

Sustainability Report 可持續發展報告

Report Verification 報告的驗證

Key to a Successful Sustainability Report 可持續發展報告的成功要素

Enhancing Corporate Culture via the Reports 透過報告提升企業文化



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#### Article Contributions 歡迎投稿

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

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#### From the Editor 編者的話

Many companies do not just report on their financial status but have become more accountable to their stakeholders by publishing sustainability reports. Such reports are useful tools for communicating to the community a commitment to, and achievement in, social and environmental matters.

As the trend of sustainability reporting grows, it gives rise to the need for reporting guidelines and standards, especially for those organisations that are new to this practice. In this issue, Mr. Sean Gilbert, China Director at the Global Reporting Initiative (GRI), and Ms Connie Sham, Senior Manager of Strategic Business at HKQAA, share their specialised knowledge about the development and application of these international guidelines, as well as report verification.

Also in this issue, The Hongkong Electric Co., Ltd. and Hong Kong Aircraft Engineering Co. Ltd. talk about sustainability reporting. This should be inspiring for every organisation that is eager to publish its first report and enhance its engagement with stakeholders.

In the Technical Corner, Dr Nigel Croft discusses the future direction of ISO 9000 and Mr Jacky Yeung, HKQAA's Technical Manager, continues his QMS auditing series, in which he shares his experience as a veteran auditor. This issue, Jacky talks about interviewing top management.

We hope these articles will let you learn more about the latest developments in management systems and help your company keep up with the trends in sustainability reporting.

近年,越來越多企業主動向持份者透露營運狀況,除財務報告外,也開始發表可持續發展報告。這種報告,能非常有效地向社會大眾傳達企業對社會及環保工作的承擔和成果。

發表可持續發展報告已日漸普及,令企業對報告指引和標準的需求甚殷,尤其是初次嘗試發表報告的機構。在今期《管略》,全球報告倡議組織(GRI)的中國總監Sean Gilbert先生,以及香港品質保證局高級策略業務經理沈小茵女士,將為讀者剖析這些國際指引的發展和應用,以及報告驗證工作的現況。

此外,《管略》邀得香港電燈集團有限公司和香港飛機工程有限公司,為我們分享發表可持續發展報告的經驗,相信能為躍躍欲試的機構帶來很大的啟發。

在技術探討專欄,倪國夫博士會分析ISO 9000的未來發展方向;至於香港品質保證局技術經理楊焯忠先生,則繼續分享他的資深審核經驗,今期為讀者介紹與高層人員面談的要訣。

希望今期內容,能讓大家了解管理體系的最新發展動向,並推動更多企業發表可持續發展報告,以迎合國際大趨勢。

#### 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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## Increased Mainstreaming of Sustainability I可持續發展報告日趨普及

Mr Sean Gilbert China Director, The Global Reporting Initiative 全球報告倡議組織中國總監

#### **Growth of Sustainability Reporting in Greater China**

Since 2007, the number of sustainability reports in China has grown from a handful to several hundred, and this number is likely to continue growing. The increase has been driven by a number of factors, not least the commitments of the China Government and requirements instituted by the Shanghai and Shenzhen stock exchanges. This growth has not yet been mirrored in Hong Kong or Taiwan, but the Taiwanese stock exchange took steps earlier this year to require more reporting.

The trends in China are a reflection of a wider change in the world – sustainability reporting is mainstreaming. Regulators, communities, and other stakeholders have made a simple connection. Today, nobody would argue that a well-managed company should operate without due consideration for the environment, its workforce, and the social welfare of other stakeholders affected by it. A company will have policies and systems in place to manage these responsibilities as part of its routine management and will also look for new business opportunities created by sustainability trends. If this is a routine expectation of respectable companies, then why should it be difficult to report on these activities?

#### **Initiatives Around the World**

Regulators around the world are now looking at how to improve reporting. The Securities and Exchange Commission in the United States has issued a new interpretation clarifying the materiality of climate change, and has a committee looking at environmental, social, and governance (ESG) disclosure. India has issued corporate social responsibility guidelines and will do more work in the area. In Scandinavia, Sweden, Denmark, and Norway have all taken steps to require greater disclosure and have made specific reference to the Global Reporting Initiative (GRI).

Market actors are also stepping into the fray with new service offerings such as the ESG data portal on Bloomberg and NASDAQ's sustainability index, both of which use the GRI as a reference. Companies are also increasingly looking to better assess their supply chain footprints, which is leading to new initiatives in the extraction and consolidation of performance data, for example on efforts to conduct water footprinting.

#### **Reporting Guidelines Help Build Competitive Profile**

For companies, common reporting guidelines represent an opportunity to build a competitive profile and explore sustainability opportunities. A common basis for reporting allows for comparisons to be made on the basis of performance rather than the beauty of a report. It also offers an opportunity to consolidate and rationalise information requests from buyers and other stakeholders.

In a world of globalised supply chains, globalised capital markets and globalised trade, use of international standards offers the ability to communicate across markets. The process of reporting also offers a window on the range of potential issues that are driving the evolution of regulatory regimes, markets and consumer preferences. Smart companies can make reporting a source of ideas for business innovation and a process in which opportunities are indentified.

As the mainstreaming of reporting gains speed, the Global Reporting Initiative will continue to play its role as a platform for innovating guidance on reporting and building capacity of companies and stakeholders alike. With its new office in Beijing, GRI also hopes to support the development of reporting and the involvement of organisations from the region in this innovation.

#### 可持續發展報告在大中華的發展

自2007年以來,可持續發展報告在中國的數量從幾份增長至幾百份,並有持續上升之勢。這全賴多方面因素的帶動,尤其是中國政府的支持,以及上海與深圳股票交易所制定的要求。雖然香港及台灣還未出現類似的增長,不過,台灣股票交易所亦已在今年初採取了措施,要求企業提供更多報告。

可持續發展報告在中國的發展趨勢,充份反映它在國際上已日趨普及,讓監管機關、社會大眾,以及其他持份者也可以被簡單地聯繫起來。對一間管理完善的企業來說,經常考慮對環境、員工、社會等持份者的利益和影響,在今天的營商環境下已成為了一個不爭的事實。企業應該有適當的政策和體制來實踐這些責任,並納入日常管理之中,更可以在可持續發展的趨勢上尋找新的商機。既然可持續發展項目已成為公司日常運作的一部分,那編撰報告又怎會有困難呢?

#### 世界各地的倡議

全世界的監管機關都在研究如何改進報告。美國證券交易委員會已經發布了新的解説資料,闡明氣候變化的重要性;並透過屬下委員會,關注企業在環境、社會及管治(ESG)方面的公開程度。而印度也頒布了企業社會責任的指南,並將加強這方面的工作。在北歐,瑞典、丹麥和挪威也採取了相應措施,亦有特別提及全球報告倡議組織(GRI)的角色。

商界亦加入行列,紛紛推出新服務;例如Bloomberg 的ESG數據集成中心與NASDAQ的可持續發展指 數。這兩項數據都以GRI作為參考對象。事實上,不 少企業都希望找出評估供應鏈足跡的理想方法,因而 衍生出在抽取及整合數據方面的新倡議,例子包括進 行水足跡的評估。

#### 報告指南有助提升競爭態勢

對企業而言,通用的報告指南有助建立具競爭力的態勢,以及發掘可持續發展的機會。而透過這通用的基礎,企業不只單單製作一份亮麗的報告,還可以和其他機構比較表現,並整合及回應買家和其他持份者的訴求。

今天,供應鏈、資本市場及貿易環境已全球化。在這樣的營商環境下,運用國際化標準能夠促進不同市場間的交流。而編製報告的過程中,企業亦可以透視一些端倪和潛藏趨勢,預見監管制度、市場及消費者喜好的演變。具前瞻性的企業,甚至會視報告為業務創新和發掘商機的泉源。

可持續發展報告普及的速度日益加快,GRI會繼續 扮演一個平台角色,開發報告指引,並協助企業和 持份者共同提升這方面的知識。希望通過北京的新 辦公室,GRI可以大力促進可持續發展報告在國內的 發展。 Feature



## Sustainability Report Verification 可持續發展報告的驗證

Ms Connie Sham, Senior Manager of Strategic Business, HKQAA 沈小茵女士 香港品質保證局高級策略業務經理

'Sustainability Reporting' is a general term which refers to an organisation's reporting on its social, economic and environmental performance. The Global Reporting Initiative (GRI) Sustainability Reporting Guidelines say that it is the practice of measuring, disclosing and being accountable to internal and external stakeholders for organisational performance, with the goal of sustainable development.

#### **Internationally Applicable Reporting Guidelines**

In generating sustainability reports, organisations should develop an approach that provides a balanced and representative view of their overall business strategy, and addresses the needs and expectations of the target readers in an unbiased way. Some organisations develop their own approach to reporting, while others follow international guidelines. It is important for organisations to understand the scope of the international guidelines, standards and disclosure framework before using them as a guide for framing their own reporting content.

Well-known guidelines include the GRI Sustainability Reporting Guidelines and the AccountAbility AA1000series:

#### • GRI Sustainability Reporting Guidelines

The Guidelines outline the core content to be reported and are relevant to all organisations regardless of size, sector, or location. The Guidelines outline a disclosure framework that organisations can voluntarily, flexibly, and incrementally adopt. The flexibility of the format allows organisations to plot a path for the continual improvement of their sustainability reporting practices.

The Guidelines comprise 2 sections: Part 1 is Reporting Principles and Guidance, which covers 1) Principles for defining report content (materiality, stakeholder inclusiveness, sustainability context, and completeness); 2) Principles for defining report quality (balance, comparability, accuracy, timeliness, reliability, and clarity); and 3) Guidance on how to set the report boundaries. Part 2 is a set of Standard Disclosures and covers 1) Strategy and Profile; 2) Management Approach; and 3) Performance Indicators.

#### AA1000 Series

AccountAbility's AA1000 series are principles-based standards for helping organisations become more accountable, responsible and sustainable. The AA1000 Series consists of the AA1000 AccountAbility Principles Standard (AA1000APS) 2008 which provides a framework for an organisation to use in order to identify, understand, prioritise and respond to reporting its sustainability challenges.

Organisations are free to determine the extent to which these guidelines are used as a guide for reporting.

#### **Report Verification**

An increasing number of organisations recognise that independent verification of their sustainability report can provide confidence to stakeholders about the credibility, reliability and relevance of the reported data and performance information. Verification will result in a written statement that forms part of the report itself. The statement outlines the scope and methodology of the report, and comments on improvement opportunities. A detailed verification report is given to the organisation for its consideration, and includes general findings from the verification and recommendations for fine-tuning future reports.

Verification is conducted in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000) applicable to non-financial assurance. AA1000 Assurance Standard (AA1000AS) is widely used in parallel with ISAE3000. It provides a framework for reviewing the report with regard to the principles of inclusivity, materiality and responsiveness.

一般來說,一間機構就其社會、經濟及環境上的績效 作出報告,便可稱為「可持續發展報告」。全球報告 倡議組織(GRI)把「可持續發展報告」定義為:評 估及披露機構的績效,向機構內外的持份者負責,以 達致可持續發展的目標。

#### 國際通用的報告指引

撰寫可持續發展報告時,應從一個全面而具代表性的 角度闡述其整體業務方針,並且不偏頗地回應目標讀 者的訴求及期望。有些機構會有自己的一套報告手 法,有些則選擇參考國際市場上的指引。如要根據這 些指引來撰寫報告,應該事先了解指引的範圍、標準 及報告框架。

較為人熟悉的報告指引包括《GRI可持續發展報告指引》和《社會及道德問責學會AA1000系列標準》:

#### • 《GRI可持續發展報告指引》

這項指引列出了機構必須報告的內容,不論其規模、所屬行業和地點;此外,亦提供了一個報告框架,機構可選擇有彈性地採用。這種格式上的靈活性,讓機構可自行定下長遠的規劃,以不斷改善其報告手法。

指引包含兩部分:第一部分是報告的原則與指引,闡述了1)報告內容的定義原則(重要性、包容性、永續性、完整性);2)確保報告質量的原則(平衡性、可比性、精確性、時效性、簡潔性、可靠性);以及3)報告的範圍及界限。第二部分列出了報告中必須包含的資料,包括1)組織的策略及概況;2)管理方針;以及3)績效指標。

#### • 《AA1000系列標準》

社會及道德問責學會的《AA1000系列標準》是一套以原則為基礎的標準,旨在協助機構變得更負責任,並可以持續發展。其中,《AA1000當責性原則標準(AA1000APS)2008年版》便制定了一個框架,讓機構可根據此框架去判斷、了解及處理所面對的發展問題。

機構在撰寫報告時,可自行決定跟從這些指引的多 寡程度。

#### 報告的驗證

越來越多機構發現,引入第三者去驗證可持續發展報告,能增加持份者對報告內容的信心,提高其可靠程度及關切性。報告經驗證後,會在內文中標示一段聲明,簡單地描述該份報告涵蓋的範圍和撰寫的方式,並指出改善方法。機構亦會另外收到一份詳細的驗證報告,告訴他們在驗證時的發現,及提出意見,供機構於來年調整報告的手法。

與財務上無關的驗證,是根據《國際鑒證業務準則3000(ISAE 3000)》進行的。此外亦有《AA1000 驗證標準(AA1000 AS)》,為量度報告的包容 性、重大性及回應性的原則而提供框架,經常與 《ISAE 3000》配合使用。



## Key to a Successful Sustainability Report 可持續發展報告的成功要素





**General Manager (Corporate Development)** The Hongkong Electric Co., Ltd.

香港電燈有限公司集團發展總經理

The Hongkong Electric Co., Ltd. (HK Electric) has been a pillar of Hong Kong's energy infrastructure since the company was formed in 1889. It currently serves more than half a million customers, providing a reliable energy source for Hong Kong's homes and businesses. HK Electric is conscious of the impact that its services may have on the community and the environment, and has been publishing its performance in these areas through social and environmental reports or similar since 2005.

"Complementing our traditional Annual Report, our

Social and Environmental Report is intended to brief our stakeholders on initiatives, actions and results in the social and environmental aspects of our work," said Mr T.C. Yee, General Manager (Corporate Development) of HK Electric. "It is a proactive way of communicating with our stakeholders and of meeting growing community



aspirations for openness and transparency. It also serves as a management tool to help us continually improve our social and environmental performance."

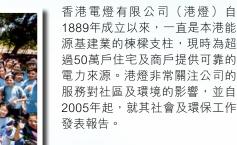
#### Keeping it Concise, Interesting and Easy to Read

The Report is one of the key publications HK Electric uses to communicate with its major stakeholders about its commitment to, and action in, social and environmental matters. In preparing the Report, HK Electric tries to keep its messages concise, precise, interesting and easy to read. An important consideration is making sure that the theme of the year's Report reflects the major achievements of the year. Each chapter builds on the theme, and chapters are grouped to highlight different areas of achievement. "We have also worked very closely with our designers to ensure a modern yet classic layout for our publication."

"We think that stakeholder communication should be two-way and so in the last three Reports we have enhanced stakeholder engagement by communicating what our key stakeholders had to say about our work during the year. We are pleased to have received very positive feedback and support from stakeholders," said Mr Yee.

Team work is what it takes to produce a quality report. Each year, a cross-division working committee headed by the Corporate Development Division is formed to coordinate the production process.

Another important factor is the commitment and unfailing support from the top management to the project team. "We have pledged to make the Report more readable each year, with greater openness and transparency in the provision of information, while also ensuring accuracy. We want to introduce our actions and achievements, of course, but for a more balanced report we think it is important to show what our stakeholders think," said Mr Yee.



「除了傳統的公司年報外, 我們亦發表《社會及環境

報告》,目的是更深入地向持份者介紹公司 在改善社會及保護環境方面的計劃、工作及 成果。|港燈集團發展總經理余德秋道。「這渠道 不但有助與持份者積極溝通,更主動回應公眾對公 司開放和透明度日增的訴求,而且更讓我們持續改 善公司在有關方面的表現。」

#### 報告內容要簡潔清晰、有趣易讀

港燈的《社會及環境報告》,是將其對社會及環 保工作的承擔與成就,傳達至持份者的主要刊物之 一。報告以簡潔、準確、富趣味性和容易理解為原 則。而其中一個要素,就是定下一個能反映出該年 主要成就的主題,並以此作為編寫基礎及根據各項 不同的成就來劃分章節。「我們亦與報告的設計師 緊密合作,確保報告的設計既時尚又經典。」

「我們認為公司與持份者的溝通應該是雙向的,因 此在最近的三份報告中,均刊登了主要持份者對公 司在年內表現的意見,藉此加強彼此的互動性。我 們很高興在這方面獲得了持份者非常正面的回應及 支持。」余先生道。

要製作出一份高水平的報告實有賴各方人員的通力 合作。每年,港燈均會設立一個由集團發展科帶領 的跨部門工作小組,統籌報告的編撰工作。

此外,報告團隊對工作的承擔,以及公司高層的絕 對支持,也是非常重要的。「我們的目標,是要把 報告的水平逐年提升,報導資料時更具開放性及透 明度,同時確保其準確性。我們認為,重點介紹公 司的實務和成就固然是必須,但為了保持報告的整 體平衡,讓大家知道公司持份者的想法也是很重要 的。」余先生道。

#### **Enhancing the Credibility of the Report**

To evaluate its reporting coverage in relation to the stakeholders' expectations, HK Electric has identified its key stakeholders and classified them into four major groups, namely customers, community, shareholders and employees. In its Report, HK Electric intends to cover the specific expectations of each of these groups and also their common interests, such as the company's environmental "Actually, we are performance. reviewing our approach with reference to relevant guidelines such as the GRI and hope to improve our reporting work progressively," said Mr. Yee.



"Engaging a third party to give assurance to the Report will surely enhance its credibility in terms of materiality, completeness, accuracy and consistency, as well as the reliability of the information. The auditing procedure involves reviewing related documentation, interviewing responsible personnel and verifying a sample of data and information. This provides a credible and verifiable account of our activities. Apart from this, independent views and valuable advice from the third party help us identify possible areas of improvement. Their advice serves as an incentive for continual improvement."

#### Reporting - a Powerful Communication Tool

HK Electric believes that the publication has allowed the company to provide stakeholders a systematic and regular update on its initiatives and achievements in the social and environmental aspects of its work. Examples of such initiatives include the Hong Kong's first commercial scale wind turbine on Lamma Island, the Hong Kong's largest solar panel system at its Lamma Power Station and the planned utility scale offshore wind farm.

"Through this annual reporting exercise, our corporate environmental and social awareness has been enhanced, as has our communication with stakeholders. We have received views/enquiries from our stakeholders about our Social and Environmental Report. Hence, the Report not only matches the needs of our company to the aspirations of our stakeholders, but also enhances transparency and develops trust, and promotes sustainable business practices both within and outside the company."

The new ISO 26000 Social Responsibility Standard, to be published in late 2010, will comprise a set of international norms which will include social and environmental issues, among others. "Although the new ISO 26000 Standard is yet to be finalised and released, we expect that it will serve as a clear and systematic guideline for us to improve our social and environmental performance, and hence our future reporting." said Mr. Yee.

#### 加強公眾對報告的信心

在制訂報告的內容範圍時,為配合公司持份者的 期望,港燈將其主要持份者劃分為四大組別 — 客 戶、社會大眾、股東及員工。報告會因應各組持份 者的期望作出回應,亦會討論他們的共同利益,例 如公司的環保工作。「我們現正參考GRI等有關指 引,對報告作出全面檢討,希望能逐步提升報告水 平。」余先生道。

「引入第三者核實報告,能大大保證報告的相關 性、完整性、準確性、一致性及可靠性。報告的核 實程序,包括審查有關文件,會見相關的負責人 員,以及查證數據及資料的樣本。這除了能提高報 告的可靠性外,核實組織的獨立見解和寶貴意見亦 有助找出改善之處,促使我們繼續精益求精。」

#### 讓報告成為有效的溝通工具



港燈相信,出版《社會及環境報告》可定期讓持份 者充份了解公司在社會及環保工作上的最新計劃和 成就,像過去在南丫島興建香港第一座具商業規模 的風力發電站、在南丫發電廠安裝全港最大型的太 陽能光伏板,以及計劃興建大型離岸風場等。

「透過每年發表報告,我們加強了公司上下對社會 及環保方面的關注,同時亦收到持份者對報告的意 見和查詢。可見,發表報告不僅提供了一個渠道回 應持份者對公司的期望,同時有助增加透明度及與 持份者建立互信關係,亦是公司對內、外推廣可持 續發展的營商策略的有效途徑。」

最新的《ISO 26000 企業社會責任指引》將於2010 年底推出,為社會、環保及其他範疇的工作提供國 際化的指標。「我相信即將推出的ISO 26000指引 會是一套清晰而有系統的指南,讓我們可進一步改 善公司在社會及環保方面的表現,以及製作出更高 水準的報告。| 余先生道。

## Enhancing Corporate Culture via Sustainable Development Reports 透過可持續發展報告提升企業文化







Vision (V): Hong Kong Aircraft Engineering Company Limited starts to publish sustainability reports in this year. What are your objectives in doing this?

Matthew (M): The Sustainable Development (SD) Report is testimony to a management process which is aimed at continuously improving our corporate culture. Once this report is published, it gives a more dynamic motivation for HAECO to improve, with comments from external and internal stakeholders. It also landmarks and records HAECO's SD activities in a more systematic way, so that we can follow up on them at a later stage, and benchmarks us against other companies.



#### G3 C+ Report - a Good Stepping Stone

V: Why did you adopt the GRI G3 C+ reporting protocol when producing your report?

M: The GRI framework can be used to benchmark organisational performance with respect to different performance standards over time. The G3 C+ application gives HAECO a very good platform for gradually improving the reporting level.

V: How has reporting helped your organisation become sustainable?

M: Working for sustainability doesn't mean stopping the use of natural resources; using these is unavoidable when running a business. Continuously checking our performance increases our competitive edge in the market and lets the public know our company is taking care of scarce resources, respecting the human rights, and so on.



#### 鄧伙勝先生 環境保護及工業安全經理 香港飛機工程有限公司

管略(管):香港飛機工程有限公司自今年起便發表可 持續發展報告,其目的是甚麼?

鄧伙勝(鄧):我們透過管理進程不斷改善公司的企業 文化,而發表可持續發展報告可見證著公司的成果。 發表報告不僅鼓勵我們精益求精,公司內外的持份者 也會就報告給予我們許多意見。此外,報告井然有 序地記錄了公司的可持續發展活動,方便我們日後跟 進,以及與其他公司作基準評比。

#### G3 C+級報告 — 理想的踏腳石

**管:**為何在編撰報告時,要採用全球報告倡議組織 (GRI) 的G3 C+報告指引?

**鄧:GRI設計的報告框架**,讓公司可根據各項的標準 去監察自身的發展進度; 而G3 C+應用等級是一塊理 想的踏腳石,讓公司可逐步提升報告水平。

**管:**發表報告對你們實現可持續發展有甚麼幫助?

<mark>鄧:</mark>實踐<mark>可持續發展計劃,並不是指我們要停止耗用</mark> 天然資源<mark>,因為在商言商這是無可避免的。不過,藉</mark> 著持續監察公司的表現,有助我們提高市場上的競爭 力,並讓大眾知道我們一直在關注資源短缺、人權等 的問題。

#### **Report Preparation**

V: What were your strategies and processes when gathering data, producing the report and communicating your sustainability messages internally and externally?

M: All data were acquired from our internal departments and external suppliers, contractors, power and town gas companies, among others. When the report is finished, we are going to provide a series of debriefing workshops to our internal staff. Because of limited resources, this year we will focus on internal staff. We will also publish the SD report on the HAECO website.

V: Did you encounter any difficulties in the process of preparing your sustainability report? If so, how did you overcome them?

M: When writing the SD report, we had to decide how much information should be disclosed, whether it would be considered a 'leak' by our competitors, for example, and how much detail should be included. We also had to consider the purpose of the disclosure and how to explain fluctuations in the performance data.

## Third-Party Verification – an Injection of Confidence & Experience

V: What are the benefits of engaging a third party to give assurance to your report?

M: Third-party verification gives customers the confidence that the report is able to meet their needs from a trust perspective. It can also apply the experience of others and give an objective view of, and judgement about, the report.

V: In your opinion, in what ways will the upcoming ISO 26000 Social Responsibility Standard help in driving your sustainability agenda and reporting?

M: The new ISO 26000 will lay out the framework of the Social Responsibility Standard and it can help us to persuade our vendors and suppliers to pursue an internationally recognised standard. It gives the company a common platform for discussion and generates areas for further enhancement.

#### Advice on Publishing the First Report

V: Considering the time and resources required to prepare a report, do you think that an SME could easily publish one as well?

M: SMEs have limited resources and so there are obviously financial implications. I would say that listed companies should do this first and SMEs can adopt this practice when they are more mature.

**V:** What advice would you give to other organisations that are interested in preparing their first sustainability report?

**M:** Make it as simple as possible and arrange sustainable development training first. Then form a committee and get input from other departments. The most important thing is to do it from the bottom of your heart and do not treat it as only a report.

#### 報告的準備工作

管:你們在搜集資料、撰寫報告,以至把報告發布至 公司內外的程序和策略是甚麼?

**酇:**我們會從公司各部門、供應商、承辦商、電力及 煤氣公司等收集所需的數據。報告完成後,我們會為 員工安排一連串的檢討工作坊;由於資源有限,今年 我們的溝通工作主要是集中在公司的員工。此外,我 們會把報告上載至公司的網頁。

管:在撰寫報告時有否遇到困難?怎樣解決?

**節:**我們要考慮有多少資料可以在報告中披露, 例如哪些不可以「洩露」給競爭對手,可以報導 得多仔細等。我們亦要考慮報導這些資料的目 的,以及怎樣向讀者解釋為何數據會有波動。

#### 第三者驗證 — 給報告注入信心與經驗

管:引入第三者驗證報告有甚麼好處?

**節:**由第三者驗證能給予客戶一個信心保證,讓他們知道報告能夠回應他們的訴求。此外,驗證組織的豐富經驗,能為報告提供客觀的意見及判斷。

管:你認為即將推出的《ISO 26000社會責任指引》 能如何幫助你們實現可持續發展及發表報告?

**鄧**: ISO 26000將提供一個社會責任標準的框架,有助我們敦促承辦商和供應商達到國際認可的標準,亦可以同時作為商界一同討論、改進的平台。

#### 給初次發表報告者的建議

**管:**編撰報告要花上頗多時間與人力物力,你認為中小企也能實行嗎?

**鄧**:中小企擁有的資源有限,要編撰一份報告涉及一定的經濟負擔。我認為上市公司應先帶頭實踐,而中小企在業務成熟後亦可試行。

**管:**可給初次編撰報告的機構一些意見嗎?

**鄧:報告應寫得越簡**潔越好。公司可先為員工安排可持續發展的培訓,並成立一個報告委員會,向其他部門收集資料。最重要的是要用心去做,不應只當寫一份普通報告那般輕率。



## Introduction of New Council Members 新董事局成員簡介





Dr Lui Siu Fai, MH 雷兆輝醫生, 榮譽勳章

Dr Lui studied at Diocesan Boys' School, Hong Kong and King's College, Taunton, UK for his secondary education and graduated with a medical degree from the University of Manchester in 1977. Dr Lui was awarded Fellowship of Hong Kong Academy of Medicine, as well as Royal College of Physician of Edinburgh, Glasglow and London. Dr Lui has vast experience in clinical practice, education and health administration work for 30 years. He returned to Hong Kong in 1988 to take up an appointment as a lecturer at the Faculty of Medicine, CUHK. Dr Lui was appointed Consultant, Department of Medicine and Therapeutics, PWH in 1992, Service Director, Informatics Technology, for the NT East Cluster in 2001, and Service Director, Quality

and Risk Management, in 2002. In April 2007, Dr Lui was appointed Consultant (Quality and Risk Management) to the Hospital Authority, Hong Kong, to chair the Central Committee on Quality and Risk Management, coordinating Quality & Risk Management for Hospital Authority (across 43 hospitals and 70 clinics). Dr Lui has taken an active part in the development of clinical informatics systems as well as risk reduction and quality programs for the Hospital Authority.

育,1977年畢業於英國曼徹斯特大學醫學院,並先後獲英國各皇家內科醫學院榮授院士及香港內科醫學院院士。雷醫生從事臨床、教育及管理方面的工作,至今已有三十多年的豐富經驗。於1988年回到香港出任香港中文大學醫學院(內科學系)講師,1992年被委任為威爾斯親王醫院內科及藥物治療部門顧問醫生,2001年被委任為新界東醫院聯網臨床系統及醫療資訊科技發展總監,2002年至今被委任為新界東醫院聯網質素及風險管理總監。2007年至今被委任為醫院管理局質素及風險管理與與監察任為新界東醫院管理局質素及風險管理中央接上,同時亦出任醫院管理局質素及風險管理中央長月時亦出任醫院管理局質素及風險管理中央長月時,開新香港醫療風險及質素管理專業新領域和提升服務水準。

雷醫生在香港拔萃男書院及英國接受中學教



Mr Simon K. W. Wong, JP 黃家和先生, 太平紳士

Mr Simon Wong is the Chairman of Kampery Group, a Hong Kong-based company trading coffee, tea and organic food. The Group is manufacturing, wholesaling, trading and retailing in 28 countries.

Mr Wong actively serves the beverage and restaurant industry, and is currently the President of the Hong Kong Federation of Restaurants & Related Trades, Chairman of the Hong Kong Food Council, Chairman of the Association of Coffee & Tea of Hong Kong, Chairman of the Association of Green Organic at Living, Executive Committee Member of the Chinese Manufacturers' Association of Hong Kong, Director of the GS1 Board, Vice Chairman of the Hong Kong Brand

Development Council, HKQAA Governing Council Member, Chairman of the Foshan Region-Chinese Manufacturers' Association of Hong Kong and Honorary President of Les Amis d'Escoffier.

He is also a Council Member of the Advisory Council on the Environment, Member of the Expert Committee on Food Safety, Council Member of the Occupational Safety and Health Council, Member of the Advisory Committee on Agriculture & Fisheries, Member of the Steering Committee on Non-Communicable Diseases, Member of the Appeal Board of the Quality Sea Water Assurance Scheme, and Chairman of the Crop Farming Committee of AFCD.

He is also an Adjunct Professor in the Faculty of Business of City University of Hong Kong, Trustee of the University of Minnesota Foundation USA, Vice Patron of the Community Chest of Hong Kong, Chairman of Greening for the Chest, and Chairman of Yee Hong Foundation of Hong Kong, among others positions.

He is dedicated to promoting the Hong Kong food & beverage culture and has organised various activities and competitions for the industry.

黃家和先生乃金百加集團主席,從事咖啡、紅茶、 有機產品及食品等,品牌包括「大排檔」、「点点 綠」、「樂滿家」等,業務遍及世界各地不同市場。

黃先生為香港中華廠商聯合會常務會董、香港餐飲聯業協會會長、香港食品委員會主席、香港咖啡紅茶協會主席、綠色有機生活協會主席、香港品牌發展局副主席、港九罐頭洋酒伙食行商會副主席、香港品質保證局董事、香港貨品編碼協會(GS1)董事、工聯會旅遊服務委員會顧問等。

黃先生被委任為多個政府諮詢架構委員,包括環境 諮詢委員會、食物安全專家委員會、漁農業諮詢委 員會、漁農業作物小組委員會主席、酒牌局成員及 職安局成員等。

他亦是城市大學商學院協席教授、美國明尼蘇達大學基金會會董及香港公益金名譽副會長、香港公益 金環保為公益主席。

黃先生於03-05年策劃了於香港舊啟德機場及添馬艦的「萬人盆菜宴」創飲食業紀錄,並於2009年策劃全港第一屆「金茶王」大賽及2010年策劃全港首屆「港式咖啡王」大賽,推廣港式餐飲文化。



Prof. Thomas K.S. Wong, RN, PhD, JP 汪國成教授, 註冊護士, 哲學博士, 太平紳士

Prof. Wong is Vice President (Management) and Chair Professor of Nursing at The Hong Kong Polytechnic University.

He is a senior member of many international health bodies, namely the WHO/PEPFAR Expert Group on the Scaling-up of Medical and Nursing Education, the Telenursing Network Advisory Group of the International Council of Nurses and Nursing Knowledge, International's Board of Directors of Sigma Theta Tau International Honor Society of Nursing. He is also a prominent member of several organisations in Hong Kong, such as the Food and Health Bureau's Health and Medical Development Advisory Committee and Research Council, the Hospital Authority's Human Resources Committee and Staff Appeals Committee, and Hong Kong Red Cross' Paramedical Training Advisory Committee. Prof. Wong is also Vice. Chairman of

the Department of Health's Human Organ Transplant Board and Chairman of the Nursing Council of Hong Kong.

He is a pioneer in the development of information technology for nursing education, research and practice, and was instrumental in harnessing computerised simulations, virtual reality and Web-based learning for the University's health programmes at both the undergraduate and postgraduate levels. He and his team at the University's School of Nursing created the city's first telehealth and telecare system, which has been adopted by the University's on-campus Integrative Health Clinic and a community health centre in the United Kingdom.

Prof. Wong and his team have garnered many major awards and patents for their inventions. Since 2002, they have received three commendatory awards, nine gold medals, one silver medal and two bronze medals in international and local competitions.

香港理工大學副校長(管理)及護理學院講座教授。現任世界衛生組織之提升醫護教育專家組成員、國際護士協會遙距護理網絡顧問小組成員、國際護理榮譽學會國際護理知識促進組織董事會成員。除擔任國際醫護衛生組織之重要職務外,汪教授亦熱心參與本地事務,公職包括:食物及衛生局屬下研究局及健康與醫務發展諮詢委員會成員員會院管理局人力資源委員會及職員上訴委員會成成。看港紅十字會輔助醫護訓練顧問委員會委員、衛生署人體器官移植委員會副主席,以及香港護士管理局主席。

汪教授善於把先進資訊科技應用於護理教學、臨床實踐及研究等範疇。彼任職理大護理學院主任期間,引入創新教學模式,成立虛擬現實實驗室,倡導運用「模擬病人」教學並大力推動網上學習,使學生獲得最佳學習果效。彼領導理大護理學院開發「遠程健康網路系統」,系統配備先進電子自助體檢工具,以鼓勵市民進行自我體檢,鞏固基層健康。該系統現設於理大「結合保健診所」及英團體健康中心,服務市民。「遠程健康網路系統」贏得2002年亞太資訊及通訊科技學會頒授亞太資訊及通訊科技大獎(健康醫療大獎)及國際護理榮譽會頒授臨床護理應用資訊科技大獎之金針獎。

自2002年至今,汪教授及其研究小組屢獻新猶, 各項創意發明揚威多個國際展覽並囊括本地科技獎 項,共獲得九金、一銀及二銅獎,以及三個嘉許 獎,成績斐然。

汪教授常於國際醫護研究雜誌發表著作和研究報告,亦是多份國際知名護理雜誌的編輯及顧問委員會成員。

汪教授致力推動護理專業發展,以造福社群。早於1991年,彼已獲頒香港十大傑出青年獎;2007年獲授太平紳士榮銜。理大亦於2003年向汪教授頒授校長特設卓越表現/成就獎(服務)及學院特設傑出表現/成就獎;於2005年頒授學院特設傑出表現/成就獎(團隊獎),以表彰彼對大學之貢獻。



## ISO 9000 — The next Ten Years ISO 9000 — 未來十年的發展



Author: Dr Nigel H Croft

**Associate Technical Director, HKQAA** 

Chairman, ISO/TC176/SC2

作者: 倪國夫博士

香港品質保證局技術總監 ISO/TC176/SC2主席

#### Introduction

I was honoured earlier this year to be appointed as the new Chairman of ISO/TC176/SC2, the ISO Technical Committee responsible for the ISO 9001 and ISO 9004 standards, among others. The committee is currently in a period of "relative calm" after publishing the latest versions of these two key standards (ISO 9001:2008 and ISO 9004:2009), updating the Small Business Handbook (published on June 8th 2010) and the guidance and support documents that appear on the ISO website. It is therefore appropriate to reflect on the long-term future of our standards, and in particular that of the ISO 9001 requirements standard, used as a basis for certification around the world.

#### **Future Directions for ISO 9001**

There are a number of activities that are happening in parallel during 2010, that will affect the future direction of ISO 9001.

- The ISO/TC176 Strategic Planning Task Force has been working to develop a new long-term Strategic Plan for the Technical Committee as a whole, including an updated Mission, Vision, and Strategic Objectives. ISO 9001 is at the very heart of that strategic plan, and forms the nucleus for what is being referred to as the "ISO 9000 Business Ecosystem". This is much more than just a "set of documents" and encompasses websites, official interpretations, journal articles, and collaborative work carried out in association with other organisations such as ISO/CASCO (ISO's Conformity Assessment Committee) and the IAF (International Accreditation Forum) to promote and support the core standards. Some recent examples of this collaboration include the guidance for purchasing organisations, "ISO 9001 What does it mean in the Supply Chain?", available for free download from http://www.iso.org/iso/iso\_catalogue/management\_standards/iso\_9000\_iso\_14000/more\_resources\_9000/9001supchain.htm and the guidance on "Expected Outcomes from Accredited Certification to ISO 9001", also available for free download from http://www.iaf.nu/
- A Task Group on "Future Concepts for ISO 9001" has been working diligently over recent months, looking, among other things, at ideas that could not be incorporated into the limited changes that had been specified for the 2008 amendment to that standard. Although there are a number of concepts that are being considered for introduction or reinforcement in a future version of ISO 9001, the following are particularly noteworthy:
  - Incorporation of a "risk management" approach

Whilst risk is addressed implicitly in many clauses of ISO 9001 it is not explicit, and many users do not recognise that elements of risk management are already included in the standard. It is important to understand that there are risks associated with the organisation's product, its reputation, the quality management system, resources and infrastructure among others, and that the relative importance of these will depend on the organisation's "business environment" (see ISO 9004:2009, Clause 4.3).

#### 簡介

今年年初,我很榮幸被任命為國際標準化組織(ISO)ISO/TC176/SC2技術委員會的新主席,負責ISO 9001及ISO 9004等標準的事務。在發表了這兩項重要標準(ISO 9001:2008和ISO 9004:2009)的最新版本,並更新了《小型企業手冊》(於2010年6月8日發表)和在ISO網站刊登的指引及技術支援文件後,委員會的工作已暫時回復平靜。因此,我們是時候討論一下,作為國際認證基礎的這些標準,尤其是ISO 9001的長遠發展會是怎樣。

#### ISO 9001的未來發展方向

今年進行的一連串項目,正影響著ISO9001的未來發展。

- ISO/TC176的策劃小組,正在開發一項名為「ISO9001企業生態系統」的長遠策略計劃,並為計劃定立一套宗旨、願景和策略目標。ISO 9001正是這次策略計劃的核心。這套「生態系統」並不只是一疊文件般簡單,而是包含一系列的網站、官方詮釋、期刊文章,以及與ISO/CASCO(ISO的合格評定委員會)及IAF(國際認可論壇)等組織的合作,以促進和支持ISO 9001的發展。其中兩項指引已經上載至官方網站供免費下載,包括「ISO 9001—在供應鏈的應用」(http://www.iso.org/iso/iso\_catalogue/management\_standards/iso\_9000\_iso\_14000/more\_resources\_9000/9001supchain.htm),以及「成功通過ISO 9001認證的預期效益」(http://www.iaf.nu/)。
- 負責「ISO 9001未來發展構思」的工作小組近 幾個月馬不停蹄,其中一項工作是研究那些在 修訂2008年版時沒有採用的概念。現時已經有 一些概念被考慮加入新版當中,以下幾點尤其 值得一提:

#### - 加入「風險管理」措施

「風險」這個概念在ISO 9001的許多條款 裡都有提到,但並不明顯,所以很多用戶都 沒有發現風險管理已經被包含在標準裡。其 實,一間機構不論是產品、名聲、品質管理 體系、資源或是基礎設施,皆存在著風險, 其比重則取決於個別機構的「營商環境」 (詳見 ISO 9004:2009第4.3條)。

#### More emphasis on product conformity

This is the essential pillar on which ISO 9001 is built (See ISO 9001:2008 Clause 1.1 - an organisation needs to "demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements"). Although ISO 9001:2008 addresses product conformity implicitly throughout the standard, this is sometimes written in a way that is not sufficiently obvious for many users. For example, in several clauses of ISO 9001:2008, references are made to the "effectiveness of the quality management system" (see for example Clauses 4.1, 5.1, 5.5.3, 5.6.1, and 8.1(c), among others). The definition of "effectiveness" in ISO 9000:2005 is "the extent to which planned activities are realised and planned results achieved", so an effective quality management system really means one that is helping an organisation to consistently deliver conforming products (including, of course, services). This concept that "Output Matters" has become central to the credibility of ISO 9001 certification over recent years, and will be significantly emphasised in the next revision of ISO 9001.

- · A high-level Joint Coordination Task Group has been established by ISO, to define a common structure and some common identical text for all future work on management system standards. This will affect the way in which the next edition of ISO 9001 is written, and also standards such as ISO 14001 (Environmental Management), ISO 27001 (Information Security), ISO 22000 (Food Safety Managament) and others. The aim is to make it easier for organisations that choose to have an integrated management system (though this will remain optional!).
- A new Task Group has been established to review and, if necessary, revise the "Eight Quality Management Principles" on which ISO 9001 is built. This group is expected to begin its work in the next few weeks, and to make its recommendations by mid-2011. In addition to the current quality management principles (Customer Focus; Leadership; Involvement of People; Process Approach; System Approach; Factual-base Decision Making; Continual Improvement and Mutually Beneficial Supplier Relationships), other topics that are being considered include organisational ethics and the organisation's agility to respond to new opportunities and threats.
- An extensive web-based user survey is in preparation, and will be carried out towards the end of 2010. This is aimed not only at current users of ISO 9001, but also at those who have traditionally NOT used the standard, or who have stopped using it. Some of the topics that will be addressed in the survey include:
  - Current satisfaction with ISO 9001:2008
  - Suggestions for improvements
  - Future architecture of ISO 9001 (should it remain a single "one size fits all" standard, or could there be different levels of maturity?)
  - Relationship with ISO 9004

#### **Schedule**

It is important to emphasise that no work has begun yet on drafting a new revision to ISO 9001. The emphasis of ISO/TC176 during 2010 and the first part of 2011 is on strategic planning, including the conceptual aspects of quality management and the "architecture" of ISO 9001 and other related standards. Any formal decision to revise ISO 9001 will only be made after these activities have been completed, and it is highly unlikely that a new version will be published before 2014.

#### 更加注重產品符合性

產品符合性是制訂ISO 9001時的基礎之一 (詳見ISO 9001:2008第1.1條──機構必須 「證明其有能力穩定地提供達到客戶、法律 和條例要求的產品」)。雖然ISO 9001:2008 在整套標準中均有提及產品符合性,但 是寫法對很多用戶來說也是不夠明顯。 例如, ISO 9001:2008中有多條條款提到 「品質管理體系的效用」(詳見第4.1、5.1、 5.5.3、5.6.1和8.1(c)條),其中,「效用」 在ISO 9000:2005中的定義是「能成功實現計 劃和取得預期效果的程度」,所以一套**有效**的 品質管理體系,實際上是指能夠讓機構不斷地 提供符合標準的產品(當然也包括各種服務)。 在過去數年,「結果最為重要」的概念已經成為 ISO 9001認證標準可信性的核心價值,因此在 新版的ISO 9001將會更受重視。

- ISO最近成立了一個高級聯合協調工作小組,負 責定義一些通用的框架和文本,供未來制訂管理 體系標準時使用。這將影響新版ISO 9001,以及 ISO 14001 (環境管理)、ISO 27001 (信息安全)、 ISO 22000 (食品安全管理) 等標準的編修。這項 工作的目的,是讓綜合管理系統的操作更輕鬆(當 然,機構不一定要採用這套系統的)。
- 另一個新成立的工作小組,則負責覆核和修訂 編寫ISO 9001時所根據的「八項品質管理原 則」。這個小組將於未來數周開始工作,預計 在2011年中發表建議。除了現有的八項原則 (以顧客為中心、領導作用、全員參與、過程 方法、管理的系統方法、基於事實的決策方 法、持續改進、互利的供方關係),亦會考慮 加入一些新的原則,如商業道德、應對新機遇 與威脅時的靈活性等。
- 一項大型的網上調查正在籌備中,預計將於2010 年底進行。目標受訪者除了ISO 9001的現有用 戶外,亦包括向來沒有使用,或是已經停止使用 ISO 9001的人士。調查涉及的議題包括:
  - 現有用戶對ISO 9001:2008的滿意程度
  - 改善的建議
  - ISO 9001的未來體制(應保留原有的「一刀 切」標準,還是應具有不同的成熟程度?)
  - ISO 9001與ISO 9004的相互關係

#### 時間安排

需要強調的是,新版ISO 9001的起草工作還沒有 正式開始。ISO/TC 176在2010年和2011年初將會 集中作出策略規劃,包括構思品質管理的概念, ISO 9001的「體制」,以及其他相關標準。任何正 式修訂ISO 9001的決定都必須在這些項目完成後才 能落實,所以新版本能在2014年之前發表的機會 不大。

## Certificate Presentation Ceremony for the World's First Wine Storage **Management Systems Certification Scheme** 際首個「葡萄酒儲存管理體系認證」證書頒授典禮順利舉行



12 May 2010, HKQAA successfully held the first Certificate Presentation Ceremony for its Wine Storage Management Systems Certification Scheme, which is the first certification of its kind in the world. This was a historical occasion for the Hong Kong wine industry and the ceremony, at City University of Hong Kong, was well attended by more than 100 guests,

including officials from the Hong Kong Government and mainland China, representatives from trade associations and wine storage companies. Ms Wendy Cheung, Principal Assistant Secretary of the Commerce and Economic Development Bureau, the Government of the HKSAR, and

Mr David Zhou, Director of the Jiangmen Bureau of Foreign Trade and Economic Cooperation, PRC, were among the honoured guests.

In the first round of certification, twelve certificates for fine wine or commercial wine management systems were awarded to nine companies, including multinational and local small-and-medium-sized wine storage facilities, demonstrating that Hong Kong now has world-class wine storage facilities. The awarded companies were:

- ATL Logistics Centre Hong Kong Ltd
- China Merchants Godown Wharf & Transportation Co. Ltd
- Crown Wine Cellars Ltd.
- DHL Global Forwarding (Hong Kong) Ltd
- Jebsen Logistics Ltd
- Pacific Wine Chambers
- Supply Chain Solutions (Asia) Ltd
- Watson's Wine Cellar
- Winner Godown Ltd (Wine Station)

After the awards ceremony, representatives from the certified companies shared their best practices and gave valuable insights into wine storage management.

由香港品質保證局推出,國際首個「葡萄酒儲存 管理體系認證」計劃的證書頒授典禮,已於2010 年5月12日假香港城市大學順利舉行,是次典禮 獲來自香港及內地的政府官員、商會代表及葡萄 酒儲存商等過百位嘉賓出席參與,一起見證這個 歷史時刻。典禮還邀得香港特別行政區政府商務 及經濟發展局首席助理秘書長張淑婷女士,以及

> 江門市對外貿易經濟合作局周文局長 擔任特別嘉賓。

本計劃的第一輪認證共頒出了十二張 高級葡萄酒或商品葡萄酒儲存管理體 系的證書。除了跨國公司外,亦有本 地的中小型企業取得證書,反映世界 級水平的葡萄酒儲存管理設施,已開 始在香港普及化。獲認證的九間葡萄 酒儲存商包括:

- 亞洲貨櫃物流中心香港有限公司
- 招商局倉碼運輸有限公司
- Crown Wine Cellars Ltd
- 敦豪全球貨運物流(香港)有限公司
- 捷成國際物流有限公司
- 御酒窖
- Supply Chain Solutions (Asia) Ltd
- 屈臣氏酒窖
- 永南貨倉有限公司 (酒驛站)

頒授儀式過後,獲認證的業界人士更於專題討論環 節中,與來賓分享有關葡萄酒儲存管理的經驗和心 得。

#### **DHL Global Forwarding (Hong Kong) Limited** 敦豪全球貨運物流(香港)有限公司



We're honoured to receive the certification from HKQAA, which is a proof of our achievement in quality management. 很榮幸獲得認證,這是對我們質量管理成就的肯定。

#### China Merchants Godown Wharf & Transportation Co. Ltd 招商局倉碼運輸有限公司



The systems certification gives customers confidence and assurance; it also lays the foundation for Hong Kong to become the wine trading and distribution centre for the region. 是一項可令客戶安心、放心的體系認證,亦是促使香港成 為區內葡萄酒貿易集散中心的基礎。





# Messages from Certified Companies

獲認證公司的心聲:

#### **Jebsen Logistics Ltd** 捷成國際物流有限公司



The Scheme verifies the quality of our storage facilities for commercial and fine wines.

此計劃證明了我們的商品葡萄酒及高級葡萄酒儲存設施, 都具有優良的素質。

#### ATL Logistics Centre Hong Kong Ltd 亞洲貨櫃物流中心香港有限公司



We congratulate HKQAA on the successful launch of the Scheme, which is a milestone for local wine-related businesses on their path to world standards.

熱烈祝賀香港品質保證局成功推出計劃,為本地葡萄酒相 關行業邁向世界級水平,豎立新里程碑。

#### **Pacific Wine Chambers** 御酒窖



The certification reaffirms our commitment to providing the finest quality wine storage services.

獲得認證後,我們承諾將繼續保持第一流的葡萄酒儲存服 務。

#### **Crown Wine Cellars Ltd**



HKQAA's Wine Storage Management Systems Certification Scheme has forever changed the standards deemed acceptable by wine collectors over the world.

「葡萄酒儲存管理體系認證」計劃改寫了全球收藏家所認 定的葡萄酒儲存標準。

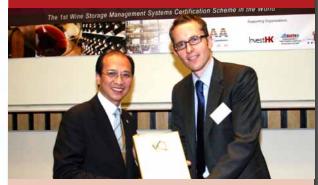
#### Winner Godown Ltd (Wine Station) 永南貨倉有限公司(酒驛站)



The Scheme is a timely initiative amid the increasing demand for a trusted and well-maintained wine storage environment for customers from around the world.

全球越來越渴求可信賴的優質葡萄酒儲存環境,此計劃實 在是一項適時的措施。

#### Watson's Wine Cellar 屈臣氏酒窖



We believe the Scheme will make a valuable contribution towards educating customers on wine storage, giving them confidence in choosing a quality wine storage provider.

計劃對業界貢獻良多,加深顧客對葡萄酒儲存的了解,讓 他們懂得選擇優秀的葡萄酒儲存服務供應商

#### **Supply Chain Solutions (Asia) Ltd**



The launching of the Scheme by HKQAA to recognise meritorious companies is a good initiative and such initiative should be promoted.

我們非常支持這項新計劃,能嘉許業界中表現出色的企

## **Hospital Authority Convention 2010** 2010年醫院管理局研討大會



The Hospital Authority Convention 2010, one of the largest healthcare conferences in the Asia Pacific region, was held successfully on 11 and 12 May 2010. The main theme of this year's Convention was "Happy Staff, Healthy People". Among the special guests were Mr Donald Tsang, Chief Executive of Hong Kong Special Administrative Region, and Dr Zhang Mao, the Secretary of the Party Leadership Group and Vice Minister of Health, PRC.

The Convention received overwhelming support, with over 3,000 experts and professionals from the healthcare sector in Hong Kong, mainland China and around the world attending. Over 40 distinguished overseas and local speakers gathered to share their views on how to improve the health of the community. They also talked about the direction healthcare development should take. Prof. Peter K. W. Mok, Chairman of HKQAA, was one of the keynote speakers and talked about hospital accreditation in Hong Kong.

亞太區最大規模的醫療會議之一——2010年醫院管 理局研討大會,已於2010年5月10日及11日順利舉 行,大會今年的主題為「開心員工,共建民康」。 主禮嘉賓包括香港特別行政區行政長官曾蔭權,以 及國家衛生部黨組書記暨副部長張茅博士。

是次研討大會反應非常熱烈,獲逾3,000名本地和 來自國內外的醫護人員及學者出席。大會邀得40多 位海外和本地知名人士擔任講者,深入探討改善社 區健康狀況的方向,以及醫護專業發展的趨勢。其 中,香港品質保證局主席莫國和教授亦獲邀擔任主 題講者之一,於大會上分享本港的醫院認可制度。



# Symposium on Development of Product Testing and Certification in Hong Kong 香港產品檢測及認證發展研討會

A Symposium on the Development of Product Testing and Certification in Hong Kong, co-organised by the Engineering Discipline and Applied Science Discipline of the Hong Kong Institute of Vocational Education (IVE) and HKQAA, was held successfully on 16 April 2010 at the Inter-Continental Grand Stanford Hotel in Tsim Sha Tsui. Prof. P. C. Ching,

Chairman of the Hong Kong Council for Testing and Certification, was the Guest of Honour, and Dr Michael Lam, Chief Executive Officer of HKQAA, was invited to give closing remarks.

The symposium featured representatives from various prominent product testing and certification bodies in Hong Kong, as well as from Hong Kong Food Council

and Hong Kong Baptist University, as the guest speakers. Mr P. C. Chan, Chief Operating Officer of HKQAA, delivered one of the keynote presentations.

The speakers shared with the audience developments in product testing and certification in Hong Kong and their application to different industries, including toys, construction materials, chemicals, electrical products, food and Chinese medicine.



由香港專業教育學院工程系及 應用科學系主辦,香港品質 保證局協辦的「香港產品檢測 及認證發展研討會」,已於 2010年4月16日假尖沙咀海景 嘉福酒店順利舉行。研討會 激得香港檢測和認證局主席 程伯中教授擔任主禮嘉賓,並 由香港品質保證局總裁林寶興 博士致閉幕辭。

Symposium on Development of

是次研討會激請了來自本港多間著名產品檢測及認 證機構、香港食品委員會及香港浸會大學的嘉賓 演講,本局運營總監陳沛昌先生亦擔任主題講者 之一。

會上,多位講者闡述產品檢測及認證行業於本港的 發展,及其於玩具、建築材料、化學品、電子產 品、食品及中藥等行業上的應用。

## **Meeting with Jiangmen Government Delegation** 與江門市政府代表團會晤



In March 2010, delegates from Jiangmen Government visited Hong Kong and exchanged ideas with HKQAA on recent economic developments in the two cities, as well as business prospects, quality management and environmental issues.

Since 2004, HKQAA has built up a close relationship with various Jiangmen Government bodies so as to provide value-added services to multilateral enterprises in the city. The bodies include Jiangmen Municipal People's Government, Jiangmen Bureau of Foreign Trade and Economic Cooperation, the Economic Trade Bureau of Jiangmen City and Jiangmen Bureau of Quality and Technical Supervision.

2010年3月,江門市政府代表團到訪香港,並與香 港品質保證局會晤,就兩地近期的經濟發展、營商 環境、質量及環保問題等進行交流。

自2004年起,香港品質保證局已經和江門市人民政 府、江門市外經貿局、江門市經濟貿易局、江門市 質量技術監督局等多個政府機關建立緊密的合作關 係,為江門地區的企業提供多元化的增值服務。

## **Proceedings of HKQAA Symposium 2009 Available Online** 香港品質保證局專題研討會2009演講精華錄

Hong Kong Quality Assurance Agency's annual flagship event, HKQAA Symposium 2009, was held successfully on 24 and 25 November and on 4 December 2009. The main theme of the Symposium was "Sustainable World Beginning from Sustainable Business".

The Proceedings of the Symposium are now available online. They contain summaries of the keynote presentations given by the government officials, industry experts and the worldwide business elite on business practices for achieving sustainability. To view the Proceedings, please check out our website at http://www.hkgaa.org/.

We gratefully acknowledge the help of all those who helped compile and edit the Proceedings.

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」,已於2009年11月24至25 日及12月4日順利舉行,主題為「從企業開始·創 建可持續發展的世界上。

> 為了紀念這項盛事,本局製作了研討會的演 講精華錄,收錄多位政府官員、業界專才及 國際精英對於可持續發展的經驗和見解。精 華錄現已上載到互聯網供閱覽,詳情請瀏覽 本局網頁 http://www.hkqaa.org/。

是次演講精華錄的製作,全賴各位業界精英 及同事的鼎力支持,本局在此深表謝意。



# **International**

#### **New Version of ISO/IEC 17021 Almost Complete**

ISO's Conformity Assessment Committee ("ISO/CASCO") met in Geneva in June 2010, to finalize the new revision of ISO/IEC 17021 (Conformity assessment -Requirements for bodies providing audit and certification of management systems). This is the standard that is used as a basis for the accreditation of management system certification bodies such as HKQAA by accreditation bodies such as HKAS. UKAS, CNAS, ANAB and others. The new version of the standard is expected to be published towards the end of 2010, and includes additional requirements for the competence of auditors and other personnel involved in the certification process, as well as more details regarding the management and execution of the entire audit process.

#### **Managing Certification During 'Crisis' Situations**

The International Accreditation Forum (IAF) is currently circulating a draft guidance document for approval among its members entitled "Management of Extraordinary Events" for certified organisations, certification and accreditation bodies. The need for this guidance was identified as a result of several recent regional and global crises, such as the Asian Tsunami, Swine Flu pandemic, SARS crisis, Global Financial Crisis and others, which meant that some certification bodies were unable to carry out surveillance of their certified clients in strict accordance with the requirements of ISO/IEC 17021. This guidance document will therefore be useful to all concerned in defining what flexibility might be allowed (or not!) in the various situations that might be encountered. HKQAA is one of the first certification bodies to be approved for the pilot of the FSSC 22000 scheme.

#### Better Alignment for All Future ISO Management System **Standards**

ISO's Technical Management Board has accelerated the work of its Joint Coordination Task Group ("JTCG") to ensure greater alignment and some common text for all its future management system standards, as well as for future revisions to existing standards. The work is now scheduled to be completed by the end of 2010, instead of the originally scheduled date of 2011. Representatives from all ISO's relevant Technical Committees and Project Committees met in May 2010 in Buenos Aires, Argentina, and were able to reach preliminary agreement on the structure and common content of the future standards. The members of the JTCG include:

- ISO/JTC 1 Information Security Management
- ISO/TC8 Ship and Marine Technology
- ISO/TC34 Food Safety Management
- ISO/TC46 Records Management
- ISO/TC176 Quality Management
- ISO/TC207 Environmental Management
- ISO/TC223 Societal Security Management
- ISO/PC 241 Road Safety Management
- ISO/PC 242 Energy Management
- ISO/TMB/WG Risk Management
- ISO/PC 250 Sustainability in Event Management

#### 修訂版ISO/IEC 17021接近完成

2010年6月,ISO的符合性評定委員會(ISO/CAS-CO) 在瑞士日內瓦開會,為修訂版ISO/IEC 17021 定案(符合性評定——對提供管理體系審核與認 證組織之要求)。這標準提供一個基礎,讓認 可機構(例如 HKAS、 UKAS、 CNAS、ANAB 等)用以認可如香港品質保證局的管理體系認證 組織。修訂版標準預期在今年年底發布,當中包 括對審核員及其他在認證過程中的相關人士之新 增要求,以及整個審核過程的管理與執行詳情。

#### 危機事故之管理認證

國際認可論壇(IAF)正在會員間傳閱及審批一份 名為「管理突發大型事故」的指引文件草稿。此文 件為獲認證組織及認證認可機構而設,草擬目的在 於近年發生多宗區域性和全球性的危機事故,例如 亞洲海嘯、豬流感瘟疫、SARS危機、全球經融風 暴等,令許多認證機構難於緊隨ISO/IEC 17021的 要求而對其認證客戶進行監督。此指引文件就此問 題進行考慮,並定義了遇到不同境況時,可以被允 許(或不被允許)之彈性程度。香港品質保證局是 最早得到FSSC 22000計劃認可的認證組織之一。

#### 為未來的ISO管理系統提供更好的一致 性

ISO的技術管理委員會已加快聯合協調工作組 (JTCG) 的工作,以確保日後的管理體系標準及 現行標準之修訂具有更大的一致性,並提供共同文 本以作參考。這個工作將從原本計劃2011完成加快 到今年年底完成。在今年五月,ISO的技術委員會 和項目委員會代表已經在阿根廷首都布宜諾斯艾利 斯開會,並為未來的管理標準框架及內容達成初步 協議。 JTCG成員包括:

- ISO/JTC 1信息安全管理
- ISO/TC8輪船和海洋技術管理
- ISO/TC34食品安全管理
- ISO/TC46檔案管理
- ISO/TC176質量管理
- ISO/TC207環境管理
- ISO/TC223社會安全管理
- ISO/PC241道路安全管理
- ISO/PC242能源管理
- ISO/TMB/WG風險管理
- ISO/PC250活動管理的可持續性

## Are You Afraid of Interviewing Top Management? 你害怕與高層面談嗎?



Author: Mr Jacky Yeung

Technical Manager, HKQAA

For many auditors – whether internal or from certification bodies – interviewing top management is a difficult task. However, it is an important one when auditing management processes, and auditors need to understand its true value.

The purpose of auditing the top management is to collect evidence of how they demonstrate their commitment to the quality management system. Managers can learn more about the benefits that the system, and the auditing process, can bring about, through the interaction with the auditors.

Auditors should always involve top management – not just quality managers – in the audit, for example, by inviting them to the opening and closing meeting, by interviewing them and by discussing audit findings with them.

#### **Planning for the Audit**

Auditors should prepare for the audit by studying the organisation's background and management structure. It is also necessary to understand the organisation's market, and the economic and social status of the region where the organisation is located. Auditors should also be aware of the culture of the organisation and its dress code.

#### **Interviewing Top Management**

Auditors should ensure that the time of the interview is convenient to the interviewee and should be punctual. Questions to be asked should be relevant to the business and performance of the organisation. Typically, the first question is about the current business situation of the organisation. The answer can lead to follow-up questions, like how they are reacting to this situation, what the plan is, resource considerations and so on. The purpose of asking such questions is to obtain evidence of top management's commitment and also to confirm the presence of detailed implementation plans.

Another purpose of the top management interview is to gauge their expectations about the focus of the audit. Top management often know that there are problems within the organisation but do not have enough time to delve into them. The information provided can allow the audit team to obtain valuable findings so that recommendations and other feedback can be given.

#### **Pre-closing Meeting and Audit Reporting**

A pre-closing meeting can allow the audit team to give feedback on top management concerns, no matter whether senior managers actually attend the closing meeting or not. Both positive and negative findings should be presented. Top management should be able to appreciate what the audit team reports.

The audit report should be prepared in a style appropriate for presentation to the top management. It should include an executive summary, which highlights the key findings, both positive and negative, and should identify opportunities for improvement.

作者:楊焯忠先生 香港品質保證局技術經理

不論是公司內部或是認證機構的審核員,都會覺得 跟高級管理人員面談是一件艱難的工作。然而,這 是審核程序中的重要一環,因此審核員必須知道其 真正意義。

審核高級管理人員的目的,是了解他們如何實踐對質量管理系統的承諾。透過與審核員的對答,管理人員亦可知道更多質量管理系統及系統審核所帶來的好處。

審核質量管理系統時,只審核品質經理是不夠的。 審核員可邀請高級管理人員出席首次會議及末次會 議,約見他們面談,以及與他們討論審核發現。

#### 審核的準備工作

審核員須預先查考所審核的機構之背景及管理架構,亦要了解其所屬的市場,及其身處地區的經濟和社會狀況。此外,審核員也要注意該機構的文化和服裝守則。

#### 與高級管理人員面談

審核員應挑選一個受訪者方便的時間面談,並準時到訪。所問的問題要與機構的業務和表現相關。一般來說,第一條問題都是關於機構現時的業務狀況,並可藉著對方的答案引伸至其他相關問題,如他們如何應對此狀況,為此制訂了甚麼計劃,怎樣分配資源等等。提出這些問題的目的,是可得知高級管理人員有否實踐對管理系統的承諾,和有否制訂出具體的推行計劃。

與高級管理人員面談的另一個目的,是可藉此估計他們希望審核聚焦在甚麼範疇。高級管理人員通常都會知道機構內部存在的問題,但沒有時間深入探究,因此審核小組可以從面談裏獲得資訊,作為審核的指示,從而幫助高級管理人員找出一些寶貴的發現和建議。

#### 結束審核前會議及審核報告

不管機構高層能否出席末次會議,審核小組都應另 行安排一個會議回應他們所關切的問題,不論是正 面或負面的審核結果也應報告,而高級管理人員亦 應能欣賞審核小組所報告的結果。

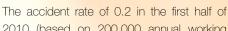
審核報告應以一個恰當的形式提交,包括一份列出正面及負面審核結果的重點撮要報告,並提出改善方法。

### The Implementation of ISO 9001, ISO 14001 and OHSAS 18001 ISO 9001, ISO 14001與OHSAS 18001體系之實践 Gchubh

Chubb, Guardforce in Macau and Hong Kong have been awarded certification in quality management, environmental management and occupational health and safety. Implementation of ISO 9001, ISO 14001 and OHSAS 18001 systems demonstrates that Chubb and Guardforce are in compliance with international standards.

#### EH&S is a Core Value

Protecting the health and safety of employees, customers and the natural environment are core values for Chubb and Guardforce. The organisations will not be satisfied until their workplaces are protected from hazards, employees are injury free, services and products are safe, and their commitment to, and record in, regulatory compliance and protection of the environment are unmatched.



who become more aware of their own safety behaviour.



The implementation of ISO14001 helps to identify environmental issues that have the potential to create significant environmental impacts. Currently, two main issues of concern are waste handling and the reduction of greenhouse gas emissions.



"We are excited about the future of Environment, Health and Safety (EH&S) in our business," says John Wong, EH&S Manager, Chubb and Guardforce Hong Kong, Macau, Taiwan & Guangdong. "Combining EH&S practices with a comprehensive management system is a 'win-win' situation for everyone. This dynamic combination provides an opportunity to improve our EH&S performance and enhance the capabilities of our business."

In future, Chubb and Guardforce will continue to implement an Integrated Management System (IMS). All requirements of the three certificates will be integrated into one system, and there will then be further consolidation of the entire system, in order to run it more efficiently.

Obtaining ISO 9001, ISO 14001 and OHSAS 18001 certificates has benefitted the company, allowing them to migrate to one management system. According to John Wong, "It encompasses the tools and methods we use to drive our performance, and we use it to guide what we do: to assess our performance and drive continuous improvement for the benefit of our customers and investors."





香港、澳門集寶及衛安公司分別獲得ISO 9001 質量管理體系、ISO 14001環境管理體系和 OHSAS 18001職業健康安全體系的認證。通過實 施上述的管理系統,使集寶及衛安公司在運作上達 至國際水平。

#### 集寶及衛安公司的核心價值 —— 環境、健康及安全

保護員工和客戶的健康和安全,以及對環境的保 育,一直是集寶以及衛安兩公司的核心價值。我們 公司一直緊守崗位,務求達到以下目的:工作環境 安全、員工零意外、提供安全的產品及服務等。此 外,我們更承諾在日常運作中,把環境保育列為考 慮因素。

通過實施OHSAS 18001,在2010年上半年間,我 們錄得的意外率為0.2個百分率(以每年20萬工時 來計算),與2005年的2.3個百分率相比,有91%的 大幅改善。 這有利於我們在公司層面建立一種安全 文化,並確保整個業務都能持續遵從。 而在個人層 面方面,這亦提醒了員工要時刻注意個人安全。

而實施ISO 14001則有助公司鑑別在營運上哪一方 面會對自然環境造成影響。目前,公司有兩個環保 重點,分別是廢物處理和減少溫室氣體排放。

#### 有用的工具,「雙贏」的結果

「我們很高興看到環境、健康與安全未來在業務上 的效益;通過一個綜合的系統管理,把公司的日常 運作發揮得更具效率,做到每個人也樂見的雙贏局 面。」集寶及衛安環境健康與安全經理汪浩然表 示。「這種動態的結合提供一個機會,改善我們 的在環境健康與安全上的表現,提高公司的競爭 能力。」

對於未來公司管理制度的發展方向,集寶及衛 安將向綜合管理系統(Integrated Management System)推進,務求揉合三項證書的要求而成為一 個綜合管理系統,令公司的運作更具效率。



獲得ISO 9001、ISO 14001及 OHSAS 18001三項認證對集 寶及衛安最大的好處就是能將 公司提升至一個全新的管理水 平,而這些系統涵蓋了公司需 要使用的工具和方法來進一步 推動業績的增長,繼而持續改 善產品與服務的質素,以惠及 顧客及投資者。

## New Certified Clients 新認證客戶

February 2010 to April 2010 2010年2月至2010年4月

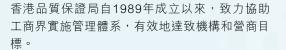


## Memorable Moments 紀念



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







由2010年2月至2010年4月期間,香港品質保證局 共頒發82張證書,包括ISO 9001、ISO 10002、 ISO 14001 · ISO 20000 · ISO 22000 · ISO 27001 · OHSAS18001 , SA 8000 , TL 9000 , GPMS · HKQAA-HACCP · HKQAA-WSMS-COMM · HKQAA-WSMS-FINE及QSPSC。在此謹祝賀63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。







Course Titl	Kong 香港 \	n	)uration (Dav)	Fee (per head) HKD	Course Code & Date 課程編號及日期			
課程名稱				) 收費 (每人) 港幣	Aug 八月			
Quality	y 質量				_			
	:2008 Quality Management Systems - Introduction :2008 質量管理體系 — 入門	<b>C</b> )9	:00am-12:00pm Half-day	Free 免費		QMS1C/HK-09A <b>30</b>		QMS1C/HK-11A <b>19</b>
ISO 9001	.2008 貞重音程體系一八円 :2008 Quality Management Systems - Understanding & Application :2008 質量管理體系 — 理解與應用		1 1	光貞 HKD 1,300	VM1C/HK-08B <b>23</b>	VM1C/HK-09A 3	VM1C/HK-10A <b>11</b>	VM1C/HK-11A <b>1</b>
ISO 9001		<b>C</b>	2	HKD 2,800	VM3C/HK-08A	VM3C/HK-09A	VM3C/HK-10A	VM3C/HK-11A
ISO 9001	:2008 Quality Management Systems - Advanced Internal Auditing Techniques	C	2	HKD 3,000/	9-10	13-14	<b>18-19</b> QMS5C/HK-10A	8-9
ISO 9001	:2008 Quality Management Systems Documentation	<b>C</b>	1	HKD 2,700* HKD 1.300	QMS4C/HK-08A		21-22	
QMS ISO	9001:2008 Auditing Refresher Course (Transition)	E	1	HKD 1,600/	13	S078E/HK-09A		
Quality Ma	anagement Systems Auditor/Lead Auditor Training Course (IRCA Reg #A17071)	E	5	HKD 1,500* HKD 10,000/		29 QMS/IRCA/09		
	體系主任審核員證書培訓課程 (IRCA 註冊號#A17071) rld Class Wine Storage Facility	C	1	HKD 9,500* HKD 1,500		13-17	QM01C/HK-10A	
建立優良	H/A以相		'	TIND 1,500			8	
-	nmental Management Systems 環境管理體系 1:2004 Environmental Management Systems - Understanding & Application			11170 1 5001	EMC2C/III/ 00A	EMS2C/HK-09A	EMS2C/HK-10A	EMC2C/UIV 44/
	1:2004 Environmental Management Systems - Understanding & Application 1:2004 環境管理體系 — 理解與應用	C	1	HKD 1,500/ HKD 1,300*	EMS2C/HK-08A <b>24</b>	10	20	EMS2C/HK-11A 10
	11:2004 Environmental Management Systems - Internal EMS Auditor Training 11:2004 環境管理體系 — 內部環境管理體系審核員培訓	C	2	HKD 3,000/ HKD 2,700*	EMS3C/HK-08A 31 Aug-1 Sep		EMS3C/HK-10A 28-29	EMS3C/HK-11A 25-26
Managing 效益管理》	Greenhouse Gases (GHG) Emissions 減碳排放	E	1	HKD 1,600/ HKD 1,500*		EM03E/HK-09A <b>30</b>		
100 4 400	ental Management Systems (ISO 14001:2004) Auditor/Lead Auditor Training 1 環境管理體系 — 主任審核員證書培訓課程	E	5	HKD 10,000/ HKD 9,500*		EM01E/HK-09A 20-22 & 27-28		EM01E/HK-11A 29-30, 1-3 Dec
Environme	II 項項官理顧系 — 土仕番核臭證會培訓課程 ntal Management Systems (ISO 14001:2004) Auditor/Lead Auditor Conversion Training 1 環境管理體系 — 主任番核員轉證培訓課程	E	3	HKD 6,200/ HKD 5,700*		EMS9E/HK-09A <b>20-22</b>		EMS9E/HK-11A 29-30, 1 Dec
Occup	ational Health and Safety Management 職業健康和妄	全						
Understan	3001:2007 Occupational Health and Safety Management Systems - iding & Application 3001:2007 職業健康和安全管理體系 — 理解與應用	C	1	HKD 1,500/ HKD 1,300*	OHS8C/HK-08A <b>5</b>	OHS8C/HK-09A <b>24</b>		OHS8C/HK-11A <b>2</b>
OHSAS 18 Internal Ol	3001:2007 Occupational Health and Safety Management Systems - HS Auditor Training 3001:2007 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	C	2	HKD 3,000/ HKD 2,700*	OHS9C/HK-08A 17-18		OHS9C/HK-10A <b>20-21</b>	
Risk Asses		C	1	HKD 1,500	OHO4C/HK-08A <b>27</b>			
OHSAS 18	8001:2007 Occupational Health and Safety Management Systems - ead Auditor Training	E	5	HKD 10,000/		OH06E/HK-09A 20-22 & 27-28		OHO6E/HK-11/ 29-30, 1-3 De
OHSAS 18	8001:2007 職業健康和安全管理體系 — 主任審核員證書培訓課程 8001:2007 Occupational Health and Safety Management Systems -	25		HKD 9,500*		OH11E/HK-09A		OH11E/HK-11A
🤼 Auditor/Le	ead Auditor Conversion Training 8001:2007 職業健康和安全管理體系 — 主任審核員轉證培訓課程	E	3	HKD 6,200/ HKD 5,700*		20-22		29-30, 1 Dec
	& Pharmaceutical Sector 食品和製藥							
	ting HACCP for Food Businesses Programme 安全重點控制課程	C	2	HKD 3,100			HA10C/HK-10A 12-13	
ISO 2200	0:2005 Food Safety Management Systems Implementation Course 0:2005 實施食品安全管理體系課程	C	3	HKD 4,800	HA9C/HK-08A 11-13			
Hygiene C	control System - Understanding & Implementation 系統 — 理解與實施	C	1	HKD 1,300	GP02C/HK-08A <b>25</b>			
ISO 2200	0:2005 Food Safety Management Systems - Understanding & Application	C	1	HKD 1,300		HA5C/HK-09A <b>1</b>		
ISO 2200	0:2005 食品安全管理體系 — 理解與應用 0:2005 Food Safety Management Systems Auditor/Lead Auditor Course(IRCA Reg.#17289 0:2005 食品安全管理體系 — 主任審核員證書培訓課程(IRCA 註冊號#17289)	(E)	5	HKD 10,200/ HKD 9,500*				IRCA/FSMS/11 22-26
Corpo	rate Social Responsibility 企業社會責任			1110 3,500				22 20
Integrating	g Social Responsibility into your Organisation 社會責任	C	1	HKD 1,500			EW21C/HK-10A 14	
	mer Satisfaction 顧客滿意							
🥌 Internal Au	2:2004 Customer Satisfaction - Guidelines for Complaints Handling - uditor Training	C	1	HKD 3,000				MT31C/HK-11A 18-19
Manag	2:2004 客戶滿意度一投訴處理指引一內部審查員培訓 jement Tools, Skill for Improvement 管理工具和技能							
Developin	g your Corporate Creativity for Problem Solving	C	1	HKD 1,500	MT32C/HK-08A			
提升企業的 Developing	創意解難能力 a Hiah EQ in Service Delivery		1	HKD 1,500	<b>30</b> EW32C/HK-08A			
發揮你的原 The Art of	服務管理智商 Mediation : A Powerful Management Tool of Conflict Resolution		1	HKD 1,500	31	EW33C/HK-09A		
和解的藝術	術:工作間的衝突管理					6	GP03C/HK-10A	
實施HKQA	A 5S在工作間的營運 ated Management Systems 綜合管理	C	1	HKD 1,300			22	
Integrated	Management Systems Set Up & Audit Approach	C	2	HKD 3,000	IMS2C/HK-08A			
	<sub>體系一建立與審核方法</sub> om and Information Service Management 電訊及訊息			1112 3,000	19-20			
						ISO1C/HK-09A		
	安全的風險管理		2	HKD 3,000		16-17		

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	Aug 八月	Course Code & Date Sep 九月	課程編號及日期 Oct 十月	Nov 十一月				
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 600	VM1P/SZ-08A SU 23 VM1P/GZ-08A GZ 23	VM1P/SH-09A SH 20	VM1P/SZ-10A SU 20 VM1P/GZ-10A GZ 13	VM1P/SH-11A SH 3				
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	2	RMB 1,200	VM3P/SZ-08A SU 24-25 VM3P/GZ-08A GZ 24-25	VM3P/SH-09A SH 21-22	VM3P/SZ-10A SU 21-22 VM3P/GZ-10A GZ 14-15	VM3P/SH-11A SH 4-5				
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-08A SH 16 VM4P/GZ-08A GZ 13		VM4P/GZ-10A GZ 19					
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-09A SH 27 EMS2P/GZ-09A GZ 8		EMS2P/GZ-11A GZ 1				
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-09A SH 28-29 EMS3P/GZ-09A GZ 9-10		EMS3P/GZ-11A GZ 2-3				
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 — 內部審核員培訓	P	2	RMB 1,500	IE01P/GZ-08A GZ 17-18			IEO1P/GZ-11A GZ 16-17 IEO1P/SH-11A SH 18-19				
Occupational Health and Safety 職業健康和安全											
OHSAS 18001:2007 職業健康和安全管理體系 — 理解與應用 OHSAS 18001:2007 Occupational Health and Safely Management Systems	P	1	RMB 600	OHS8P/SH-08A SH 25 OHS9P/SH-08A		OHS8P/GZ-10A GZ 20 OHS9P/GZ-10A					
Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系一內部職業健康和安全管理體系審核員培 Food Safety 食品安全	P	2	RMB 1,200	SH 26-27		GZ 21-22					
ISO 22000:2005 Food Safety Management Systems - Understanding & Application	P	1	RMB 800		HA5P/GZ-09A		HA5P/GZ-11A				
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理體系 一 內部食品安全管理體系審核員培訓	P	2	RMB 1,500		GZ 15 HA7P/GZ-09A GZ 16-17		GZ 8 HA7P/GZ-11A GZ 9-10				
Information Security 信息安全					ICEOD/CLL OOA						
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 800		ISE3P/SH-09A SH 8 ISE3P/GZ-09A GZ 27						
ISO/IEC 2/001:2005 信息安全管理體系 — 內部番核負培訓	P	2	RMB 2,000		ISE4P/SH-09A SH 9-10 ISE4P/GZ-09A GZ 28-29						
ISO 20000:2005 Information Technology Service Management System Internal Auditor Training 20000:2005 信息技術服務管理體系內部審核員培訓 Social Accountability 社會責任	P	3	RMB 2,800	ISO2P/GZ-08A GZ 11-13	ISO2P/SH-09A SH 27-29						
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training	P	2	RMB 1.800	SAO1P/SH-08A	SA01P/GZ-09A		SA01P/SH-11A				
SA8000.2008 社會責任管理體系 一 內部審核員培訓  WRAD (Moddwide Personalists According Production) Understanding Training	P	1	RMB 780	SH 17-18 WR01P/GZ-08A GZ 31	GZ 6-7 WR01P/SH-09A SH 3		SH 11-12 WR01P/SZ-11/ SU 26 WR01P/GZ-11/ GZ 18				
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡議商界遵守社會責任之條文解讀	P	1	RMB 780	BS02P/SH-08A SH 11 BS02P/GZ-08A GZ 9		BSO2P/SH-10A SH 11 BSO2P/GZ-10A GZ 15	BS02P/SZ-11A SU 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-09A GZ 27-29						
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/GZ-10A GZ 18	MT23P/SH-11/				
Telecommunications and Information Service 電訊和資 Understanding the Essence of TL 9000 Requirements Handbook R4.0 TL 9000 R5.0 質量管理體系要求手冊改版精要	P	<b>服務</b>	RMB 1,000	TLOADICLLOOM	TL03P/SH-09A SH 24	TIOADICUAGA					
TL 9000 R4.0 Quality Managerment 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-08A SH 4-6		TLO4P/SH-10A SH 18-20 TLO4P/GZ-10A GZ 27-29					
TL 9000 R4.0 Quality Management Systems - Preparing TL 9000 R5.0/R4.0 質量管理體系預備課程 (QuEST論壇認可課程)	P	2	RMB 5,600			TL09P/SH-10A SH 25-26					
TI 0000 B4 0 0 19 M4	P	3	RMB 8,400			TL02P/SH-10A SH 27-29					

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 9911
HKQAA Certification (Shanghai) Ltd. Guangxhou Branch 標準認證服務(上海)有限公司廣州分公司。Tel 電話:(86 20) 8383 3777
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:(86 512) 6900 9119 Conducted in Cantonese 以英語授課

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交流研討會

**Seminar on the Application and Development of** 

## **Wine Storage Management Systems Certification** In the Retail and Catering Industries

: 2010年9月中 : 香港品質保證局

香港北角渣華道191號

嘉華國際中心19樓

語言 : 廣東話 Date : Mid-September 2010 **HKQAA** 

19/F., K. Wah Centre, 191 Java Road,

**North Point, Hong Kong** 

Language: Cantonese

#### 費用全免 Free of Charge

#### 研討會程序

- 「葡萄酒儲存管理體系認證」簡介及於零售、 餐飲業之最新發展
- 獲認證公司分享經驗及良好案例
- 專題討論 葡萄酒儲存管理體系於零售、 餐飲業之應用與展望

#### **Program Rundown**

**Venue** 

- Introduction of the Wine Storage Management Systems Certification and its latest development in the retail and catering industries
- Sharing of Good Practice by Certified Companies
- · Panel Discussion The application of, and prospects for, wine storage management systems in the retail wine and catering industries

#### 查詢 Enquiries

聯絡人 Contact Person : 何小姐 Ms. Jessie Ho

: (852) 2202 9323 (直線 Direct) 電話 Telephone No.

2202 9111 (主機 General)

: jessie.ho@hkqaa.org 電郵 Email 網頁 Website : http://www.hkqaa.org

#### Hong Kong 香港

🕿 : (852) 2202 9111 **二** : (852) 2202 9222 : hkqaa@hkqaa.org

#### Shanghai 上海

**🏗** : (86 21) 6876 9911 **=** : (86 21) 6876 9922

: info.sh@hkqaa.org

#### Guangzhou 廣州

**🏗** : (86 20) 8383 3777 **=**: (86 20) 8382 3066 : info.gz@hkqaa.org

#### Suzhou 蘇州

**2** : (86 512) 6900 9119 **=** : (86 512) 6512 9119 : info.sz@hkqaa.org

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**2** : (1 773) 344 4066 **温**: (1 312) 949 1445 : info.us@hkqaa.org