



# VISION 管 略

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**Working Together to Promote Energy Efficiency  
in Residential Buildings**  
攜手促進住宅樓宇的能源效益

**Potential Damage to Wine's Quality and Value in Today's Supply Chain**  
葡萄酒品質和價值在供應鏈中的潛在風險

**Environmental Management Systems – the Tangible and Intangible Benefits**  
環境管理體系 — 有形與無形的回報

**ISO Develops New Guidance Standard on E-Commerce**  
ISO為電子商貿制訂新標準

**HKQAA**  
HONG KONG QUALITY ASSURANCE AGENCY  
香港品質保證局

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## Article Contributions 歡迎投稿

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

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《管略》為香港品質保證局定期出版之通訊，所有刊登於本通訊的文章版權為本局所有。本刊所載專文，未必代表香港品質保證局之意見。如欲轉載本刊內容，請致電(852) 2202 9111與本刊總編輯聯絡。

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One of the missions of HKQAA is to assist enterprises to develop good management practices through the introduction of visionary management concepts and the sharing of knowledge and technology.

One way of fulfilling this mission is through hosting an annual flagship event, the HKQAA Symposium. The 2011 symposium will be held in November and will be on the theme of "Performing Your Social Responsibility to Recreate the World". The event aims to establish a platform for industry practitioners to explore and discuss the latest developments in good management, both theoretical and practical.

HKQAA recently published (in October 2011) *Corporate Social Responsibility in Hong Kong*, edited by Ir Prof. Peter K. W. Mok, Chairman of HKQAA. The book introduces the core principles of corporate social responsibility and provides guidance on its implementation. In this issue of *VISION*, we tell you more about this publication.

We also continue our series on the latest management tools and trends. HKQAA's Associate Technical Director, Dr Nigel H. Croft, explains how to promote energy efficiency in residential buildings by implementing the ISO 50001 Energy Management Systems, and reveals the new guidance standard on e-commerce, the ISO 10008. Also, in response to the robust and growing wine-related business in Hong Kong, we feature in the Technical Corner an expert's opinion on the potential risks posed by the wine supply chain.

We sincerely hope that *VISION* can give readers an insight into the latest market trends and international developments.

本局成立的其中一个使命，是積極為業界引入具前瞻性的國際管理理念，通過知識傳遞和技術轉移，協助企業建立良好的管理規範。

例如本局每年一度的旗艦活動——「香港品質保證局專題研討會」，便將於11月舉行。今年研討會的主題為「肩負社會責任，共建社會新貌」，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。

而10月份我們亦出版了新書——《企業社會責任在香港》，由本局主席莫國和教授工程師主編，簡介企業社會責任的概念及指引企業如何著手履行社會責任。今期《管略》將有詳盡的介紹。

此外，今期《管略》亦繼續為讀者介紹最新的管理工具和趨勢。本局技術總監倪國夫博士會詳述如何透過最近出版的《ISO 50001能源管理體系》，促進住宅樓宇的能源效益；並率先披露有關電子商貿的新國際標準——ISO 10008的最新消息。而有見葡萄酒相關業務在香港的發展蓬勃，今期的技術專欄亦邀得業界專家撰文分析葡萄酒供應鏈中的潛在風險。

希望今期《管略》的資訊能幫助讀者掌握最新的市場趨勢，推動業界與國際發展接軌。

## 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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# Working Together to Promote Energy Efficiency in Residential Buildings

## 攜手促進住宅樓宇的能源效益

**Dr Nigel H. Croft**  
Associate Technical Director, HKQAA

**倪國夫博士**  
香港品質保證局技術總監

### Introduction

ISO 50001, the much-anticipated new standard on Energy Management Systems was published officially by the International Organization for Standardization in June 2011 (See *VISION* 40), and is already beginning to make an impact on the way organisations and governments view and manage their energy usage.

The purpose of ISO 50001 is to define the requirements for an Energy Management System ("EnMS") that enables organisations to establish and manage their processes in order to improve their overall energy performance (including energy efficiency, use and consumption). It also includes an Annex with informative guidance on how to implement the standard effectively. This is intended to lead to reductions in energy cost, greenhouse gas emissions and other related environmental impacts, through the systematic management of energy.

Clearly, the impact and magnitude of energy savings that might be available will vary enormously depending on the context in which the system is being applied. Although the standard was developed with industry and commerce as its primary focus, it is equally applicable to the deployment of an effective energy policy by governments and others to the residential, household level. This article will examine the ways in which ISO 50001 will help to consolidate other energy-related initiatives within the context of energy-efficient buildings for residential use.

### Residential buildings

Data from the US Energy Information Administration in 2004 show that over 20% of all energy consumption in the USA can be attributed to residential use. In other parts of the world, this number varies from around 10% to 25%. It is clear therefore that a consolidated effort to improve energy efficiency at the household level can have a significant impact on overall sustainability.

### 簡介

國際標準化組織已於2011年6月出版期待已久的《ISO 50001能源管理體系》標準（詳情參閱第40期《管略》），並正逐漸改變眾多機構和政府對使用能源的態度和管理方式。

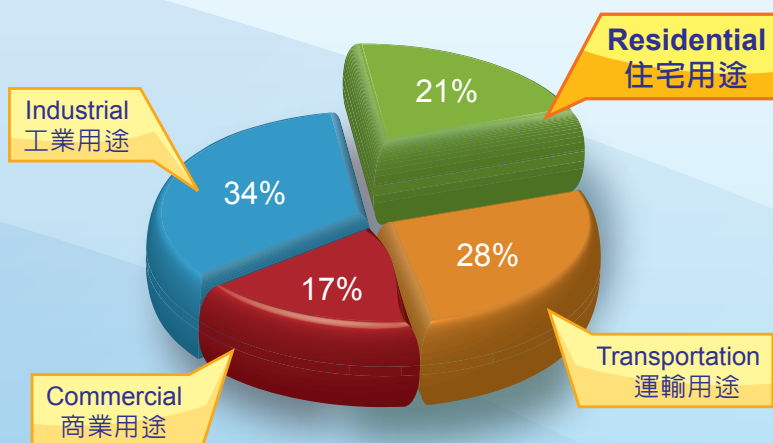
ISO 50001定義出能源管理體系的詳細要求，讓機構建立所需的體系和程序，以提升整體的能源績效（包括能源效率、使用及消耗等方面），並於附錄部分列出了如何有效地實施這些標準的指引。ISO 50001的目的，是幫助機構透過系統化的能源管理，降低能源消耗的成本、溫室氣體排放量和其他對環境的影響。

視乎個別機構的性質及環境，實施ISO 50001所能節省的能源績效自然也大有不同。雖然ISO 50001是以工商業為主要對象，但亦可供政府或其他機構使用，制訂住屋層面的能源政策。本文將探討如何在住宅樓宇中實施ISO 50001，以綜合使用各種改善能源效益的措施。

### 住宅樓宇

美國能源信息管理局在2004年的數據顯示，住宅用途佔全國能源消耗量超過20%；而在其他國家，則佔10%至25%左右。顯然，社會各界如能合力改善住屋的能源效率，必可為整體的可持續發展帶來裨益。

**Energy use in the USA (2004)**  
**美國的能源消耗量分佈（2004年）**



Source: US Energy Information Administration  
來源：美國能源信息管理局



The main contributors to home energy usage are heating, cooling and lighting, as well as the use of electrical appliances such as refrigerators, freezers, washing machines, tumble dryers, dishwashers and electric ovens. In the European Union and elsewhere, an energy efficiency rating and energy consumption figure must, by law, be shown on all these products to allow consumers to make an intelligent choice. The EU energy label rates products from A++, (the most efficient) to G (the least efficient).

Although it is unlikely that individual households will be aware of or choose to apply ISO 50001, its use by landlords or property management companies, and its promotion by local or national governments will undoubtedly have an impact on energy usage.

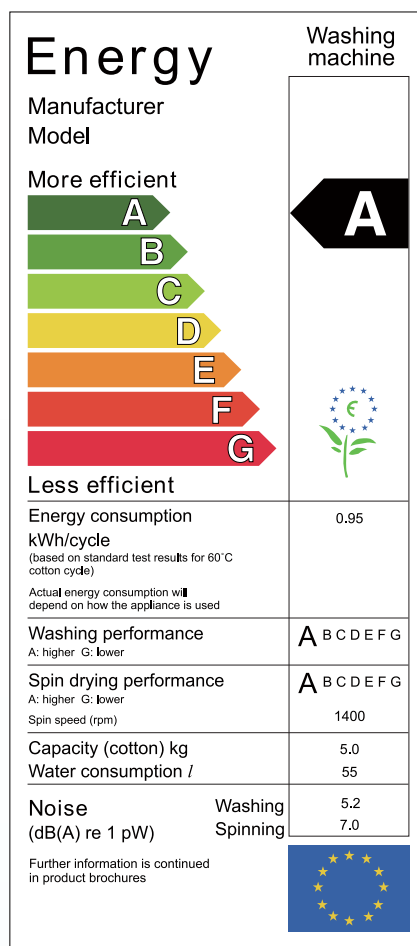
At the moment, homeowners in the UK are required to commission an energy performance certificate (EPC) before putting a property up for sale, but the results may not always be available when potential purchasers first view it. From 2012 a new European Directive will make it compulsory for the energy ratings to be published upfront, giving buyers vital information on which to base their purchase decision.

Many homeowners and tenants are already aware of the benefits that new technologies can bring in terms of energy saving - the use of solar panels or geothermal heat pumps, improved insulation and the use of energy-efficient light bulbs, for example. In the USA, for example, in spite of strong opposition from some vested interests, new legislation has recently been passed to phase-out the sale of old-style incandescent light bulbs. The National Resources Defence Council said that when the law is fully implemented in 2020, domestic energy costs are expected to be reduced by 7% (about US\$85 a household every year), eliminating the need for 33 large power plants.

Often, though, a problem will be encountered in terms of the cash-flow associated with these options. The individual householder can see the long-term benefits (usually in monetary terms!), but cannot afford the initial capital outlay to install the appropriate technologies. This is where government policy, including regulations, loans and incentives, is vital to the success of the drive for energy efficiency.

At the intergovernmental level, it has long been recognised that "end-use energy efficiency" (typically at the individual household level) is one of the most effective ways of reducing greenhouse gas emissions and promoting energy security in developing countries. Traditionally, though, such initiatives have been severely under-represented in CDM projects, because of their very diverse and pulverised nature, often among many individual property owners. Traditional "stand-alone" CDM projects are usually only suitable for individual project units that belong to a single owner. In the case of several similar CDM projects, "bundling" is possible, but this usually involves either a small number of medium-sized projects or small units in a large aggregation typically belonging to a limited number of owners over a short period of time. However, when there is a large number of small units and potential owners that are geographically dispersed, with the project occurring over longer periods of time, then a Programmatic CDM ("pCDM") project can be invoked, usually at the governmental level.

According to a recent report by the United Nations Environment Programme (UNEP), a typical Programme of Activities ("PoA") for such a project might include the replacement of traditional incandescent light-bulbs with compact fluorescent light bulbs ("CFLs") in all the households in a particular city or region. The coordinator could be the utility company, an energy efficiency agency of the government, or an



Typical energy efficiency label for household appliances  
典型的家庭電器能源效益標籤

在日常起居中，能源主要是用作發熱、製冷、照明，以及電冰箱、洗衣機、乾衣機、洗碗碟機、電爐等電器的使用。歐盟國及一些其他國家會在法例上規定，這些電器上必須標示能源效益等級及電源消耗量，讓消費者可作出明智的選擇。歐盟的能源效益標籤便將產品等級分為A++（能源效率最高）至G（能源效率最低）。

一般來說，ISO 50001應該不會為個別家庭所應用，但若由大業主、物業管理公司實施，甚至獲地方或國家政府的推廣，則可為能源的使用帶來不少影響。

現時，英國的法例要求業主在出售物業的時候辦理一份能源表現證書，但準買家在參觀物業的時候，未必可以即時看到證書上的數據。因此自2012年起，歐盟一條新的指令將會規定業主預先出示物業的能源等級，讓買家可以根據這些重要的資料來決定是否購買。

很多業主和租客已經意識到，很多新技術如太陽能電池板、地源熱泵、提升隔熱效果和慳電膽等，皆可節省不少能源。例如在美國，雖然受到一些既得利益者的強烈反對，政府最近已通過分階段淘汰舊式鎢絲燈泡的銷售；美國國家資源保護委員會亦指出，當這條法例在2020年完全實施的時候，預計將可降低7%的居家能源開支（即每個家庭每年約85美元），以及減少使用33個大型發電廠。

然而很多時候，這些措施亦會帶來資金的問題。個別的住戶即使能了解這些科技的長遠益處（通常是在金錢上），卻未必可即時負擔到安裝設備的費用。因此政府的政策，如法例、貸款和獎勵計劃等，均對促進能源效率的改善十分重要。

至於在跨政府層面上，早有共識指出在發展中國家，「能源終端使用效率」（通常指在個別的家庭）是其中一個最有效減少溫室氣體排放和推廣能源安全的方法。不過現時，這些倡議只佔清潔發展機制（CDM）項目的極少數，因為其本質太廣闊和瑣碎，通常會涉及很多獨立的業主；而傳統上能「獨立經營」的CDM項目，只適用於僅屬一位持有人的項目單位。過去曾有一些CDM項目，可以將眾多物業「集合」一起處理，但通常需要涉及數個中型規模的項目，或是一大群小型的項目，由少數的擁有人在一段短時間內持有。不過，一般在政府的層面上，如需處理大量在地理位置上分散的小單位和潛在擁有人，而且項目須運作一段長時期的話，便可以選擇開展「規劃類CDM項目」。

根據聯合國環境規劃署最近發表的一份報告，規劃類CDM項目的活動通常包括在一個城市或地區，將所有家庭的傳統鎢絲燈泡換成慳電膽。整個項目可以由公用事業公司、政府的能源效率機構或非政府組織負責統籌，透過將項目產生的核定減排額轉換成資金，資助個別家庭購買及/或安裝這些新的電燈。



NGO, and the new, efficient bulbs would be purchased and/or installed by individual householders over a period of time, with the financing facilitated by the CDM credits that are generated.

The following are just a few of the pCDM projects that have already been registered with the UNFCCC, and that are helping finance improved energy efficiency in developing economies:

<b>Morocco 摩洛哥</b>	Use of photovoltaic kits to harness solar power for lighting rural households 使用光伏設備採集太陽能，為鄉郊地區的房屋提供照明
<b>South Africa 南非</b>	Improving Energy efficiency in low-cost urban housing (Cape Town) – insulation of ceilings, solar water heating and installation of CFLs 改善低成本市區住宅（開普敦）的能源效率，包括安裝天花板隔熱、太陽能熱水系統及慳電膽
<b>Nepal 尼泊爾</b>	Installation of Biogas digesters in households 為房屋安裝沼氣池
<b>Indonesia 印尼</b>	Transfer and promoting use of solar cookers and heat retaining containers at households in Aceh 於亞齊省為房屋引入及推廣使用太陽灶和保熱容器

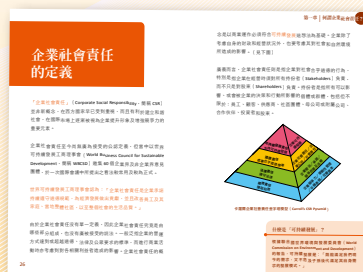
## New Book Recommendation — Corporate Social Responsibility in Hong Kong 新書推介 —— 《企業社會責任在香港》

As a free market economy, Hong Kong is familiar with corporate social responsibility (CSR). However, local enterprises do not seem to be doing enough to counteract the anti-business sentiment that has arisen in recent years. What challenges and opportunities are these industry players facing? How can they fulfill their CSR responsibilities? Why is it old-fashioned for businessmen to think about “just business”?

In order to promote the culture of CSR to Hong Kong industry, HKQAA published in October 2011 **Corporate Social Responsibility in Hong Kong**. Ir Prof. Peter K. W. Mok, Chairman of HKQAA, is the chief editor of the volume. The book introduces the core principles of CSR, as well as its importance and benefits to enterprises. It also provides guidance on how to implement CSR by explaining the international standards relating to social responsibility, supplementing this with a number of real-life cases from well-known enterprises in Hong Kong and overseas.

「企業社會責任」一詞，對香港人而言已不是一個陌生概念。但在以經濟高度自由享譽全球的香港，「仇商」情緒近年來卻空前高漲。在此背景下，本地企業面對怎樣的挑戰、機遇？又應該如何承擔社會責任？「在商只言商」的時代為何已過時？

為推動更多企業認識及履行社會責任，以建立香港的企業社會責任文化，本局剛於今年10月出版新書——《企業社會責任在香港》。此書由本局主席莫國和教授工程師主編，以深入淺出的方式，簡介企業社會責任的概念，並以香港的仇商問題作為案例，剖析它對企業的重要性和好處；此外，亦會以社會責任的國際標準為藍本，輔以本地與外國著名企業的實踐個案，具體地指引企業如何著手履行社會責任。



The book explains how to implement CSR with the aid of illustrations and reference key points  
內文輔以圖解及參考重點，深入淺出地闡釋如何實際履行企業社會責任

The book is now available for sale in various bookstores and on the HKQAA website for HK\$90. Please call the HKQAA office at 2202 9111 for more details.

本書已於各大書店有售，亦可透過本局網站訂購，定價90元正，詳情可致電本局（2202 9111）查詢。



# Potential Damage to Wine's Quality and Value in Today's Supply Chain

## 葡萄酒品質和價值在供應鏈中的潛在風險



**Eric Vogt**  
CEO, eProvenance, Boston USA

**Armelle Jeannel**  
Business Development, eProvenance, France

Fine wine does not take kindly to overheating or freezing. Wine needs a cool, constant environment, yet is too often shipped around the world with less care than cartons of lettuce. Despite the great care winemakers devote to every step in the vineyards and winery, transport and storage conditions can ruin wine before it ever reaches the consumer. The topic of temperature conditions has always been elusive – the dark secret that everyone knew was lurking but no one wanted to discuss or address.

### What happens to wine in transit?

Independent research has demonstrated that wine can be damaged by excessive heat before any signs of visible deterioration (leakage, corks pushing up) can be discerned. Exposure to temperatures exceeding 30°C for 18 hours or more can significantly damage a wine's colour, clarity, aroma and taste. A decrease in free sulfur dioxide also occurs, impacting the wine's ability to age over time. While less frequent, wines can also be damaged when exposed to temperatures below freezing, resulting in tartaric precipitations and even frozen bottles that can break.

However, very few measures are in place to ensure that the world's fine wine is delivered in the best conditions possible to the final consumer. According to our temperature measurements, from 2007 to 2011 the percentage of wine cases exposed to temperatures exceeding 30°C during domestic and international shipment was 11.5%. More than 41% of wines were exposed to temperatures over 25°C. While the temperature of fine wine is typically stable during an ocean voyage and air shipments, few shipment channels are organised to maintain a cold chain during offloading, customs and local transport.

Since the damage is discernable only by tasting or chemical testing, it often remains undiscovered until years later, and often a "cooked wine" is not differentiated from a "corked wine". Consumers view it as bad wine, and simply do not re-purchase it, negatively affecting the value of the brand.

The topic of provenance has gained more and more attention over the last few years. Consumers are eager to have as much information as possible about where the wine came from and under what conditions, including during transport and storage. Accordingly, there is a need for a systematic approach to quality control processes in wine distribution.

高級葡萄酒無法抵禦過熱或過冷，必須存放在一個陰涼、穩定的環境，但很多時在運送往不同國家的時候，所得的待遇卻連一盒生菜也比不上。即使從葡萄園到釀酒廠，每個步驟都處理得謹善慎微，但酒還沒碰到消費者的手，可能已因惡劣的運輸和儲存環境而變質了。有關存酒溫度的題目往往受到忽視——雖然大家都知道背後的隱憂，但沒有人想站出來討論這個問題。

### 酒在運輸途中發生了甚麼事？

獨立研究報告指出，高溫能使酒變質而沒有任何徵兆出現（如滲漏、木塞突起）。例如，只要存放在攝氏30度以上超過18小時，酒的色澤、光澤、香味、味道均會大加折扣；酒中的游離二氧化硫含量亦會減少，降低酒能夠陳年的能力。雖然較少機會發生，但把酒存放在冰點以下亦會使酒變質，產生酒石，甚至因結冰而使酒瓶破裂。

然而，對於如何將世界頂級的好酒在最佳狀態下送到消費者手中，業界並沒有十分重視。根據我們對國內及跨國付運的溫度統計，由2007至2011年間，共有超過11.5%的酒在運送途中曾承受超過攝氏30度高溫，而攝氏25度以上的更超過41%。其中，高級葡萄酒在海運和空運的溫度一般較穩定，但很少能同時配合整套運輸配備，讓卸載、過關及內陸運輸時仍可保持冷凍鏈狀態。

由於變了質的葡萄酒只能透過試味和化驗發現，因此可能幾年以後，這瓶「煮熟了」的酒看起來也跟其他正常的酒沒有甚麼分別，但消費者嚐起來，卻視它為劣品酒，以後不再購買，於是就損害了品牌的口碑。

在過去幾年，有關葡萄酒來源的題目越來越受到重視，消費者在購買前，都希望先得知該酒過去的運輸和貯藏記錄。因此，一套系統化的質量管理程序，對葡萄酒的分銷其實是不可或缺的。





# Environmental Management Systems — the Tangible and Intangible Benefits

## 環境管理體系——有形與無形的回報



HEBE HAVEN YACHT CLUB LTD.  
白沙灣遊艇會



Established in 1963, the Hebe Haven Yacht Club has been providing yachting and boating facilities as a private members' club in the picturesque bay of Pak Sha Wan in Sai Kung. It is the first yacht club in Hong Kong to implement the ISO 14001 Environmental Management System.

### Fulfilling members' green expectations

Many club members love the outdoors and are environmentally-minded. "They are people who are already doing waste segregation and recycling at home, and they expect us to follow green best

practices and use technology to protect the environment," said Mr Michael Franco, General Manager of the club. "They are concerned about the cleanliness of the water, and whether we produce a lot of waste from our weekly buffets. I think we decided to pay more attention to the environment mainly because of our members' expectations."

At present, Hong Kong has no legislation relating to the discharging of sewage into the sea from yachts, but the club took the initiative to encourage not to do this and to use the Club's pumpout service and treatment facility free of charge. "It would be much easier if the government introduced controls; if not, we are willing to go one step further than our industry counterparts," said Mr Franco.

### New facilities to filter out sewage pollutants

In the past, the club had its boat repair centre on a slipway facing the sea outside the club house. When the tide came in, the pollution from the repair facility would be washed out to the sea. "We knew we had to deal with the problem sooner or later," said Mr Franco. "After discussing with our General Committee members in 2003, we decided to build a new repair centre in our new marina, and we now have a suite of environmental facilities to filter out all the pollutants before discharge. The investment was more than HK\$5 million, but it was worth it as water quality is a great concern of our members."

The club's initiatives do not only mean a lot to the environment. They also affect its bottom line. "We have been reducing costs by conserving electricity and recycling water, paper, bottles, tins, batteries and such," said Mr Franco. "People used to dump used batteries into rubbish bins or even the sea, without knowing that they had a potential recycle value of hundreds of dollars."

The club is currently planning to enhance its energy and water recycling, such as by storing rain water for cleaning boats and flushing toilets. In addition to its environmental initiatives, the club runs a number of community services, including an annual Charity Dinghy Race and the first disabled sailing programme in Southeast Asia.

白沙灣遊艇會於1963年成立，位處風光明媚的西貢白沙灣，專為會員提供帆船及駕艇的設施，亦是香港第一所實施ISO 14001環境管理體系的遊艇會。

### 回應會員的環保意識

遊艇會很多會員均熱愛戶外活動，因此十分注重環保。「他們在自己家中也會把垃圾分類、回收，所以亦會期望我們利用科技去保護環境。」遊艇會總經理范易高先生道：「他們很在意水質，在我們每星期的自助餐上亦會留意有否剩下許多廚餘。我想我們推行環保，主要是基於會員的訴求。」

現時，香港並無立法禁止遊艇將污水排放進大海，但白沙灣遊艇會主動鼓勵會員不要這樣做，更免費提供泵水服務及設施予他們使用。「如政府主動立法限制的話，我們會易辦得多；但若然沒有，我們也不介意比同業多走一步。」范易高先生道。

### 投資興建污水過濾設施

過去，遊艇會的維修中心設於會所外的船排上，每當潮漲的時候，維修中心的污染物便會被沖往大海。「我們知道早晚要處理這個問題。」范易高先生道：「在2003年，我們跟委員會討論過後，便決定在新建的遊艇停泊處那裡，興建一個新的維修中心連同環保設備，確保污水經過過濾後才排出大海。整項投資花費超過港幣500萬，但既然會員如此重視水質，投資下去也是值得的。」



遊艇會對環保的重視，除了有益環境外，亦影響了公司的盈餘。「我們透過節約能源、循環用水，以及回收紙張、膠樽、鋁罐、電池等，節省了不少開支。」范易高先生道：「以前電池用完了便是丟進垃圾箱、海裡，但原來其實可以有上百元的回收價值。」

遊艇會現時正計劃擴充其能源及水循環設備，如收集雨水作清洗船隻及沖廁之用。除了環保外，遊艇會亦舉辦不同的社區服務，如一年一度的「24小時國際慈善小艇賽」，以及東南亞首個傷健人仕航海計劃。



## 43rd Distinguished Salesperson Award Presentation Ceremony 「第43屆傑出推銷員獎」頒獎典禮

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.

The Sales and Marketing Executives Club of The Hong Kong Management Association runs the Distinguished Salesperson Award every year. The Award aims to give due recognition to successful salespersons for their achievements and to build up the image of selling and marketing as a prestigious profession. Ir Prof. Peter K. W. Mok, Chairman of HKQAA, was one of the judges in its 43rd competition, and presented awards at the awards ceremony held on 10 June 2011 at the Hong Kong Convention & Exhibition Centre.

本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。

由香港管理專業協會及市場推銷研究社聯合主辦的銷售界大獎「第43屆傑出推銷員獎」，於2011年6月10日晚假灣仔會議展覽中心舉行頒獎典禮。大獎旨在嘉許出色的銷售人員，以提高銷售專業地位。本局主席莫國和教授工程師，亦為今屆大獎的評審之一，並於典禮當晚擔任頒獎嘉賓，表揚一眾表現出色的企業和員工。



## Consumer Goods Forum Global Summit 2011 消費品論壇全球峰會2011

The Global Summit 2011 of the Consumer Goods Forum was held from 15 to 17 June 2011 in Barcelona, Spain. This is an annual event for leaders in the consumer goods business, exclusively reserved for members of the Forum. The Summit features speakers from the business, political, economic and social environments that have an impact on the consumer and business operations. It provides an opportunity for participants to share insights and knowledge about the key challenges facing the consumer goods industry.

Mr P. C. Chan, Chief Operating Officer of HKQAA, was invited to attend the event. HKQAA is a member of the Technical Working Group of the Global Food Safety Initiative, a non-profit making foundation coordinated by the Consumer Goods Forum.



消費品論壇於2011年6月15至17日，在西班牙巴塞隆拿舉辦了一年一度，只供論壇成員參加的全球峰會。主辦單位邀請了多位來自商界、政界、經濟及社會環境界別，對消費市場運作具影響力的人士在會上演講。大會旨在讓於消費品行業具領導地位的機構，互相交流行業所面對的挑戰。

本局為消費品論壇的成員機構之一，並參與論壇旗下的非牟利基金會——全球食品安全倡議的技術工作小組。本局運營總監陳沛昌先生亦獲邀出席是次峰會。

The Consumer Goods  
FORUM



## Devotion to Community Services 關愛社區・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, with the aim of helping to promote a harmonious environment in the community.

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。

### Visit to Northwest China 中國西北地區探訪

Despite the economic boom in China in recent years, the rural parts of the country, particularly the northwest region, are falling behind in terms of development.

From 30 August to 4 September 2011, delegates from HKQAA, including Dr Michael P. H. Lam, CEO, visited Sichuan, Qinghai, Gansu and Shaanxi provinces. They inspected several projects funded by HKQAA and learned more about the economic environment of northwest China.

Through funding development projects, HKQAA wishes to subsidise the education and improve the living conditions of children in poor areas, as well as promote the organisation's values, such as social responsibility.

中國近年經濟增長迅速，但城鄉發展步伐不一，貧富懸殊愈趨嚴重，其中西北地區經濟發展相對落後。

今年8月30日至9月4日，本局總裁林寶興博士與公司代表，探訪了四川、青海、甘肅、陝西等西北省份，跟進瞭解多項基金已資助的項目之概況，以及了解西北地區的生活經濟狀況。

本局希望透過資助，幫助貧困地區的孩童改善學習、生活環境，協助他們自力更生；同時亦讓本局「社會責任」的共同價值觀得以宣揚。



◀ Lezhi Orphanage, Sichuan  
四川——樂至孤兒所



▲ Aihua Vocational School, Xi'an  
西安——愛華職業學校



▲ Dr Lam encourages the students  
林博士向學生致辭，鼓勵他們努力上進

### Youth College Scholarship Donation 捐助青年學院獎學金

On 11 July 2011, Dr T. L. Ng, BBS, JP, Honorary Chairman of HKQAA, was invited to be the Guest of Honor and to address the 2010/11 Youth College Scholarship Presentation Ceremony; while Ms Bess Choi, Assistant Director (Corporate Finance) of HKQAA, represented HKQAA to present scholarships to the outstanding students. HKQAA wished to use this opportunity to encourage young people to continue their studies and to develop to their full potential.

今年7月11日，本局名譽主席伍達倫博士，BBS，太平紳士應邀於青年學院2010/11年度獎學金頒獎禮上，擔任主禮嘉賓及致辭。本局財務助理總監蔡少芳小姐，亦代表本局頒贈獎學金予成績優異的學生。本局希望藉此機會鼓勵青少年繼續進修，發揮個人潛能。





# The 4th My Dream Home Contest Awards Ceremony

## 第四屆「理想家園」比賽頒獎典禮



My Dream Home  
理想家園

The 4th HKQAA "My Dream Home" Writing, Photo, Drawing and Poster Design Contest was brought to a close at an Awards Ceremony-cum-Musical Performance at Tsuen Wan Town Hall on 26 August 2011.

"My Dream Home" is an initiative designed to nurture primary and secondary school students' commitment to civic responsibility, encouraging them to communicate their expectations of their ideal living place through art and writing. The Education Bureau and the Guangzhou Youth Cultural Exchange Center were co-organisers of this year's Contest, which was the first to involve Guangzhou and neighbouring regions.

本局連續第四年舉辦的「理想家園徵文、攝影、繪畫及海報設計比賽」，已於2011年8月26日晚上假荃灣大會堂文娛廳舉行的頒獎典禮暨音樂會上圓滿結束。

「理想家園」比賽旨在培養中、小學生履行公民義務和責任的精神，並透過視覺藝術及文字表達對理想家園的憧憬。今屆比賽邀得香港教育局及廣州市團校廣州市青年對外文化交流中心作為協辦單位，除供香港的中、小學生參加外，亦首次擴大至廣州及鄰近地區。



▲ 本局主席莫國和教授工程師勉年青一代，在個人、家庭、企業、社區等層面建立理想家園

Ir Prof. Peter K. W. Mok, Chairman of HKQAA, encourages young people to build their dream homes in the personal, family, business and community levels



▲ 迦南管弦樂團、佛山市禪城區南莊中心小學和城南小學於典禮上表演音樂及舞蹈  
Canaan Orchestra and two participating schools from Foshan city perform music and dance at the ceremony



◀ 本局副主席盧偉國博士工程師向同學頒發獎狀

Ir Dr W. K. Lo, Deputy Chairman of HKQAA, presents certificates to awardees



▲ 第四屆「理想家園」比賽的得獎者與眾嘉賓及評判團合照  
Winners of the 4th contest with guests and the panel of judges



# Process Approach Auditing (Part 2 of 3)

## 過程方法審核 (三之二)



**Author: Mr Jacky Yeung**  
**Assistant Senior Technical Manager, HKQAA**

Effective process approach auditing requires more in-depth planning than compliance auditing. ISO/IEC 17021 and guidance document ISO 19011 give details of the relevant processes and requirements. In this article, I will use initial certification to give a brief illustration of how the guidelines might be implemented.

Normally, initial certification includes two audit stages, Stage 1 and Stage 2. The purpose of the Stage 1 audit is to conclude whether the management is ready for the Stage 2 audit and, if it is not, to determine the interval between them to allow the auditee organisation to modify the system. One of the key deliverables from stage 1 is the audit plan for stage 2.

In order to plan a process approach audit in stage 2 audit, the following information should be collected in the stage 1 audit:

1. Customer needs and expectations about matters such as product quality, delivery and service
2. Management expectations about the market situation, revenue, cost control and efficiency
3. Statutory and regulatory requirements
4. Process flow and process interactions
5. Key product characteristics, such as form, fit and function
6. Key process characteristics, such as man, machine, material and method
7. Relationship between product characteristics and process characteristics

The above information will help the auditor to understand more about the organisation's background and business environment, as well as to determine the adequacy of the established system. The auditor should determine this based on industry characteristics and the product-related risks faced by the organisation.

To determine the readiness of the organisation's management system, the following information needs to be assessed:

1. Adequacy of the management system documentation
2. Adequacy of exclusion and its justification claimed
3. Evaluation of the organisation's location and site-specific conditions
4. Understanding of the personnel regarding requirements of standard
5. Customer feedback and information on customer satisfaction
6. Planning and implementation of management review and internal audit
7. Fulfillment status of statutory and regulatory requirements
8. Trend analysis on performance indicators relating to product characteristics
9. Trend analysis on compliance with statutory and regulatory requirements
10. Trend analysis on performance indicators relating to process characteristics

A good audit plan will help improve audit effectiveness and efficiency. In the next issue, I will focus on how to prepare an audit plan for the stage 2 audit.

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**香港品質保證局助理高級技術經理**

要進行有效的過程方法審核，所需的策劃工作比起符合性審核還要深入的。相關的具體程序和要求在ISO/IEC 17021和ISO 19011審核指引中已有詳細列出。今期，筆者會以初次認證的過程為例子，為大家介紹如何應用這些指引。

一般來說，初次認證均會分為第一和第二階段——第一階段審核的目的是確認受審核組織的管理體系已準備好接受下一階段的審核，如未準備好，便要為組織確定作出改進所需的時間，估計組織何時合適進行第二階段審核，同時制定第二階段的審核計劃。

在第一階段審核中應獲得以下具體信息，有助計劃一個使用過程方法的第二階段審核：

1. 顧客對產品質量、交付和服務的需求和期望
2. 最高管理層對市場位置、收入、成本控制和營運效率的期望
3. 法律法規的要求
4. 各大小流程及其相互關係
5. 主要的產品特性，如外型、尺寸和功能
6. 主要的過程特性，如人、機、物、法等
7. 產品特性和過程特性的關係

獲得以上信息有助審核員更深入了解組織的背景和其業務環境，同時審核員亦可根據行業特性和組織所面對的產品風險，判斷系統是否建立適宜和充分。

審核員應評審以下信息、以判斷組織是否已準備好接受第二階段審核：

1. 管理體系文件的適宜性
2. 條款刪減和其理由的合理性
3. 評價組織的運作場所和現場的具體情況
4. 組織人員對標準要求的理解情況
5. 顧客反饋和滿意的信息
6. 管理評審和內部審核的策劃、實施情況
7. 法律法規的符合性情況
8. 與產品特性有關的關鍵績效指標及其趨勢分析
9. 與法律法規符合性的趨勢分析
10. 與過程特性有關的關鍵績效指標及其趨勢分析

良好的審核計劃可為審核有效性和效率帶來幫助。下一篇文章，筆者將為大家闡述如何準備第二階段審核的計劃。

## ISO Develops New Guidance Standard on E-Commerce

### ISO 為電子商貿制訂新標準



More and more people are turning to the internet to purchase goods and services, and by now most of us will have bought concert tickets, airline tickets or books, made hotel reservations, done grocery shopping or sent a birthday gift using an electronic transaction. In order to provide consumers with greater confidence in the online purchasing experience, the International Organization for Standardization (ISO) is in the process of developing a new guidance standard, ISO 10008, entitled "Quality Management — Customer satisfaction. Guidelines for business-to-consumer electronic commerce transactions". Initially proposed by COPOLCO, ISO's Consumer Policy Committee, the new ISO 10008 standard is being developed by ISO/TC176's Sub-Committee 3 (responsible for guidance to support the ISO 9000 series of standards).

ISO 10008 will provide guidance on how organisations can implement an effective and efficient business-to-consumer e-commerce transaction system (BCECTS) to assist customers and the organisations themselves to address all aspects of a transaction. Although a BCECTS can be an important element of a quality management system, ISO 10008 is not intended for certification or for contractual purposes. It is, however, totally consistent with the "process approach" methodology used in ISO 9001, and, if used in conjunction with ISO 9004, can help promote sustained success by increasing the satisfaction of customers, providers, and other interested parties. It can also facilitate continual improvement of the quality of products and processes based on feedback from all concerned.

Although ISO 10008 is aimed at a BCECTS for individual consumers, it might also be useful for electronic commerce transactions between an organisation and other customers such as small businesses.

ISO 10008 defines a business-to-consumer e-commerce transaction (BCECT) as an "online agreement between a business and a customer for the provision of a product". The definition of "product" in ISO 9000 includes both goods and services, or a combination of the two. The online transaction could be by a desk-top computer, a laptop, personal digital assistant, tablet or any other means, and might involve various interfaces, including websites, social media web pages and e-mails.

The guidance in ISO 10008 is not intended to apply to online transactions completed between individuals (consumer-to-consumer). However, it does apply to the business-to-consumer e-commerce transaction between a customer and a business that provides online services to facilitate such consumer-to-consumer transactions (for example auction websites). It also applies to business-to-consumer transactions where an organisation uses online services such as auction websites to facilitate their transactions with customers.

ISO 10008 is based on a set of 15 core principles, supplemented by additional guidance and informative annexes. It is currently at the Committee Draft stage, and will be subjected to an extensive consensus-building process before its likely publication in 2012.

全球越來越多人透過互聯網購買商品和服務，相信很多讀者都試過在網上訂購演唱會門票、機票、書籍、預留酒店房間、買日用品或向親友致送生日禮物。為了加強用戶對網上購物的信心，國際標準化組織（ISO）現正制訂一套新標準——ISO 10008《質量管理：客戶滿意度——商戶對消費者電子商貿交易指南》。此標準由ISO消費者政策委員會倡議，並由ISO/TC176第三小組委員會（專門負責ISO 9000系列的各項標準）制訂。

ISO 10008旨在協助機構建立一個有效及高效率的商戶對消費者電子商貿交易系統（BCECTS），以解決顧客及機構本身在交易時會遇到的問題。雖然這個系統可能是整個質量管理體系的重要一環，但ISO 10008的目的並非用作進行認證或制訂合約。雖然如此，其內容與ISO 9001認證方法中的「過程方法」完全一致；如與ISO 9004同時使用，可有助增加顧客、供應商及其他相關團體的滿意度。此外，其意見反映的部分，亦有助持續改進產品和過程的質量。

除了針對個別消費者的電子商貿交易系統外，ISO 10008亦適用於其他類型的顧客，如小型企業等。

ISO 10008將這種商戶對消費者的電子商貿交易（BCECT）定義為「商戶為顧客提供商品的網上協議」，而根據ISO 9000的定義，「商品」可以指一件產品、一項服務，或是兩者的組合。這種網上交易可以透過桌上電腦、手提電腦、掌上電腦、平板電腦或其他方式，經網頁、網交網站、電郵等不同渠道進行。

ISO 10008指南的範圍並不涵蓋個別人士的網上交易（消費者對消費者），不過如果是商戶為顧客提供這種個別人士的交易服務（如拍賣網站），則屬範圍之內。另外，機構如透過拍賣網站等網上平台與消費者進行交易，亦適用ISO 10008。

ISO 10008指南共有15條基本原則，以及一些附加指引和資訊性的附件。現時，此標準正處於委員會草案階段，內容取得各界的共識後，預計將於2012年出版。



## New Certified Clients 新認證客戶

May 2011 to July 2011 | 2011年5月至2011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 2011 to July 2011, we have been pleased to welcome 25 organisations to our community. Among them, they have obtained 33 certificates of ISO 9001, ISO 14001, ISO 22000, ISO 27001, OHSAS18001, HKQAA-WSMS-FINE, QSPSC, SA8000, TL-HS and TL-HSV. 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2011年5月至2011年7月期間，香港品質保證局共頒發33張證書，包括ISO 9001、ISO 14001、ISO 22000、ISO 27001、OHSAS18001、HKQAA-WSMS-FINE、QSPSC、SA8000、TL-HS及TL-HSV。在此謹祝賀25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-12:00noon Half-day	Free			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 1,400	VM1C/HK-11A 1	VM1C/HK-12A 1	VM1C/HK01A 5	VM1C/HK-02A 3
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-11A 28-29	VM3C/HK-12A 7-8	VM3C/HK-01A 9-10	VM3C/HK-02A 9-10
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,500			QMS4C/HK-01A 13	
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 1,500		MT23C/HK-12A 2		
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	 5	HKD 10,000/ HKD 9,500*	QMS/IRCA/11 14-18			
Energy / Environmental Management Systems 能源及環境管理體系						
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 1,400*	EMS2C/HK-11A 30		EMS2C/HK-01A 12	EMS2C/HK-02A 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 2,900*		EMS3C/HK-12A 15-16		EMS3C/HK-02A 20-21
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-01A 18	
ISO 50001: Energy Management Systems - Understanding & Application ISO 50001: 能源管理體系 – 理解與應用	 1	HKD 1,500		EM07C/HK-12A 2		
ISO 50001: Energy Management Systems - Internal Auditor Training ISO 50001: 能源管理體系 – 內部審核員培訓	 2	HKD 3,000/ HKD 2,900*	EM08C/HK-11A 22-23			
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-11A 7-11			
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-11A 7-9			
Occupational Health and Safety Management 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	 1	HKD 1,500/ HKD 1,400*	OHS8C/HK-11A 7		OHS8C/HK-01A 16	
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 2,900*		OHS9C/HK-12A 19-20		OHS9C/HK-02A 13-14
Food Safety & Wine Storage 食品安全及酒貯存						
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 3,200/ HKD 3,000*		HA10C/HK-12A 6-7		
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	 5	HKD 10,000/ HKD 9,500*	IRCA/FSMS/11 21-25			
Understanding and Application of HKQAA Wine Storage Management Systems 建立優良存酒設備 – 理解與應用	 1	HKD 1,600	QM01C/HK-11A 4			QM01C/HK-02A 27
Corporate Social Responsibility 企業社會責任						
Integrating Social Responsibility into your Organisation 企業中的社會責任	 1	HKD 1,600			EW21C/HK-12A 14	
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 1,500		MT14C/HK-12A 2		
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/HK01A 17	
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 3,200				IMS2C/HK-02A 16-17
Management Tools, Skills for Improvement 管理工具和技能						
Emergency Planning & Preparedness 突發事件應急管理工作坊	 2	HKD 13,000 per group	MT42C/HK-11A 22-23			
Sustainable Cost Reduction - Lean Approach 精益管理減省營運成本	 1	HKD 1,700/ HKD 1,600*			MT43C/HK-01A 11	
Mediation in your Workplace 職場調解面面觀	 9:00am-12:30pm Saturday	HKD 3,200/ HKD 2,400*				EW36C/HK-03A 11, 18, 25 Feb & 3 Mar
Telecom and Information Service Management 電訊及訊息安全服務管理						
Implementation of ISO 27001:2005 Information Security Management Systems ISO 27000:2005 實踐信息安全管理體系	 2	HKD 3,000				ISE7C/HK-02A 22-24























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  
# After course exemption 首單元豁免後

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請參看本局網頁  
Organizations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services  
聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程



## 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			
			Nov 十一月	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	 1	RMB 600	VM1P/SZ-11A <b>SU 11</b> VM1P/GZ-11A <b>GZ 14</b> VM1P/SH-11A <b>SH 28</b>		VM1P/GZ-01A <b>GZ 4</b>	
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-11A <b>GZ 15-16</b> VM3P/SH-11A <b>SH 29-30</b>		VM3P/GZ-01A <b>GZ 5-6</b>	
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-11A <b>GZ 7</b>	EMS2P/GZ-12A <b>GZ 12</b>	EMS2P/GZ-01A <b>GZ 11</b>	
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-11A <b>GZ 8-9</b>	EMS3P/GZ-12A <b>GZ 13-14</b>	EMS3P/GZ-01A <b>GZ 12-13</b>	
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 內部審核員培訓	 2	RMB 1,500		IE01P/GZ-12A <b>GZ 15-16</b>		
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-12A <b>GZ 5</b>		OHS8P/SH-02A <b>SH 8</b> OHS8P/SZ-02A <b>SU 24</b> OHS8P/GZ-02A <b>GZ 27</b>
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/SZ-11A <b>SU 17-18</b>	OHS9P/GZ-12A <b>GZ 6-7</b>		OHS9P/SH-02A <b>SH 9-10</b> OHS9P/GZ-02A <b>GZ 28-29</b>
Food Safety 食品安全						
ISO 22000:2005 Food Safety Management Systems - Understanding & Application ISO 22000:2005 食品安全管理體系－理解與應用	 1	RMB 800	HA5P/GZ-11A <b>GZ 14</b>		HA5P/GZ-01A <b>GZ 16</b>	
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training ISO 22000:2005 食品安全管理體系－內部食品安全管理體系審核員培訓	 2	RMB 2,000	HA7P/GZ-11A <b>GZ 15-16</b>		HA7P/GZ-01A <b>GZ 17-18</b>	
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-12A <b>SH 1-2</b> SA01P/GZ-12A <b>GZ 12-13</b>		
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	 3	RMB 2,800	SA05P/GZ-11A <b>GZ 21-23</b>			SA05P/GZ-02A <b>GZ 22-24</b>
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-11A <b>GZ 17</b>	WR01P/SZ-12A <b>SU 9</b> BS02P/GZ-12A <b>GZ 23</b>	WR01P/GZ-01A <b>GZ 19</b> BS02P/SH-01A <b>SH 9</b> BS02P/SZ-01A <b>SU 13</b>	BS02P/GZ-02A <b>GZ 15</b>
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				
Management Tools and Skill 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 980		MT23P/GZ-12A <b>GZ 14</b>		MT23P/GZ-02A <b>GZ 2</b>
Manufacturing workshop Management practices - Group Leader Management 製造車間管理實戰－班組長工作篇	 1	RMB 980	MT33P/GZ-11A <b>GZ 18</b>			MT33P/GZ-02A <b>GZ 22</b>
Comprehensive Quality Promotion Of Management 管理幹部綜合素質提升	 2	RMB 1,800		MT37P/GZ-12A <b>GZ 26-27</b>		MT37P/GZ-02A <b>GZ 23-24</b>
6S Site Management and 8D Technique 6S現場管理及8D手法	 1	RMB 980			MT39P/GZ-01A <b>GZ 17</b>	
Lean Production 精益生產	 2	RMB 1,800		MT40P/GZ-12A <b>GZ 28-29</b>		
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	 1	RMB 1,280		TL03P/GZ-12A <b>GZ 1</b>		
Understanding the Essence of TL 9000 Measurements Handbook R4.5 TL 9000 R4.5 質量管理體系測量手冊改版精要	 1	RMB 1,280	TL05P/GZ-11A <b>GZ 30</b>			TL05P/GZ-02A <b>GZ 22</b>
TL 9000 R5.0/R4.5 Quality Managerment Systems - Internal Auditor Training TL 9000 R5.0/R4.5 質量管理體系－內部審核員培訓	 3	RMB 3,800		TL04P/SH-12A <b>SH 14-16</b> TL04P/SZ-12A <b>SU 21-23</b> TL04P/GZ-12A <b>GZ 28-30</b>		
TL 9000 R5.0/R4.5 Quality Managerment Systems - Auditing TL 9000 R5.0/R4.5 質量管理體系審核課程（QuEST論壇認可課程）	 3	RMB 9,600		TL02P/GZ-12A <b>GZ 21-23</b>		

For registration and enquiry  
報名及查詢

Hong Kong Office 香港辦事處 • Tel 電話: (852) 2202 9111 • Email 電郵: training@hkqaa.org

HKQAA Certification (Shanghai) Ltd. Beijing Representative Office 標準認證服務(上海)有限公司北京辦事處 • Tel 電話: (86 10) 6833 3262

HKQAA Certification (Shanghai) Ltd. 標準認證服務(上海)有限公司 • Tel 電話: (86 21) 6876 9911

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務(上海)有限公司廣州分公司 • Tel 電話: (86 20) 8383 3777

HKQAA Certification (Shanghai) Ltd. Suzhou Representative Office 標準認證服務(上海)有限公司蘇州辦事處 • Tel 電話: (86 512) 6900 9119

<b>C</b> Conducted in Cantonese 以廣東話授課	<b>E</b> Conducted in English 以英語授課	<b>P</b> Conducted in Putonghua 以普通話授課	<b>GZ</b> Guangzhou 廣州	<b>SH</b> Shanghai 上海	<b>SU</b> Suzhou 蘇州	<b>MU</b> 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>

# 香港品質保證局專題研討會2011 肩負企業責任·共建社會新貌

## 香港專場

2011年11月25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

每年一度的「香港品質保證局專題研討會」旨在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。

在商業社會中，每一個人的工作，即使看似微不足道，其實都在一點一滴的影響著世界前進的步伐與方向。是次研討會將探討企業如何肩負起社會責任，各司其職之餘，亦兼顧不同層面的需要，同心為社會的未來發展鋪路，重新塑造世界的面貌。



### 報名查詢

(852) 2202 9302

(852) 2202 9111 (總機)

### 演講嘉賓

- **馮宜萱女士**  
香港特別行政區政府房屋署副署長（發展及建築）
- **黎子明先生**  
現代貨箱碼頭有限公司董事總經理（香港）
- **莊陳有先生**  
香港失明人協進會會長
- **陶榮先生**  
建造業議會執行總監

- **李愛珍博士**  
大家樂集團有限公司集團事務總監
- **潘啟迪先生**  
領匯管理有限公司企業傳訊總監
- **梁鋼先生**  
中國國家認證認可監督管理委員會認可監管部副主任
- **連納智先生**  
西九文化區管理局行政總裁

- **倪國夫博士**  
國際標準化組織（ISO）  
ISO/TC176/SC2技術委員會主席
  - **莫國和教授工程師**  
香港品質保證局主席
  - **譚俠聲先生**  
淘化大同食品有限公司企業傳訊經理
- 匯豐銀行、綜合管理系統協會…及其他集團企業的高層管理人員  
\* 更多講者有關資料請瀏覽我們的網頁

### 焦點專題

#### 上午專題環節 (9:15am - 12:15pm) 可持續基建之路

- 聯合國環境署可持續建築促進會財務及可持續發展評估報告對香港的啟示和影響
- 公共房屋資源利用及再用的新標準
- 可持續建築環境
- 兼顧傷健人士的大型基建規劃
- 國家可持續發展政策的最新動向

#### 下午專題環節 (2:00 - 5:00pm) 可持續世界之路

- HKQAA-HSBC「企業社會責任指數」及「能源及碳排放綜合分類指數」報告
- 企業如何回應公眾的輿論及情緒？
- 履行社會責任之經驗分享
  - 現代貨箱碼頭有限公司
  - 大家樂集團有限公司
  - 領匯管理有限公司
  - 淘化大同食品有限公司

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# HKQAA Symposium 2011

## Performing Your Social Responsibility to Recreate the World

### Hong Kong Session

**26 November 2011 (Friday)**  
**Langham Place Hotel, Mongkok**

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

The annual HKQAA Symposium aims to establish a platform for industry practitioners to explore and discuss the latest developments in good management, both theoretical and practical.

In the commercial world, a single person's work may seem trivial, but it actually affects the whole world's direction and evolution a little at a time. In this year's HKQAA Symposium, we will discuss how enterprises can fulfill their social responsibilities and take into consideration the needs of different groups in society. With a consolidated effort, everyone can contribute to recreating a more sustainable world, for now and for the future.



#### ENQUIRY

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#### Speakers

- **Ms Ada Fung**  
Deputy Director (Development and Construction),  
Housing Department, the Government of the HKSAR
- **Mr Benjamin Lai**  
Managing Director - Hong Kong, Modern Terminals
- **Mr Chong Chan Yau**  
President, Hong Kong Blind Union
- **Mr Christopher To**  
Executive Director, Construction Industry Council
- **Dr Helen Li**  
Director - Corporate Logistics,  
Cafe De Coral Holdings Limited

- **Mr K. T. Poon**  
Director (Corporate Communications),  
The Link Management Limited
- **Mr Liang Gang**  
Deputy Director General,  
Department of Accreditation Supervision,  
Certification and Accreditation Administration  
of the People's Republic of China
- **Mr Michael Lynch**  
Chief Executive Officer,  
West Kowloon Cultural District Authority
- **Dr Nigel H. Croft**  
Chairman, ISO Technical Subcommittee on  
Quality Systems (ISO/TC176/SC2)

- **Ir Prof. Peter K. W. Mok**  
Chairman,  
Hong Kong Quality Assurance Agency
- **Mr Simon Tam**  
Corporate Communications Manager,  
Amoy Food Limited

Senior Executives from: HSBC, Integrated  
Management Systems Associates Limited ...  
and other leading companies and organisations  
\* Please visit our website for full speaker list

#### Programme

##### Morning Session (9:15am — 12:15pm)

##### Sustainable Infrastructure in the Making

- The implications of the UNEP-FI / SBCI's Financial & Sustainability Metrics Report to Hong Kong
- Setting new standards for use and re-use of resources in public housing
- Sustainable built environment
- Concerning persons of disabilities in planning a large scale infrastructure
- Latest development of sustainability policy in China

##### Afternoon Session (2:00 — 5:00pm)

##### Sustainable World in the Making

- Results announcement of the HKQAA-HSBC CSR Indices and Energy-cum-Carbon Management Sub-index
- How businesses should react to the prevailing views and sentiments of the public
- Good practice sharing on CSR
  - Modern Terminals
  - Cafe De Coral Holdings Limited
  - The Link Management Limited
  - Amoy Food Limited

The HKQAA Symposium is funded  
by the HKQAA BCS Fund

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