



VISION 管略

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「香港品質保證局專題研討會2010」花絮

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HKQAA
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香港品質保證局

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"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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Corporate social responsibility (CSR) was a hot issue in 2010, when a series of controversial events drew public attention to the morality of business practices. The long-awaited ISO 26000 Guidance on Social Responsibility was also launched last year, marking a milestone in the global development of CSR.

Our annual flagship event, the HKQAA Symposium 2010, which was held in November and December 2010 in Hong Kong, Shanghai and Guangzhou, also focused on CSR and introduced a fact-based approach to achieving sustainability. In this issue of VISION, we review some highlights of the Symposium, including the HKQAA-HSBC CSR Index 2010 benchmarking results, which were announced at the event. We also have an interview with Fuji Xerox (Hong Kong) Limited, a CSR Advocate Mark holder, about its opinion on CSR.

The FSSC 22000 international food safety standard is an important standard which was approved recently. In 2010, HKQAA issued the first-ever local FSSC 22000 certificate to Home of Swallows Limited, and in this issue the company shares with us its experience in implementing this new standard.

We would like to take this opportunity to thank you for your support to VISION, and wish you health and prosperity in the Year of the Rabbit!

2010年是企業社會責任廣受關注的一年，隨著本港工商界發生一連串爭議性事件，企業責任成為城中熱門話題；而11月1日，萬眾期待的ISO 26000《社會責任指南》亦正式落實，為全球企業責任的發展豎立重要的里程碑。

本局一年一度的旗艦活動——「香港品質保證局專題研討會2010」，亦於去年11月開始在香港、上海及廣州舉行，並以企業社會責任為主軸，探討如何以事實為根據及系統化的角度，助企業及社會共同達致可持續發展。今期《管略》將為大家報導研討會的盛況，以及於會上發表的「HKQAA-HSBC企業社會責任指數2010」研究報告；我們亦訪問了今年其中一間「企業社會責任先導者」——富士施樂（香港）有限公司，分享對企業責任的看法。

此外，FSSC 22000食品安全體系亦是近年一項非常重要的新國際標準，本局很榮幸於去年發出本地首張FSSC 22000證書。今期，我們邀請這間獲認證機構——燕之家燕窩專門店，為我們分享實踐新標準的一些經驗。

最後，謹在這一年之始，答謝各位讀者對《管略》的支持，並衷心祝願各位在兔年蒸蒸日上，身心健康！

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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FSSC 22000 – a New Initiative in International Food Safety Certification

FSSC 22000 — 國際食品安全認證新一頁

In the past few years, consumers on the Mainland and in Hong Kong have been threatened by a number of food safety incidents. To increase consumers' confidence, food manufacturers must pay extra attention to food safety so as to build a positive reputation and enhance their competitiveness. The food supply chain in today's globalised market is extending further away from its source, both in terms of scope and distance. To ensure that food safety risks are effectively managed, a sound food safety management system is needed.



近年，國內及香港發生多宗轟動社會的食品安全事故，令消費者如驚弓之鳥；要贏得他們的信心，食品商必須加倍注意食品安全，才可以建立良好的商譽，提高競爭力。而在今天的全球化市場，食品供應鏈比起以往任何年代，都延伸得更廣更遠，隨時分佈五大洲跋涉千里。要有效地控制食品在整個供應鏈上的安全風險，往往需要建立一個健全的食品安全管理系統。

The Most Comprehensive Food Safety Management System Standard

The recent approval of the new FSSC 22000 international food safety standard by the Global Food Safety Initiative (GFSI) has important implications for the food industry. This is the first GFSI-recognised scheme to be fully based on international ISO 22000 standards, plus appropriate Pre-Requisite Programmes (PRPs).

FSSC 22000 incorporates other well-known food safety standards, such as GMP, HACCP, BRC, IFS and PAS 220:2008. It is therefore the most comprehensive food safety management system standard and it can be easily integrated with other management systems, such as quality, environmental and safety management.

Recognised by International Supermarket Chains

A number of influential large-scale supermarket chains around the world, such as Wal-Mart and Carrefour, have already agreed to recognise schemes accredited by GFSI. Because FSSC 22000 will become an extremely significant global benchmark for food safety systems and a new practice throughout the food supply chain, the new standard has become the focus of attention from food manufacturers all over the world. If every procedure in the food industry were to comply with this international standard and operate under the same management system, the entire food supply chain would be standardised and food safety enhanced.

Apart from the food sector covered by ISO 22000, FSSC 22000 is also applicable to manufacturers of general processed foods, such as perishable animal products, perishable vegetal products, products with a long shelf life, and food additives.



最全面的食品安全體系標準

最近，一項非常重要的國際食品安全體系新標準 FSSC 22000，獲得全球食品安全倡議（Global Food Safety Initiative, GFSI）批准通過。這對食品工業來說意義重大，因為該計劃是第一個全面以國際ISO 22000標準為基礎，配合適當的前題方案（PRPs）而制定的GFSI技術委員會認可計劃，同時又結合了業界所熟悉的食品安全標準內容，例如GMP、HACCP、BRC、IFS以及PAS 220:2008等。

因此，FSSC 22000可說是最全面的食品安全體系標準，亦很容易地與其他管理體系標準相融合，例如質量、環境及安全管理體系等。

國際大型連鎖超市認受

由於世界多間極具影響力的大型超市連鎖店如沃爾瑪（Wal-mart）、家樂福（Carrefour）等，早已承諾接受由GFSI所認可的任何計劃，換言之，FSSC 22000勢將成為極之重要的全球化食品安全體系標準，亦是涵蓋整個供應鏈的一種新規範，所以受到全世界所有食品商的高度重視。如果食品業的每個環節均依據此國際標準運作，按相同的管理系統結構來執行的話，整條食品供應鏈的模式就會邁向統一化，安全性也因而提高。

除了ISO 22000所提及的食品界別外，FSSC 22000食品安全體系認證亦適用於一般性的加工食品之相關製造商；另外，此標準還適用於驗證加工或製造動物性產品、生鮮的蔬菜產品、貨架上可長期存放的產品、以及其他的食品原材料（例如：食品添加劑）等的食品製造商之食品安全體系。

HKQAA Awards the First FSSC 22000 Certificate in Hong Kong

As a leader in internationally accredited management systems, HKQAA was one of the first approved certification bodies for the FSSC 22000 scheme. It is also taking the lead in introducing this latest globalised standard to Hong Kong and its neighbours.

Recently, HKQAA presented the first-ever local FSSC 22000 certificate to Home of Swallows Limited, a renowned bird's nest company. This turns a new page for food safety management in Hong Kong.

► 本局總裁林寶興博士(右)頒發本地首張FSSC 22000食品安全體系證書予燕之家董事總經理白富鴻先生(左)。
Dr Michael P. H. Lam, CEO of HKQAA (right), presents the first-ever local FSSC 22000-food safety system certificate to Mr Frank Pak, Managing Director of Home of Swallows (left).



香港品質保證局頒發本地首張FSSC 22000證書

作為國際認可管理體系的領導者，香港品質保證局不但是全球第一批獲認可推行FSSC 22000計劃的認證機構之一，更率先引入這全球化的最新標準到香港以至鄰近地區，最近更頒發本地首張FSSC 22000證書予燕窩企業「燕之家燕窩專門店有限公司」，為食品安全管理掀開新的一頁。

FSSC 22000 Implementing Experience Sharing FSSC 22000實踐經驗分享



Mr Frank Pak
Managing Director of Home of Swallows Limited

Acquiring Certification to Win Consumer Confidence

Vision (V): Home of Swallows Limited was granted the first-ever FSSC 22000 certificate in Hong Kong in October 2010. Why did your company have the idea of applying for this certificate in the first place?

Mr Frank Pak (F): Bird's nest is a very popular food item in Hong Kong and Taiwan, and products made from it have great market potential. However, unlike gold and jewellery, bird's nest products currently do not have any industry standards for verification and grading. Not many consumers have the knowledge to tell the quality of the bird's nest, and many people might not even have an idea of how to cook it.

As a bird's nest company, the best we can do is establishing our good will so as to win consumers' confidence.



Our company does not only use raw materials of high quality, but also ensures that the final products are safe. In order to monitor closely the whole production process, we have our own factory in Hong Kong and oversee the daily operations of our production lines. We also acquired the ISO 22000 Food Safety Management System certification in 2009. The newly approved FSSC 22000 international standard has turned out to be one of the most comprehensive approaches to food safety management. In today's globalised food industry, we foresee

白富鴻先生
燕之家燕窩專門店有限公司董事總經理

以認證加強顧客信心

管略(管)：燕之家燕窩專門店有限公司於2010年10月獲香港品質保證局頒發全港首張FSSC 22000食品安全體系證書，貴公司為何率先申請這張證書？

白富鴻(白)：燕窩食品是一個深具市場潛力的產品，在香港及台灣亦已十分流行。但是暫時，燕窩不像金飾、珠寶般有國際的鑑定標準，一般消費者固然不懂得辨別優劣真偽，而國內、外的市場則對其更加陌生，有些客人可能連煮法、食法也不清楚。作為燕窩公司，唯有建立商譽，才可以贏得本地以至全球消費者的信任。

燕之家的管理理念，在於不僅採用高品質的材料，更要確保產品安全。為著加強監控整個生產過程和品質保證，我們在香港自設廠房，成立專業生產團隊，每日新鮮製造各款燕窩產品，並於2009年獲得國際認可的ISO 22000食品安全管理認證。而近年推出的FSSC 22000食品安全體系標準非常全面，我們認為此標準將成為食品行業全球化中的一項大趨勢，取得認證將有助增強本地及國內、外客戶對我們產品及管理系統的信心，因此我們便率先申請，成為本地首家獲得FSSC 22000認證的公司。

管：燕之家早於2009年7月已獲本局發出的ISO 22000證書，會否幫助貴公司更容易配合FSSC 22000的要求？

白：FSSC 22000結合了多個為人熟悉的食品安全

that this standard will become a trend and will help us gain the confidence of both our local and overseas clients. Therefore, we decided to apply for this certification.

V: Your company received the ISO 22000 certificate from the HKQAA as early as July 2009. Did this make it easier for your company to align with the FSSC 22000 requirements?

F: The FSSC 22000 standard incorporates many other well-known food safety standards. In comparison to ISO 22000, FSSC 22000 has higher requirements. But instead of starting from nothing, we already had 70 to 80 per cent fulfillment. What we had to do was mostly just fine-tune our workflow and evaluate its effectiveness. We spent more than a year to acquire the ISO 22000 certificate, but the FSSC 22000 just took us about half a year.

Linking Food Safety and Business Processes

V: The food supply chain in today's globalised market is extending further away from its source. Does FSSC 22000 help your company manage its supply chain?

F: FSSC 22000 facilitates risk management by linking food safety and business processes. This helps us mainly in three aspects: one, it helps us choose our suppliers. Our raw materials mainly come from Indonesia and Malaysia, and we choose only ten suppliers out of a possible thousand in order to maintain consistency. FSSC 22000 provides us with some useful principles in doing so. Second, unlike many other industry players, we run our own factory. FSSC 22000 assists the management to keep a close watch on the production procedure. Finally, since FSSC 22000 has already ensured the safety of the raw materials, it makes it easy for us to trace the source if there is a problem.

V: What is your company's plan for the future development of its management systems? Is it planning on getting more management systems certifications?

F: As FSSC 22000 is a very important international standard, and I believe more and more participants in the food industry will apply for this certification. In view of this, we will continue to make good use of our resources to acquire, in harmony with the company's culture, more system certifications in different areas to further enhance our competitive edge in management and food production.

標準的內容，相較於ISO 22000，FSSC 22000雖然要求更高，但我們不用由零開始，而是已有了七、八成的基礎，接下來我們的工作只是更精細、更全面地調整流程，並且評估成效。我們花了一年多的時間取得ISO 22000認證，但FSSC 22000則只花了半年便完成了。

連結食品安全與業務流程

管：隨著全球市場一體化，食品業的供應鏈也往往分佈世界各地。FSSC 22000對貴公司管理供應鏈有沒有幫助？

白：FSSC 22000讓企業得以將食品安全和業務流程連結起來，以控制供應鏈的安全風險，這對我們的幫助主要分為三方面：第一是挑選供應商，我們的原材料主要來自印尼、馬來西亞等地，我們需要從上千家供應商中挑選十數家，以確保材料素質的穩定，而FSSC 22000便提供了一些很好的原則；第二是生產的過程，我們不像一些行家般採用代工生產，而是自設廠房生產，FSSC 22000可幫助我們進行緊密、集中的質量監控；第三是售後服務，既然FSSC 22000已確保了材料供應來源的安全，若然發現產品出現了問題，我們亦能更容易追溯問題的來源。

管：貴公司的管理體系未來發展有何計劃？有否部署考取其他管理體系認證？

白：FSSC 22000是一項很重要的全球性食品安全體系標準，相信未來將會有越來越多行家申請這項認證。我們期望公司繼續領先同儕，善用公司資源，並在配合公司的文化下，朝更多不同的方向發展，取得更多體系認證，以提升生產及管理的素質。



HKQAA Symposium 2010 Held Successfully

「香港品質保證局專題研討會2010」舉辦成功



The Hong Kong Quality Assurance Agency's annual flagship event, the HKQAA Symposium 2010, was held successfully in November and December.

The event was held in three locations: the Langham Place Hotel in Hong Kong on 26 November, Purple Mountain Hotel in Shanghai on 3 December and Jianguo Hotel Guangzhou on 21 December. The Symposium attracted nearly 1000 participants from governments, industry and commerce, and academia, as well as members of the public. Mr Che Wenyi, Vice Administrator and Deputy Secretary of the Party Committee for Certification and Accreditation Administration of the PRC, and Miss Janet Wong, JP, Commissioner for Innovation and Technology of the HKSAR government, were officiating guests at the opening ceremony in Hong Kong; and Mr Sheng Fei, Director General of the Department of Accreditation Supervision for Certification and Accreditation Administration of the PRC, officiated at the Shanghai session.

The main theme of the Symposium this year was "Tackling Sustainability Challenges with a Fact-based Approach". The morning session, "Building Towards Sustainability", focused on the role of the construction sector in sustainability development and discussed sustainable buildings, building safety, carbon footprints and sustainability reporting.

▼ 香港品質保證局主席莫國和教授工程師致送紀念品予車文毅先生。
Ir Prof. Peter K. W. Mok, Chairman of HKQAA, presents a souvenir to Mr Che Wenyi.



▲ 主禮嘉賓——中國國家認證認可監督管理委員會副主任、黨組副書記車文毅先生（左四）及香港創新科技署署長王榮珍太平紳士（左三）與本局成員合照。

The officiating guests, Mr Che Wenyi, Vice Administrator and Deputy Secretary of the Party Committee for Certification and Accreditation Administration of the PRC (4th from left), and Miss Janet Wong, JP, Commissioner for Innovation and Technology of the HKSAR government (3rd from left), with delegates of the HKQAA.

本局的年度盛事——「香港品質保證局專題研討會2010」已在2010年11月26日、12月3日及12月21日，分別於香港旺角朗豪酒店、上海紫金山大酒店及廣州建國酒店順利舉行，三日的研討會共吸引了近1000名來自政府、工商業界及學界的人士參加，反應熱烈。大會分別邀請了中國國家認證認可監督管理委員會副主任、黨組副書記車文毅先生，以及香港創新科技署署長王榮珍太平紳士擔任香港開幕禮的主禮嘉賓；而上海專場亦邀得中國國家認證認可監督管理委員會認可監管部主任生飛先生主禮。

今屆研討會以「從實務角度放眼可持續發展的挑戰」為主題，香港專場於上午的專題環節題目是

「建築可持續發展之路」，討論了可持續發展建築的價值、強制驗樓計劃、建築供應鏈的碳足跡計算、建築業減碳個案分享等；下午的題目則是「評量企業責任·推動持續發展」，並同日舉行了「HKQAA-HSBC企業社會責任先導者標誌頒發典禮」。而上海和廣州專場的題目分別為「企業低碳的新思維」和「創建綠色環境」。



▲ 王榮珍太平紳士致開幕辭。
Miss Janet Wong, JP, delivers the opening speech.



▲ 研討會反應熱烈，香港專場全日共吸引近800名人士參與。
The Hong Kong session attracted 800 attendees.



◀ 除個人演講外，會上亦設有專題討論環節，供台下觀眾發問。
A panel discussion was held near the end of each session.

In the afternoon session, "Measuring CSR to Drive Sustainability", the focus was on CSR benchmarking and a CSR Advocate Mark Presentation Ceremony was held. The Shanghai and Guangzhou sessions were themed "Low Carbon Innovation in Corporations" and "Greening Our Surroundings" respectively.



可持續發展是整個社會的共同利益，有賴個人、商界以至政府的通力合作。今屆研討會共邀得二十多位來自政府部門、知名企業及機構的高級行政人員代表擔任演講嘉賓，包括香港房屋署、香港房屋協會、全球報告倡議組織、芝加哥氣候交易所、英國駐廣州總領事館、恒基兆業地產有限公司、香港大學、香港鐵路有限公司等。

Sustainable development is a common interest of the community that requires the cooperation of every person, every business and every government. This year, we had more than 20 keynote speakers from government departments and renowned organisations and corporations, including the Hong Kong Housing Department, Hong Kong Housing Society, Global Reporting Initiative, Chicago Climate Exchange, British Consulate-General Guangzhou, Henderson Land Development Company Limited, the University of Hong Kong and MTR Corporation.

We would like to take this opportunity to thank all speakers, sponsors and supporting organisations for making the Symposium a success. The presentations of the speakers are now available on our website at: <http://www.hkqaa.org/symposium2010>

是次研討會的成功，全賴各演講嘉賓、贊助商及支持機構的鼎力支持。有關更多資訊及下載演講內容，請瀏覽本局網頁：<http://www.hkqaa.org/symposium2010>



上海專場 Shanghai Session



▲ 中國國家認證認可監督管理委員會認可監管部主任生飛先生
Mr Sheng Fei, Director General of the Department of Accreditation
Supervision for Certification and Accreditation Administration of the PRC



◀ 芝加哥氣候交易所副總裁黃杰夫先生
Mr Jeff Huang, Vice President-Asia
of Chicago Climate Exchange



廣州專場 Guangzhou Session



▲ 廣州專場演講嘉賓合照
Keynote speakers at the Guangzhou session





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HKQAA-HSBC CSR Index 2010

HKQAA-HSBC 企業社會責任指數公布



◀ 本局主席莫國和教授工程師（前排右四）、總裁林寶興博士（前排右三）及香港上海滙豐銀行亞太區企業可持續發展總監區佩兒女士（前排右二）與獲頒發「HKQAA-HSBC 企業社會責任先導者標誌」公司的代表合照。

Ir Prof. Peter K. W. Mok, Chairman of HKQAA (1st row, 4th from right), Dr Michael P. H. Lam, CEO of HKQAA (1st row, 3rd from right) and Ms Teresa Au, Head of Corporate Sustainability Asia Pacific Region, HSBC (1st row, 2nd from right), with representatives of the CSR Advocate Mark holders at the presentation ceremony.



◀ 區佩兒女士於典禮上致辭。
Ms Teresa Au delivers a speech at the ceremony.

The benchmarking results of the HKQAA-HSBC CSR Index 2010 were announced in the afternoon session of the 2010 HKQAA Symposium. Ms Teresa Au, Head of Corporate Sustainability (Asia Pacific Region) for HSBC, the co-founder of the Index, addressed the ceremony.

HKQAA-HSBC CSR Advocate Index

A ceremony was also held to recognise holders of the CSR Advocate Mark. The HKQAA-HSBC CSR Advocate Index comprises two sub-indices, namely the Hong Kong CSR Advocate Index and the Hong Kong 100 CSR Index. In the Hong Kong CSR Advocate Index, the participating organisations are assessed by HKQAA on their maturity in 40 recommended CSR practices based on the ISO 26000 Guidance for Social Responsibility (recently published on 1st November 2010), and are given a score of 1 to 5. Those receiving an average score of 3 or above receive a Mark.

27 organisations participated in the Index this year. The average score was 4.57, up slightly from last year's 4.53. This shows that most participating organisations have implemented mature in-house systems to manage CSR-related issues.

Of the 7 core elements of CSR, the two highest-scoring subjects were Consumer Issues and Labor Practices. The research shows that the organisations are becoming more conscious of developing socially- and environmentally-beneficial products, as well as spending more on staff development. Environment and Fair Operating Practices received the lowest scores. Although nearly all participating organisations have emphasised the importance of environmental protection in their policies, not all of them are capable of managing their carbon emissions systematically.

本局在2010年11月26日，於「香港品質保證局專題研討會2010」的下午環節中公布了「HKQAA-HSBC 企業社會責任指數2010」，並舉行「HKQAA-HSBC 企業社會責任先導者標誌頒發典禮」。本局更邀請了一同推出這項指數的合作伙伴——香港上海滙豐銀行有限公司亞太區企業可持續發展總監區佩兒女士於會上致辭。

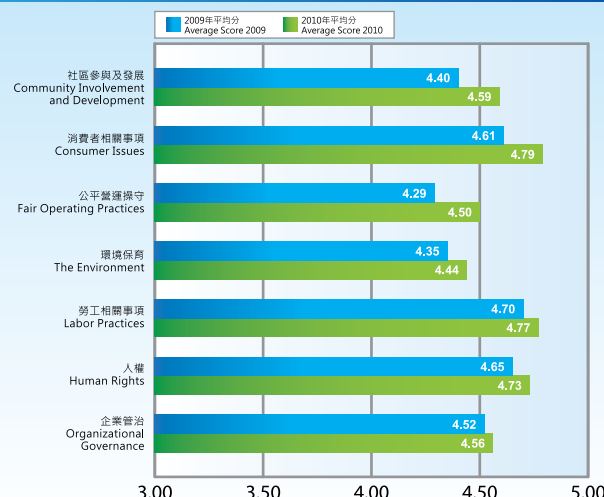
HKQAA-HSBC企業社會責任先導者指數

指數共分2項，分別是「企業社會責任先導者指數」及「香港100 (HK100) 企業社會責任指數」。前者以剛於2010年11月1日落實的ISO 26000《社會責任指南》為基礎，訂出40項社會責任的建議措施，本局會派出專人前往參與機構進行評審，並以1至5分來衡量機構在推行社會責任體系上的成熟程度，平均分達3分或以上的機構均獲發「HKQAA-HSBC企業社會責任先導者標誌」。

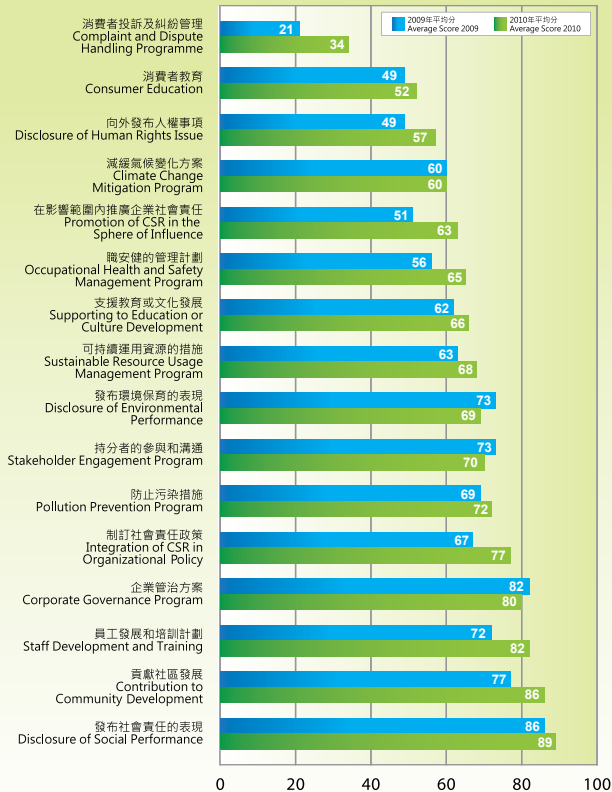
今年共有27家政府部門及知名企業參加，它們的總平均分為4.57（滿分為5分），比起去年首次統計的4.53分有輕微上升，顯示大部分參與機構均正在實施履行企業社會責任的體系。

在7項指標中，以「消費者相關事項」及「勞工相關事項」的分數最高，譬如，調查指出越來越多企業以慈善及環保作為產品的賣點，而整體來說機構都投放了更多資源在員工培訓上；相反，「公平營運操守」和「環保」則是得分最低的兩項，雖然絕大部分的機構均有在政策中提及對環保的重視，但很少能系統化地安排「碳排放」的控制措施。

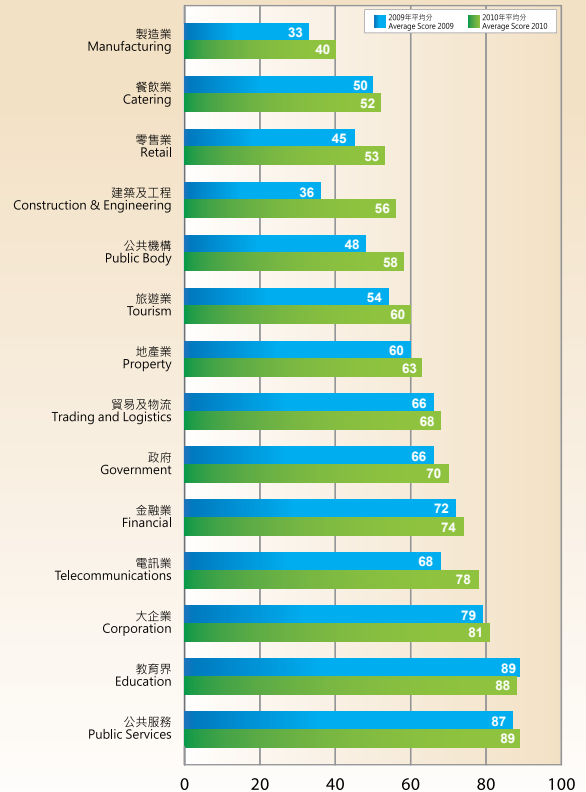
「企業社會責任先導者指數」7項指標平均分
Average Score of CSR Seven Core Subjects



16項企業社會責任指標的透明度平均分 Average Score of Respective CSR Disclosure Indicators



14個行業的透明度平均分 Average Score of Respective Sectors



Hong Kong 100 CSR Index

The second index, the Hong Kong 100 CSR Index, measures transparency in the disclosure of CSR issues in 100 companies selected from 14 industrial sectors. A set of 16 CSR indicators was developed with reference to ISO 26000 to study and quantify the CSR disclosure of the sampled organisations. The study focused on their websites, policy documents, reports and other publicly available information. The Hong Kong 100 CSR Index for 2010 is 66 (out of 100), which is 3 points higher than last year's 63. A higher score means greater transparency.

For the full report of the HKQAA-HSBC CSR Index 2010 and enrolment details, please visit HKQAA's website at: www.hkqaa.org

香港100 (HK100) 企業社會責任指數

至於另一項指數——「香港100 (HK100) 企業社會責任指數」，則包含16項參考ISO 26000《社會責任指南》的指標，從14個行業中選取100家香港機構，根據其官方網站、公司政策及報告等資料中分析其在履行社會責任上的透明度，得分愈高代表透明度愈高。今年的整體指數為66分（滿分為100分），比去年上升3分。

有關指數的詳細報告內容及報名詳情，請瀏覽本局網站：www.hkqaa.org

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

Alliance Construction Materials Limited	友盟建築材料有限公司
Amoy Food Limited	淘化大同食品有限公司
Analogue Group of Companies	安樂工程集團
Cafe De Coral Holdings Limited	大家樂集團有限公司
Canon Hong Kong Company Limited	佳能香港有限公司
China State Construction International Holding Limited	中國建築國際集團有限公司
Chun Lee Engineering Co., Ltd	進利工程有限公司
Drittech Ground Engineering Limited	鑽達地質工程有限公司
EGL Tours Company Limited	東瀛遊旅行社有限公司
Fuji Xerox (Hong Kong) Limited	富士施樂(香港)有限公司
Hang Seng School of Commerce and	恒生商學書院和恒生管理學院
Hang Seng Management College Limited	
Housing Department	香港房屋署
Jumbo Orient Contracting Limited	東淦工程有限公司
Leo Paper Group (Hong Kong) Ltd.	利奧紙品集團(香港)有限公司
Modern Terminals Limited	現代貨箱碼頭有限公司
MSDI Limited	麥斯迪埃城市可持續發展研究及顧問有限公司
MTR Corporation Limited	香港鐵路有限公司
Shine & Shine Food Company	陽陽食品公司
Shui On Construction and Materials Limited	瑞安建業有限公司
Smart Will Engineering Limited	駿志工程有限公司
Super Star Group	鴻星集團
The Hong Kong Polytechnic University	香港理工大學
The Link Management Limited	領匯管理有限公司
Tim Lee Construction Company Limited	添利建築有限公司
Tsuen Lee Metals and Plastics Toys Company Limited	全利五金塑膠玩具有限公司
US & Associates Consulting Company Limited	源盛顧問及監理事務所有限公司
Wharf T&T Limited	九倉電訊有限公司

Fact-based Approach 從實務角



▲ 本局主席莫國和教授工程師致送「HKQAA-HSBC 企業責任先導者標誌」予今屆其中一間先導者機構的代表——香港房屋署副署長（發展及建築）馮宜萱女士，太平紳士。

Ir Prof. Peter K. W. Mok, Chairman of HKQAA, presents the HKQAA-HSBC CSR Index Advocate Mark to Ms Ada Fung, JP, Deputy Director (Development and Construction) of the Housing Department.

Interview with a CSR Advocate – Promoting Business with a Conscience

企業社會責任先導者訪問 —— 用心經營・感染公眾



While economic development brings prosperity, the exploitation of nature leads to destruction of the environment and the degradation of resources. Nowadays, a proactive and conscientious approach to dealing with environmental and community issues is no longer optional; rather, it is a requirement for corporations with a vision for sustainability.

Fuji Xerox, a document management service provider, is one of the HKQAA-HSBC CSR Advocates in 2010. In a media session with Ir Prof. Peter K. W. Mok, Chairman of the HKQAA, Ms Debby Chan, CSR Chairman for Fuji Xerox, shares how the company has taken corporate social responsibility (CSR) to heart and is an example of a "good company".

The Good Company Concept – Strong, Kind, Interesting

Prof. Mok: "Although CSR is advocated in the business world, enterprises still put profit on the top of their list. How do you think a company should prioritise profit and social responsibility?"

Ms Chan: "It is understandable for companies to be concerned about their profit. Companies cannot survive without profit, and they need it to support their actions in social responsibility. We strive to actualise the 'Good Company Concept' by balancing three important aspects: 'Strong', 'Kind' and 'Interesting'. We are 'Strong' because we deliver excellent products and services to satisfy customers and reward our stakeholders. We are 'Kind' because we care for the environment and contribute to the community. We are 'Interesting' because we find different ways to build a compassionate workplace for our employees."



Adopt a Win-win Green Solution

As a corporation that employs the ISO 14001 Environmental Management System, Fuji Xerox has a comprehensive environmental policy that encompasses a full-scale recycling centre in Tsuen Wan, an ecological workplace, energy conservation, green procurement and waste management.

Ms Chan: "We believe in the long-term cost effectiveness of green policies, that they ultimately result in the reduction of energy, material and spatial costs."

"Fuji Xerox also provides staff training to instill the right attitude towards CSR, helping the employees develop a sustainable lifestyle and bring changes to their families and even customers."

Prof. Mok: "How can you convince customers that this approach is worthwhile?"

Ms Chan: "One example is that the employees explain to the customers the merits of green consumption, as well as helping them design a printing system that is environmentally-friendly. Not only does it help save their costs by reducing the usage of energy and paper, but it also spreads the message of environment conservation."

經濟發展為人類帶來繁榮，卻同時造成環境的破壞及天然資源的耗用。今時今日，對於那些尋求持續發展的企業來說，主動地關注環保及社會的問題已經成為了無可推諉的義務。

富士施樂（香港）有限公司是2010年的HKQAA-HSBC企業社會責任先導者之一，公司企業社會責任部主席陳慧德小姐和本局主席莫國和教授工程師，談論富士施樂如何用「心」推動企業社會責任，為業界樹立「優秀企業」的典範。

「優秀企業概念」——強大、友好、有趣

莫國和（莫）：「縱使商界積極提倡企業社會責任，企業仍以盈利為先。妳認為兩者應如何排序？」

陳慧德（陳）：「企業重視盈利是無可厚非的，企業需要利潤來維持經營，即使有心盡社會責任，亦需要足夠的盈利作後盾。我們公司採用『優秀企業概念』，致力平衡『強大』、『友好』及『有趣』三個範疇。其中，『強大』指提供優質的產品及服務，滿足客戶要求，並為股東帶來持續的回報；『友好』指為環保及社群作出貢獻；而『有趣』則指讓僱員體會得到生活及工作的趣味。」

締造雙贏的環保方案

富士施樂實施ISO 14001環境管理系統，亦採取一套全面的環保政策，包括在荃灣興建了一座大型的回收再造中心，並推行「綠色工作間」、節約能源、綠色採購、廢物管理等的環保措施。

陳：「我們相信以長遠計，這些環保政策最終將為我們帶來節省能源、資源和空間的利益。」

「我們亦十分重視員工培訓，期望讓員工培養社會責任的精神，建立可持續發展的生活態度，從而產生感染力，進一步影響他們的親友、客戶。」

莫：「如何說服客戶認同你們的理念？」

陳：「舉例來說，我們的員工在銷售產品時，會向客戶推廣綠色消費的好處，並為他們設計符合環保原則的打印系統。這除了幫助他們減低耗用的能源和紙張，從而節省開支外，更可以傳達保護環境的訊息。」

「另外，我們亦為客戶提供全方位的商務方案，減省開支之餘，更可精簡流程。其中一個方案——『安全打印』，要求員工用職員證於打印機的閱讀器確認，打印機才會打印出文件，大大減少因大意而印錯的機會。」

"Designing a total business solution that will lead to savings while streamlining workflow is another way to convince customers. One of Fuji Xerox's solutions is Security Print, which activates printing only when a staff card is passed through the printer sensor, thus reducing careless printing jobs."

Strict Guidelines for Driving Sustainability

Prof. Mok: "What about your suppliers?"

Ms Chan: "Fuji Xerox also has stringent environmental guidelines which their suppliers must follow. For example, the company has been certified with FSC CoC which ensures the paper products provided are socially- and environmentally-responsible. There have actually been cases when a supplier has been dropped because their products were not certified. Such additional efforts sometimes increase product cost, but even if customers do not choose environmentally-friendly paper, the important thing is to promote environmental concerns."

Prof. Mok: "This is something that both the public and private sectors should learn from. Traditional tendering procedures that award the contract to the lowest bidder should be adapted to reward good design. Intangible costs such as quality and maintenance needs should be taken into account in deciding which suppliers to use."

Call for More Social Responsibility and Environmental Education

Prof. Mok: "There is a saying that the responsibility of enterprises is to make profit, so it is not appropriate for them to donate money directly. What is your company's approach to charity?"

Ms Chan: "We encourage our staff to take part in various community and fundraising services, such as flag sales, home visits, walkathons and voluntary work. The company has already set up a CSR team and allocates resources for organising these activities. Sometimes we also donate our printing systems to small- or medium-sized charitable organisations if they are in need. It is not about getting publicity but making positive change in the community."

Prof. Mok: "How can you raise environmental awareness at the community level?"

Ms Chan: "Education is the only way to create a real impact, and the rapid deterioration of the environment calls for more active involvement from the government. There needs to be a comprehensive education programme to develop a caring attitude in students from an early age so that the culture and habits of the whole society can be changed over the long-term."



嚴格的供應商指引

莫：「你們對供應商的要求又如何？」

陳：「我們訂立了一套嚴格的供應商指引，例如取得FSC產銷監管鏈認證，確保為客戶提供的紙製品符合社會及環保責任，亦曾有供應商因未能符合環保要求而撤換。無疑，這些措施會拉高我們產品的成本，但即使客戶未必選擇這些環保紙，亦期望他們能明白堅持環保的意義。」

莫：「這實在是公共或私人機構都應該學習的態度。傳統的招標模式通常只會考慮價錢，但其實尚有其他無形的成本，如產品的質素和維修保養的需求等，也應納入為考慮的因素。」

社責及環保教育從小做起

莫：「有企業家指企業的責任是賺錢，故不應直接捐款作慈善用途。你們公司會怎樣做？」

陳：「我們鼓勵員工參與各類慈善活動，如賣旗、探訪、步行籌款及義工活動等，公司的社責部門會調配資源以配合這些活動；我們有時亦會捐出打印系統予有需要的中小型慈善團體。我們並不是希望借此出名，只是想在社會作出一些正面的影響。」

莫：「那麼，公眾方面對環保的意識又可以怎樣提高？」

陳：「我認為教育是唯一一個可以為公眾帶來實質影響的方法。隨著大自然承受的破壞越來越大，政府更應積極地推行保護環境的措施；其中，制訂一套全面的教育課程，從小向兒童灌輸關心社會的意識，可逐漸改變社會文化和公眾的習慣，使全民關注社區和環境。」



Visit of Certification and Accreditation Administration of the PRC 中國國家認證認可監督管理委員會到訪



Two officials from the Certification and Accreditation Administration of the PRC, Mr Che Wenyi, Vice Administrator and Deputy Secretary of the Party Committee, and Mr Sheng Fei, Director General of the Department of Accreditation Supervision, visited the HKQAA on 26 November 2010.

During the visit, HKQAA discussed with the mainland officials the latest developments in the local certification industry. Measures to further strengthen the city as a regional hub for testing and certification were explored.



兩位來自中國國家認證認可監督管理委員會的官員——副主任、黨組副書記車文毅先生和認可監管部主任生飛先生，在2010年11月26日到訪香港品質保證局。

這次會面中，本局與兩位官員討論本港認證行業的最新發展，探討將香港發展為區內的檢測和認證中心的機遇。

HKIE Hall of Fame 2010 香港工程師學會「Hall of Fame 2010」



HKQAA's Chairman, Ir Prof. Peter K. W. Mok, and Honorary Chairman, Dr T. L. Ng, BBS, JP, were inducted into the Hong Kong Institution of Engineers (HKIE) Hall of Fame in 2010.

The Award was part of the celebratory activities for the 35th Anniversary of the establishment of the HKIE. The aim was to honour members who had made exemplary contributions to the Institution, the engineering profession and the community, and whose achievements were outstanding. Prof. Mok and Dr Ng were

among the 23 awardees who received the Award at a presentation ceremony at the HKIE's 35th Anniversary Reception, held on 2 December 2010 at the Convention and Exhibition Centre.



本局主席莫國和教授工程師與名譽主席伍達倫博士，BBS，太平紳士，早前榮獲香港工程師學會推選為該會首次舉辦的業界大獎——「Hall of Fame 2010」的工程界翹楚。

此獎項為香港工程師學會35周年誌慶的慶祝活動之一，旨在表揚傑出工程師對學會、工程界及社會的貢獻。莫教授及伍博士於2010年12月2日出席假座香港會議展覽中心紫荊廳舉行的35周年慶祝酒會，與另外21名得獎者在同場舉行的頒授典禮上接受這項殊榮。

Hong Kong Print Awards and Excellent Printing Management Awards 支持業界發展・擔任印刷大獎評審委員



Organised every year by the Graphic Arts Association of Hong Kong, the Hong Kong Print Awards are the most prestigious awards in the Hong Kong printing industry. The HKQAA was glad to support this important event by being one of the judges in its 22nd competition. The assessment was completed on 1 November 2010 at Hong Kong Design Institute and the awards ceremony was held on the evening of 6 December 2010 at Kowloon Shangri-La hotel.

The Association also handed out Excellent Printing Management Awards in 2010. The aim was to

boost the level of expertise in the printing industry by assessing the management performance of printing houses. The HKQAA was the assessment organisation for this contest, and our Assistant Director (Strategic Business), Ms Jorine Tam, was one of the chief judges. The awards ceremony was held in the afternoon of 13 December 2010 at Chiang Chen Studio Theatre, Hong Kong Polytechnic University.

香港印藝學會舉辦的「香港印製大獎」是香港印刷界的年度大事，亦是印刷界的最高榮譽。作為致力協助工商界提升營運水平的機構，本局應邀擔任2010年第二十二屆大獎的評判之一。評審工作已於2010年11月1日假香港知專設計學院完成，而頒獎典禮亦於12月6日晚上假九龍香格里拉酒店順利舉行。

該會去年亦首次舉辦了「優秀印刷企業管理大獎2010」，目的是透過評核印刷企業的管理水平，提高業界整體的表現。本局獲邀為大獎的支持及評審機構，由本局策略業務助理總監譚玉秀小姐擔任最終評審委員之一。比賽的頒獎禮已於12月13日下午假香港理工大學蔣震劇院舉行。



Seminar on Wine Storage Management Systems Certification 「葡萄酒儲存管理體系」研討會

Hong Kong is the only major economy in the world to impose no duty, no value-added tax and no sales tax on wine. HKQAA supports the HKSAR Government in strengthening Hong Kong's position as an Asian wine trading hub and introduced its Wine Storage Management Systems certificate (WSMS) in 2009.

The scheme, under the auspices of HKQAA, is the outcome of co-operation between representatives of the wine industry, different organisations and associations. The certificate promotes a consistent management system framework and good storage practices to organisations which operate wine storage facilities.

On 4 Nov 2010, HKQAA organised a seminar with the Hong Kong Trade Development Council and representatives from certified companies to share their experience and comment on the WSMS.

HKQAA expects that initiatives such as the WSMS will strengthen Hong Kong's position as a wine hub and will promote growth in the sector.



香港是全球唯一一個不對葡萄酒徵收關稅、增值稅和銷售稅的主要經濟體系。為支持特區政府將香港打造成亞洲的葡萄酒貿易樞紐，香港品質保證局於2009年開創先河，推出「葡萄酒儲存管理體系認證」計劃。

此計劃是由香港品質保證局推行，再加上葡萄酒業內人士，以及不同機構和協會一同努力的成果，旨在為葡萄酒的儲存設施提供一套最佳營運模式的規格。

在2010年11月4日，本局與香港貿易發展局合力舉辦了一個研討會，邀請多間獲認證機構分享實施「葡萄酒儲存管理體系」的心得。

本局深信，認證計劃將鞏固香港作為葡萄酒貿易中心的地位，促進香港葡萄酒業的發展。

Partnership with Tertiary Institutes to Teach CSR

夥大專院校推社責課程

In recent years the HKQAA has actively worked with a number of tertiary institutes to nurture the business leaders of the future.

In September 2010, the HKQAA partnered with Hang Seng Management College to launch one of the first undergraduate courses on the international standards of management systems and corporate social responsibility (CSR). Dr Michael Lam, CEO of the HKQAA, visited the business school on 12 November 2010 to sign the agreement.

The HKQAA has also collaborated with LiPACE of The Open University of Hong Kong on an Executive Certificate in Business Process Management programme, offering courses on current business topics like Quality and Business Risk Management and Lean Sigma.



本局除開辦培訓課程外，近來亦積極夥拍各大院校，培育新一代的商界領袖。

去年九月，本局與恒生管理學院合作推出管理體系及企業責任課程，率先在本港的全日制學士課程中教授相關的國際標準。本局總裁林寶興博士於2010年11月12

日，出席假恒生管理學院舉行的課程合作計劃簽約儀式。

此外，本局亦與香港公開大學李嘉誠專業進修學院合作，推出「企業流程管理行政人員證書」課程，教授質量及商業風險管理、「西格瑪綠帶」等多個近年熱門的課題。

Demonstrating Social Responsibility by Donating

愛心捐助・實踐社責

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

From September to November 2010, HKQAA gave donations to several organisations to support their charitable activities, including Hong Kong Red Cross China Flood Relief; St. James' Settlement People's Food Bank; and the Hong Kong Federation of Electrical and Mechanical Contractors Limited's Construction Charity Fund. On 23 November 2010, HKQAA's Chairman, Ir Prof. Peter Mok, and Chief Executive Officer, Dr Michael Lam, visited the People's Food Bank to learn about their daily operations.

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。

本局於2010年9月至11月，以善款形式捐助了數間機構的慈善活動，包括香港紅十字會的內地洪災救援，聖雅各福群會眾膳坊的食物銀行籌款，以及香港機電工程商聯會的「建造業關懷基金」籌款。其中，本局主席莫國和教授工程師和總裁林寶興博士，於11月23日專程到訪聖雅各福群會，了解該會食物銀行的日常運作。



New Certified Clients 新認證客戶

August 2010 to October 2010 | 2010年8月至2010年10月



Memorable Moments 紀念一刻

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



























From August 2010 to October 2010, we have been pleased to welcome 39 organisations to our community. Among them, they have obtained 49 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, FSSC 22000, HKQAA-WSMS-FINE, QSPSC:2009 and TL-HS 5.0/4.0. 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8月至2010年10月期間，香港品質保證局共頒發49張證書，包括ISO9001、ISO10002、ISO 14001、OHSAS18001、FSSC 22000、HKQAA-WSMS-FINE、QSPSC:2009及TL-HS 5.0/4.0。在此謹祝賀39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			
			Feb 二月	Mar 三月	Apr 四月	May 五月
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-03A 1		QMS1C/HK-5A 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 1,350	VM1C/HK-02A 14	VM1C/HK-03A 3	VM1C/HK-04A 6	VM1C/HK-05A 11
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 2,900	VM3C/HK-02A 24-25	VM3C/HK-03A 17-18	VM3C/HK-04A 18-19	VM3C/HK-05A 16-17
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 1,350		MT23C/HK-03A 14		
ISO 9001:2008 Quality Management Systems Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,350				QMS4C/HK-05A 27
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系 — 進階內部審核技巧	 2	HKD 3,000/ HKD 2,800*				QMS5C/HK-05A 12-13
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/04 11-15	
Run a World Class Wine Storage Facility 建立優良存酒設備	 1	HKD 1,500	QM01C/HK-02A 28			QM01C/HK-05A 4
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 1,350*	EMS2C/HK-02A 18	EMS2C/HK-03A 4	EMS2C/HK-04A 8	EMS2C/HK-05A 6
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 2,800*		EMS3C/HK-03A 10-11	EMS3C/HK-04A 14-15	EMS3C/HK-05A 19-20
ISO 14001:2004 Environmental Management Systems - Implementation and Documentation ISO 14001:2004 環境管理體系 — 實施及文件指引	 1	HKD 1,500		EMS8C/HK-03A 7		
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 1,350*	OHS8C/HK-02A 25	OHS8C/HK-03A 2	OHS8C/HK-04A 20	OHS8C/HK-05A 5
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 2,800*		OHS9C/HK-03A 28-29		OHS9C/HK-05A 30-31
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Auditor/Lead Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 — 主任審核員證書培訓課程	 5	HKD 10,000/ HKD 9,500*			OH06E/HK-04A 15-16 & 18-20	
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Auditor/Lead Auditor Conversion Training OHSAS 18001:2007 職業健康和安全管理體系 — 主任審核員轉證培訓課程	 3	HKD 6,200/ HKD 5,700*			OH11E/HK-04A 15-16 & 18	
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-03A 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-05A 3-5
ISO 22000:2005 Food Safety Management Systems - Auditor/Lead Auditor Course (IRCA Reg.17289) 食品安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號17289)	 5	HKD 10,000/ 9,500*		IRCA/FSMS/04 28-31 Mar & 1Apr		
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 16			
An in-depth Understanding of ISO26000 - What Does Social Responsibility Mean to Your Organization? 深入剖析ISO 26000 — 社會責任對機構的意義	 2	HKD 3,200			SR03E/HK-04A 7-8	
Customer Satisfaction 顧客滿意						
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-02A 17			
Management Tools, Skill for Improvement 管理工具和技能						
The Art of Mediation: A Powerful Management Tool of Conflict Resolution 和解的藝術：工作間的衝突管理	 1	HKD 1,500				EW33C/HK-05A 24
Implementation of HKQAA 5S in the Workplace Operation 實施HKQAA 5S在工作間的營運	 1	HKD 1,350	GP03C/HK-02A 14			
Strategic Crisis Management 策略危機管理	 1	HKD 1,500	MT34C/HK-02A 17			
Lean Application in Office Environment 在辦公室環境的精益應用	 1	HKD 1,500		MT35C/HK-03A 15		
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-04A 11-12	
Telecom and Information Service Management 電訊及訊息安全服務管理						
ISO 27001:2005 Information Security Mgmt Systems Lead Auditor Training Course (IRCA Reg.A17321) ISO 27001:2005 信息安全服務管理體系 - 主任審核員證書培訓課程 (IRCA 註冊號A17321)	 5	HKD 12,000/ 11,000*				ISE6E/HK-05A 16-20

Remarks
備註

* Please refer the early bird payment deadline to our web-site 請於本局網頁參看優先報名之付款詳情
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 : 12 Jan 2011

Mainland China 中國內地

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) RMB 收費(每人)人民幣	Course Code & Date 課程編號及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
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	 1	RMB 600	VM1P/GZ-02A GZ 21	VM1P/SZ-03A SU 14 VM1P/SH-03A SH 24	VM1P/GZ-04A GZ 13 VM1P/SH-04A SH 18	VM1P/GZ-05A GZ 17 VM1P/SH-05A SH 26
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 — 內部質量管理體系審核員培訓	 2	RMB 1,200	VM3P/GZ-02A GZ 22-23	VM3P/SH-03A SH 25-26	VM3P/GZ-04A GZ 14-15 VM3P/SH-04A SH 19-20	VM3P/GZ-05A GZ 18-19 VM3P/SH-05A SH 27-28
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	 1	RMB 800				VM4P/SH-05A SH 20
Environment 環境						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系 — 理解與應用	 1	RMB 600		EMS2P/GZ-03A GZ 14	EMS2P/SH-04A SH 11	EMS2P/GZ-05A GZ 25
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	RMB 1,200		EMS3P/GZ-03A GZ 15-16	EMS3P/SH-04A SH 12-13	EMS3P/GZ-05A GZ 26-27
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 — 內部審核員培訓	 2	RMB 1,500	IE01P/GZ-02A GZ 15-16		IE01P/GZ-04A GZ 25-26	
Occupational Health and Safety 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	RMB 600	OHS8P/GZ-02A GZ 23		OHS8P/SH-04A SH 6 OHS8P/SZ-04A SU 15 OHS8P/GZ-04A GZ 18	
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	RMB 1,200	OHS9P/GZ-02A GZ 24-25		OHS9P/SH-04A SH 7-8 OHS9P/GZ-04A GZ 19-20	
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理體系 — 理解與應用	 1	RMB 800		ISE3P/SH-03A SH 27	ISE3P/GZ-04A GZ 11	
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application, Internal Auditor Training ISO/IEC 27001:2005 信息安全管理體系 — 內部審核員培訓	 2	RMB 2,000		ISE4P/SH-03A SH 28-29	ISE4P/GZ-04A GZ 12-13	
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審核員培訓	 3	RMB 2,800		ISO2P/GZ-03A GZ 9-11		
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	 2	RMB 1,800		SA01P/SH-03A SH 14-15 SA01P/GZ-03A GZ 28-29		
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	 3	RMB 2,800				SA05P/GZ-05A GZ 23-25
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	 1	RMB 780	WR01P/GZ-02A GZ 18			WR01P/SZ-05A SU 6 WR01P/SH-05A SH 9 WR01P/GZ-05A GZ 16
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡議商界遵守社會責任之條文解讀	 1	RMB 780	BS02P/GZ-02A GZ 28	BS02P/SH-03A SH 22	BS02P/GZ-04A GZ 12	BS02P/SH-05A SH 10 BS02P/SZ-05A SU 20
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	 1	RMB 780		MT23P/SH-03A SH 8	MT23P/GZ-04A GZ 11	
Telecommunications and Information Service 電訊和資訊服務						
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摘要	 1	RMB 1,280		TL03P/GZ-03A GZ 18		
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	 3	RMB 3,800	TL04P/SZ-02A SU 23-25 TL04P/GZ-02A GZ 28-02		TL04P/GZ-04A GZ 20-22	TL04P/SH-05A SH 16-18

For registration and enquiry
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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 Executive Briefing
行政人員簡報會

Planning for your first Sustainability / Social Responsibility Report 如何計劃公司第一份可持續發展 / 社會責任報告

Highlights 重點內容

- ▶ What is Sustainability / Social Responsibility (SR) Reporting?
甚麼是「可持續發展 / 社會責任報告」?
- ▶ Overview of the GRI Sustainability Reporting Guidelines
全球報告倡議組織《可持續發展報告指南》概覽
- ▶ Linkage to the new ISO 26000 Guidance for Social Responsibility
與最新指引《ISO 26000社會責任指南》接軌

Date 3 March 2011 (Thursday)
Time 3:00 pm – 5:00 pm
Venue HKQAA
19/F., K.Wah Centre, 191 Java Road,
North Point, Hong Kong
Fee Free of Charge

日期 2011年3月3日 (星期四)
時間 下午3:00 – 5:00
地點 香港品質保證局
香港北角渣華道191號
嘉華國際中心19樓
參加費用 免費

Speaker

Ms Connie Sham
Senior Manager of Strategic Business, HKQAA

Experienced in independent verification of sustainability / SR reports published by well-known organisations such as the Architectural Services Department, Electrical and Mechanical Services Department, the Hong Kong and China Gas Company Ltd, Hong Kong Aircraft Engineering Company Ltd and Swire Properties Ltd

講者

沈小茵小姐
香港品質保證局高級策略業務經理

曾為多間大機構進行可持續發展 / 社會責任報告的獨立驗證工作，包括建築署、機電工程署、香港中華煤氣有限公司、香港飛機工程有限公司、太古地產有限公司等

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