VISION 管略

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HKQAA Sustainable Building Index – A Territory-wide Benchmarking Initiative
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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

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From the Editor 編者的話

The HKQAA reached the high point of the year in November 2011 with three important events. First, we held the third certificate presentation ceremony for our Wine Storage Management Systems (WSMS) Certification Scheme – the first such scheme in the region – on 4 November 2011. Representatives from all WSMS-certified companies were invited to the cocktail reception to celebrate the extension of the Scheme across the wine supply chain.

On 25 November 2011, we held our annual flagship event, the HKQAA Symposium, to discuss topics related to corporate social responsibility and sustainable development. We also announced the benchmarking results of the HKQAA-HSBC CSR Index 2011 and handed out the CSR Advocate Mark to new mark holders, who are from different industries and of different sizes, encouraging them to continue their implementation of corporate social responsibility in the coming year.

At the Symposium, we were also pleased to launch the HKQAA Sustainable Building Index (HKQAA SBI). Since buildings play an important role in the sustainable development of the community, HKQAA launched the HKQAA SBI to provide a user-friendly and inexpensive building assessment system that is applicable to all types of buildings in Hong Kong. We give an overview of this new initiative in this issue of VISION.

In the new year to come, VISION will continue to bring you news and trends in the local and international markets, as well as reports on HKQAA's latest initiatives. We wish you health and prosperity in the Year of the Dragon!

在2011年的11月，本局舉行了多項重要的盛事：本局推出的國際首個「葡萄酒儲存管理體系認證」計劃，於11月4日舉行了第三屆證書頒授典禮，並邀請了歷年獲認證的公司參與我們盛大的酒會，慶祝認證計劃擴大至葡萄酒的供應鏈。

而在11月25日，我們舉行了一年一度的旗艦活動——「香港品質保證局專題研討會」，討論多個企業社會責任和可持續發展的議題；同日，我們亦公布了「HKQAA-HSBC企業社會責任指數2011」，並頒發了「HKQAA-HSBC企業社會責任先導者標誌」予新一屆的先導者企業，鼓勵各行各業、不同規模的機構，於來年繼續履行社會責任。

此外，本局更在研討會上隆重推出「香港品質保證局樓宇可持續發展指數」。樓宇在香港社區的可持續發展中擔任重要的角色，而「指數」的推出，旨在為全港任何類型的樓宇提供一個容易掌握且低成本的評核指標，今期《管略》便會為大家介紹這項嶄新的倡議。

踏入2012年，《管略》將繼續努力為讀者搜羅本地及全球的市場趨勢，並報導本局的最新動向。祝願大家龍年進步，身體健康！

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》歡迎各界好友及業內人士投稿，所投文章除列印本外，亦請將文件檔案以Word或純文字形式儲存，送交本刊總編輯，傳真：(852) 2202 9222，電郵：vision@hkqaa.org。

《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。

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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HKQAA Sustainable Building Index (SBI) – A Territory-wide Benchmarking Initiative

樓宇可持續發展指數——全港性的樓宇評核指標

There are some 64,000 buildings in Hong Kong, and approximately 41,000 of these are private buildings, with the number of old buildings increasing all the time. These buildings have quite varied sustainability performance. Some buildings follow international environmental standards that take both practicality and sustainability into account. However, some might have been constructed merely with regard to practical use (like residential or commercial use) but not sustainability factors. They may also suffer from a lack of long-term planning about maintenance and renovation (such as installing LED lighting and security facilities). In Hong Kong, there have recently been several accidents related to issues like the maintenance, safety and quality of buildings, and these have raised awareness of the need for sustainable buildings.

The UNEP SBCI (United Nations Environment Programme, Sustainable Buildings & Climate Initiative) has found that buildings account for up to 40% of the energy use in society with equivalent levels of greenhouse gas emissions, 30% of raw materials use and waste generation and 20% of water consumption. The building sector provides the context for our daily lives, social interactions and economic development. It involves a number of stakeholders, including residents, building managers, owners and industry professionals, and is therefore important for the sustainable development of the community. Inadequate building management can have a serious negative impact on the economy, society and environment.

In fact, Hong Kong people's awareness about sustainable development has been increasing due to world-wide publicity campaigns. However, not everyone knows how to make buildings sustainable by paying attention to their management, maintenance, safety and other factors.

A user-friendly and inexpensive assessment system

HKQAA launched its new initiative, the HKQAA Sustainable Building Index (HKQAA SBI) at the HKQAA Symposium held on 25 November 2011. The Index provides a user-friendly and inexpensive building assessment system designed with a balance of economic, social and environmental considerations, and applicable to buildings of all ages and types in Hong Kong. It encourages building stakeholders to contribute to the sustainable development of society by means such as improving maintenance management, upgrading energy efficiency and combating climate change.

目前，全港約有64,000座樓宇，約41,000座為私人樓宇，而高樓齡的樓宇數目正在陸續增加中。這些樓宇的可持續發展表現差異頗大，有些在興建時會跟從國際的環保標準，實用性與可持續發展因素兼備。然而，亦有一些樓宇在興建的時候，只會考慮實際用途（如居住、商業用途），沒有顧及對可持續發展的影響；亦欠缺進行維修、翻新的長遠計劃（例如轉用LED燈、改善保安設施等）。而去年香港多宗與樓宇相關的意外和報導，亦令越來越多人關注樓宇維修保養、安全及居住質素等問題。

聯合國環境署可持續建築促進會指出，建築物佔整個社會中40%的能源消耗和溫室氣體排放量、30%的天然資源使用量和廢物產量，以及20%的耗水量。而樓宇作為日常生活、社交活動和經濟發展的重要舞台，在社區中牽涉許多持份者，如居民、樓宇管理者、業權擁有者及業界專業人士等，對社區的可持續發展有莫大影響，如果處理不善的話，更會對經濟、社會和環境三方面帶來巨大衝擊。

事實上，隨着全球對可持續發展的認識日增，香港人對可持續發展的關注已有所提高，但並非所有人都了解如何維持樓宇的管理、保養及安全性等質素，令建築物能夠達到可持續發展的目標。

簡單、成本低的評核方法

香港品質保證局最近制訂了「樓宇可持續發展指數」，並在2011年11月25日的「香港品質保證局專題研討會」上舉行啟動儀式。指數為全港不同樓齡和類型的建築物，提供一個平衡經濟、社會和環境三方面績效，簡單且成本低的樓宇評核方法，鼓勵樓宇持份者加強樓宇保養管理，提升節能效率和應對氣候變化等，以貢獻於社會的可持續發展。

Ir Prof. Peter K. W. Mok, Chairman of HKQAA, said at the HKQAA SBI launch ceremony, "Hong Kong is closely packed with skyscrapers, but the stakeholders are not very aware of the sustainability of buildings. With the HKQAA SBI, we wish to arouse their attention, which will be beneficial both to our city and to the Earth."

The HKQAA SBI was developed based on the UNEP-FI / SBCI's financial and sustainability metrics report. It provides a quantitative assessment model with a set of simple, useful metrics for assessing and rating the key sustainability performances relating to a building's condition and operation.

"Buildings age over decades or even a century," said Ir Dr W. K. Lo, Deputy Chairman of HKQAA. "Their sustainability performance can be raised by improving building maintenance and management, as well as incorporating elements like accessibility and energy saving. The HKQAA SBI provides us with a standard for reference in this regard."

Territory-wide benchmarking research

In order to find out the norm performance of building sustainability in Hong Kong, HKQAA will conduct the HKQAA SBI Benchmarking Research by randomly collecting performance data from buildings across Hong Kong in accordance with the ages and types of buildings. The analysed results will form the objective SBI measurement benchmarks.

The HKQAA SBI consists of a number of selected building sustainability performance indicators, which includes:

本局主席莫國和教授工程師在啟動儀式上表示：「香港的樓宇特別密集，加上持份者對樓宇可持續發展的意識不高，因此我們希望藉著『樓宇可持續發展指數』引起他們對這方面的關注；這樣不但對香港有所裨益，甚至對整個地球都有好處。」

該指數以聯合國環境署可持續建築促進會的財務及可持續發展評核報告為基礎，透過一系列簡單、易掌握的公式，讓樓宇持份者能對樓宇的現狀和運作時的可持續發展表現，作出評核。

「一幢樓宇的壽命可以長達數十年，甚至過百年。」本局副主席盧偉國博士工程師道：「我們可以透過強化樓宇保養和管理，加入無障礙及節能等元素，提升樓宇在可持續發展方面的表現，而『樓宇可持續發展指數』正好為我們提供一個參考指標。」

提供全港性比對指標

香港品質保證局按樓宇的種類及樓齡，抽樣收集全港樓宇可持續發展表現的數據，作「樓宇可持續發展指標研究」之用，以分析全港樓宇的平均表現概況及提供客觀的指數計算指標。

「樓宇可持續發展指數」包含多個有關樓宇可持續發展的表現指標，當中包括：

Aspects 範疇	Issues 項目	Performance Indicators 表現指標
	Whole Life Cost 樓宇生命週期開支	Maintenance cost 維修開支
	Asset Value 樓宇資產總值	Rates 差餉
	Building Security and Safety 樓宇保安及安全性	Building strength and quality 樓宇堅固程度及質素
		Fire prevention 消防設備
		Emergency planning 應急計劃
		Designing out crime 防止罪案措施
	Health and Comfort of Users 用戶的健康和舒適度	User comfort 用戶舒適度
		Indoor air quality 室內空氣質素
		Quality of fresh water 食水質素
	Social Infrastructure 社會基建	Accessibility to public services and transportation 銜接公共服務及交通的方便程度
	Harmonised Neighbourhood Relationship 和睦鄰里關係	Neighbours' satisfaction 鄰里之間的滿意度
	Climate Change 氣候變化	Greenhouse gas emissions 溫室氣體排放量
	Ozone Destruction 臭氧層消耗	Release of ozone-depleting substances into the atmosphere 於大氣中排放的消耗臭氧層物質量
	Biodiversity 生物多樣性	Ecology in building 樓宇內的生態建設
	Use of Resources 天然資源的使用	Use of freshwater 食水耗用量
		Use of biodegradable or organic materials 使用可生物降解或有機的物料
		Waste recycling 廢物回收
	Geographical Risk 地方風險	Climatological incidents 因氣候所導致的事故

The HKQAA SBI assesses a building's performance on a number of selected building sustainability performance indicators. By comparing a particular building against the norm performance in Hong Kong, the building's SBI score can be calculated. Building's stakeholders can use it to identify ideas in need of continual improvement.

The development of the economic, social and environmental factors may not necessarily contradict each other and they can even be complementary. For example, a building with good maintenance management can ensure the safety of its residents, which in turn raises the asset value. Energy conservation and carbon reduction can help owners save on monthly expenses.

Subsidies for 150 HKQAA SBI subscribers

In order to encourage buildings to check their current position against the norm and disclose their sustainability performance, HKQAA will start the Pilot Scheme in the first quarter of 2012 to subsidise 150 buildings for subscribing the HKQAA SBI. The project is funded by the Sustainable Development Fund (SDF) of the Hong Kong Government. It will also subsidise training for 200 representatives of building stakeholders. The training will equip them with knowledge about the assessment metrics of the HKQAA SBI. After the training, eligible professionals will be able to register as SBI verifiers.

The HKQAA SBI will complement the existing building assessment systems and other sustainability drivers to jointly contribute to the economic, social and environmental development of the community at large, creating a better residential and living environment for Hong Kong people. It could also be users' and tenants' reference for consideration when the Index is widely used across Hong Kong.

For more information about the HKQAA SBI, please participate in HKQAA's upcoming seminars or check out the latest updates on the HKQAA website: http://www.hkqaa.org/SBI

可持續發展委員會
Council for Sustainable Development

The project is funded by the Sustainable Development Fund
是項計劃由可持續發展基金資助

「樓宇可持續發展指數」會評核樓宇多個有關樓宇可持續發展的表現指標，並與全港性的表現進行比對，從而得出該樓宇的「可持續發展指數」。樓宇持份者透過與全港性的指標作出比對，便可了解其樓宇需要改善的地方，並逐年作出檢討，藉此推動樓宇的可持續發展。

經濟、社會和環境三方面的同步發展，未必一定互相抵觸，相反，很多時候是相輔相成的。舉例來說，樓宇保養和維修得宜，可保障居民的安全、提高樓宇價值；如果在節能減排方面表現理想的話，更有助業戶節省每月開支。

津貼150座樓宇進行評核

為鼓勵樓宇自發與全港的平均表現比對，並對外公布其可持續發展表現，香港品質保證局將於今年第一季展開「可持續發展先行者計劃」，透過香港特區政府「可持續發展基金」資助，津貼150座樓宇參加「樓宇可持續發展指數」。此外，亦會津貼200位樓宇持份者代表參加「樓宇可持續發展指數培訓班」，教導他們如何應用指數中的公式，對樓宇的可持續發展表現作出評核。完成培訓後，合資格的專業人士更可登記成為「樓宇可持續發展指數驗證員」。

「樓宇可持續發展指數」可以補充現有樓宇評核方法和其他推動可持續發展的倡議，攜手促進香港整體在經濟、社會和環境三方面的發展，為市民帶來更好的居住及生活環境。而當指數於全港普及後，更可成為用家、租戶的參考指標。

更多詳情，可參加本局一系列的簡介講座，或留意本局網站的最新公布：http://www.hkqaa.org/SBI

Governing Council Members (2011-2013)
董事局成員 (2011-2013)

The Annual General Meeting of HKQAA was held on the night of 29 November 2011 at Craigengower Cricket Club, Happy Valley. The new Governing Council for 2011 to 2013 was announced during the meeting. Ir Prof. Peter K. W. Mok, Chairman of the HKQAA, thanked the outgoing members for their invaluable contribution to the work of the Council over the past years.

Ir C. S. Ho is taking up the new role as the Deputy Chairman to continue his leadership of the Agency.

本局2011年度的周年大會已於11月29日晚上假跑馬地紀利華木球會盛大舉行。大會上宣布了2011至2013年董事局成員名單，本局主席莫國和教授工程師並感謝卸任的成員歷年來對董事局工作的貢獻。

其中，何志誠工程師獲委任為副主席，繼續為本局的發展肩負領導工作。

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Ir Kenneth H. W. Mok
莫漢華工程師

Dr Thomas S. T. Ng
吳兆堂博士

Mr Siaw Kee Hock
蕭紀福先生

Prof. Thomas K. S. Wong, JP
汪國成教授, 太平紳士

Mr Simon K. W. Wong, JP
黃家和先生, 太平紳士

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Ms Linda P. S. So
蘇碧珊女士

Prof. Christopher To
陶榮教授

Miss Theresa S. L. Yim
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Miss Belinda Kwan
關恩慈小姐

Mr Bengie M. H. Kwong, JP (Aust)
鄺敏恆先生, 太平紳士（澳洲）

Mr Ronald Y. F. Lau
劉耀輝先生

Prof. Dennis Y. C. Leung
梁耀彰教授

Miss Catherine S. H. Yan
甄瑞嫻小姐

Mr Joshua C. W. Yau
丘頌雲先生

Mr Johnny C. H. Yeung
楊志雄先生

Mr Emil C. O. Yu
于健安先生

Honorary Chairman, Dr T. L. Ng, BBS, JP, presents a certificate of appointment to the new Deputy Chairman, Ir C. S. Ho.
名譽主席伍達倫博士，BBS，太平紳士，頒發委任證書予新任副主席何志誠工程師。

HKQAA Symposium 2011 Held Successfully
「香港品質保證局專匙研討會2011」舉辦成功

▲ 本局董事局成員及管理層主持「香港品質保證局樓宇可持續發展指數」的亮燈啟動儀式。
HKQAA delegates at the launch ceremony for the HKQAA SBI.

The HKQAA's annual flagship event, the HKQAA Symposium 2011, was held successfully on 25 November 2011 in the Ballroom of the Langham Place Hotel, Mongkok. The Symposium attracted over 700 participants from governments, industry, commerce and academia, as well as members of the public.

The main theme of the Symposium this year was "Performing Your Social Responsibility to Recreate the World". The event opened with the launch ceremony for a new initiative, the HKQAA Sustainable Building Index (HKQAA SBI). Following that, the Symposium's morning session, "Sustainable Infrastructure in the Making", addressed the issues of the measurement of building sustainability in Hong Kong, sustainable built environments, the accessibility of a cultural district and social responsibility in public housing development.

The afternoon session, "Sustainable World in the Making", covered the latest developments in corporate social responsibility in China and businesses' reaction to public views, and shared good practice in corporate social responsibility. A CSR Advocate Mark Presentation Ceremony was also held.

本局的年度盛事——「香港品質保證局專題研討會2011」已在2011年11月25日，假香港旺角朗豪酒店七樓朗豪廳圓滿舉行，吸引了超過700名來自政府、工商業界及學界的人士參加，反應踴躍。

今屆研討會以「肩負企業責任．共建社會新貌」為主題，並以「香港品質保證局樓宇可持續發展指數（HKQAA SBI）」的啟動儀式展開序幕。上午專題環節的題目是「可持續基建之路」，演講內容包括評量香港樓宇的可持續發展表現、可持續的建築環境、無障礙西九建設、公共房屋發展的社會責任等。

下午專題環節的題目則是「可持續世界之路」，討論了中國內地的企業社會責任發展情況、企業如何回應公眾的輿論及情緒、履行社會責任之經驗等，並舉行了「HKQAA-HSBC企業社會責任先導者標誌頒發典禮」。

▲ 本局主席莫國和教授工程師致送紀念品予講者——西九文化區管理局行政總裁連納智先生。
Ir Prof. Peter K. W. Mok, Chairman of HKQAA, presents a souvenir to guest speaker Mr Michael Lynch, CEO of West Kowloon Cultural District Authority.

◀ 講者之一——中國國家認證認可監督管理委員會認可監管部副主任梁鋼先生。
One of the guest speakers, Mr Liang Gang, Deputy Director General of the Department of Accreditation Supervision, Certification and Accreditation Administration of the PRC.

◀▲ 除個人演講外，會上亦設有專題討論環節。
A panel discussion is held near the end of each session.

Sustainable development is a global trend that requires the cooperation of every person, every business and every government. This year, the Symposium received strong support from government and industry, and representatives from renowned organisations and corporations were invited to share their experience and insights on sustainable development and corporate social responsibility. The speakers included Mr Michael Lynch, Chief Executive Officer of West Kowloon Cultural District Authority, Mr Christopher To, Executive Director of the Construction Industry Council, Ms Ada Fung, Deputy Director of Housing (Development & Construction) for the Hong Kong Housing Department, Mr Liang Gang, Deputy Director General of the Department of Accreditation Supervision, the Certification and Accreditation Administration of the PRC and Mr Chong Chan Yau, President of Hong Kong Blind Union.

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/symposium2011

可持續發展不僅是營商的大趨勢，更有賴個人、企業以至政府的通力合作，共同實踐。今屆研討會獲得政府及商界的支持，並邀請了西九文化區管理局行政總裁連納智、建造業議會執行總監陶榮、房屋署副署長（發展及建築）馮宜萱、中國國家認證認可監督管理委員會認可監管部副主任梁鋼、香港失明人協進會會長莊陳有，以及多間知名企業分享可持續發展與社會責任的經驗和意見。

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/symposium2011

▲ 建造業議會執行總監陶榮教授介紹可持續的建築環境。
Prof. Christopher To, Executive Director of the Construction Industry Council, introduces the sustainable built environment.

▲ 研討會反應熱烈，吸引超過700人出席參與。
The Symposium attracted over 700 attendees.

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We would like to acknowledge the following organisations for their generous support for the HKQAA Symposium 2011:
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Supporting Organisations 支持機構

HKQAA-HSBC CSR Index 2011
2011年HKQAA-HSBC企業社會責任指數公布

The benchmarking results of the HKQAA-HSBC CSR Index 2011 were announced at the afternoon session of the 2011 HKQAA Symposium. A ceremony was also held to recognise holders of the CSR Advocate Mark, which is now in its third year.

The HKQAA-HSBC CSR Index comprises two indices, namely the Hong Kong CSR Advocate Index and the Hong Kong 100 CSR Index.

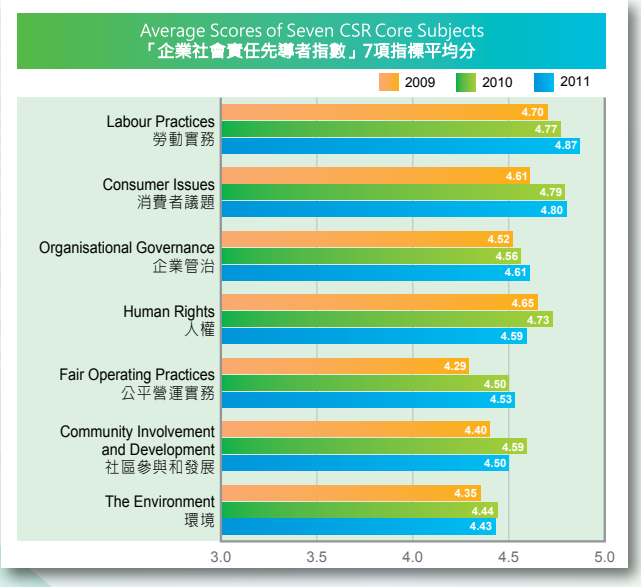
本局在「香港品質保證局專題研討會2011」的下午環節中公布了「HKQAA-HSBC企業社會責任指數2011」，並舉行第三屆「HKQAA-HSBC企業社會責任先導者標誌頒發典禮」。

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」。

Hong Kong CSR Advocate Index

In this 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 (published on 1 November 2010), and are given a score from 1 to 5. Those receiving an average score of 3 or above receive an HKQAA-HSBC CSR Advocate Mark.

23 organisations participated in the Index this year. The average score was 4.62 out of 5, up for the second year running. This shows that most participating organisations have implemented mature in-house systems to manage CSR-related issues.



企業社會責任先導者指數

「企業社會責任先導者指數」以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23家政府部門及知名企業參加，它們的總平均分為4.62（滿分為5分），連續兩年輕微上升，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。

Carbon and Energy Management Advocate Sub-Index

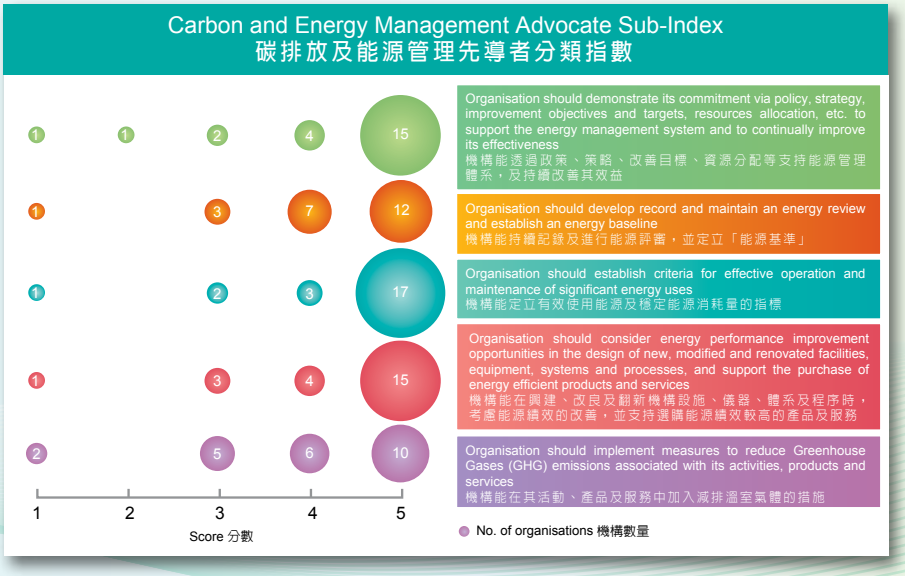
This year, a "Carbon and Energy Management Advocate Sub-Index" has been added, with the aim of providing more specific and in-depth analysis of performance related to carbon and energy management. Participants scored an average of 4.29 out of 5 on this sub-index.

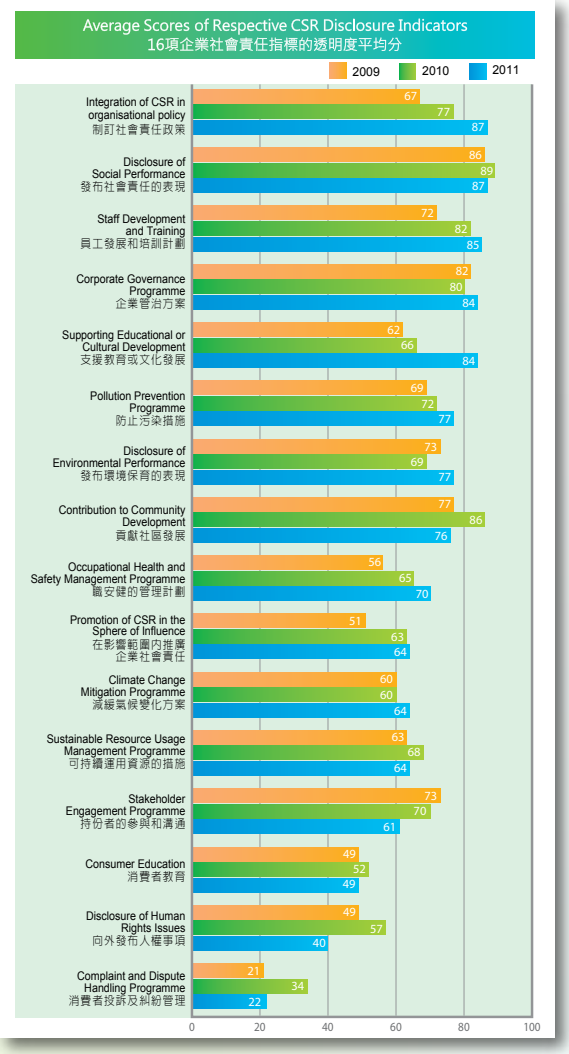
Most of the participating organisations demonstrated that they have well-established criteria for the effective operation and maintenance of energy usage, and that they have conducted energy reviews to measure their energy use. Some of them are planning for Carbon Audits, assessments or certification such as ISO 14001 Environmental Management Systems and ISO 50001 Energy Management Systems Certifications in order to further enhance their energy performance. However, the overall performance is less mature when compared with other indicators and the maturity level varies from organisation to organisation.

碳排放及能源管理先導者分類指數

今年首次加入「碳排放及能源管理先導者分類指數」，以深入分析參與機構在這個範疇的表現，首年的平均分為4.29（滿分為5分）。

其中，大部分的機構已定立有效使用能源及穩定能源消耗量的指標，並有評審機構營運的能源消耗量，部分機構更計劃進行碳排放審核，或取得ISO 14001環境管理體系、ISO 50001能源管理體系認證等，以改善溫室氣體排放及能源消耗的表現；然而，整體來說，機構在相關措施上仍處於較起步的階段，不同機構的成熟程度亦頗參差。





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, developed with reference to ISO 26000, is used to study and quantify the CSR disclosure of the sampled organisations. The Index analysis focuses on the companies' websites, policy documents, reports and other publicly available information. The Hong Kong 100 CSR Index for 2011 is 67 out of 100, which is 1 point higher than last year. A higher score means greater transparency. Significant improvement has been found in transparency involving the integration of CSR into organisational policy, which also has the highest score among the 16 indicators.

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67分（滿分為100分），比去年微升1分，其中，「制訂社會責任政策」的透明度今年顯著上升。

▲ 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）與獲頒贈「HKQAA-HSBC企業社會責任先導者標誌」公司代表合照。
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 representatives of the CSR Advocate Mark holders at the presentation ceremony.

HKQAA-HSBC CSR Advocate Mark Company List in 2011
2011年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
Chun Lee Engineering Co. Ltd	進利工程有限公司
Driltech Ground Engineering Limited	鑽達地質工程有限公司
EGL Tours Company Limited	東瀛游旅行社有很公司
Fuji Xerox (Hong Kong) Limited	富士施樂（香港）有限公司
Hang Seng School of Commerce and Hang Seng Management College Limited	恆生商學書院和恆生管理學院
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
SOCAM Development	瑞安建業有限公司
Shun Yuen Construction Company Limited	順源建築有限公司
The Link Management Limited	領匯管理有限公司
The Marketing Store Worldwide (Asia) Limited	萬傑成（亞洲）有限公司
Tim Lee Construction Company Limited	添利建築有限公司
Tong Kee Engineering Limited	棠記工程有限公司
Tsuen Lee Metals and Plastics Toys Company Limited	全利五金塑膠玩具有限公司

For the full report of the HKQAA-HSBC CSR Index 2011 and enrolment details, please visit HKQAA's website at: http://www.hkqaa.org

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

Third Wine Storage Management Systems Certification Scheme: Certificate Presentation Ceremony 2011
第三屆「葡萄酒儲存管理體系認證」證書頒授典禮

The HKQAA held the third certificate presentation ceremony for its Wine Storage Management Systems (WSMS) Certification Scheme – the first such scheme in the region – on 4 November 2011 at the Hong Kong International Wine & Spirits Fair held at the Hong Kong Convention & Exhibition Centre.

Certification scope extends across boundaries

In support of the robust and growing wine-related business in Hong Kong, HKQAA launched WSMS – for Wine Retailers and WSMS – Transportation certification schemes this year to extend the certification scope of the WSMS across the wine supply chain and across boundaries.

"The Scheme, initially designed for wine warehouses and cellars, has recently been expanded to cover wine retailing and wine transportation services. It helps safeguard industry standards across the wine supply chain and further boosts overseas confidence in Hong Kong's expertise in wine storage. This, in turn will enhance the city's reputation as an international wine hub," said Dr Michael P. H. Lam, CEO of HKQAA on the ceremony.

WSMS – Transportation is the latest scheme. It is applicable to the certification of management systems for wine transportation service providers operating within and through Hong Kong, including freight carriers and forwarders. To prevent deterioration of wine quality during transportation, applicants should take action like imposing stringent controls on temperature and security throughout the journey. If part of the transportation process is outsourced to a third party, they need to ensure that all the outsourced processes are well defined and controlled.

由本局推出的國際首個「葡萄酒儲存管理體系認證」計劃，第三屆證書頒授典禮已於2011年11月4日，在香港會議展覽中心舉辦的香港國際美酒展上順利舉行。

認證計劃範圍跨越國界

為支持香港正在蓬勃發展的葡萄酒相關業務，本局今年先後分別推出了零售商「葡萄酒儲存管理體系認證」和運輸服務供應商「葡萄酒儲存管理體系認證」，將整個計劃的範圍擴大至葡萄酒的供應鏈，甚至跨越國界。

「認證計劃推廣至零售及運輸層面，為整個葡萄酒供應鏈建立全面的業界標準，將可增加外國對香港存酒專業能力的信心，更有助建立香港葡萄酒貿易中心的品牌。」本局總裁林寶興博士致辭道。

運輸服務供應商「葡萄酒儲存管理體系認證」是認證計劃的最新成員，適用於運輸葡萄酒的管理體系，包括由外地運往香港或於境內的運輸，對象包括運輸商、貨運代理商等。為防止酒質在運輸過程中受損，申請者須符合多項準則，如運輸期間的溫度及保安要求等；此外，如申請者將部分運輸工序外判，必須確保所有外判的程序均在清晰的指引和監管下進行。

◀ 香港特區政府商務及經濟發展局首席助理秘書長（工商）張淑婷女士，以及本局總裁林寶興博士頒授證書。
Ms Wendy S. T. Cheung, Principal Assistant Secretary for Commerce and Economic Development (Commerce and Industry) of the HKSAR Government, and Dr Michael P. H. Lam, CEO of HKQAA, present certificates.

▲ 證書頒授儀式之後，大會邀請歷年獲「葡萄酒儲存管理體系認證」的公司代表於台上祝酒，慶祝認證計劃擴大至葡萄酒的供應鏈。
Representatives from all WSMS-certified companies toast the extension of the Scheme across the wine supply chain.

Wine Storage Management Systems Certification Scheme
Full List of Certified Companies
「葡萄酒儲存管理體系認證計劃」所有獲認證機構名單

Company	公司	Scheme Type 計劃類別
ATL Logistics Centre Hong Kong Limited	亞洲貨櫃物流中心香港有限公司	2
Capital Distribution Services Limited	駿光貨運有限公司	1
China Merchants Godown Wharf & Transportation Co Ltd	招商局倉碼運輸有限公司	1, 2
China Travel (Cargo) Logistics Centre Limited	中旅貨運物流中心有限公司	2
CN Logistics Limited	嘉宏物流有限公司	1, 2, 4, 5
Collezione Wine Cellars Limited	佳釀珍藏	1
Crown Wine Cellars Limited	-	1
DCH Logistics Company Limited	大昌行物流有限公司	2
DHL Global Forwarding (Hong Kong) Limited	敦豪全球貨運物流（香港）有限公司	2, 5
Gallerie Du Vin Limited	葡萄酒坊有限公司	3
Grand Wine Cellar	豪酒窖	1
Hong Kong Wine Vault	美酒窖	1
Jebsen Logistics Limited	捷成國際物流有限公司	1,2
Joisen Logistics Limited	駿誠物流有限公司	2
Kerry Logistics (Hong Kong) Limited	嘉里物流（香港）有限公司	1,4
Kerry Warehouse (Hong Kong) Limited	嘉里貨倉（香港）有限公司	1
Langham Place Hotel (HK) Limited	朗豪酒店（香港）有限公司	2, 3
Metropolitan Wine Cellar Limited	城市酒窖有限公司	1
Modern Wine Cellar Limited	-	1
Pacific Wine Chambers	御酒窖	1
Store Friendly Logistics Holdings Limited	儲存易物流控股有限公司	1
Supply Chain Solutions (Asia) Limited	-	1, 2
T-Box Thermal Storage Limited	適恒溫儲存空間有限公司	1, 2
The Wine Shop Limited	赤釀坊有限公司	1, 3
Times Logistics Limited	時豐物流有限公司	5
Toll Global Forwarding (Hong Kong) Limited	拓領環球貨運（香港）有限公司	2
U-freight Logistics (HK) Limited	聯邦物流（香港）有限公司	2
Vintage Cellars Warehouse Limited	名釀酒窖有限公司	1
Watson's Wine Cellar	屈臣氏酒窖	1, 3

As of 31 Dec 2011　截至2011年12月31日

Note for Scheme Type 計劃類別注釋

1
WSMS – Fine Wine
「葡萄酒儲存管理體系認證」
（高級葡萄酒）

2
WSMS – Commercial Wine
「葡萄酒儲存管理體系認證」
（商品葡萄酒）

3
WSMS for Wine Retailers
零售商
「葡萄酒儲存管理體系認證」

4
WSMS – Transportation – Fine Wine
運輸服務供應商
「葡萄酒儲存管理體系認證」
（高級葡萄酒）

5
WSMS – Transportation – Commercial Wine
運輸服務供應商
「葡萄酒儲存管理體系認證」
（商品葡萄酒）

The 23rd Hong Kong Print Awards
第二十三屆香港印製大獎

Jointly organised by the Graphic Arts Association of Hong Kong, the Hong Kong Publishing Professionals Society and the Hong Kong Trade Development Council, the Hong Kong Print Awards are the most prestigious awards in the Hong Kong printing industry. Their aim is to recognise outstanding achievements by professionals in the local publishing, design and printing industries.

HKQAA was pleased to be a supporting organisation for the 23rd competition and delighted to be able to help boost the development of the industry. Our Assistant Director (Strategic Business), Ms Jorine Tam, was one of the chief judges. The awards ceremony was held on 12 December 2011 at Kowloon Shangri-La Hotel.

由香港印藝學會、香港出版學會和香港貿易發展局聯合主辦的「香港印製大獎」，是香港印刷界的最高榮譽，旨在表揚對香港印刷、出版或設計行業有傑出貢獻及成就的專業人士。

作為致力協助工商界提升營運水平的機構，本局應邀成為2011年第二十三屆大獎的支持機構，而本局策略業務助理總監譚玉秀小姐亦擔任最終評審委員之一。比賽的頒獎典禮已於2011年12月12日假九龍香格里拉大酒店舉行。

EMSD Quality and Safety Day 2011
機電工程署「品質及安全日2011」

A safe and healthy workplace is essential for any organisation which wants to achieve the high productivity and quality necessary to compete in the market place. Therefore, the establishment of an Occupational Health and Safety Management System is not only important for ethical and regulatory reasons, but is also financially beneficial.

With the aim of promoting the culture of occupational health and safety, the Electrical and Mechanical Services Department organised the first EMSD Quality and Safety Day in 2010. This year's event was held on 27 October 2011 at the EMSD Headquarters Building. Mr P. C. Chan, Chief Operating Officer of HKQAA, shared his experience of quality management and occupational health and safety.

要在市場上維持競爭力，必須為員工預備一個安全及健康的工作環境，以協助提高生產力及質量。因此機構建立職安健體系，除了基於道德及法律的考慮外，亦會帶來莫大的經濟效益。

機電工程署為積極推動職業安全健康的文化，於2010年首次舉辦「品質及安全日」。今年的「品質及安全日」已於2011年10月27日在機電工程署總部舉行，本局運營總監陳沛昌先生亦獲邀分享品質管理和職安健方面的心得和經驗。

International
國際

Publication of ISO 19011

ISO published its new International Standard ISO 19011:2011 "Guidelines for auditing management systems" on 15 November 2011. This standard was developed by a joint working group comprising most of the ISO Technical and Project committees responsible for developing management system standards. ISO 19011 now provides guidance on first, second and third party auditing for any kind of management system. It replaces the 2002 version, which had focused specifically on quality and environmental auditing.

The publication of ISO 19011 forms part of a larger initiative by ISO to promote harmonisation of its various management system standards, and to make life easier for those organisations that choose to implement a single (integrated) system to address the requirements of more than one standard.

ISO 19011:2011 is also much richer in content than its predecessor, in part due to the fact that topics specifically related to third party (certification) auditing are now addressed in a specific requirements standard (ISO/IEC17021:2011) aimed at management system certification bodies. ISO 17021 was published in February 2011.

The other main differences between ISO 19011:2011 and the 2002 version are as follows:

- remote audit methods and the concept of risk have been introduced
- confidentiality has been added as a new principle of auditing
- Clauses 5, 6 and 7, relating to the planning of the audit programme, performing individual audits and guidance on personnel competence and evaluation, have been reorganised
- additional information has been included in a new Annex B, resulting in the removal of the "help boxes" from the text of the 2002 version
- the competence determination and evaluation process has been strengthened, and now includes other key personnel as well as auditors and audit team leaders
- illustrative examples of discipline-specific knowledge and skills have been included in a new Annex A
- additional guidelines are available at the following website: www.iso.org/19011auditing

ISO/TC 176 meets in Beijing

Over 150 delegates from 70 countries met in Beijing, China, from 24-29 October 2011 for the 28th plenary meeting of ISO's Technical Committee 176 (Quality management and quality assurance). Highlights of the meeting included:

- Discussions on the future long-term strategy for ISO 9001 and the ISO 9000 family in general
- Revision of the Eight Quality Management Principles on which the ISO 9000 family is based
- A review of the supporting application guidance and official interpretations for ISO 9001
- Ongoing development of the new ISO 10008 guidance standard on e-Commerce Business-to-consumer transactions
- Final discussions on the new ISO 10018 guidance standard on the "People aspects of Quality"
- Acceptance of a new work item to develop a standard (ISO 17582) for government elections ("Quality management systems for electoral bodies – Requirements")

ISO 19011正式出版

國際標準化組織（ISO）已於2011年11月15日出版新國際標準——《ISO 19011:2011管理體系審核指南》。大部分ISO管理體系標準的技術和項目委員會，均有份參與草擬這項新標準。相較於2002年的版本只適用於質量及環境審核，新版本ISO 19011的內容適用於任何管理體系的第一方、第二方及第三方審核指引。

ISO 19011的出版，亦配合ISO協調眾多管理體系標準的倡議，對一些想達到多個標準但只實施一個（綜合）體系的機構來說，省卻許多繁複的工作。

ISO 19011:2011的內容比舊版本豐富得多，其中一個原因是有關第三方（認證）審核的詳情，現已輯錄於專門針對認證機構的ISO/IEC 17021:2011標準。ISO 17021已於2011年2月出版。

新版本與2002年版本的其他主要修訂：

- 加入了遙距審核的方法和風險的概念
- 審核原則新加「保密」一項
- 重新整理了第5、6、7條，有關審核計劃、進行個別審核和審核人員能力及評估的條款
- 刪去了2002 年版中的「輔助資訊欄」，改為將附加資料輯錄於新增的「附件B」中
- 增補了審核人員能力的評估和評估的過程；審核員和審核組組長，以及其他相關的重要人員也包括在內
- 新增「附件A」，根據審核對象的類型，提供相關的資訊和審核技巧的實例
- 尚有更多指引上載於以下網址：www.iso.org/19011auditing

ISO/TC 176 技術委員會北京會議

國際標準化組織TC176（質量管理及質量保證技術委員會）於2011年10月24日至29日期間，在中國北京舉行了第28次全體會議，共有超過150位來自70個國家的代表出席。會議議題包括：

- 討論ISO 9001和ISO 9000系列大致上在未來的長遠策略
- 修訂ISO 9000系列所依據的「八項品質管理原則」
- 覆核ISO 9001的申請輔助指引和官方的釋義
- 繼續草擬新的ISO 10008《商戶對消費者電子商貿交易指南》
- 有關「質量管理的人為因素」之新標準——ISO 10018踏入最終討論階段
- 通過展開有關政府選舉的新標準——ISO 17582《選舉團體的質量管理體系要求》的草擬工作

Process Approach Auditing (Part 3 of 3)
過程方法審核（三之三）

Author : Mr Jacky Yeung
Assistant Senior Technical Manager, HKQAA

An audit plan shows the time the auditors are going to audit the individual departments / units. The sequence of auditee departments / units should demonstrate the audit trail, which is either in the same direction as the process flow or in reverse.

An effective process approach audit plan normally starts with a review of the overall performance of the management system (management review, internal audit, customer complaints, attainment of quality objectives, legal compliance, etc). This allows the audit team to identify the strengths, weaknesses and key problems of the organisation. Following the overview, an audit team discussion is needed to share the information obtained, tell the team what samples are to be drawn and define the audit focus.

The audit plan for each member in the audit team is either directed at the forward trail or backward trail of the product realisation processes. Using a factory as an example, a single auditor auditing the Sales department, Purchasing department, Logistics and Delivery department in sequence is a forward trail. A backward trail would be an audit of the QC department, Production department and R&D department.

The audit plan should allow sufficient time for team discussion and follow up. Although repeated auditing of a department by different auditors should be minimised, the audit team can still go back and check to confirm audit findings.

To implement a process approach audit effectively and efficiently, auditors should bear in mind the following factors:

1. Pick related audit samples, e.g. the same order number for the customer orders, purchasing orders, stock records and delivery orders to link the activities together.
2. The audit samples should demonstrate the completeness of the processes.
3. Sometimes the quality of records is more important than quantity.
4. Think about and compare the audit evidence collected rather than copying everything from records onto the audit notes.
5. Don't wait until the audit team meeting to share the audit evidence and information. Phone the audit team member for follow up when necessary.
6. When the auditee organisation has multiple sites, audit the satellite locations first and then headquarters. Don't forget the interfaces between headquarters and the satellite locations.
7. The audit plan can be changed when necessary.
8. Start with the results of the process.

In the next issue, I will introduce the auditor skills and competences required to implement process approach auditing.

作者：楊焯忠先生
香港品質保證局助理高級技術經理

審核計劃的使用在於指示審核員何時該到有關部門進行審核。部門受審核的次序應能展示出一個審核路徑，而這路徑應是順著或是逆著業務流程。

一個有效的基於流程的審核計劃應先從檢視管理體系的整體表現開始（管理評審、內部審核、顧客投訴、質量目標的表現和法律法規符合性等）。所收集得的資訊可讓審核組識別出組織的優勢和弱點，以及組織存在的主要問題。接著，審核組的內部會議溝通是不可或缺的，透過分享審核資訊，指示抽取什麼審核樣本和訂立審核焦點，審核組組長當可確立總體的審核主線和各分支與主線的交匯點。

審核組內各成員的審核計劃應是順著或是逆著產品實現流程。以一間工廠為例，由一位審核員依序審核銷售部、採購部、物流部和付運部展示出一個順著產品實現流程的審核，而由另一位審核員依序審核質檢部、生產部和產品設計開發部則是逆向審核的例子。

審核計劃中還應安排充分的時間讓審核組進行會議溝通和跟進。儘管需要減少由不同審核員重複審核同一部門，但在需要跟進和確定審核發現是否存在時，審核員仍需重回已被審核過的部門。

為進行有效和高效的過程方法審核，審核員應牢記以下要點：

1. 抽取關連的審核樣本，例如：相同或有關連號碼的顧客訂單、採購單、倉存記錄和交付記錄，從而將活動連在一起。
2. 樣本應能展示整體流程，從頭到尾。
3. 應著重記錄的質量而不是數量。
4. 多思考和比較所收集的證據，而不是將記錄的所有內容抄寫於筆記中。
5. 有需要時，不要留待審核組會議才溝通，應立即致電另一審核員幫忙跟進。
6. 當受審核組織有多個外部分場所時，審核組最好先安排對外部分場所的審核，然後再安排到總部進行審核，這樣較有利於在受審核組織的總部對其管理體系進行系統評價。審核時，不要忽略過程的接口及外部分場所與總部的管理接口。
7. 審核計劃在需要時是可以更改的。
8. 審核從過程的結果入手。

下一篇文章，筆者將為大家介紹進行過程方法審核所需的審核技巧和能力。

New Certified Clients
新認證客戶

Aug 2011 to Oct 2011 | 2011年8月至2011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 2011 to October 2011, we have been pleased to welcome 41 organisations to our community. Among them, they have obtained 54 certificates of ISO 9001, ISO 14001, ISO 20000, ISO 22000, OHSAS18001, ISO 50001, HKQAA-WSMS-COMM, HKQAA-WSMS-FINE, HKQAA-WSMS-WR, HKQAA-WSMST-COM, HKQAA-WSMST-FIN, HKQAA HACCP, GPMS, SA8000 and TL-H. 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，有效地達至機構和營商目標。

由2011年8月至2011年10月期間，香港品質保證局共頒發54張證書，包括ISO9001、ISO 14001、ISO 20000、ISO 22000、OHSAS18001、ISO 50001、HKQAA-WSMS-COMM、HKQAA-WSMS-FINE、HKQAA-WSMS-WR、HKQAA-WSMST-COM、HKQAA-WSMST-FIN、HKQAA HACCP、GPMS、SA8000及TL-H。在此謹祝賀41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	C	9:00am-12:00noon Half-day	HKD 100			QMS1C/HK-04A **16**	
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 – 理解與應用	C	1	HKD 1,400	VM1C/HK-02A **3**	VM1C/HK-03A **2**	VM1C/HK-04A **11**	VM1C/HK-05A **4**
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	C	2	HKD 2,900	VM3C/HK-02A **9-10**	VM3C/HK-03A **8-9**	VM3C/HK-04A **23-24**	VM3C/HK-05A **10-11**
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	E	5	HKD 10,000/ HKD 9,700*		QMS/IRCA/03 **19-23**		
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	C	1	HKD 1,500/ HKD 1,400*	EMS2C/HK-02A **6**		EMS2C/HK-04A **13**	EMS2C/HK-05A **7**
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系 – 內部環境管理體系審核員培訓	C	2	HKD 3,000/ HKD 2,900*	EMS3C/HK-02A **20-21**	EMS3C/HK-03A **15-16**		EMS3C/HK-05A **24-25**
NEW 最新課程 ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理體系 – 理解與應用	C	1	HKD 1,500			EM07C/HK-04A **20**	
NEW 最新課程 ISO 50001:2011 Energy Management Systems - Internal Auditor Conversion Training ISO 50001:2011 能源管理體系 – 內部審核員培訓	C	2	HKD 3,000/ HKD 2,900*	EM08C/HK-02A **16-17**			
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	C	1	HKD 1,500/ HKD 1,400*		OHS8C/HK-03A **7**		OHS8C/HK-05A **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	C	2	HKD 3,000/ HKD 2,900*	OHS9C/HK-02A **13-14**		OHS9C/HK-04A **26-27**	
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	C	1	HKD 1,500			OH04C/HK-04A **30**	
NEW 最新課程 OHSAS 18001:2007 Occupational Health and Safety Management Systems Auditor/ Lead Auditor Training OHSAS 18001職業健康和安全管理體系 – 主任審核員證書培訓課程	E	5	HKD 10,000/ HKD 9,700*		OH06E/HK-03A **12-16**		
NEW 最新課程 OHSAS 18001:2007 Occupational Health and Safety Management Systems Auditor/ Lead Auditor Conversion Training OHSAS 18001 職業健康和安全管理體系 – 主任審核員轉證培訓課程	E	3	HKD 6,200/ HKD 5,900*		OH11E/HK-03A **12-14**		
Food Safety & Wine Storage 食品安全及酒貯存							
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	C	3	HKD 4,800	HA9C/HK-02A **27-29**			
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	E	5	HKD 10,000/ HKD 9,700*		IRCA/FSMS/03 **26-30**		
Understanding and Application of HKQAA Wine Storage Management Systems 建立優良存酒設備 – 理解與應用	C	1	HKD 1,600	QM01C/HK-02A **27**			QM01C/HK-05A **21**
Corporate Social Responsibility 企業社會責任							
NEW 最新課程 How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	C	1	HKD 1,500			SR01C/HK-04A **25**	
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	C	2	HKD 3,200	IMS2C/HK-02A **16-17**			
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	C	1	HKD 1,500		MT14C/HK-03A **5**		
NEW 最新課程 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	C	1	HKD 1,500				MT31C/HK-05A **2**
Management Tools, Skills for Improvement 管理工具和技能							
Strike for Business Excellence in economic crisis 企業如何在經濟危機中提升優勢	C	1	HKD 1,600/ HKD 1,500*		MT44C/HK-03A **13**		
Introduction to ISO 13053: Quantitative methods in process improvement - Six Sigma 量化方法流程改善簡介 : 六西格瑪	C	1	HKD 1,600/ HKD 1,500*		MT45C/HK-03A **14**		
Lean Sigma Green Belt for transactional and service sectors 精益六西格瑪綠帶（業務及服務）	C	4	HKD 8,800/ HKD 8,600*				EW37C/HK-05A **8, 9, 17 & 18**
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA 5S 在工作間的營運	C	1	HKD 1,400		GP03C/HK-03A **5**		
NEW 最新課程 Mediation in your Workplace 職場調解面面觀	C	9:00am-12:30pm Saturday	HKD 3,200/ HKD 2,400#	EW36C/HK-03A **11, 18, 25 Feb & 3 Mar**			
NEW 最新課程 ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 – 理解與應用	C	1	HKD 1,500		MT41C/HK-03A **12**		
Telecom and Information Service Management 電訊及訊息安全服務管理							
NEW 最新課程 Implementation of ISO 27001:2005 Information Security Management Systems ISO 27001:2005 實踐信息安全管理體系	C	3	HKD 5,100/ HKD 4,800*				ISE5C/HK-05A **14-16**
NEW 最新課程 TL 9000 R5.0/R4.5 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R5.0/R4.5 質量管理體系審核課程 (QuEST Forum 認可課程)	E	3	HKD 9,000/ HKD 8,400*				TI02E/HK-05A **28-30**

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

Organisations 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

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 : 9 January 2012

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	(P)	1	RMB 600		VM1P/GZ-03A GZ 19 VM1P/SH-03A SH 26		VM1P/GZ-05A GZ 21
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系－內部質量管理體系審核員培訓	(P)	2	RMB 1,200		VM3P/GZ-03A GZ 20-21 VM3P/SH-03A SH 27-28		VM3P/GZ-05A GZ 22-23
Environment 環境							
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系－理解與應用	(P)	1	RMB 600		EMS2P/GZ-03A GZ 5		EMS2P/GZ-05A GZ 7
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系－內部環境管理體系審核員培訓	(P)	2	RMB 1,200		EMS3P/GZ-03A GZ 6-7		EMS3P/GZ-05A GZ 8-9
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000－內部審核員培訓	(P)	2	RMB 1,500		IE01P/GZ-03A GZ 8-9		
Occupational Health and Safety 職業健康和安全							
OHSAS 18001:2007 Occupational Health and Safely Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系－理解與應用	(P)	1	RMB 600	OHS8P/SZ-02A SU 24 OHS8P/GZ-02A GZ 27 OHS8P/SH-02A SH 27		OHS8P/GZ-04A GZ 23	
OHSAS 18001:2007 Occupational Health and Safely Management Systems - Training OHSAS 18001:2007 職業健康和安全管理體系－ 內部職業健康和安全管理體系審核員培訓	(P)	2	RMB 1,200	OHS9P/GZ-02A GZ 28-29 OHS9P/SH-02A SH 28-29		OHS9P/GZ-04A GZ 24-25	
Food Safety 食品安全							
ISO 22000:2005 Food Safety Management Systems - Understanding & Application ISO 22000:2005 品安全管理體系－理解與應用	(P)	1	RMB 800		HA5P/GZ-03A GZ 14		HA5P/GZ-05A GZ 21
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	(P)	2	RMB 2,000		HA7P/GZ-03A GZ 15-16		HA7P/GZ-05A GZ 22-23
Social Accountability 社會責任							
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008社會責任管理體系－內部審核員培訓	(P)	2	RMB 1,800		SA01P/GZ-03A GZ 29-30	SA01P/SH-04A SH 23-24	
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	(P)	3	RMB 2,800	SA05P/GZ-02A GZ 22-24			SA05P/GZ-05A GZ 24-26
WRAP (Worldwide Responsible Accredited Production) Understanding Training WRAP 環球可信社會責任生產組織之條文解讀課程	(P)	1	RMB 780			WR01P/GZ-04A GZ 19	
BSCI (Business Social Compliance Initiative) Understanding Training BSCI倡議商界遵守社會責任之條文解讀	(P)	1	RMB 780	BS02P/GZ-02A GZ 15		BS02P/GZ-04A GZ 20	
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	(P)	1	RMB 980	MT23P/GZ-02A GZ 2		MT23P/GZ-04A GZ 6	
Manufacturing workshop Management practices - Group Leader Management 製造車間管理實戰－班組長工作篇	(P)	1	RMB 980	MT33P/GZ-02A GZ 22			MT33P/GZ-05A GZ 21
Comprehensive Quality Promotion Of Management 管理幹部綜合素質提升	(P)	2	RMB 1,800	MT37P/GZ-02A GZ 23-24		MT37P/GZ-04A GZ 16-17	
6S Site Management and 8D Technique 6S現場管理及8D手法	(P)	1	RMB 980			MT39P/GZ-04A GZ 10	
Lean Production 精益生產	(P)	2	RMB 1,800		MT40P/GZ-03A GZ 28-29		
Telecommunications and Information Service 電訊和資訊服務							
Understanding the Essence of TL 9000 Requirements Handbook R5.0 TL 9000 R5.0 質量管理體系要求手冊改版精要	(P)	1	RMB 1,280		TL03P/GZ-03A GZ 1		
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	(P)	1	RMB 1,280	TL05P/GZ-02A GZ 22			
TL 9000 R5.0/R4.5 Quality Management Systems - Internal Auditor Training TL 9000 R5.0/R4.5 質量管理體系－內部審核員培訓	(P)	3	RMB 3,800		TL04P/GZ-03A GZ 26-28		TL04P/SH-05A SH 21-23
TL 9000 R5.0/R4.5 Quality Management 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）	(P)	3	RMB 9,600		TL02P/GZ-03A GZ 5-7		

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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
HONG KONG QUALITY ASSURANCE AGENCY
香 港 品 質 保 證 局

可持續發展委員會
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HKQAA Executive Briefing
行政人員簡報會

HKQAA Sustainable Building Index (SBI)
and SDF Subsidy Programme
香港品質保證局「樓宇可持續發展指數」
及「可持續發展基金」資助計劃

- **Introduction to HKQAA SBI metrics**
  「樓宇可持續發展指數」公式介紹
- **Pilot Scheme and subsidy programme**
  「可持續發展先行者計劃」及資助計劃
  - HKQAA SBI subscription details
    「樓宇可持續發展指數」參加詳情
  - Continuing professional development
    持續專業培訓

Date	24 February 2012 (Friday)	**日 期**	2012年2月24日 (星期五)
Time	2:30 pm – 5:00 pm	**時 間**	下午2:30 – 5:00
Speaker	Ms Connie Sham Senior Manager of Strategic Business, HKQAA	**講 者**	沈小茵小姐 香港品質保證局高級策略業務經理

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