continuity management, communications, interoperability, training and competence.

Safe water is a vital component for modern society. Although the standards and guides developed by ISO for water quality and supply management are voluntary in nature, they are intended to provide guidance and support for governmental and/or regulatory initiatives in each country.

目標、滿足用戶需求和期望的指引、按照所提供的指引為用戶服務訂下的評估準則，以及指標範例和能評估服務表現的評估準則。

- ISO 24511:2007 「有關食水和污水處理服務的活動－污水用途管理及評估污水處理服務指南」，這適用於公營和私營的污水處理設施。
- ISO 24512:2007 「有關食水和污水處理服務的活動－食水用途管理及評估食水處理服務指南」。此標準闡明食水的整體系統，適用在任何的系統（例如：現場系統、分銷網絡、處理設施），包括：
 - o 定義持分者的共同語言；
 - o 定義食水供應系統的部件；
 - o 食水設施管理指引；
 - o 目的、服務評估標準，及相關表現指標的指引，以適當評估食水服務。

危機情況下的食水供應

中斷食水供應會帶來嚴重的後果，原因可來自大自然和人為因素，包括風暴、地震、嚴重的旱災和其他工業污染或恐怖襲擊。

國際標準化組織最近出版了 IWA 6:2008 國際研討會協議－「危機情況下之食水設施管理」，目的是確定和記錄對保護食水的關鍵元素。

IWA 6:2008 為水設施提供了指引，或任何負責供水系統管理的機構，必須隨時準備應付水源危機。該指引是以大家熟悉的“策劃、執行、檢查、行動”的過程管理方法運作，加上風險分析及持續改進。它還會建議確保食水安全和完善配水系統。主要的主題包括：

- 食水安全的產品和方法，包括水源污染檢測和鑑定技術、物理和電子保護和控制水源污染。
- 優化模式以定義有效的方式找出供水系統的監測和控制方法，以及最佳的淨化做法
- 管理食水安全的技術和方法，包括風險管理、安全性和持續性管理、通訊、互操作性及培訓和能力。

安全的食水供應是現代社會不可缺少的元素。雖然這些由國際標準化組織制定的水質和供應管理標準及指南是自願性採用的，但它們可以為每個國家的政策和 / 或監管措施提供實用的指引和參考資料。

HKQAA Symposium 2009 Held Successfully 香港品質保證局專題研討會舉辦成功



香港品質保證局一年一度的盛事 — 「香港品質保證局專題研討會 2009」已分別於 2009 年 11 月 24 至 25 日於香港青年協會大廈、江門逸豪酒店及 2009 年 12 月 4 日於上海紫金山大酒店舉行。三日的研討會共吸引了超過九百名來自政府、工商業界、學界及公眾人士參加，反應踴躍。我們更邀請了香港特別行政區政府工業貿易署署長關錫寧女士、江門市人民政府副秘書長區達洪先生、江門市對外貿易經濟合作局副局長李漢高先生、中國國家認證認可監督管理委員會認可監管部認證市場監管處處長陳悅女士，作為我們的主禮嘉賓。

是次研討會以「從企業開始 創建可持續發展的世界」為主題，讓政府官員、業界專才及國際精英分享對於可持續發展的經驗和見解。是次香港專場共分四個不同環節，包括「經濟危機下創建企業社會責任新紀元」、「營造健康社區—優化食物安全及衛生監控」、「減碳排放 共建美好明天」及「綠色基建—藍天基石」；而江門及上海專場分別為「構築食品安全新防線」及「社會責任—企業可持續發展之路」。

The HKQAA Symposium 2009 was held successfully on 24 and 25 November at The Hong Kong Federation of Youth Groups Building (Hong Kong) and Yucca Hotel (Jiangmen), and on 4 Dec 2009 at the Purple Mountain Hotel in Shanghai. Over 900 guests from government, industry and commerce, universities and other institutions, as well as members of the public, attended the symposium. Ms Maria Kwan, JP, Director-General of Trade and Industry, the Government of the HKSAR, Mr Ou Da-hong, Deputy Secretary-General, Jiangmen Municipal People's Government, Mr Li Hang-gao, Vice Director General of Jiangmen Bureau of Foreign Trade & Economic Cooperation and Ms Chen Yue, Director of the Department for Accreditation, Certification and Accreditation Administration of the People's Republic of China, were the officiating guests.

This year, the main theme of the Symposium was Sustainable World Beginning from Sustainable Business. The event provided a platform for government officials, industry experts and the worldwide business elite to share their valuable insights into, and experience of, business practices for achieving sustainability. Four sessions were held in Hong Kong: An Evolution of CSR Era □ After Economic Crisis; A Healthy Community of Better Food Safety and Hygiene Control; A Smaller Carbon Footprint, A Cleaner Future; and Green Infrastructure □ A Cornerstone of Blue Sky. Two more sessions focusing on food safety and corporate social responsibility were held in Jiangmen and Shanghai respectively.



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Sustainable development is not only an issue for a particular industry sector; rather, it requires the cooperation of every person, every business and every government. The event received strong support from government and industry, and there were keynote speeches by representatives from renowned organisations such as Cathay Pacific Airways Ltd., the Civil Engineering and Development Department, the Council for Sustainable Development, Environmental Protection Department, The Hong Kong Jockey Club, Social Accountability International and the Hong Kong group for ISO 26000.

We would like to take this opportunity to thank all speakers, sponsors, and supporting organisations for making this symposium so memorable. The presentations of our speakers are now available on our symposium website <http://www.hkqaa.org/symposium2009>

可持續發展不僅是對個別行業的一項挑戰，而是需要從個人、企業甚至政府通力合作，共同實踐。是次研討會獲得政府及商界的支持，更邀請到國泰航空公司、土木工程拓展署、可持續發展委員會、環境保護署、香港賽馬會及社會責任國際組織等知名機構的高級行政人員擔任我們的演講嘉賓。

是次研討會的成功，全賴各演講嘉賓、贊助商及支持機構的鼎力支持。有關「香港品質保證局專題研討會2009」的資訊及下載演講內容，請瀏覽本局網頁 <http://www.hkqaa.org/symposium2009>。

Supporting Organizations 支持機構：



Announcement on HKQAA-HSBC CSR Index

HKQAA-HSBC 企業社會責任指數公布



HKQAA-HSBC CSR Index Advocate Mark
HKQAA-HSBC 企業社會責任先導者標誌

On 5 November, Hong Kong Quality Assurance Agency (HKQAA) held a “HKQAA-HSBC CSR Index: CSR Advocate Mark Presentation Ceremony and Press Conference” today in The Excelsior, Hong Kong, to witness the announcement of the first HKQAA-HSBC CSR Index 2009 in the presence of 25 participated organisations’ representatives and distinguished guests. The “HKQAA-HSBC CSR Index” was jointly launched by HKQAA and The Hongkong and Shanghai Banking Corporation Limited (HSBC). It comprises two series of Indices, the “Hong Kong CSR Advocate Index” and the “Hong Kong 100 CSR Index”.

The “HKQAA-HSBC CSR Index” was developed with reference to ISO/DIS 26000 Guidance on Social Responsibility. The participated organisations were evaluated based on the forty recommended practices in 7 core subjects on a five point scale in determining the CSR system maturity of organisations. Organisations which gain an average score of 3 points or above are entitled to use the “HKQAA-HSBC CSR Index Advocate Mark”. In this first year, 25 well-known organizations from the public and private sectors participated.

The overall score on the “Hong Kong CSR Advocate Index” in 2009 was 4.53 out of 5. This indicates that organisations have generally implemented mature systems for the management of CSR-related issues. Of the 7 core subjects, most organisations demonstrated well-structured systems for labour practices and human rights in general. The local legal requirements for these areas have been thoroughly stipulated and widely enforced, reflecting the fact that companies in Hong Kong appear to be rather law-abiding.

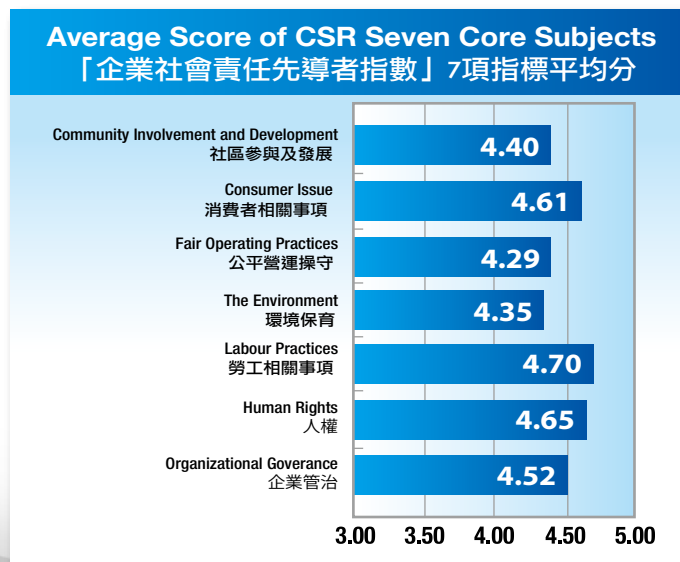
Regarding organizational governance, most organizations have integrated CSR issues in their corporate policy. CSR awareness programmes are common but those for building staff competency in social responsibility are offered only occasionally. For the consumer issues, the implementation of ISO 9001 Quality Management System facilitates the organisation in well managing its customer complaints so as to ensure a high degree of customer satisfaction.

Nearly all the organisations have organised activities to promote environmental caring culture. However, the organisations seldom implement systematic approach for managing its carbon emission activities. Besides that, organisations display a well-built system in protecting the property rights and prevent corruption. A few of the participated organisations showed no understanding of anti-competitive behaviour at all. The awareness for preventing engaging anti-competitive behaviour demands further enhancement. Philanthropy and volunteerism are the most adopted community involvement and development programmes. On-going approach for investing resources in developing the competence of local community.

香港品質保證局於2009年11月5日假香港怡東酒店舉行的「HKQAA-HSBC 企業社會責任指數 - 企業社會責任先導者標誌頒發典禮暨發布會」已圓滿結束，25家參與指數的公司代表與賓客共同見證首項由香港品質保證局與香港上海匯豐銀行有限公司共同推出的「HKQAA-HSBC 企業社會責任指數」的誕生。「HKQAA-HSBC 企業社會責任指數」包含兩項指數分析，分別是「企業社會責任先導者指數」及「香港 100 (HK 100) 企業社會責任指數」。

「HKQAA-HSBC 企業社會責任指數」以 ISO/DIS 26000「社會責任指南」為基礎，訂出 40 項建議社會責任的措施，並以 1 至 5 分來衡量機構在推行社會責任體系上的成熟程度。平均分達 3 分或以上的機構均獲發「HKQAA-HSBC 企業社會責任先導者標誌」。首年共獲得 25 家來自不同政府部門及知名機構參加。

分析顯示，25 家參與機構的總平均分為 4.53 分，滿分為 5 分，表示參與機構大部分均有實施體系履行社責。在 7 項指標中，「勞工相關事項」及「人權」的成績較為理想，反映出機構普遍在守法和誠信方面具有成熟體系，機構普遍建立機制以確保依循法律指引。

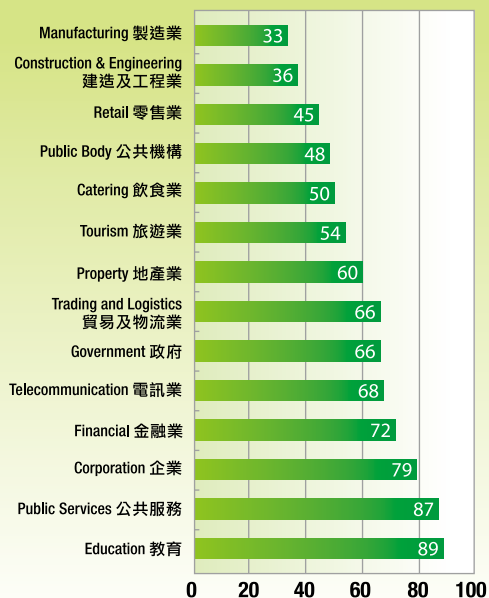


在「企業管治」方面，大部分機構的政策中均有履行社責的承諾，亦會舉辦提升員工社責意識的活動，但較少提供持續培訓。在「消費者相關事項」方面，大多機構都有推行 ISO 9001 質量管理體系，有助建立有效的客戶投訴處理機制，亦會透過成熟的過程管理保障消費者的個人資料。

許多機構均有組織推廣環保的信息活動，唯在「碳」排放控制方面只

在起步階段。在「公平營運操守」方面，機構在防止貪污及知識產權方面均具成熟的過程管理。然而，機構對反競爭行為未有充分的認知，有待加強。在「社區參與及發展」方面，機構一般以捐款慈善活動為參與社區活動的表現，機構應多考慮投放資源於發展社區。

Average Score of Respective Subjects 香港100企業社會責任指數



The Hong Kong 100 CSR Index is a research project on organisations' disclosure of CSR issues. One hundred organisations in Hong Kong from fourteen sectors have been selected for analysis. A set of 16 CSR indicators was developed with reference to ISO/DIS 26000 to study and quantify the CSR disclosure of the sampled organisations. The higher the score attained, the higher the degree of CSR transparency.

The overall score on the 2009 Hong Kong 100 CSR Index was 63 out of 100. This represents the overall average CSR Disclosure Score for the 100 sampled organisations. There was a large variation in scores between different sectors, with education and the public service sector demonstrating a high degree of transparency, while manufacturing, construction and engineering companies generally provided only limited information about their CSR programmes. For the complete "HKQAA-HSBC CSR Index 2009 Report", please visit http://www.hkqaa.org/CSR_main.htm

同日發表的「香港 100 (HK100) 企業社會責任指數」分析機構在社會責任上的透明度，從 14 個行業中選取 100 家香港機構，以 16 項參考 ISO/DIS 26000「社會責任指南」的指標項進行分析，得分愈高代表機構在社責上的透明度愈高。

結果指出，100 家香港機構所獲得的平均分為 63 分，滿分為 100 分。業界在發布社責信息存在頗大差距，教育界和公共服務界別在社責相關活動的透明度最高；然而，製造業和建造業只提供有限的社責資訊予公眾。有關「HKQAA-HSBC 企業社會責任指數報告」之內容，請瀏覽 http://www.hkqaa.org/CSR_main.htm

參加方法及詳情

請致電 2202 9111 或電郵至 hkqaa@hkqaa.org 查詢。

For Enrollment & Details
Please contact 2202 9111 or email to hkqaa@hkqaa.org.

HKQAA-HSBC CSR Advocate Mark Company List HKQAA-HSBC 企業社會責任先導者標誌之企業名單

3M Hong Kong Limited	3M 香港有限公司
Alliance Construction Materials Limited	友盟建築材料有限公司
Amoy Food Limited	淘化大同食品有限公司
Analogue Group of Companies	安樂工程集團
Bamboos Professional Nursing Services	百本專業護理服務
Café De Coral Holdings Limited	大家樂集團有限公司
Canon Hongkong Company Limited	佳能香港有限公司
China State Construction Engineering (HK) Limited	中國建築國際集團有限公司
Chun Lee Engineering Co., Ltd.	進利工程有限公司
Drlitech Ground Engineering Limited	鑽達地質工程有限公司
EGL Tours Company Limited	東瀛遊旅行社有限公司
Hang Seng School of Commerce	恆生商學書院
Hong Kong Observatory	香港天文台
Intellectual Property Department	知識產權署
KWP Quarry Co., Ltd.	嘉安石礦有限公司
Melco International Development Limited	新濠國際發展有限公司
MTR Corporation Limited	香港鐵路有限公司
Ocean Park Corporation	海洋公園公司
Redland Concrete Limited	中港混凝土有限公司
Shui On Construction and Materials Limited	瑞安建業有限公司
The Link Management Limited	領匯管理有限公司
Tsuen Lee Metals and Plastics Toys Company Limited	全利五金塑膠玩具有限公司
US & Associates Consulting Company Limited	源盛顧問及監理事務所有限公司
Wan Chung Construction Company Limited	宏宗建築有限公司
Wharf T&T Limited	九倉電訊有限公司



Chairman Ir Prof. Peter Mok (4th from right) accompanied by Ms Teresa Au on his right and Executive Director Dr Michael Lam (5th from left) and representatives of the first 25 Advocate Mark holders.

香港品質保證局主席莫國和教授工程師(右四)、總裁林寶興博士(左五)及滙豐亞太區企業可持續發展總監區佩兒女士(中)與 25 家獲頒贈「企業社會責任先導者標誌」的公司代表合照。

The First Management Systems Certification Scheme on Wine Storage is Launched in Hong Kong

首個「葡萄酒儲存管理體系認證計劃」在港推出

Since the Hong Kong Government abolished the import duty on wine in 2008, the development of Hong Kong as a regional wine trading and distribution hub has gathered further momentum. Wine-related business activities have seen robust growth. In particular, the industry is forecasting that Hong Kong is overtaking London in 2009 to become the world's second largest wine auction centre in the world, just after New York. The industry players, with their expertise and years of experience in handling wine-related business in Hong Kong, have been responding swiftly to the surge in market needs by expanding their operations. In support, HKQAA has partnered with the industry to develop a management systems certification scheme for wine storage facilities. This scheme is the first of its kind in the region, if not the world. Not only was the idea of having such a scheme championed by the industry itself, local industrial experts have contributed a great deal to the process leading to promulgation of the scheme. Many of them serve on the Technical Committee of WSMS whose responsibilities include providing guidance in drafting and finalizing the specifications for certification. Their expertise has been particularly valuable to HKQAA when drawing up specifications which will help ensure that Hong Kong's certified facilities offer conditions which, according to the key players in the wine industry, would be comparable to the very best international practices for the proper cellaring, storage and housing of wines in Hong Kong.

The certification requirements are developed on the basis of the globally accepted international good management practices, having regard to the best practices in wine storage. The certification process follows a well proven and internationally recognized methodology that gives an objective and impartial attestation of the ability of management systems to deliver wine storage services that fulfill certain standards.

For the purpose of launching the Wine Storage Management Systems Certification Scheme, HKQAA has compiled a handbook. It provides the details of requirements and reference materials for the certification of wine storage management systems by two categories:

- 'Fine Wine Storage Management Systems Certification' intended for wines that require long term storage; and
- 'Commercial Wine Storage Management Systems Certification' for wines that are produced primarily for consumption in the near future.

More specifically, the certification requirements consist of two parts: (a) the 'System Requirements'; and (b) a 'Code of Practice'. The Code of Practice defines the requirements in nine aspects including temperature, humidity, lights, vibration, maintenance, security, inventory management, hygiene and insurance. For the warehousing of wines that are produced for consumption in the near future, certain flexibilities have been allowed in some of the specifications in the Code of Practice. Whereas the same set of system requirements is applied to both categories of certification that encompass the planning, execution, monitoring and improvement of wine storage services. Practitioners managing wine storage facilities are required to establish management systems by defining their policies, performance indicators and wine storage management plans; implement the plans with adequate resources; monitor effectiveness after implementation; and make adjustments to their systems and plans as to maintain competitiveness.



自香港政府於 2008 年撤銷葡萄酒進口稅後，香港正加速邁向成為區內葡萄酒貿易集散中心，葡萄酒相關業務更錄得強勁的增長。業界更預期香港將取代倫敦，成為謹次於紐約的世界第二大葡萄酒拍賣中心。業界人士憑著經營葡萄酒相關業務的專業知識和多年的豐富經驗，已迅速回應市場需求，擴充本地業務。為了促進香港葡萄酒業的發展，香港品質保證局與業界合作，開創先河，推出區內或甚至全球首個專為葡萄酒儲存而設的管理體系認證計劃。



計劃得以推出，不但有賴業界支持，更獲得本地的業內專家全力協助。部分業內專家更參與技術委員會的工作，包括在草擬至訂定認證規格的整個過程中提供指導。他們的專業知識尤其寶貴，讓香港品質保證局能制訂一套規格，

以確保獲認證的香港葡萄酒儲存設施，能提供符合要求的儲存環境，據部分主要業內人士表示，所要求的儲存環境，可媲美國際最佳窖藏、儲存及倉庫的營運水平。

認證要求的制定是以全球廣為接納的國際管理模式為基礎，並參照葡萄酒儲存的最好做法。認證過程依循現行之有效和國際公認的做法，提供客觀及公正的認證，證明葡萄酒儲存管理體系可以確保服務達到特定的水平。

存管理體系可以確保服務達到特定的水平。

為配合「葡萄酒儲存管理體系認證計劃」的推出，香港品質保證局已出版了「葡萄酒儲存管理體系認證計劃」手冊，為以下兩個認證類別提供詳細的認證要求及參考資料：

- 「高級葡萄酒儲存管理體系認證」— 適用於貯酒期較長的葡萄酒；及
- 「商品葡萄酒儲存管理體系認證」— 適用於生產作較短期內飲用的葡萄酒

具體來說，認證要求分為兩個部分：（甲）「體系要求」及（乙）「守則」。「守則」規定了溫度、濕度、光線、震動、維修、保安、存庫管理、衛生和保險等九方面的要求。對於生產作較短期內飲用的葡萄酒的儲存要求，「守則」中有些規格，是容許某程度上彈性的。然而，兩類認證須同時符合所有的「體系要求」，包括計劃、執行、監察和改善葡萄酒儲存服務。從事管理葡萄酒儲存設施的公司需要建立管理體系，包括制定政策、成效指標和葡萄酒儲存管理計劃，並以足夠的資源來推行計劃，監察實施後的成效，以及對體系和計劃作出調整，以保持競爭力。



Outreach Study Mission

When finalizing the specifications of the “HKQAA Wine Storage Management Systems Certification Scheme”, HKQAA executives took a study mission in October 2009 and visited 11 wine storage facilities in United Kingdom, France and the United States to understand more about overseas wine industry operations. Wine merchants and wine producers in Bordeaux were also visited to obtain their views on wine storage.

Trust and Word of Mouth

In view of the value being stored, ‘Trust’ between customers and wine storage service providers is commonly recognized to be a critical success factor for running a wine storage business. To gain the trust of customers, sound infrastructure and management systems are essential, especially for new wine storage companies who do not have a long history. ‘Word of mouth’ is particularly important when the service cannot be verified and the value may be affected by it. Personalized service is also important to make customers happy: staff with good knowledge of wine will create a strong bond with customers.

Ideal Storage Conditions

Underground facilities are comparatively ideal to maintain storage conditions for wine to develop to its best. Mines, bomb shelters and basements are handy choices, although extra care is required to cater for the damp environment and possible flooding. Above-ground facilities with good thermal insulation can also create a suitable storage environment. Of course, investment in thermal insulation and climate control systems will be required, and there will be additional running costs will be another major issue to be taken care of. Vibration and ultraviolet rays are also important agenda for establishment of good wine storage facilities.

Management systems are relatively new to most wine storage service providers, so the ‘System Requirements’ stipulated in the ‘HKQAA Wine Storage Management Systems Certification Scheme Handbook’ help them to appreciate the need to establish management systems to maintain competitiveness through defining policies, performance indicators and wine storage management plans; implementing the plans with adequate resources; monitoring effectiveness after implementation; and making adjustments to the management systems and plans.

The study mission was fruitful and concluded that the certification requirements are properly established. Special thanks go to the senior executives and technical staff who were kind enough to receive HKQAA executives and share their experience and knowledge of wine storage.



外地考察

在規格訂定之前，香港品質保證局的管理人員特意於 2009 年 10 月到訪了 11 個位於英國、法國和美國的葡萄酒儲存設施，了解海外葡萄酒業的運作模式。行程中還訪問了波爾多酒商和葡萄酒生產商，聽取他們對葡萄酒儲存的意見。

“信任”與“口碑”

鑑於儲存之葡萄酒的價值，客戶與儲存服務商之間的“信任”被公認為成功營運葡萄酒儲存業務的關鍵因素。為了贏得客戶的信任，完善的基礎設施和管理制度是必要的，特別是尚未建立了長期的歷史的新葡萄酒儲存公司。當服務無法直接得到驗證，而葡萄酒的價值可能受到它的影響時，“口碑”是尤其重要的。讓客戶滿意，個人化的服務也是很重要的：員工具有良好的葡萄酒知識將能與客戶建立一個穩健的關係。

理想的儲存條件

地下設施能提供較理想的儲存條件讓葡萄酒發展到最佳狀態。礦井、防空洞和地下室是方便的選擇，但需要格外小心應付潮濕的環境和水浸的問題。地面設施加上良好的隔溫設備也可以創造一個合適的儲存環境。需要隔溫設備及溫濕度控制系統的投資是當然的；運作成本將是另一個必須考慮的大問題。振動和紫外線也同樣是建立優良的葡萄酒儲存設施的重要議程。

對大部分葡萄酒儲存服務供應商而言，管理體系是比較陌生的，香港品質保證局「葡萄酒儲存管理體系認證計劃」手冊中的「體系要求」有助他們認識到建立完善的管理制度以維持競爭力，通過制定政策、績效指標和葡萄酒儲存管理計劃；提供足夠的資源實施計劃；監測實施後的成效；並作出調整管理體系和計劃。

這次考察獲得預期的成果並能夠為認證要求的恰當性作出結論。特別感謝各地高層管理和技術人員對考察人員的熱情接待，並分享他們寶貴的經驗和葡萄酒儲存方面的知識。

Technical Committee Members

技術委員會成員

Chairman 主席

Mr Ronald Lau 劉耀輝先生
Governing Council Member, HKQAA
香港品質保證局董事局成員

Members 會員

Mr Gregory De Eb
Hong Kong Wine & Spirits Industry Coalition
香港酒類行業協會

Ms Jeannie Chee
Master of Wine & Director, Asian Palate

Mr Vincent Liu 廖洪達先生
Executive Committee (Alternate), Hong Kong Association of Freight Forwarding and Logistics Ltd.
香港貨運物流業協會代執行委員

Mr Nicholas Pegg 彭力勤先生
Berry Bros & Rudd 董事總經理

Mr Christian Pillsbury
Managing Partner, Terravina

Mr Robert Scally 邵國禮先生
Managing Director, Robert Scally and Associates Ltd.
裕凱公證有限公司董事總經理

Mr Simon Tam
Director, Independent Wine Centre

Mr Anthony Wong 黃輔華先生
Chairman, Hong Kong Logistics Research Centre
香港現代物流研究中心主席



HKQAA Participates in Towngas HSE Day 香港品質保證局參與煤氣公司「健安環日」



Dr Michael Lam, Executive Director of HKQAA, received a thank-you gift from Towngas.
香港品質保證局總裁林寶興博士接受煤氣公司頒贈的紀念品。

The Hong Kong and China Gas Company (Towngas) has been providing customers with a safe, reliable supply of gas, while working to preserve and improve the environment. To enhance industry awareness of Health, Safety and Environment, Towngas held a Health, Safety & Environment (HSE) Day in November, 2009. The Lion Dance Team of the Hong Kong Fire Services Department and the Hong Kong Police Pipe Band performed at the opening ceremony.

HKQAA shares Towngas' environmental goals and was pleased to support this meaningful event. Dr Michael Lam, Executive Director of HKQAA, was the officiating guest at the HSE Day.

In response to the climate change issue, HKQAA has introduced several initiatives to assist industries to reduce their carbon footprint, including the HKQAA-HSBC CSR Index, the Carbon Management Systems Certification Scheme, "Carbon Audit" and "Carbon Labelling". HKQAA believes that collaboration efforts will lead to a low-carbon economy.

香港中華煤氣有限公司（煤氣公司）一直為客戶提供安全、可靠及源源不絕的煤氣供應，並致力保護及改善環境。為提升業界對健康、安全及環保的意識，煤氣公司於2009年11月舉辦了「健安環日」。香港消防處醒獅隊和香港警察樂隊的風笛隊均在開幕儀式上表演。

香港品質保證局與煤氣公司抱著共同的信念，因此亦十分支持煤氣公司這個饒富意義的活動，而本局總裁林寶興博士亦十分榮幸應大會的邀請擔任主禮嘉賓。

為回應近期的氣候變化問題，香港品質保證局陸續推出了「HKQAA-HSBC 企業社會責任指數」、「碳」管理體系認證計劃、「碳」審核及「碳」減排標籤，以協助業界減少碳足印。我們相信，業界攜手同心定可建立低碳經濟社會。

HKQAA Participates in the 9th GS1 Hong Kong Supply Chain Management Excellence Summit 香港品質保證局參加「第九屆香港貨品編碼協會供應鏈管理高峰會」

Hong Kong Quality Assurance Agency (HKQAA) was invited by the GS1, to be the panelist of Hong Kong Supply Chain Management (SCM) Excellence Summit, held on 10 November 2009. The Summit marked a record-breaking milestone in many areas including over 550 delegates from an array of industries and sectors; 38 prominent speakers gave keynote addresses.

Mr P C Chan, Operations Director of HKQAA, was invited to be the panelist of discussion with the theme on Build up Customers confidence with Quality, sharing thoughts from the views of a conformity assessment body. The society is highly disturbed by the Chinese commodities, especially the Chinese food containing melamine. How to rebuild customers' confidence was the concern of China's manufacturing industry that they are facing. Mr Chan pointed out, certification was one of the measurements for organisations to improve the quality of products, but most importantly, to be a socially responsible organisation is the main key to success.

With the aim to enhance awareness of assessment and certification towards all industries and businesses, HKQAA has been introducing international advanced management systems, and to promote a wide range of applications of management systems through various channels such as symposia, training courses and workshops.



Ms Conser Lee, Head of Membership Development and Services of GS1 Hong Kong presented a souvenir to Mr P C Chan, Operations Director of HKQAA.
香港貨品編碼協會工商發展及會員服務部主管李慧芳小姐頒贈紀念品予香港品質保證局營運總監陳沛昌先生。

2009年11月10日，香港品質保證局獲香港貨品編碼協會的邀請，擔任「第九屆香港貨品編碼協會供應鏈管理高峰會」的客席嘉賓。是次高峰會破紀錄有超過550位來自不同業界的代表參與，並邀請了38位知名講者交流意見。

香港品質保證局營運總監陳沛昌先生擔任「以品質建立顧客信心」專題的客席嘉賓，分享了作為合格評定機構的看法。過去一

段時間，中國商品尤其是中國食品受到三聚氰胺等問題的困擾，如何建立顧客信心是中國製造業界面對的問題。陳先生認為，認證是企業改善品質的可取方法，但更重要的是企業必須具有社會責任。

為持續提升工商業界對評審及認證的認知，香港品質保證局一直積極引進不同的管理體系，通過研討會、培訓、工作坊等形式與業界交流，將知識及技術傳遞至不同的層面。

ISO Survey 2008

ISO 調查報告 2008

The ISO Survey 2008, published in December 2009, outlines trends in the development of management systems in different industries. The survey reveals a sharp rise in use of standards for food safety and information security.

For the first time, the survey includes ISO 22000 for food safety management systems. A steep increase of 96% was observed in ISO 22000. A total of 8,702 certificates were issued in 112 countries with 369 in Mainland China and 39 in Hong Kong. For ISO/IEC 27001, 9,246 certifications were issued in 82 countries, 236 in Mainland China, 59 in Hong Kong and 23 in Macau.

And, for the standards of quality management systems and environmental management systems, up to the end of December 2008, a 3% growth had been observed in ISO 9001 while there had been a 22% growth in ISO 14001. Among them, 224,616; 3,499 and 102 of ISO 9001 certificates and 39,195, 739 and 23 of ISO 14001 certificates were issued in Mainland China, Hong Kong and Macau respectively.

The total number for ISO 9001 certificates includes ISO 9001:2000 and ISO 9001:2008 certificates because ISO 9001:2008 contains no new requirements compared with 2000 edition. The main survey findings are provided free of charge on ISO's website at <http://www.iso.org/iso/survey2008.pdf>.

於2009年12月出版之《ISO調查報告2008》刊載了管理體系於世界各地的發展狀況。報告反映出食品安全管理體系和信息安全管理體系的使用有大幅的增長。

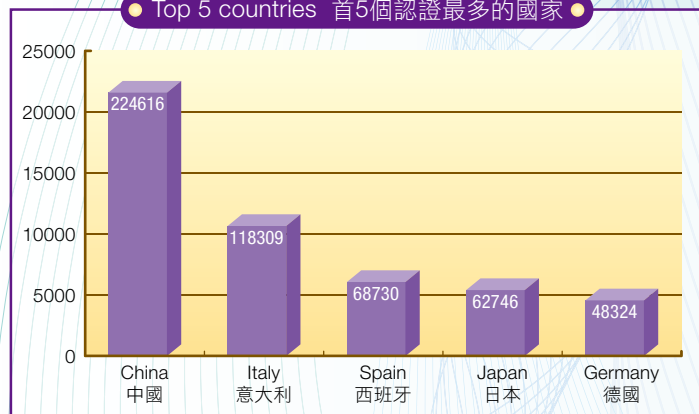
首年加入調查的ISO 22000 食品安全管理體系，錄得96%的急劇增長，於112個國家共發出8,702張證書，中國內地和香港分別有369張和39張。而ISO/IEC 27001 於82個國家共發出9,246張證書，其中中國內地有236張，香港及澳門分別有59張及23張。

在質量管理體系和環境管理體系方面，截至2008年底，ISO 9001 及 ISO 14001 所簽發的證書分別有3%和22%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224,616張、3,499張及102張。而ISO 14001 證書方面中國內地、香港及澳門分別簽發了39,195張、739張及23張。

由於ISO 9001:2008 版沒有新增的要求項，所以ISO 9001 證書數量已包括2000版及2008版的證書。有關正式調查報告，可於ISO網頁免費下載 <http://www.iso.org/iso/survey2008.pdf>。

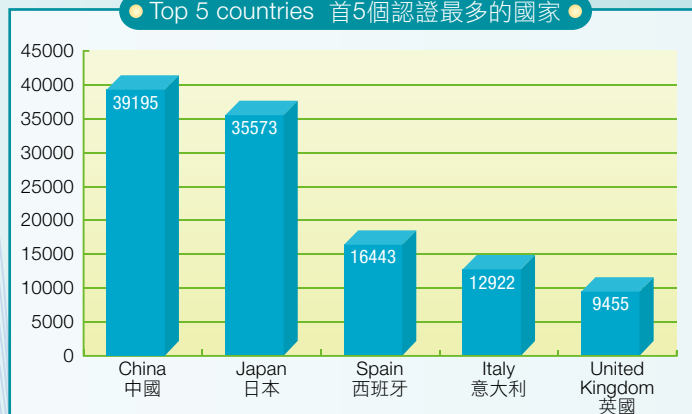
	ISO 9001	ISO 14001	ISO/IEC 27001	ISO 22000
Total No. of Certificate (year 2008) 簽發證書數量 (2008年)	982,832	188,815	9,246	8,102
Total No. of Countries (year 2008) 簽發國家數量 (2008年)	176	155	82	112

● Top 5 countries 首5個認證最多的國家 ●



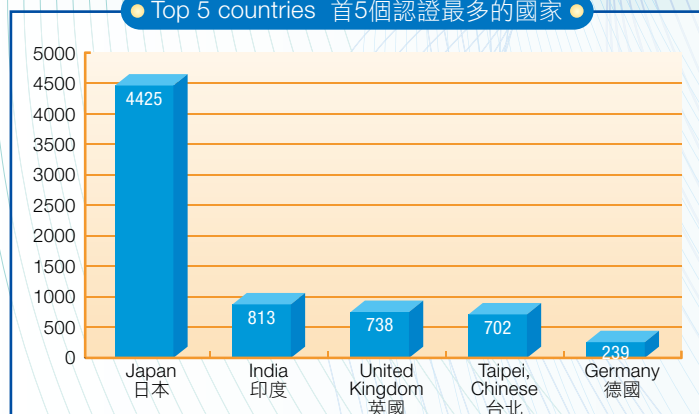
No. of ISO 9001:2000/2008 Certificates ISO 9001:2000/2008 認證數目

● Top 5 countries 首5個認證最多的國家 ●



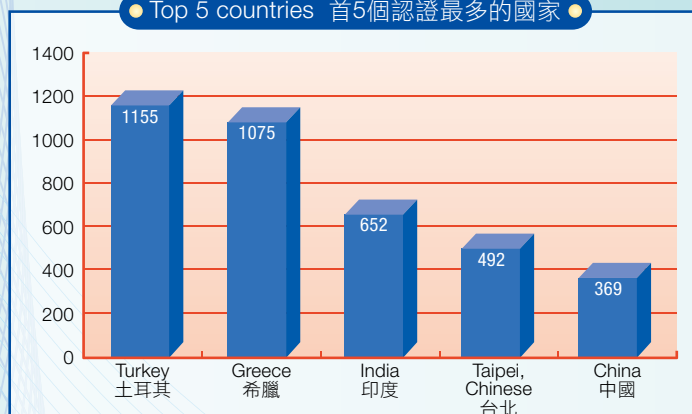
No. of ISO 14001:2004 Certificates ISO 14001:2004 認證數目

● Top 5 countries 首5個認證最多的國家 ●



No. of ISO/IEC 27001:2005 Certificates ISO/IEC 27001:2005 認證數目

● Top 5 countries 首5個認證最多的國家 ●



No. of ISO 22000:2005 Certificates ISO 22000:2005 認證數目

* Data extracted from ISO Official Website 資料數據載自 ISO 官方網站

International, Hong Kong & Mainland China 國際、香港及中國內地

International 國際

ISO 9004:2009 Published on 31 October 2009

The new ISO 9004 standard, titled *Managing for the sustained success of an organisation – A quality management approach* focuses on factors such as the business environment in which the organisation operates, the needs and expectations of its stakeholders, its long term strategies, resource management, and the way it manages knowledge, information and technology. Although ISO 9004 is not a mandatory standard, and not intended to be used for certification purposes, its voluntary adoption can provide significant benefits for those organisations who wish to build on and take greater advantage of their existing quality management system.

New Chairman for ISO/TC176/SC2

HKQAA's Associate Technical Director, Dr Nigel H Croft, has been appointed as the new Chairman of ISO/TC176/SC2, the ISO subcommittee responsible for the most prestigious standards in the ISO portfolio, ISO 9001 and ISO 9004. Dr Croft's appointment is subject to a formal ballot of the 81 voting members of the Technical Committee, but this formality is expected to be completed before he begins his duties at the next Plenary Meeting of ISO/TC176 in Bogotá, Colombia in June 2010.

Dr Croft succeeds Dr John Davies, who retired recently after 24 years as Chair of SC2, having presided over the publication of all four editions of ISO 9001 and ISO 9004.

HKQAA Participates in the Business for Social Responsibility Conference

HKQAA Chairman Ir Prof. Peter Mok was joined by Dr Nigel H Croft and Ms Gloria Ho at the annual BSR Conference in San Francisco in October 2009. Over 1000 delegates had the opportunity to hear eminent speakers discuss the theme of the conference (Reset Economy; Reset World) which emphasized the need for organisations and their stakeholders worldwide to re-evaluate their priorities in the face of increasing social, environmental and economic challenges. Speakers included Elizabeth Bagley, US Special Representative for Global Partnerships and advisor to Hillary Clinton, John Donahue, President and CEO of E-Bay, and Ben Verwaayen, CEO of Alcatel-Lucent. Of particular interest, was the extremely stimulating keynote presentation given in Mandarin (with simultaneous translation into English) by Zhang Yue, Chairman and CEO of Broad Air Conditioning, and environmentally-friendly Chinese company specializing in non-electric chillers.



Global Food Safety Initiative Recognizes Management System Accreditation as a Basis for Food Safety Management Schemes

Dr Nigel H Croft, Associate Technical Director of Hong Kong Quality Assurance Agency, participated actively in recent discussions involving GFSI, the International Accreditation Forum (IAF) and ISO's Conformity Assessment Committee (ISO/CASCO) regarding the use of ISO 17021 and ISO 22003 as a basis for accreditation of certification bodies providing certification to GFSI-recognized schemes.

GFSI has traditionally based its recognition on accreditation to the product certification standard ISO Guide 65. As a result of the discussions, GFSI will now recognize management system accreditation, such as that on which the new FSSC 22000 scheme is based. This now opens up the way for HKQAA to be able to provide accredited certification to ISO 22000 and the GFSI-recognized FSSC 22000 with a single audit.

ISO 9004:2009已於2009年10月31日出版

新標準 ISO 9004「機構持續成功的管理－質量管理方針」，焦點探討企業營商環境、持分者的需求及期望、企業的長遠策略、資源管理、管理知識的方式、資訊及科技等企業營運的要素。雖然 ISO 9004 不是一個強制性的標準，也不是用作認證用途，但企業可自願性採用。ISO 9004 能為有意加強現有的質量管理體系及提升績效的企業提供明顯的效益。

ISO/TC176/SC2 任命新主席

香港品質保證局技術總監倪國夫博士委任為 ISO/TC176/SC2 技術委員會新主席。ISO 小組委員會負責發展 ISO 9001 及 ISO 9004 標準。倪博士由 81 名技術委員會成員經正式投票選出。新職務預計於 2010 年 6 月在哥倫比亞波哥大召開的全體會議後正式履行。

倪博士將接掌前主席 John Davies 博士的職務，John Davies 博士於近期退休，24 年來擔任 SC2 技術委員會主席，他於在任期間出版了四個版本的 ISO 9001 和 ISO 9004 的標準。

香港品質保證局參與「商務社會責任國際協會年會」

2009 年 10 月，香港品質保證局主席莫國和教授工程師與技術總監倪國夫博士及何雅慧女士參加了三藩市舉行的「商務社會責任國際協會年會」(BSR 年會)。逾千名業界人士藉此機會與多位知名講者就大會主題「重振世界經濟」交流意見，重點討論全球企業及其持分者，在面對社會、環境及經濟方面日益增加的挑戰時，要重新評估其優先解決的事項。講者包括有負責全球伙伴關係事務的特別代表及希拉里·克林頓的顧問伊麗莎白·巴格利 (Elizabeth Bagley)、全球最大拍賣網站 E-Bay 總裁 John Donahue 及法國電訊企業 Alcatel-Lucent 的總裁 Ben Verwaayen。特別令人津津樂道的，是專門生產「非電」空調生產設備的中國環保機構——遠大空調有限公司的總裁張躍以普通話發表演講（即時傳譯成英語）。

全球食品安全倡議 (GFSI) 技術委員會承認管理體系認證為食品安全管理計劃的基礎

香港品質保證局技術總監倪國夫博士於近期積極與全球食品安全倡議 (GFSI) 技術委員會、國際認可論壇 (IAF) 和國際標準化組織合格評定委員會 (ISO/CASCO) 討論以 ISO 17021 和 ISO 22003 作為提供 GFSI 技術委員會認可計劃之認證機構的認可基礎。

GFSI 技術委員會傳統地只認受 ISO Guide 65 產品認證認可標準。經過多番討論後，GFSI 技術委員會現在亦承認以管理體系作為 FSSC 22000 的認可基礎。如此一來，香港品質保證局可透過一個審核認證 ISO 22000 及 GFSI 技術委員會認可的 FSSC 22000。



HongK ong&Ma inlandCh ina 香港及中國內地

MrXiao Jianhua Elected as Vice-Chairman of IAF

In October 2009, Mr Xiao Jianhua, Secretary-General of China National Accreditation Service for the Conformity Assessment (CNAS) was elected as Vice-Chairman of the IAF at its 23rd conference. This appointment signifies the leading role the Chinese accreditation authority plays in the international arena.

China Introduces Low-carbon Product Certification with GTC

Recently, the Environmental Development Center of the Environmental Protection Department and the German Technical Cooperation Company signed the "Sino-German cooperation projects in low-carbon product certification" in Beijing. This collaboration is a first foreign cooperation project for the Environmental Protection Department in the field of low-carbon product certification.

Introducing low-carbon product certification is an initial step to promoting the development of the environmental protection sector in China. China can keep up with the latest developments in low-carbon and encourage the development of low-carbon product certification and direct to the sustainable development, in return reduce the trade barriers.

Product certification introduces a low carbon supply chain, and encourages the manufacturer to develop and produce low carbon technology and products.

China Promises to Reduce GDP Carbon Dioxide Emissions

On 26 November 2009, the PRC government committed to control the carbon emission. In 2020, carbon emissions will be reduced by 40% to 50% when compared with 2005 for every GDP. There was an overwhelming positive response to this news from the international community. The policy promise goes some way to demonstrating that China is a responsible country when facing global environmental challenges. The PRC will implement different policies in order to control greenhouse gas emissions and invest more resources in developing resource-saving and environmental friendly community.

肖建華先生當選為 IAF 副主席

在 2009 年 10 月，國際認可論壇 (IAF) 在第二十三屆全體大會上一致通過中國合格評定國家認可委員會 (CNAS) 秘書長肖建華先生，當選 IAF 副主席一職。這標誌著中國認可在國際認可組織的領導地位展開了新的一頁。

中外聯手首次開展低碳產品認證

近日，環境保護部環境發展中心與德國技術公司在北京共同簽署了「中德低碳產品認證合作項目」。本合作項目是環境保護部在低碳產品認證領域的首個對外合作項目。

開展低碳產品認證可能是對中國未來造成貿易壁壘的「低碳標誌」的一種率先政策實踐，大力促進環保產業發展，有助於中國緊貼國際低碳經濟潮流，減少潛在的綠色貿易壁壘，改變中國對外貿易的二氧化碳的逆差現狀，正確引導中國對外貿易的可持續發展。

通過向產品授予低碳標誌，向社會推進一個以顧客為導向的低碳產品採購和消費模式，並且以公眾的消費選擇引導和鼓勵企業開發低碳品技術。

中國承諾大幅降低 GDP 碳排放量

中國政府於 2009 年 11 月 26 日正式宣佈控制溫室氣體排放的行動目標，至 2020 年，單位國內生產總值 (GDP) 二氧化碳排放比 2005 年下降 40% 至 50%。國際社會對此給予高度讚賞，稱之為「提升全球信心」的措施。應對全球挑戰方面，再次突顯中國負責任的積極態度。中國將採取更多政策措施與行動，努力控制溫室氣體排放，建設節約資源和環境友好的社會。

The Implementation of Management Systems in Survey and Mapping Office of the Lands Department

地政總署測繪處管理體系的實踐

Survey and Mapping Office (SMO) of the Lands Department was awarded the certificates of ISO 9001 Quality Management System and the ISO 14001 Environmental Management System in 2003 and 2007 respectively. In this issue, we are honor to have Mr Wong Chung-hang (Wong), Deputy Director/ Survey and Mapping of the Lands Department to share with us his vision and the prospect of implementing the management systems.

Incentives and Experiences from ISO

The original aim was to identify the quality objectives for streamlining all the quality management procedures, and to enhance the colleagues' expectations and awareness of quality management through implementing ISO 9001. The senior management staff actively participated in training courses in order to know more about how to put quality management into practice. They then promoted the idea to the middle management and front-line staff. The result is that all colleagues own what they have achieved in implementing the management systems. Wong said.

Of course, our colleagues had to face a lot of difficulties, particularly when their workload was increased in preparing the necessary documentation. After many discussions, we all understood the importance of having the environmental and quality management systems for establishing the clear objectives and the efficient procedure leading to a steadfast foundation of continual improvement. As the communication among different units improved, staff entered into the required high team spirit for better cooperation, which in turn increased the overall productivity.

Environmentally-Friendly Operations



SMO uses the waterproof environmentally-friendly synthetic paper to produce countryside maps which are now more durable.
測繪處創新地使用耐用性高的防水環保合成紙來印製郊野地圖。

SMO attaches great importance to environmental protection. We use the latest digital equipment and follow environmentally-friendly practices for printing maps and photos in order to minimize sewage emissions and paper consumption. The chemical waste produced while developing film is categorized and recycled to avoid pollution to the environment. We also use the waterproof environmentally-friendly synthetic paper, instead of traditional art paper, to produce countryside maps which are now more durable. For outdoor surveying, we use the ozone-save spray paint of low volatile organic compounds for the survey station marking.

Next Milestone of SMO

Wong further told us the importance of occupational safety and health in his staff's daily operation. As such, SMO would like to consider implementing OHSAS 18001 as the first priority project over other management systems in the next step. It is expected that the implementation of OHSAS 18001 would raise staff's awareness of safety and health at work.



Mr Wong Chung-hang, Deputy Director/ Survey and Mapping of the Lands Department to sharing his vision and the prospect of implementing the management systems.
地政總署副署長/測繪事務黃仲衡先生，講述推行管理體系背後的理念及展望。

地政總署測繪處分別於2003年及2007年考獲ISO 9001質量管理體系及ISO 14001環境管理體系，今期我們有幸邀請到地政總署副署長/測繪事務黃仲衡先生，講述推行管理體系背後的理念及展望。

考取 ISO 的原因及經驗

黃副署長表示，「最初希望透過考取 ISO 9001 訂立明確的品質目標，提高員工對質量管理的要求和認知，從而更有系統地優化原有的質量管理流程。推行之前，測繪處的管理層積極參加有關的培訓課程，了解如何實踐管理體系，並逐步將信息傳遞至中層及前線員工，務求達致上下一心，共同實踐優化的質量管理。」

然而，推行初期卻遇到一些困難，由於要準備大量審核文件，無疑令員工的工作量增加，經過多番溝通後，大家明白到體系有助確立質量管理目標和程序，為持續發展奠定穩固的基礎。正因為溝通多了，促使各工作單位間加強合作，發揮良好的團隊精神，從而提高整體績效。」

「然而，推行初期卻遇到一些困難，由於要準備大量審核文件，無疑令員工的工作量增加，經過多番溝通後，大家明白到體系有助確立質量管理目標和程序，為持續發展奠定穩固的基礎。正因為溝通多了，促使各工作單位間加強合作，發揮良好的團隊精神，從而提高整體績效。」

環境保護的措施

「測繪處十分重視環境保護，在印製圖則和沖印照片的工作上，使用先進的數碼儀器和遵守環保要求的工作流程，減少不必要的污水排放和用紙。沖印造成的廢料會經過多重分類及回收，以免污染環境。在製圖方面更創新地使用耐用性高的防水環保合成紙來印製郊野地圖，以取代一般容易損壞的紙張，從而減少紙張的耗損量。在戶外進行測量工作時，現已採用不損臭氧層及低揮發性有機物的噴漆來顯示地標，保障大自然免受破壞。」

測繪處下一目標

黃副署長深明職安健對員工日常工作是非常重要的，故此為測繪處考慮推行下一個管理體系時，會以 OHSAS 18001 職業健康和安全管理體系為首要目標。期望透過推行 OHSAS 18001，提高員工對職安健的認知，保障員工的健康及安全。

The Survey and Mapping Office, Lands Department

The SMO of the Lands Department is the authority for land surveys and all types of mapping in Hong Kong. The major responsibilities of SMO are the establishment and maintenance of geodetic survey network; provision of cadastral and photogrammetric surveys as well as cartographic and reprographic services; maintenance of computerised Land Information System for mapping data and cadastral records; production and revision of digital maps and plans at different scales for various purposes for the use of both general public and relevant business parties. With the introduction of the global positioning system in recent years, the Satellite Positioning Reference Station System is established for the development of various major infrastructures. SMO is also responsible to assist Land Survey Authority in the enforcement of the Land Survey Ordinance (Cap. 473).

地政總署測繪處簡介

地政總署測繪處是本港土地測量及繪製各類地圖的機構，負責建立及保存香港的大地測量網，進行地籍測量、攝影測量，提供編製地圖及攝影製圖服務。測繪處的電腦化土地信息系統提供製圖數據及地籍資料、繪製各類用途和比例的地圖及提供各種數碼地圖予公眾及有關行業使用。近年更引進全球定位系統科技，建立為各類基建發展用的衛星定位參考站網系統。測繪處亦協助土地測量監督執行《土地測量條例》（第473章）的職能。

New Certified Clients 新認證客戶

August 2009 to October 2009 | 2009年8月至2009年10月



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 August 2009 to October 2009, we have been pleased to welcome 47 organizations to our community. Among them, they have obtained 59 certificates of ISO 9001, ISO 10002, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, PAS 55, SA8000, TL 9000 and HKQAA-HACCP. We believe the new members will contribute to the overall success of the brand that adds value 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。

由二零零九年八月至二零零九年十月期間，香港品質保證局共頒發 59 張證書，包括 ISO 9001, ISO 10002, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, PAS 55, SA8000, TL 9000 和 HKQAA-HACCP。在此謹祝賀 47 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面帶來更大的裨益。



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			
			Jan 一月	Feb 二月	Mar 三月	Apr 四月
Quality 質量						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系 — 入門	 9:00am-12:00pm Half-day 半天	Free 免費	QMS1C/HK-01A 8		QMS1C/HK-03A 1	
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用	 1	HKD 1,300	VM1C/HK-01A 4	VM1C/HK-02A 8	VM1C/HK-03A 8	VM1C/HK-04A 14
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部質量管理體系審核員培訓	 2	HKD 2,800	VM1C/HK-01A 20-21	VM3C/HK-02B 25-26	VM3C/HK-03A 15-16	VM3C/HK-04A 26-27
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系 — 進階內部審核技巧	 2	HKD 3,000/ HKD 2,700*				QMS5C/HK-04A 12-13
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,300				QMS4C/HK-04A 19
ISO 9001:2008 Quality Management Systems Auditor/Lead Auditor Transition Course Update ISO 9001:2008 質量管理體系 - 主任審核員新版演變培訓課程	 1	HKD 1,600/ HKD 1,500*	S059E/HK-01A 19			
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 10,000/ HKD 9,500*	IQA1/IRCA/01 25-29			
Wine Storage Management Systems - Understanding & Application 葡萄酒儲存管理體系 — 理解與應用	 1	HKD 1,500			QM01C/HK-03A 1	
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/ HKD 1,300*	EMS2C/HK-01A 14		EMS2C/HK-03A 4	EMS2C/HK-04A 23
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/ HKD 2,700*		EMS3C/HK-02A 23-24	EMS3C/HK-03A 30-31	
Energy Management Workshop : Saving Cost and Energy (BS EN 16001:2009) 能源管理工作坊	 1	HKD 1,800/ HKD 1,600*	EM05E/HK-01A 20			
Improving Business Performance by Managing Carbon Emission 減碳排放以提高業務績效	 1	HKD 1,600/ HKD 1,500*	EM03E/HK-01A 21			
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Conversion Training ISO 14001 環境管理體系 — 主任審核員轉證培訓課程	 3	HKD 6,200/ HKD 5,700*	EMS9E/HK-01A 6-8			
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Training ISO 14001 環境管理體系 — 主任審核員證書培訓課程	 5	HKD 10,000/ HKD 9,500*	EM01E/HK-01A 6-8 & 11-12			
Occupational Health and Safety 職業健康和安						
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/ HKD 1,300*	OHS8C/HK-01A 4	OH08C/HK-02A 1		OHS8C/HK-04A 20
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	 2	HKD 3,000/ HKD 2,700*	OHS9C/HK-01A 18-19		OHS9C/HK-03A 16-17	OHS9C/HK-04A 27-28
Food / Pharmaceutical Sector 食品和製藥						
ISO 22000:2005 Food Safety Management Systems - Understanding & Application ISO 22000:2005 食品安全管理體系 — 理解與應用	 1	HKD 1,300			HA5C/HK-03A 12	
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 2,800		HA10C/HK-02A 23 & 26		
ISO 22000:2005 Food Safety Management Systems Implementation Course (NTTS Approved Course) ISO 22000:2005 實施食品安全管理體系課程 (NTTS認可課程)	 3	HKD 4,800#				HA9C/HK-04A 12-14
Good Manufacturing Practice (GMP) Compliance Training for Pharmaceutical Industry 附合製藥工業的良好操作規範課程	 2	HKD 3,000			GP05C/HK-03A 6 & 13	
Corporate Social Responsibility 企業社會責任						
Integrating Social Responsibility into your Organisation 企業中的社會責任	 1	HKD 1,500	EW21C/HK-01A 5		EW21C/HK-03A 26	
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-03A 29	
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-01A 11-12			IMS2C/HK-04A 8-9
Management Tools and Skills 管理工具和技能						
ISO 31000 AS/NZS4360 Risk Management Systems - Understanding & Application ISO 31000 AS/NZS4360 風險管理體系 — 理解與應用	 1	HKD 1,500			OH11C/HK-03A 26	
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/HK-01A 25			
Implementation of HKQAA 5S in the Workplace Operation 實施HKQAA — 5S 在工作間的營運	 1	HKD 1,300		GP03C/HK-02A 2		
Lean Sigma Black Belt 精益六西格瑪黑帶	 12	HKD 24,000			EW29C/HK-03A 19 Feb -27 Mar each Fri & Sat	
Managing Risk with Business and Financial Analysis (for Non financial executives) 風險管理 — 商業及財務分析(適用於非財務專業人員)	 2	HKD 4,800/ HKD 4,600*			EW27C/HK-03A 1-2	
Managing and Controlling Business Risks 商業風險管理及控制	 1	HKD 1,600/ HKD 1,500*	EW30E/HK-01A 22			
Effective Presentation Skill for Managers 管理人必備表達技巧	 1	HKD 1,300		EW22C/HK-02A 1		
Telecommunications and Information Service 電訊和資訊服務						
ISO 27001:2005 Information Security Management Systems Lead Auditor Training Course (IRCA Reg.#A17321) (NTTS Approved Course) ISO 27001:2005 訊息安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號#A17321) (NTTS認可課程)	 5	HKD 12,000/ HKD 11,000*#		ISE6E/HK-02A 1-5		
Risk Management for IT Security 資訊科技安全的風險管理	 2	HKD 3,000		ISO1C/HK-11A 5-6		

Remarks * Please refer the early bird payment deadline to our web-site
請於本局網頁參看優先報名之付款詳情

備註

NTTS approved course with 50% course fee reimbursement
NTTS 認可課程可獲退回50%的課程費用

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			
			Jan 一月	Feb 二月	Mar 三月	Apr 四月
Quality 質量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用	P 1	RMB 500	VM1P/SH-01A SH 8 VM1P/GZ-01A GZ 11		VM1P/SH-03A SH 3 VM1P/SZ-03A SU 5 VM1P/GZ-03A GZ 17	
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部質量管理體系審核員培訓	P 1	RMB 1,000	VM3P/GZ-01A GZ 12-13		VM3P/SH-03A SH 4-5 VM3P/GZ-03A GZ 18-19	VM3P/SZ-04A SU 26-27
ISO 9001:2008 Quality Management Systems Internal Auditor Transition Training ISO 9001:2008 質量管理體系內審員轉版培訓	P 1	RMB 800			VM4P/SH-03A SH 12	VM4P/SH-04A SH 23
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	P 1	RMB 600		EMS2P/SH-02A SH 3		EMS2P/GZ-04A GZ 7
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	P 2	RMB 1,200		EMS3P/SH-02A SH 4-5		EMS3P/SH-04A SH 29-30 EMS3P/GZ-04A GZ 8-9
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 內部審核員培訓	P 2	RMB 1,500		IE01P/GZ-02A GZ 4-5		
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	P 1	RMB 600	OHS8P/GZ-01A GZ 20			
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	P 2	RMB 1,200	OHS9P/GZ-01A GZ 21-22			
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理體系 — 理解與應用	P 1	RMB 900	ISE3P/SH-01A SH 8		ISE3P/GZ-03A GZ 29 ISE3P/SH-03A SH 24	
ISO/IEC 27001:2005 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2005 信息安全管理體系 — 內部信息安全管理體系審核員培訓	P 2	RMB 1,900	ISE4P/SH-01A SH 9-10		ISE4P/GZ-03A GZ 30-31 ISE4P/SH-03A SH 25-26	
ISO/IEC 27001:2005 Information Security Management Systems Lead Auditor Training Course (IRCA Reg.#A17321) (NTTS Approved Course) ISO/IEC 27001:2005 信息安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號.#A17321) (NTTS Approved 認可課程)	P 5	RMB 10,000		ISE6P/IRCA/GZ-02A GZ 24-28	ISE6P/IRCA/GZ-03A GZ 20-24	
Social Accountability 社會責任						
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008 社會責任管理體系 — 內部審核員培訓	P 2	RMB 1,800			SA01P/GZ-03A GZ 15-16	
WRAP Internal Auditor Training WRAP 內審員培訓	P 1	RMB 780	WR01P/SH-01A SH 19			
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	P 3	RMB 2,800				SA05P/GZ-04A GZ 21-23
BSQI (Business Social Compliance Initiative) Understanding Training BSQI 倡議商界遵守社會責任之條文解讀	P 1	RMB 780		BS02P/GZ-02A GZ 2 BS02P/SH-02A SH 26		
Management Tools and Skills 管理工具和技能						
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	P 1	RMB 980	MT23P/SH-01A SH 12 MT23P/GZ-01A GZ 14			MT23P/SH-04A SH 9 MT23P/GZ-04A GZ 29
Telecommunications and Information Service 電訊和資訊服務						
Understanding the Essence of TL 9000 Requirements Handbook R5.0 TL 9000 R5.0 質量管理體系要求手冊改版精要	P 1	RMB 900	TL03P/SH-01A SH 11		TL03P/SH-03A SH 5	
TL 9000 R5.0/R4.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.0/R4.0 質量管理體系 — 內部審核員培訓	P 3	RMB 3,800	TL04P/SH-01A SH 13-15 TL04P/GZ-01A GZ 25-27		TL04P/SH-03A SH 29-31	TL04P/SH-04A SH 26-28

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	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>

Organizer:



香港品質保證局

Co-organizer:



Member of VTC Group
VTC 成員機構

Registration is now Open!

• HKQAA/ IVE Business Administration Seminar •

哥本哈根氣候變化會議後錄 Copenhagen Climate Change Conference

What's Next? 發展與未來

Date 日期

29 January 2010

Time 時間

14:30-17:30

Venue 地點

IVE (Chai Wan), LT S005, G/F, Lee Wai Lee Building, 30 Shing Tai Road,
Chai Wan, Hong Kong
香港柴灣盛泰道30號李惠利高等教學樓地下LT S005

Speakers 講者

Prof. Ho Kin Chung, BBS
Dean of Science & Technology of The Open University of Hong Kong (OUHK)
何建宗教授, BBS - 香港公開大學科技學院院長

Dr. Ali AL-Zubaidi, Managing Director
Integrated Management Systems Associates Limited
阿里·素彼得博士 – 綜合管理系統協會董事總經理

Language 語言

粵語及英文

Seminar key topics 焦點議題

- Key issues discussed and concluded in Copenhagen Conference
總結哥本哈根氣候變化會議之扼要
- Implications & outcomes of the climate negotiation in Copenhagen
哥本哈根氣候變化會議的啟示
- Emergence of Developing Countries Block
發展中國家(中國、印度、南非、巴西)的冒起
- What consequences can we expect for Hong Kong, China and other parts of the world?
預期對香港、中國及全球其他地區之影響
- Impact of Copenhagen Conference on Business Community and potential business opportunities
哥本哈根氣候變化會議對商業社會之影響及潛在商機
- Response to global climate changes: local community actions
本地社區回應全球氣候變化之行動

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