



VISION 管略

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Tackling Sustainability Challenges with a Fact-based Approach 從實務角度放眼可持續發展的挑戰

Evaluating the Sustainability Performance of Buildings
評估建築物的可持續發展表現

Product Carbon Footprinting – Focus on the Consumer
為消費者而設的「產品碳足跡」

**Achieving Sustainable Development
via a Socially Responsible Corporate Culture**
構建企業責任文化 • 達致可持續發展

Contents 內容

From the Editor 編者的話

03 Feature 專題特寫

Prelude to HKQAA Symposium 2010 – Tackling Sustainability Challenges with a Fact-based Approach
「從實務角度放眼可持續發展的挑戰」——香港品質保證局專題研討會2010前奏

Evaluating the Sustainability Performance of Buildings
評估建築物的可持續發展表現

Product Carbon Footprinting ("PCF") – Focus on the Consumer
為消費者而設的「產品碳足跡」

Achieving Sustainable Development via a Socially Responsible Corporate Culture
構建企業責任文化 • 達致可持續發展

10 HKQAA Updates 本局快訊

In Praise of Business Excellence
支持業界大獎 • 表揚企業出色表現

Youth College Scholarship Donation
推動教育工作 • 支持青年學院獎學金

The 3rd HKQAA "My Dream Home Writing & Drawing Contest" Awards Ceremony-cum-Musical Performance
香港品質保證局第三屆「理想家園徵文及繪畫比賽」頒獎典禮暨音樂會

12 Auditor's Sharing 審核交流

Process Approach Auditing (Part 1 of 3)
過程方法審核 (三之一)

13 Welcome on Board 迎新天地

14 Training Schedule 培訓課程

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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Our annual flagship event, the HKQAA Symposium, will be held in November this year. The Symposium aims to establish a platform for industry practitioners to explore and discuss the latest developments in good management, both theoretical and practical. The main theme of the Symposium this year is "Tackling Sustainability Challenges with a Fact-based Approach". Representatives from various government departments, leading enterprises and major international organisations will attend and share their invaluable insights.

In this issue of Vision, we would like to introduce the background information of some topics covered in the Symposium. HKQAA's Chairman Ir Prof. Peter K. W. Mok and Associate Technical Director Dr Nigel H. Croft are going to address two popular issues – "Sustainability Performance of Buildings" and "Product Carbon Footprinting".

Shui On Construction and Materials Limited (SOCAM) is one of the participants in the HKQAA-HSBC CSR Index scheme. In this issue, the CSR Steering Committee of SOCAM shares the company's experience in fulfilling its corporate social responsibility.

Sustainability has become one of the core elements in the development of corporate strategy. We hope this year's HKQAA Symposium will bring new insights and perspectives from professionals, allowing different industry sectors to explore the path of sustainable development.

香港品質保證局每年一度的旗艦活動——「香港品質保證局專題研討會」將於2010年11月舉行，為企業提供一個互動的平台，與管理決策者一起探討良好管理方案的發展和趨勢。今屆研討會將以「從實務角度放眼可持續發展的挑戰」為主題，並邀得多位政府、商界及國際組織的代表分享寶貴的經驗及見解。

為了讓大家對專題研討會的內容有初步的認識，在今期《管略》，香港品質保證局主席莫國和教授工程師，以及技術總監倪國夫博士，將分別介紹「建築物可持續發展表現」和「產品碳足跡」這兩個近年非常熱門的題目。

瑞安建業有限公司是HKQAA-HSBC企業社會責任先導者之一，今期《管略》便邀請了瑞安建業的企業社會責任督導委員會，為我們分享公司對推動企業社會責任的心得。

可持續發展是全球企業策略的大趨勢，本局衷心希望今年的專題研討會將帶來新資訊及觀點，讓各行各業一起探索可持續發展的里程。

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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Prelude to HKQAA Symposium 2010 — Tackling Sustainability Challenges with a Fact-based Approach 「從實務角度放眼可持續發展的挑戰」——香港品質保證局專題研討會2010前奏

In the last few HKQAA Symposia, we have discussed a number of sustainability-related topics. This year's Symposium introduces the fact-based approach to addressing this seemingly qualitative notion best described by the long-standing Brundtland definition of sustainability: "meeting the needs of the present without compromising the ability of future generations to meet their own needs."

Decision-and policy-makers can make use of the fact-based approach in order to incorporating analytically rigorous foundations in their decision making. After all, what gets measured gets done.

HKQAA Symposium 2010 will feature two distinct but related sub-themes, "Building towards Sustainability" in the morning session and "Measuring CSR to Drive Sustainability" in the afternoon session. Industry and subject experts will be invited to share their thoughts on managing and tackling various challenging sustainability issues.

Vision is giving an overall view of the key messages of the Symposium in this feature story in order to prepare our readers to get the most out of attending the HKQAA Symposium 2010.

所謂「可持續發展」，最正統的解釋莫過於《布倫特蘭報告》中的定義——「既滿足當代人的需求，又不損害後代利益的發展模式」。過去數屆「香港品質保證局專題研討會」已探討了許多有關可持續發展的題目，今年，研討會將為大家介紹如何以事實為根據及系統化的角度，去探討這個看似抽象的議題。

從實務角度出發，指的是公司高層和政府機構利用嚴謹的數據分析來幫助決策。始終，工作要經過評量才有好成果。

「香港品質保證局專題研討會2010」將分為兩個專題，分別是上午專場的「建築可持續發展之路」，以及下午專場的「評量企業責任·推動持續發展」。會上將有業界知名人士及專家，為大家分享如何處理及迎接可持續發展的各種挑戰。

今期《管略》的專題特寫，將為讀者提供研討會內容的概覽，好讓大家能在參加前對題目有初步的了解。

Evaluating the Sustainability Performance of Buildings 評估建築物的可持續發展表現



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In 2007, the Intergovernmental Panel on Climate Change (IPCC) identified the building sector as having the highest emissions and also the highest potential for drastic emission reductions. Urban buildings contribute on average 30% of energy use in society, causing similar levels of associated greenhouse gas emissions. There are many proven ways to reduce the energy use in new and existing buildings but experience shows that this will not happen without the support of policy makers, who in turn rely on the availability of quality data and factual evidence to make informed decisions.

Why Sustainable Buildings?

UNEP SBCI (United Nations Environment Programme, Sustainable Buildings & Climate Initiative) revealed that the building sector contributes up to 30% of global annual greenhouse gases emissions and consumes up to 40% of all energy. Greenhouse gas emissions mainly come from the operation of buildings throughout their life cycle, where energy is used for heating, cooling, ventilation, lighting and electrical appliances.

The building and construction industry is one of the key industries affecting the sustainable development of the community. A variety of stakeholders are involved in the supply chain of the life cycle of buildings. The construction, operation and demolition of buildings lead to considerable environmental, social and economic impacts; they may have a serious negative impact, in particular on the environment when building management is inadequate.

This business sector contributes about 8% of the total employment and normally generates more than 7% of the GDP in Hong Kong. It plays an important role in the achievement of sustainable development in the community and provides the context for social interactions as well as economic development. The condition of buildings may also affect public health and safety.

政府間氣候變化專門委員會於2007年把建築業列為溫室氣體排放量最高，而減排潛力亦最高的行業。城市建築物消耗整個社會30%的能源，亦排放出30%的溫室氣體。現時許多建築物的節能措施已證實有效，但經驗告訴我們，這些措施要得到決策者的支持方能成事，而決策者必須有賴可靠的數據供他們參考以作出適當的決定。

為何建築物要可持續發展？

聯合國環境署可持續建築促進會指出，建築業是全球溫室氣體30%的來源，亦消耗全球40%的能源。這些溫室氣體主要來自建築物在整個生命週期中的運作，如空調系統、通風系統、照明系統和其他電器所消耗的能源。

建築工業對一個社區的可持續發展有莫大影響。建築物整個生命週期中的供應鏈牽涉了許多持份者，建築物的興建、運作與拆卸均會對環境、社會和經濟帶來巨大衝擊；尤其當管理不善時，更會嚴重破壞環境。

在香港，建築業佔整個就業人口的8%，一般帶來每年7%的本地生產總值。因此，建築業在社區的可持續發展中扮演著重要角色，亦是社交活動和經濟發展的舞台；而建築物的狀況也會影響市民的健康和安全。

The built environment accounts for a large share of energy use, waste generation and use of natural resources. Other areas of key concern include the production of construction materials, consumption of hazardous products, integration of buildings with other infrastructure and social systems, use of fresh water and foul water discharge, among other things.

Environmental Performance vs Sustainability Performance of Buildings

Stakeholders in the community have recently become more concerned about the green performance of buildings. To respond to the needs of society, various green building ratings and certification schemes have been launched over the past decade to promote and recognise the green performance of buildings. Examples of such initiatives are LEED in the United States, BREEAM in the United Kingdom, CASBEE in Japan, and the Building Environmental Assessment Method (BEAM) in Hong Kong. The environmental performance of buildings is the core issue in these schemes.

Given the widely accepted importance of environmental performance, the UNEP-FI/SBCI has unveiled the importance of incorporating social and economic performance into measurements of the sustainability performance of buildings as a whole.

Employing a broader perspective, considering the environmental, social and economic performance of a building, enables the users of buildings, such as the Property Managers and Owners, to have a fair view of their sustainability performance.

Three Core Dimensions of Sustainability Performance

ISO/DIS 26000 states that sustainable development has three dimensions – economic, social and environmental – which are interdependent. It also provides a definition of sustainable development: development that meets the needs of the present without comprising the ability of future generations to meet their own needs. ISO/TS 21929-1 and ISO 15392 also say that the sustainability performance of buildings should be closely linked to the environmental, social and economic aspects of its life cycle.

The next question is how to evaluate the performance of these three core dimensions.

Evaluating Environmental Performance

By measuring the amount of renewable and non-renewable energy consumed by the building, it is feasible to measure its contribution to climate change. The use of harmful chemicals will directly affect the sustainable development of ecosystems, and this should be included as one of the indicators of the building's impact on biodiversity. The consumption of fresh water and renewable resources, and the amount of building waste, may affect the building's performance in terms of the use of natural resources.

Evaluating Social Performance

Since the collapse of an old residential building in Hung Hom in January 2010, there has been increased awareness of the structural soundness of buildings, in particular old reinforced concrete buildings, and thus it is timely to consider the issue of building safety and security.

A building's operations have a tremendous influence on the community. By studying the reactions and responses of neighbours, it is possible to evaluate the extent to which buildings are part of a harmonious community.

Social infrastructure is closely linked to the accessibility of buildings. The mode of transportation to and from the building relates to the convenience of users and may have an impact on the environment.

In order to achieve health and comfort, it is essential to evaluate the building users' feelings about lighting, thermal, ventilation and acoustic comfort. The quality of air and fresh water is closely connected with the health of the users and there should be regular testing to assess the performance of these aspects.

It is fundamentally important to ensure building safety. Owners and property managers have to engage authorised competent persons to evaluate the structural soundness and fire safety of buildings. By reviewing security statistics, we are able to assess the security performance of buildings.

建築業面對環境的問題包括能源和天然資源的耗用，廢料的產生，建築物料的製造，有害產品的使用，建築物與基建及社會體系的接軌，以及水源耗用和污水處理等。

「環境效益」與「可持續發展表現」

現時，社會上的持份者越來越注重建築物對保護環境的效益。為了回應社會的訴求，在過去十年出現了許多有關綠色建築的評級機制和認證計劃，如美國的「能源環境設計先鋒」綠色建築認證（LEED）、英國的建築研究組織建築環境評估法（BREEAM）、日



本的建築物綜合環境性能評價體系（CASBEE）、香港的建築環境評估法（BEAM）等，均以建築物的環境效益為核心。

由於環境效益的重要性為社會廣泛接受，聯合國環境署可持續建築促進會已提倡將其列為可持續發展評估的指標之一。

從環境、社會及經濟三個角度考慮，便可以讓建築物的管理者和業主更全面地評估建築物的可持續發展表現。

可持續發展表現的三大指標

《ISO/DIS 26000「社會責任指南」》指出，可持續發展的評估有三大獨立指標——經濟、社會和環境，以此構成了可持續發展的定義，即「既滿足當代人的需求，又不損害後代利益的發展模式」。《ISO/TS 21929-1》及《ISO 15392》標準亦指出，建築物的可持續發展表現，應與其對環境、社會和經濟的影響息息相關。

既然如此，應如何評估建築物在這三大指標的表現呢？

環境效益評估

計算建築物所消耗的再生及非再生能源，可用以評估對氣候變化的影響程度。使用有害化學物品會直接危害生態發展，可納入建築物的生態影響之一；而建築物的食水和可再生資源耗用量，以及所產生的廢料量，應納入耗用天然資源的評估範圍之內。

社會效益評估

2010年1月於紅磡發生的唐樓倒塌事件，喚起了人們對建築物堅固程度的關注，尤其是高樓齡的鋼筋混凝土建築物，令社會更正視建築物的安全問題。

一幢建築物的運作，往往對周圍的社區構成巨大影響。只要查察鄰近居民的反應，就能得知這幢建築能否和諧地融入社區之中。

建築物的無障礙程度亦與社會基建項目有密切關係，交通配套的安排，可以方便使用者，也可能對環境構成影響。

Evaluating the Economic Dimension

The asset value of buildings will directly affect the wealth and investment of their owners, so it is essential to have professionals evaluate their value at regular intervals.

The ease of maintenance is associated with the whole-life cost of buildings. Building owners and/or property managers should consider applying innovative and effective maintenance methods in order to reduce maintenance costs. We can make use of figures to gauge the performance in this respect.

Value of a Sustainable Building

Only a data driven, fact-based evaluation approach gives a fair view of the sustainability performance of a building to property managers and owners. They can then make informed decisions about addressing sustainability issues, which may affect the asset value of their buildings.

許多因素會影響建築物用戶的健康和舒適程度，必須定時評估空氣和食水的質素，並了解用戶對建築物的燈光、室內氣溫、通風和隔音情況的評價。

建築物的安全也是非常重要的，業主和管理者必須委託合資格人士評估其結構安全度和消防設備，並通過審查保安數據，評估建築物在保安方面的表現。

經濟效益評估

建築物的資產總值會直接影響業主的財務狀況，因此必須定期委託專業人士進行估值。

建築物整個生命週期的花費，與其維修的難度有關，因此業主和管理者應採用創新和有效的維修方法，以減少開支。參考不同的數據，有助準確地評估建築物在這方面的效益。

可持續發展建築物的價值

要客觀地評估建築物的可持續發展表現，必須以真實數據和現實情況為依歸。若業主和管理者從可持續發展的角度作出決策，便能提升建築物的價值。

Product Carbon Footprinting ("PCF") – Focus on the Consumer 為消費者而設的「產品碳足跡」



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Carbon
Footprint

Introduction

Climate change is one of the biggest challenges our civilisation has ever had to deal with, and many organisations around the world are facing ever-increasing pressure to account for their contributions towards greenhouse gas ("GHG") emissions, which are one of the key factors in causing global warming. In a similar manner, consumers are becoming ever more aware of their own contributions to global warming, and are increasingly conscious of the "Carbon footprint" associated with the goods and services they use. "Carbon footprint" is a term commonly used to describe the amount of greenhouse gas (GHG) emissions caused by a particular activity, and "Carbon footprinting" is a technique that measures the amount of greenhouse gas emissions (including carbon dioxide) produced by the things we do on a day-to-day basis. From washing our hair, to riding on a bus, to eating a packet of crisps, we all leave a carbon footprint on the environment.

It has been estimated by the Carbon Trust that the UK generates around 650 million metric tons of carbon emissions every year. This is an average of 11 tons of carbon dioxide emissions annually for every man, woman and child in the country.

This article describes some of the initiatives that are being undertaken around the world to enhance consumer awareness of the 'carbon footprint' of the products and services they use, and the ways in which these initiatives can influence their purchasing decisions.

簡介

氣候變遷是現代人面對的最大挑戰之一。溫室氣體排放是全球暖化的主因，因此不同國家的組織都面對著日益增加的減排壓力。同樣地，消費者亦越來越注意自己對全球暖化的責任，並開始留意所選用的物品和服務所附帶的「碳足跡」。「碳足跡」是指各類活動所產生的溫室氣體排放量，而「碳足跡審計」則是量度我們日常活動的排放量（包括二氧化碳）。不論洗頭、乘搭公共汽車還是吃一包薯片，我們都會在環境留下一片碳足跡。

英國機構Carbon Trust估計，英國每年的碳排放量為大約6億5千萬公噸，即每名國民（不論男女老幼）平均每年排放11噸二氧化碳。

近年，世界各地提出了不少使消費者更關注產品及服務的「碳足跡」的倡議，本文將介紹其中一部分，並說明這些措施如何影響消費者的抉擇。

What is the Product Carbon Footprint ("PCF")?

While greenhouse gas (GHG) emissions are often viewed at global, national, corporate or organisational levels, the PCF looks at the emissions associated with specific goods and services. This approach takes into account the impact of processes, materials and decisions which occur throughout the entire supply chain and life cycle of the product.

The Publicly Available Specification PAS 2050:2008 "Specification for the assessment of the life cycle greenhouse gas emissions of goods and services", published in the UK by the British Standards Institute (available for free download from <http://www.bsi-global.com/en/Standards-and-Publications/Industry-Sectors/Energy/PAS-2050/>) describes a method for assessing the life cycle GHG emissions of goods and services that is now widely used in the UK and elsewhere. Life cycle GHG emissions are the emissions that are released to the processes of creating, modifying, transporting, storing, using, providing, recycling and disposing of goods and services.



There are five basic steps to calculating the PCF:

- Building a process map (flow chart)
- Checking boundaries and prioritisation
- Collecting data
- Calculating the footprint
- Checking uncertainty of the measurement

The International Organization for Standardization's Technical Committee TC207 (Environmental Management) is currently developing two standards, ISO 14067 Parts 1 and 2, detailing methodologies for the quantification and communication of Product Carbon Footprints respectively.

Retailer and Consumer-Focused Initiatives

The following are some examples of initiatives that are being undertaken in different parts of the world, with the objective of increasing consumer awareness of Product Carbon Footprints:

United Kingdom: One high-profile product that has gained consumer attention in the UK by actively publicising its PCF are crisps ("potato chips") manufactured by Walkers (see <http://www.walkerscarbonfootprint.co.uk/>). The average "product carbon footprint" of a small pack of Cheese and Onion flavour crisps has been estimated at around 80g. This was calculated by the following process:

- Drawing up a map of the key stages in the supply chain - from growing potatoes and sunflower seeds, through manufacturing, transport, warehousing, to putting the crisps on the shelves of the supermarket, through to the final disposal of the packet.
- Looking at the energy consumption directly involved in each of these stages and converting this into an amount of carbon emissions.
- Adding up the carbon emissions from each of these stages to obtain the average calculated value per packet of crisps produced.

Walkers estimate that in the last 2 years they have reduced the PCF of a packet of crisps by around 7% (6g per packet), and have actively committed themselves to reducing this further via their "Carbon Reduction Commitment", which is prominently displayed on each packet.

甚麼是「產品碳足跡」？

溫室氣體的排放通常是以全球、全國、全公司或全機構的規模來量度的；然而，「產品碳足跡」卻是指一件產品或一項服務的排放量，其量度的範圍，包括產品在整個供應鏈及生命週期中所涉及的工序、製造物料和決策。

英國標準協會發表的「可公開提供之規範PAS 2050:2008——產品和服務生命週期溫室氣體排放評估規範」(可於<http://www.bsi-global.com/en/Standards-and-Publications/Industry-Sectors/Energy/PAS-2050/>免費下載)，提出了對產品和服務的「生命週期溫室氣體排放」進行評估的程序，現時為全球所廣泛採用。「生命週期溫室氣體排放」包括了在設計、改良、運輸、儲存、使用、供應、回收及棄置這些產品和服務時，所涉及的氣體排放。

產品碳足跡的量度包括五個基本步驟：

- 畫出產品流程圖
- 定立評估範圍；編排重要次序
- 收集數據
- 計算碳足跡
- 查核計算中的不確定性

國際標準組織的TC207技術委員會（環境管理）現時正在編寫兩套新標準——ISO 14067的第一及第二部分，分別詳述產品碳足跡的量化及標示方法。

為零售商及消費者而設的倡議

以下是一些不同國家現時正在實行的倡議，旨在提高消費者對碳足跡的意識：

英國：英國Walkers公司最近高調地公布其薯片產品的「產品碳足跡」，因而受到當地消費者的廣泛注意（詳見<http://www.walkerscarbonfootprint.co.uk/>）。其中，小包裝「芝士洋蔥」口味的平均碳足跡為80克，計算步驟如下：

- 畫出供應鏈流程圖，顯示出產品的每個主要階段，由種植馬鈴薯和葵花籽、生產、運輸、存倉、於超級市場上架，到把包裝袋丟棄為止。
- 計算以上每個階段所直接消耗的能源，並把數據轉化成碳排放量。
- 把每個階段的碳排放量相加，得出平均每包薯片所生產的碳排放量。

Walkers公司估計，他們在過去兩年已把每包薯片的產品碳足跡降低約7%（每包6克），並在包裝袋上清楚標示，該公司會積極實踐其「減碳承諾」，把碳足跡繼續降低。

法國：法國生態和可持續發展部於2007年提出「新環保法案草案」，訂立全國可持續發展的五年計劃，並定下由2008至2050年間的減排目標。現時，法國正立例在2011年起，國內所有銷售的產品均須附有環保標籤（包含產品碳足跡）。

日本：日本於2009年1月發表了評估及標示產品碳足跡的技術規格——TS-Q0010的初稿，並於同年4月實行為期三年的「全國產品碳足跡先導計劃」，批准一系列驗證計劃、資料庫和「產品類別試行規則」的研發。至今，已有41種食品、包裝、電子

France: Initiated in 2007, France's Ministry of Ecology and Sustainability's "Grenelle 2: bill on the national commitment to the environment" is a five-year plan for nationwide sustainability with targets set between 2008 and 2050. France is currently in the process of enacting legislation to make environmental labeling (including PCF) mandatory on all products sold in the country, beginning in 2011.

Japan: In January 2009 the first draft of a technical specification on PCF assessment and labeling (TS-Q0010) was published. In April 2009 the 3-year National PCF Pilot Project was launched to endorse development of a verification scheme, a database, and Pilot Product Category Rules (PCR). So far, 41 items from different sectors, including food, packaging, electrical devices, and so on, have been registered as part of the PCR Pilot Program. A committee consisting of academic experts, representatives from the industrial sector, and consumers has already certified several items, including rice, canola oil, potato crisps, and washing powder.

South Korea: Following a nine-month pilot programme, the Korea Environmental Industry and Technology Institute (KEITI) introduced carbon labelling in February 2009. So far, more than 160 goods and services from over 40 companies have been labelled. The labelling initiative covers, among other things, consumer goods, transport services and electronic appliances. Adoption of the ISO 14067 is planned for 2011.

Thailand: The new Carbon Footprint Label (CFL) run by the Thailand Greenhouse Gas Management Organization is currently in the implementation stages, and is being applied on a pilot basis to products as diverse as in-flight meals (Thai Airlines), rice production and poultry feed.

Summary

Consumers around the world are becoming more and more conscious about their impact on the environment in general, and on global warming in particular. The phenomenon of Product Carbon Footprinting is gaining in popularity among manufacturers and retailers, as a way to demonstrate their commitment to measuring and reducing Greenhouse Gas (GHG) emissions, and as a marketing tool to reach environmentally-conscious consumers. Whilst most of these initiatives are voluntary in nature, legislation is under discussion in France, with a view to making such product labelling compulsory in the near future.

PCF's are currently calculated using methodologies based on the Publicly Available Specification PAS 2050. The International Organization for Standardization is expected to publish its ISO 14067 standard on this topic in 2011.

儀器及其他類別的產品，於「產品類別試行規則」計劃上登記。其中，一個由學術專家、廠商代表及消費者組成的委員會，已為食米、菜籽油、薯片、洗衣粉等產品進行了認證。

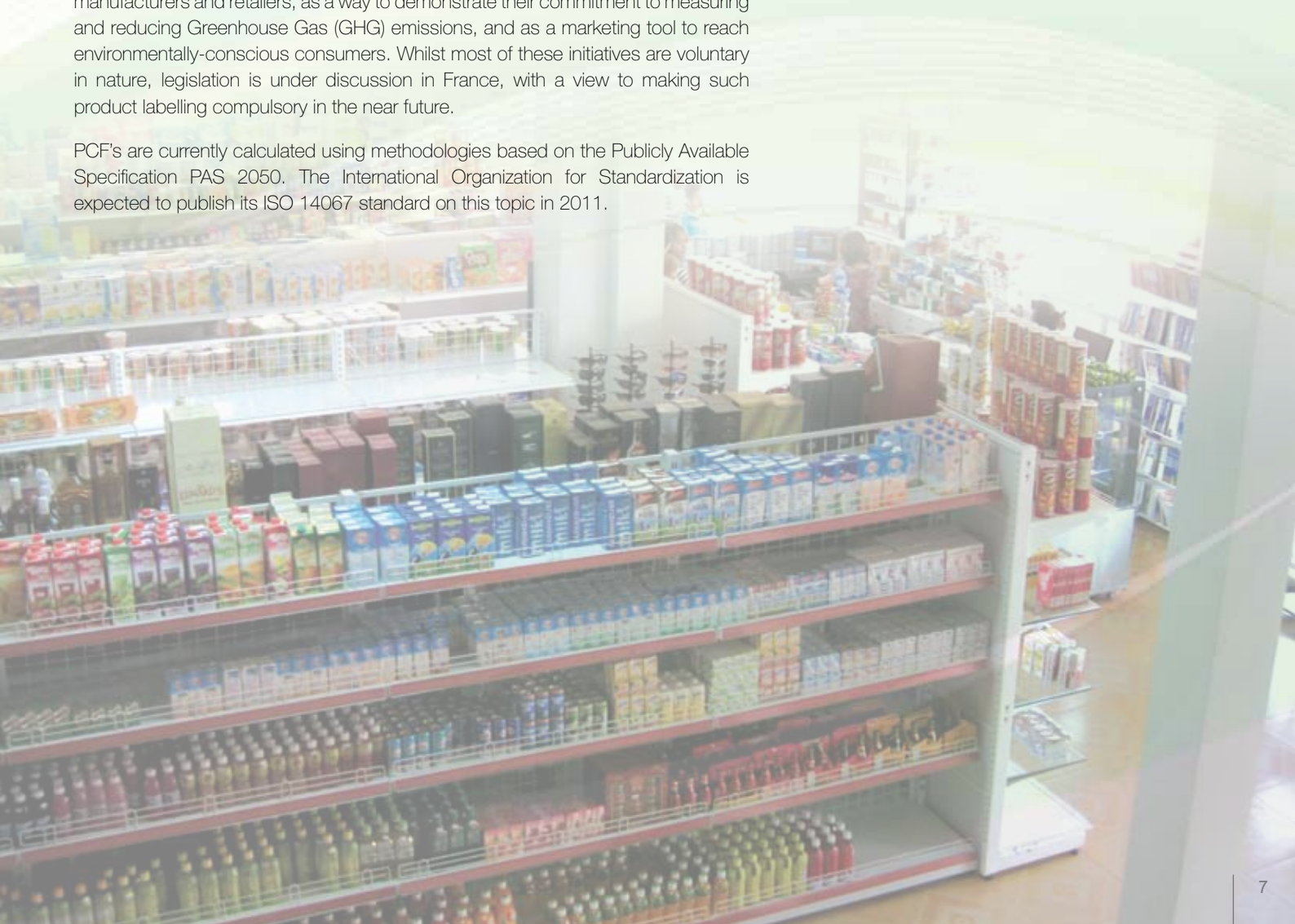
南韓：韓國環境產業與技術研究院在試行了九個月後，於2009年2月正式引入碳足跡標籤系統，適用於消費品、交通服務、電子產品等，至今已有40多間公司，超過160件產品和服務採用。此外，當地計劃於2011年採用ISO 14067標準。

泰國：由泰國溫室氣體組織所倡導的「碳足跡標籤計劃」，現時正處於實施的階段，並已在飛機餐（泰國航空）、食米、家禽飼料等產品上試用。

總結

今時今日，世界各地的消費者越來越關注自身對環境，尤其是全球暖化的影響。越來越多生產商和零售商已採用了產品碳足跡審計，以此表示公司對量度及降低溫室氣體排放的決心，以及吸引一些注重環保的消費者。這些倡議大部份都是自願性質的，而法國已更進一步，正討論是否要把標籤強制化。

現時，產品碳足跡是根據「可公開提供之規範PAS 2050」來計算的。國際標準組織亦預期將於2011年，就這個題目發表新的ISO 14067標準。



Achieving Sustainable Development via a Socially Responsible Corporate Culture

構建企業責任文化 • 達致可持續發展



The CSR Steering Committee Shui On Construction and Materials Limited

Vision (V): The elements of social responsibility reflect the expectations of society at a particular time. For example, an early notion of social responsibility centred on philanthropic activities such as giving to charity, while subjects such as labour practices and fair operating practices emerged a century ago. Other subjects, such as human rights, the environment, countering corruption and consumer protection, were added more recently, as these subjects received greater attention. The future ISO 26000 Guidance on social responsibility is believed to reflect contemporary international norms more comprehensively.

The decisions and activities of a socially responsible organisation should make a meaningful contribution to sustainable development for society as a whole, and for the planet. How is your company socially responsible? Are these issues addressed in your operations in Hong Kong and mainland China?

Shui On (S): The public's perception and level of awareness of sustainability issues have increased dramatically over the past few years, and climate change is a growing concern. At Shui On Construction and Materials Limited (SOCAM), we focus on managing the environmental impact of what we do while sustainable development of the community is a long term issue that requires a coordinated effort, both in Hong Kong and on the Mainland.

Commitment to Green Building

Our efforts address the issue of potential environmental hazards brought about by our operations both in Hong Kong and the Mainland under the rapid economic development of the Chinese economy. We have adopted industry best practice and international certification, such as the ISO 14001 in Environmental Management, LEED (Leadership in Energy and Environmental Design) for property projects on the Mainland and BEAM (Building Environmental Assessment Method) for construction projects in Hong Kong. These are internationally recognised standards for the industry.

We are enthusiastic about developing greener building, since buildings represent 40% of the world's energy demand. We also spend time on educating the next generation on environmental issues, which has a spin-off effect in that it also influences parents.

SOCAM also embraces our joint venture partner Lafarge's world-class example of how to make cement production as environmentally friendly and energy efficient as modern technology allows.

V: Other than conserving the environment, is SOCAM also working on improving the social aspect of local communities?

S: We have been investing a lot in employee welfare and the community. For example, we provide an environment in which our people can contribute and excel, both as employees and as valued members of the community. Our structured career development programmes and full range in-house training offer our people ample learning and development opportunities. A variety of sports and recreational activities as well as interest classes complement the development of our people at work. We value our people's views and hold Employee Opinion Survey regularly while our intranet was revamped to facilitate employees' sharing and engagement. Besides, we engage outside organisations to provide wellness and stress reduction workshops, counselling services and seminars on a wide range of work-related subjects, all designed for the wellbeing of our employees.

瑞安建業有限公司 企業社會責任督導委員會

管略 (管): 「社會責任」的定義，能反映出不同時期的社會訴求。在最早期，「社會責任」主要是針對捐款或其他慈善活動；直至上世紀初，社會開始關注勞工、公平營運等問題；到後來，當人權、環保、反貪污、消費者權益等題目越發受到重視，也逐漸納入了「社會責任」的範疇中。即將發表的《ISO 26000社會責任指引》，相信會更全面地為這個概念提供一套國際化的規範。

一間肩負社會責任的機構，必須要作出有建設性的決策和行為，以幫助整個社會，甚至整個地球得以持續發展。瑞安建業在香港和中國大陸的業務上，如何實踐社會責任呢？

瑞安建業 (瑞): 近年，公眾對可持續發展的意識和關注度日益提昇，其中一個最關切的問題便是氣候變化。瑞安建業非常重視如何控制公司營運對環境造成的影響。社區的可持續發展是一個長遠的問題，無論是在香港還是內地，我們都需要群策群力，尋求解決辦法。

致力發展環保建築

現時中國的經濟正處於急速發展當中，我們在兩地的營運均考慮到發展對環境可能造成的影響。我們採用業界最優良的管理系統和國際認證標準，如「ISO 14001環境管理體系」，在內地採用的「領先能源與環境設計標準 (LEED)」，以及在香港採用「建築環境評審法 (BEAM)」等。

建築物佔現時全球能源需求百分之四十，因此，瑞安對於發展綠色建築，一直也不遺餘力。我們亦花許多時間去教育下一代，讓他們了解環保的重要，並繼而影響他們的父母。

瑞安建業亦非常認同合營公司伙伴—拉法基集團的技術，以最環保、具能源效益的現代科技生產水泥。

管: 除了保護環境之外，瑞安在改善社會層面的工作是什麼呢？

瑞: 瑞安建業在員工和社會福利上投放了許多資源。例如，我們營造了一個讓員工對公司和社區都能作出貢獻的工作環境；我們的事業發展計劃和全面的訓練課程為員工們提供了豐富的學習和發展機會。而多元化的康體活動和興趣小組讓員工發揮工作以外的潛能。我們重視員工意見，定期進行僱員意見調查，並重整公司的內聯網，以加強員工的溝通和歸屬感。此外，我們亦委託了外間機構，為員工提供健康、減壓、諮詢及各類在職培訓的服務，讓他們能在身心康泰的狀態下工作。

“We Care” – a Corporate Culture that Nourishes Commitment

We take the same care over our Mainland operations as they make an important contribution to the progress of the communities we belong to. We have sown ‘We Care’ seeds throughout our operations in China. For example, in 2009, we launched a company-wide ‘We Care Week’, a week of CSR (corporate social responsibility) activities in all of our workplaces where staff of all levels come together to demonstrate their commitment to building a caring world around them.

We also contribute to the progress of our communities through corporate giving and employee volunteering. Education has always topped our giving list and in the Mainland we have set up an IT Talent Fund in Dalian to nurture local talent. Our employee-run Community Service Club, Shui On Seagull Club has been actively supporting and participating in various social causes since its establishment in 1982 in Hong Kong. To address the diverse needs of local communities, our employees in various Mainland cities set up branches of Shui On Seagull Club and volunteer their time in serving the underprivileged. In 2009, we initiated community service leave arrangement to encourage our employees to volunteer their time and enthusiasm so as to support local causes more flexibly. We are glad that, in small ways, our staff makes a difference to their own lives and to the community around them.

We promote our “We Care” culture among our employees and our stakeholders. We see ‘Shui On – We Care’ not as some friendly slogan but as a corporate imperative designed to deliver beneficial results. By creating more satisfied and passionate employees, and spreading more clearly defined messages, public understanding will be enhanced.

Balancing Company and Society Interests

V: While a socially responsible organisation can make meaningful contribution to sustainable development, the sustainability of an individual organisation may, or may not, be compatible with the sustainability of society as a whole.

In your context, what is the impact on organisational sustainability when you undertake your social responsibilities?

S: The challenge is how to balance the different interests and integrate the considerations of social responsibility into business strategies and practices in order to achieve both organisational and community sustainability. In our experience, they often contribute to each other over the long term. A simple but obvious case is the installation of energy efficient light tubes in our offices, which incurred initial investment costs but will result in electricity savings in the long run while also reducing our carbon footprint.

V: Finally, is it worth paying attention to corporate social responsibility? If so, why?

S: We would say that, performing social responsibility is no longer a nice-to-have for companies with vision and for those who are on the road to achieve genuine sustainability like us. At Shui On, despite growing awareness, we still have a long way to go to meet evolving social demands in today's business environment. We are determined to build on our past achievements and make CSR an even bigger part of our business operations and our employees' lives, and to find rewarding ways to contribute to the larger society.

「關・愛・瑞安」—— 實踐社會責任的企業文化

瑞安建業在內地的業務同樣以關愛為本，為我們所屬的社區作出貢獻。我們在瑞安全面建構「關・愛」的企業文化，讓員工上下一心，建設一個關愛的社會。我們在2009年舉行了「關・愛・瑞安週」，讓內地、香港及澳門所有員工一同推行不同形式的企業社會責任活動。

此外，我們亦透過捐款及義工活動回饋社會。瑞安非常重視教育建設，而我們亦在中國大連市設立了「IT人才基金」，協助培育當地的優秀資訊科技人才。由瑞安員工義務組成的瑞安海鷗社，自1982年在香港成立以來，一直積極支持和參與多元化的社會服務。有見內地各城市面對不同的社會需要，各地的員工成立了瑞安海鷗社分社，進行義務工作，幫助當地的弱勢社群。在2009年，我們開始推行「社會服務假期政策」，鼓勵員工可更有彈性地參與義務工作。能讓員工透過個人的行動逐漸提昇自我和所屬社區的質素，我們實在深感欣慰。

我們不僅在公司內部建立「關・愛」文化，也積極向瑞安的持份者宣揚這個訊息。對我們來說，「關・愛・瑞安」不只是一句宣傳口號，更是一份富有願景的企業使命。我們希望培育一群敬業樂業、充滿熱誠的員工，並向公眾傳達清晰的訊息，讓大眾更清楚了解瑞安的理念。

平衡公司與社會的利益

管：一間肩負社會責任的機構固然為可持續發展作出貢獻，但機構的持續發展和社會的持續發展有時未必能並存。

根據瑞安的經驗，社會責任會對企業的持續發展可有影響？

瑞：最困難之處是如何在兩者之間取得平衡，並將社會責任融入公司的經營策略及措施之中，讓公司和社會均可達到持續發展。不過，根據我們的經驗，長遠來說這兩者是可以並存的。舉一個簡單又明顯的例子，安裝節能光管雖然會在初期構成花費，但卻可以減省長遠的电費開支，亦可減低我們營運所產生的碳足跡。

管：最後，你認為實踐企業社會責任是否值得呢？原因是甚麼？

瑞：我們相信實踐社會責任，對於具遠景和對可持續發展有承擔的公司來說，已不再是可有可無的信念。對於瑞安建業來說，雖然公司對社會責任的關注已不斷提昇，但要在今時今日的營商環境中，兼顧到瞬息萬變的社會需要，前面仍是一條漫長的道路。瑞安建業決意繼往開來，讓社會責任在公司和員工當中茁壯成長，貢獻社會之餘，也讓公司同步成長。



In Praise of Business Excellence 支持業界大獎・表揚企業出色表現



In addition to assisting enterprises to implement quality management systems, HKQAA actively supports various industry activities, such as competitions, with the aim of boosting the standard of business as a whole. In July this year, Prof. Peter K. W. Mok, Chairman of HKQAA, presented awards at the awards ceremonies of the 42nd Distinguished Salesperson Award, organised by the Sales and Marketing Executives Club of the Hong Kong Management Association, and the Outstanding Brand Awards 2010, organised by the Economic Digest. In his

speech to the Outstanding Brand Awards ceremony, Prof. Mok talked about the advantages of sustainable development for brand building.

香港品質保證局除協助企業建立優質管理體系外，亦積極支持及參與各類業界活動，力求從多方面推動及提升工商界的營運水平。今年7月，香港品質保證局主席莫國和教授工程師獲邀，分別於香港管理專業協會屬下市場推銷研究社主辦的「第42屆傑出推銷員獎」，以及「《經濟一週》實力品牌大獎2010」的頒獎典禮上擔任頒獎嘉賓，表揚一眾表現出色的企業和員工。莫主席更於「實力品牌大獎」典禮上致辭，分享可持續發展對企業建立強勢品牌的裨益。



Youth College Scholarship Donation 推動教育工作・支持青年學院獎學金

2009-2010年度 青年學院獎學金頒獎禮

In 2008, HKQAA set up the Business and Community Supporting Fund (BCS Fund) to subsidise enterprises as they engage in sustainable development and help establish a harmonious environment in the community.

On 6th July 2009, Dr T. L. Ng, BBS, JP, Honorary Chairman of HKQAA, was invited to be the Guest of Honor and to address the 2009/10 Youth College Scholarship Presentation Ceremony. Ms Jorine Tam, Assistant Director (Strategic Business) of HKQAA, represented HKQAA to present scholarships to the outstanding students and she used this opportunity to encourage young people to continue their studies and to develop to their full potential.



本局在2008年成立了企業社區支援基金，以資助形式支援企業及社區達至持續發展，藉此提升企業整體競爭力及建設和諧的社區環境。

今年7月6日，本局名譽主席伍達倫博士，BBS，太平紳士應邀於青年學院2009/10年度獎學金頒獎禮上，擔任主禮嘉賓及致辭。本局策略業務助理總監譚玉秀小姐，亦代表本局頒贈獎學金予成績優異的學生。香港品質保證局希望藉此機會鼓勵青少年繼續進修，發揮個人潛能。

The 3rd HKQAA "My Dream Home Writing & Drawing Contest" Awards Ceremony-cum-Musical Performance

香港品質保證局第三屆「理想家園徵文及繪畫比賽」頒獎典禮暨音樂會



「理想家園」是香港品質保證局的倡議，旨在培養中、小學生履行公民義務和責任的精神，並透過繪畫及文字表達對理想家園的憧憬。



香港品質保證局連續第三年舉辦的「理想家園徵文及繪畫比賽」，已於2010年7月30日晚上假香港科學館舉行的頒獎典禮暨音樂會上圓滿結束。今屆比賽邀得香港教育局作為協辦單位，獲接近300間中、小學校踴躍參與，收到近5,000份作品，為歷年之冠。

頒獎典禮上，擔任徵文項目評判之一的香港特別行政區政府教育局總學校發展主任（家校合作）楊景輝先生，以及香港品質保證局主席莫國和教授工程師和總裁林寶興博士，均於台上致辭，勉勵莘莘學子多關注環境保育、和諧社區等題目，肩負起來建設社會的責任。

The 3rd HKQAA "My Dream Home Writing & Drawing Contest" was brought to a close at an Awards Ceremony-cum-Musical Performance held at the Hong Kong Science Museum on the evening of 30 July 2010.

Speakers at the ceremony included Mr Yeung King Fai, Chief School Development Officer (Home School Cooperation), HKEDB, who was one of the judges of the writing contest, HKQAA Chairman Ir Prof. Peter K. W. Mok and HKQAA Chief Executive Officer Dr Michael P. H. Lam. They encouraged the young awardees to be aware of environmental and social issues and to embrace their role in improving society.

"My Dream Home" is an initiative designed to nurture primary and secondary school students' commitment to civic responsibility and to allow them to communicate their expectations of their ideal living space. This year's contest, co-organised by HKQAA and the Education Bureau, was the most successful so far and received almost 5,000 submissions from 300 primary and secondary schools.



The 4th HKQAA "My Dream Home Writing, Photography, Drawing & Poster Design Contest" Now Open for Submissions

The 4th "My Dream Home Contest" is now open for submissions from every primary and secondary school student in Hong Kong. There are four categories: writing, photography, drawing and poster design. The competition is also scheduled to be held in the mainland later this year. Please visit our website for details: www.hkqaa.org

第四屆「理想家園徵文、攝影、繪畫及海報設計比賽」現正接受報名

新一屆「理想家園」比賽已於2010年10月開始接受報名。

今屆比賽將設徵文、攝影、繪畫及海報設計四個項目，分別供香港中、小學生參與，並計劃稍後於國內舉行。報名詳情請瀏覽本局網頁：www.hkqaa.org



Process Approach Auditing (Part 1 of 3)

過程方法審核（三之一）

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香港品質保證局技術經理

Process approach auditing is one of the key elements for providing reliable certification and for adding value to auditing. We will look into this topic in three issues.

要提供可靠的認證服務，並為審核工作增值，「過程方法審核」是十分重要的一環。本專欄將會分三期討論這個題目。

Systems, Processes and Procedures

A management system is supported by a network of processes to establish policy and objectives and to achieve those objectives. And processes are supported by procedures.

A process is a "set of interrelated or interacting activities, which transforms inputs into outputs" (ISO 9000:2005 3.4.1). Effective management of processes and their interactions can assure that individual processes contribute positively to the overall outcome or product of the system. A procedure tells people on how to carry out an activity or a process, but may not be formally documented.

An auditor needs to understand that a procedural audit is a kind of compliance audit which is mostly based on documents. A process approach audit concerns the management of results from an individual process or network of processes.

Basics of Process Approach Auditing

A process approach audit differs from a procedural audit in the areas of audit trail and direction. To conduct process approach auditing, four common streams can be focused on and auditors can go through the streams individually or in a mixed manner.

1. Focus on customers and regulatory requirements

By considering the customer and regulatory requirements, an auditor can pay attention to how the auditee organisation understands and fulfills the requirements by appropriately applying the controls in each process.

2. Focus on process performance

Auditors can focus on the process itself, the process interfaces and the performance of individual processes. Auditors can also concern themselves with the relationships between the performance of individual processes and the overall performance of the system.

3. Focus on end results

Auditors can focus on the result of each process and evaluate how the findings influence the capability of the auditee organisation to provide conforming products.

4. Focus on improvement

With systematic analysis of process performance, an auditor can identify any process fluctuations and areas for improvement, facilitating the overall improvement of the system. Auditors may also focus on the improvement process of the auditee organisation and evaluate how well it makes use of the process to improve the overall performance of the system.

By selecting an appropriate cut-in position in the processes, the auditor will be able to go up and down stream to collect evidence to evaluate how the processes affect the overall performance of the system.

In the next issue, we will look at the planning and implementation of a process approach audit.

「體系」、「過程」及「程序」

一套完整的管理「體系」是由一系列的「過程」構成，從而制訂政策和目標，以及實現這些過程；這些「過程」又以不同的「程序」為基礎。

根據ISO 9000:2005 3.4.1官方的定義，「過程」是指「將輸入轉化為輸出的相互關聯或相互作用的一組活動」，只要有效地管理這些過程，以及過程之間的互動，就能確保每個獨立的過程都能為整個體系的成果作出貢獻。至於「程序」則說明了應如何進行一件活動或一個過程，而未必需要形成文件。

要注意，「基於程序的審核」是符合性審核的一種，通常以文件作為準則來進行；而「過程方法審核」則是關注每個獨立過程或一連串過程所得出的結果。

過程方法審核的基礎

「過程方法審核」與「基於程序的審核」的分別之處，在於其審核的路徑和方向的不同。「過程方法審核」涉及四個主要的審核導向，審核員可以選擇個別或同時應用：

1. 以顧客及法律法規的要求為導向

審核員可關注受審核機構如何獲取和了解顧客及法律法規的要求，在各個過程中建立合適控制手段來滿足這些要求。

2. 以過程的表現為導向

審核員可針對審核過程的本身、過程之間的接口和每個過程的表現；亦可評價每個獨立過程的表現如何影響整個體系的表現。

3. 以最終結果為導向

審核員可關注每個過程的結果，並評價有關的審核發現對受審核機構提供合格產品的能力有著甚麼影響。

4. 以持續改進為導向

對過程的表現進行系統化的分析，便可了解過程每次的波動和找出改進空間，並藉此改進整個體系。此外，觀察受審核機構的改進過程，並評價其如何有效利用改進過程去改進整個體系的表現。

審核員若能在過程中找出合適的切入點，便可在過程的上、下游之間搜集到有連繫性的證據，以評估這些過程對整個體系的表現有著甚麼影響。

下一期的專欄，將為大家介紹如何計劃和進行一套「過程方法審核」。

New Certified Clients 新認證客戶

May 2010 to July 2010 | 2010年5月至2010年7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 organisational and business goals since 1989.

From May 2010 to July 2010, we have been pleased to welcome 32 organisations to our community. Among them, they have obtained 38 certificates of ISO 9001, ISO 14001, ISO 22000, OHSAS18001, 5S, HKQAA-HACCP, QSPSC, SA8000 and SQM. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.






















香港品質保證局自1989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2010年5月至2010年7月期間，香港品質保證局共頒發38張證書，包括 ISO 9001、ISO 14001、ISO 22000、OHSAS 18001、5S、HKQAA-HACCP、QSPSC、SA 8000 及 SQM。在此謹祝賀32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			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Quality Management Systems 質量管理體系						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系 — 入門	 9:00am-12:00pm Half-day	Free 免費	QMS1C/HK-11A 19		QMS1C/HK-01A 3	
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-11A 1	VM1C/HK-12A 6	VM1C/HK-01A 7	VM1C/HK-02A 14
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部審核員培訓	 2	HKD 2,800	VM3C/HK-11A 8-9	VM3C/HK-12A 16-17	VM3C/HK-01A 13-14	VM3C/HK-02A 24-25
The Must-know Essentials for Quality System Management Representative 質量管理體系 — 管理者代表重要須知	 1	HKD 1,300	MT23C/HK-11A 12			
ISO 9001:2008 Quality Management Systems Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,300			QMS4C/HK-01A 10	
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*		QMS/IRCA/12 29-30 Nov, 1-3 Dec		
Run a World Class Wine Storage Facility 建立優良存酒設備	 1	HKD 1,500	QM01C/HK-11A 9			QM01C/HK-02A 28
Environmental Management Systems 環境管理體系						
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-11A 10	EMS2C/HK-12A 14	EMS2C/HK-01A 5	EMS2C/HK-02A 18
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-11A 25-26	EMS3C/HK-12A 16-17	EMS3C/HK-01A 20-21	
Environmental Management Systems (ISO 14001:2004) 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-12A 6-10		
Environmental Management Systems (ISO 14001:2004) 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-12A 6-8		
Improving energy performance - ISO/DIS 50001 Energy Management Systems 提升能源效益 — 最新ISO/DIS 50001能源管理體系簡介	 2:00pm-5:30pm Half-day	HKD 500/ HKD 450*		SO89C/HK-12A 3		
Occupational Health and Safety Management 職業健康和安全						
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-11A 2		OHS8C/HK-01A 17	OHS8C/HK-02A 25
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 內部職業健康和安全管理體系審核員培訓	 2	HKD 3,000/ HKD 2,700*		OHS9C/HK-12A 29-30	OHS9C/HK-01A 24-25	
Risk Assessment for Safety Management System Implementation 安全管理之風險評估及措施	 1	HKD 1,500		OH04C/HK-12A 14		
Hygiene & Food Sector 衛生和食品						
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 3,200				HA10C/HK-02A 28 Feb-1 Mar
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	 3	HKD 4,800			HA9C/HK-01A 12-14	
ISO 22000:2005 Food Safety Management Systems Auditor/Lead Auditor Course (IRCA Reg#17289) ISO 22000:2005 食品安全管理體系 — 主任審核員證書培訓課程 (IRCA註冊號A17289)	 5	HKD 10,000/ HKD 9,500*	IRCA/FSMS/11 22-26			
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施	 1	HKD 1,300		GP02C/HK-12A 17		
Social Responsibility 社會責任						
Integrating Social Responsibility into your Organisation 企業中的社會責任	 1	HKD 1,500				EW21C/HK-02A 24
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-12A 13		
Auditing ISO 10002:2004 Customer Complaints Handling System ISO 10002:2004 客戶滿意度 — 投訴處理指引 — 內部審核員培訓	 1	HKD 1,500			MT31C/HK-01A 4	
Management Tools, Skill for Improvement 管理工具和技能						
Strategic Crisis Management 策略危機管理	 1	HKD 1,500				MT34C/HK-02A 17
Developing High EQ in Service Delivery 發揮你的服務管理智商	 1	HKD 1,500	EW32C/HK-11A 12			
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原則及指引 — 理解與應用	 1	HKD 1,500			OH12C/HK-01A 6	
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-11A 18-19			
Telecom and Information Service Management 電訊及訊息安全服務管理						
Risk Management for IT Security 資訊科技安全的風險管理	 2	HKD 3,000		ISO1C/HK-12A 9-10		
ISO 27001:2005 Information Security Mgmt Systems Lead Auditor Training Course (IRCA Reg.#A17321) ISO 27001:2005 信息安全管理体系 — 主任審核員證書培訓課程 (IRCA註冊號A17321)	 5	HKD12,000/ HKD11,000*				ISE6E/HK-02A 21-25

Remarks
備註

* Please refer the early bird payment deadline to our website 請於本局網頁參看優先報名之付款詳情
For enquires, please contact our Training Service Unit at Tel: 2202 9111
Our web-site : <http://www.hkqaa.org> Email : training@hkqaa.org
Last Updated Date : 20 Sep 2010

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	Nov 十一月	Course Code & Date 課程編號及日期		
				Dec 十二月	Jan 一月	Feb 二月
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/SH-11A SH 3	VM1P/GZ-12A GZ 6	VM1P/SH-01A SH 17	VM1P/GZ-02A GZ 21
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/SH-11A SH 4-5	VM3P/GZ-12A GZ 7-8	VM3P/SH-01A SH 18-19	VM3P/GZ-02A GZ 22-23
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-01A SH 14	
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/GZ-11A GZ 1		EMS2P/GZ-01A GZ 5	
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/GZ-11A GZ 2-3		EMS3P/GZ-01A GZ 6-7	
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 — 內部審核員培訓	P 2	RMB 1,500	IE01P/SH-11A SH 18-19 IE01P/GZ-11A GZ 25-26			IE01P/GZ-02A GZ 15-16
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-12A GZ 1	OHS8P/SZ-01A SU 28	OHS8P/GZ-02A GZ 23
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-12A GZ 2-3		OHS9P/GZ-02A GZ 24-25
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理体系 — 理解與應用	P 1	RMB 800		ISE3P/GZ-12A GZ 27	ISE3P/SH-01A SH 5 ISE3P/GZ-01A GZ 17	
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application, Internal Auditor Training ISO/IEC 27001:2005 信息安全管理体系 — 內部審核員培訓	P 2	RMB 2,000		ISE4P/GZ-12A GZ 28-29	ISE4P/SH-01A SH 6-7 ISE4P/GZ-01A GZ 18-19	
ISO 20000:2005 Information Technology Service Management System Internal Auditor Training ISO 20000:2005 信息技術服務管理體系內部 核員培訓	P 1	RMB 2,800		ISO2P/GZ-12A GZ 15-17		
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/SH-12A SH 9-10 SA01P/GZ-12A GZ 13-14 SA01P/SZ-12A SU 30-31		
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	P 3	RMB 2,800		SA05P/GZ-12A GZ 27-29	SA05P/GZ-01A GZ 17-19	
WRAP (Worldwide Responsible Accredited Production) Understanding Training WRAP 環球可信社會責任生產組織之條文解讀課程	P 1	RMB 780	WR01P/GZ-11A GZ 18 WR01P/SZ-11A SU 26	WR01P/SZ-12A SU 17		WR01P/GZ-02A 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/GZ-12A GZ 15	BS02P/SZ-01A SU 14	BS02P/GZ-02A GZ 28
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 780			MT23P/GZ-01A GZ 7	
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 1,280				TL03P/SH-02A SH 28
TL 9000 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/GZ-11A GZ 17-19	TL04P/SH-12A SH 22-24		TL04P/SZ-02A SU 23-25 TL04P/GZ-02A GZ 28-2

For registration and enquiry
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C Conducted in Cantonese 以廣東話授課	E Conducted in English 以英語授課	P Conducted in Putonghua 以普通話授課	GZ Guangzhou 廣州	SH Shanghai 上海	SU Suzhou 蘇州	MU Macau 澳門
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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>

HKQAA Symposium 2010

Tackling Sustainability Challenges with a Fact-based Approach

Hong Kong Session

26 November 2010 (Friday) Langham Place Hotel, Mongkok

Ballroom, 7/F, Langham Place Hotel, 555 Shanghai Street, Mongkok, Kowloon



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Officiating Guests

**Mr. Che Wenyi, Vice Administrator, Deputy Secretary of the Party Committee,
Certification and Accreditation Administration of the People's Republic of China
Senior Official of Innovation and Technology Commission, the Government of the HKSAR**

Speakers

- **Ms. Ada Fung, JP**
Deputy Director (Development and Construction),
Housing Department, the Government of the HKSAR
- **Dr. Ali Al-Zubaidi**
Managing Director,
Integrated Management Systems Associates Limited
- **Mr. David F. Dumigan**
General Manager
(Project Management Department),
Henderson Land Development Company Limited
- **Mr. Jacky Ip**
Director (Property Management),
Hong Kong Housing Society
- **Mr. Kam-Hung Lee**
Hong Kong Media Practitioner
- **Mr. King L. Lai**
Director, Finance, MSS, HR,
Training & Development Department,
Leo Paper Group (Hong Kong) Ltd
- **Mr. Leo C. W. Wong**
Assistant General Manager
(Property Management),
Kai Shing Management Services Limited
- **Mr. Sean Gilbert**
China Director,
The Global Reporting Initiative
- **Mr. Sheng Fei**
Director General,
Department of Accreditation Supervision,
Certification and Accreditation Administration of
the People's Republic of China
- **Ms. Teresa Au**
Head of Corporate Sustainability
Asia Pacific Region, HSBC
- **Dr. Thomas S. Ng**
Associate Professor,
Department of Civil Engineering,
The University of Hong Kong
- **Mr. William W. H. Lam**
Corporate Responsibility Development Manager,
MTR Corporation Limited

* Please visit our website for speakers' profile

Programme

Morning Session (9:00am — 12:30pm)

Building Towards Sustainability

- Special Requirements of Construction Quality Management System Certification in China
- Value of a Sustainable Building
- Voluntary Assessment — Gaining Recognition from Future Mandatory Building Inspection
- Measuring Carbon Footprint of Your Building Supply Chain
- Showcase of Building Carbon Emission Reduction Projects
- Key to Sustainability Reporting in the Construction and Real Estate Sector

Afternoon Session (2:00 — 5:00pm)

Measuring CSR to Drive Sustainability

- Announcing HKQAA-HSBC CSR Index 2010 Benchmarking Results
- HKQAA-HSBC CSR Advocate Mark Presentation Ceremony
- Managing Sustainability Risks by Means of ISO 31000
- Voice of the Society
- Experience Sharing — Performing Your CSR to Drive Sustainability

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香港品質保證局專題研討會2010

從實務角度放眼 可持續發展的挑戰

香港專場

2010年11月26日 (星期五) 旺角朗豪酒店

九龍上海街555號 旺角朗豪酒店七樓 朗豪廳



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香港特別行政區政府創新科技署高級官員

演講嘉賓

- **馮宜萱女士**，太平紳士
香港特別行政區政府房屋署副署長（發展及建築）
- **Dr. Ali Al-Zubaidi**
綜合管理系統協會董事總經理
- **鄧明庚先生 (Mr. David F. Dumigan)**
恒基兆業地產有限公司地產策劃部總經理
- **葉錦誠先生**
香港房屋協會總監（物業管理）
- **李錦洪先生**
香港資深傳媒人
- **黎景隆先生**
利奧紙品集團（香港）有限公司財務、物料供應及解決方案、人力資源及培訓發展部董事
- **黃秋華先生**
啟勝管理服務有限公司助理總經理（物業管理）
- **Mr. Sean Gilbert**
全球報告倡議組織中國總監
- **生飛先生**
中國國家認證認可監督管理委員會認可監管部主任
- **區佩兒女士**
香港上海滙豐銀行有限公司亞太區企業可持續發展總監
- **吳兆堂博士**
香港大學土木工程系副教授
- **林永康先生**
香港鐵路有限公司企業責任拓展經理

* 有關講者簡介請瀏覽我們的網頁

焦點專題

早上專題環節 (9:00am — 12:30pm)

建築可持續發展之路

- 國家建築施工領域質量管理體系認證的特殊要求
- 可持續發展建築的價值
- 「自願評審」— 可獲快將實施的「強制驗樓」認可之計劃
- 建築供應鏈的碳足跡計算
- 建築業減碳項目的個案分享
- 建築及房地產業的可持續發展報告要訣

下午專題環節 (2:00 — 5:00pm)

評量企業責任 · 推動持續發展

- HKQAA-HSBC企業社會責任指數2010報告
- HKQAA-HSBC企業社會責任先導者標誌頒發典禮
- 透過ISO 31000管理可持續發展的風險
- 社會的訴求
- 經驗分享 — 履行社會責任達致可持續發展

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Tackling Sustainability Challenges with a Fact-based Approach 從實務角度放眼可持續發展的挑戰

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