



# VISION 管 略

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**HKQAA Service Quality Management Certification Scheme  
– Elderly Services**

**香港品質保證局 — 安老服務管理認證計劃**

**ISO Publishes New Management System Auditing Standard ISO 19011  
ISO 19011新管理體系審核標準**

**HKQAA Sustainable Building Index (HKQAA SBI) – FAQs  
樓宇可持續發展指數 — 答問篇**

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## Caring for the Elderly

The film *A Simple Life* has raised awareness of the fact that many senior citizens might have no choice but to accept care from others and live in elderly homes. This situation has been brought about by numerous social forces, such as decreasing family size, expectations of a better lifestyle for elderly people, small living quarters, the geographical scattering of families and the tendency for women to work long hours outside the home.

Knowing the fact that our population is ageing, the Hong Kong Government has been building public support networks for the elderly, including a public healthcare system, public housing, a wide network of elderly centres and financial assistance schemes. In the future, elderly people who do not have any chronic illness may have many choices of hospital where they can stay, if they need to. Many will choose care services which are Government-subsidised, such as those in the pilot scheme on community care service vouchers. These factors will probably drive the growth of the elderly care industry, and also put pressure on operators to improve and upgrade their services.

As a socially responsible organisation, HKQAA is meeting this challenge to our community by launching the Service Quality Management Certification Scheme — Elderly Services. This scheme provides a comprehensive and objective standard which the public can use to check on the quality of elderly care providers and compare them. The scheme also allows service providers to showcase their quality services.

Both age- and disease-related changes may affect seniors' health and self-image. To meet their physical and social needs, the Scheme emphasises the importance of comprehensive eldercare service management, and assesses care homes from multiple perspectives, including customer satisfaction, consistency of service quality and hygiene.

This new scheme is the HKQAA's way of working with the industry to promote the sustainable development of elderly care services. We believe our efforts will not only raise the sector's standard of professionalism as a whole, but also contribute to a comfortable retirement for all in the future.

## 關顧長者

電影《桃姐》近日喚起許多港人關注長者現狀。誠然，香港家庭規模的減少、長者對生活的期望提高、居住環境狹窄、家庭地點分散，以及女性長時間外出工作等，都是促使不少長者入住安老院的遠因。

有見香港人口持續老化，政府亦陸續推出措施支援長者，例如公共醫療系統、公共房屋、長者中心網絡及財務支援等。而即將實施的「長者社區照顧服務券試驗計劃」，將來更可讓長者有需要時向政府申請資助，自行選擇護理服務。相信以上種種因素，不但促進安老服務的發展，更推動著業界提升服務水平。

本局一向重視社會責任，近月推出「安老服務管理認證計劃」，就是為了回應社會訴求，提供全面而客觀的參考指標，幫助市民選擇合適的院舍；同時又可以透過認證彰顯具質素的安老院。

而周全的安老服務，必須顧及長者的生理及社交等需要，因為隨著年紀增長和疾病困擾，他們的健康和自我形象都受到影響。所以此計劃特別從多角度去評核院舍，包括服務質素的持續性、顧客滿意度及環境衛生水平，強調全面化的服務管理。

本局銳意藉此計劃與業界未雨綢繆，攜手推動安老服務的持續發展，提高整體水平。期望在各方努力下，大家將來都可以老有所依，安享晚年。

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# HKQAA Service Quality Management Certification Scheme — Elderly Services

## 安老服務管理認證計劃

According to the Census and Statistics Department, the Hong Kong population is ageing. In 2009, the proportion of the total population aged 65 or above was 13% (~910,000). Because of advancing medical technology and a decreasing fertility rate, the ageing problem will worsen in the foreseeable future. It is estimated that in 2039, 28% of the population will be elderly. People are naturally concerned about this and the provision of elderly home services has been one of the most controversial issues. The community is demanding more elderly homes. At the same time, incidents related to inadequate or inappropriate care for the elderly in the past few years have raised awareness of the need for better quality services.

### A scheme tailored to the industry

There are currently more than 600 elderly homes in Hong Kong, providing 75,000 places. However, the service quality varies greatly. For historical reasons, some of the elderly homes are family businesses that have yet to implement a modern management system. This traditional mode of operation may not be able to satisfy the increasing demand for quality elderly home services. As a whole, the elderly home industry is moving towards a new era of growth, keen competition and comprehensive risk assessments, in which operators are aiming for continuous improvements.

As a socially responsible body, HKQAA has reacted to society's concerns and launched a new certification scheme, the **HKQAA Service Quality Management Certification Scheme – Elderly Services**, in the first quarter of 2012. The Scheme was developed with reference to international standards and codes of practice issued by Social Welfare Department, and is tailored to match the actual circumstances of the local elderly care industry. Various stakeholders, such as delegates from government departments, associations, scholars and industry practitioners, were consulted prior to formulating the requirements.

The scheme adopts a widely-used system approach audit, together with scientific evidence, so as to certify an elderly home's service management system. It encourages elderly homes to improve their management systems and monitor performance. In the long run, elderly homes can achieve continual improvement and strengthen their competitiveness through participating in the scheme.

### Comprehensive and professional assessment process

In order to evaluate an elderly home's management system, cater for stakeholders' expectations and provide scientifically sound justification for decisions, the new certification scheme will examine the provider's management system, stakeholders' opinions and the results of microbiological testing. An elderly home has to comply with the standards and requirements of all the different areas to gain the certificate.

根據香港特區政府近五年的人口普查統計數字顯示，香港人口正在老化。2009年65歲及以上人口佔百分之13（約910,000人），而隨著醫療技術的進步及出生率下降，政府預計老人人口比例更會於2039年上升至百分之28。在老人福利需求增加的境況下，安老院的數量和服務質素是十分重要的議題；其中，近年一些有關安老院舍服務欠佳的新聞，更受到各界社會人士的關注。

### 專為老安服務而設的認證計劃

現時香港有超過600間安老院舍，提供約75,000個宿位，其服務質素不一，例如有些院舍是家族經營，未必採用現代化的管理體系，而傳統的經營模式亦不一定可滿足現時對更高服務質素的需求。事實上，院舍必須持續改善服務，以面對今天不斷擴張、競爭激烈、充滿挑戰的安老院舍市場。

作為肩負社會責任的機構，本局回應社會訴求，於2012年第一季度推出「安老服務管理認證計劃」。在制訂計劃時，本局不但參考國際標準及社會福利署編制的「工作守則」，還經過廣泛的諮詢，向政府機構、協會、學者及安老服務機構等不同業界持份者吸納意見，以配合本地院舍的實際運作。

計劃採用國際行之有效的審核標準，並以客觀及科學方法收集證據，從而評審院舍的服務管理體系，旨在鼓勵院舍優化其管理體系及監察成效，長遠而言達至持續改善及提升競爭力的目標。

### 全面、專業的評審方法

認證計劃的評審分為三部份——「服務管理評估」、「服務質量意見訪查」及「微生物測試」，分別針對評審對象的管理體系、持份者的期望和科學舉證三方面的需求。申請院舍必須符合三個部分的合格要求或標準，方可獲得認證。

## Management system assessment

Consistency of service quality is very important. However, high staff turnover is a big challenge for elderly home operators as they try to maintain service levels. This problem cannot be solved by just recruiting new staff and providing technical training because service quality will drop whenever there is a staff change. In view of this, the scheme encourages elderly homes to maintain an effective management system. This can help establish an operating framework and provide procedures, requirements and guidelines for all staff to follow. It also enables the care home to cultivate a sense of what constitutes quality service in all staff, encouraging them to strive for continuous improvement.

The key objective of management system assessment is to determine whether an elderly home's management system complies with the established standards. The system requirement was developed with reference to the ISO 9001:2008 international management system standard, the Code of Practice (issued by Social Welfare Department), the Service Quality Standards and the Service Quality Management Scheme (developed by HKQAA). There are eight aspects included in the assessment checklist:

- Organisation Management
- Human Resources
- Internal and External Communication
- Monitoring and Continual Improvement
- Food and Hygiene Control
- Nursing and Caring Service
- Respect for Rights
- Environmental Safety and Community Harmony

All facets of elderly home operation are considered in the assessment, meaning that this will be a comprehensive tool and will allow elderly home operators to implement systems for continual improvement.

## Stakeholders' opinions

Customer satisfaction and service quality are closely related. One of the ultimate goals of establishing service quality management systems for elderly homes is to improve users' satisfaction. In this part, HKQAA aims to assess elderly homes from the perspective of stakeholders, including frontline employees, the elderly and their family members. Interview comments from these groups of people will be a good indicator of the quality of daily operations and reflect the effectiveness of the management system. Stakeholder interview data will be a necessary complement to the management system assessment.

## Microbiological testing

Hygiene is also a major concern when providing care to ageing people. Most elderly residents easily get infections because of physical deterioration and the environment of elderly homes. To reduce this kind of risk, it is essential to ensure that a home's hygiene conditions comply with the required standards. That is why microbiological testing is a key scientific component of the scheme.

In this part, food samples will be taken and tested by a third-party laboratory. Elderly homes will have to satisfy the requirements of the Centre for Food Safety. Microbiological testing shows whether the environmental hygiene of an elderly home complies with the given standard. This scientific evidence reduces operational risk by identifying the number of potential harmful bacteria in different food samples and serves to boost the confidence of service users.

## Showing commitment to quality eldercare services

With the HKQAA Service Quality Management Certification Scheme – Elderly Services, elderly home operators have an effective tool for evaluating their management system. Homes will be able to demonstrate their quality service by obtaining certification and the general public will be able to judge the quality of a home more easily. The scheme will drive the improvement of the Hong Kong elderly home service and raise the sector's standard of professionalism.

In order to cope with the changing environment, the certification scheme will be reviewed periodically to ensure that it can satisfy the prevailing social and market conditions.

For more information, please participate in one of HKQAA's upcoming seminars or check out the latest updates on the HKQAA website at <http://www.hkqaa.org>

## 服務管理評估

安老服務的持續性十分重要，皆因服務從業員的流失率十分高，如何維持院舍的服務水平，是一個十分重要的課題。單靠招請新員工和提供專業培訓是於事無補的，因為其成效也會隨著員工離職而大打折扣。有見及此，認證計劃鼓勵安老院舍透過有效的管理體系，建立一個運作框架，並提供工作流程、要求及指引供所有員工依循。這樣，服務意識不但可以植根於員工腦中，更可以把服務的理念及技巧在員工之間薪火相傳，從而建立可持續的優質服務文化。

「服務管理評估」主要評估院舍的管理體系能否達到一定標準，這些標準的內容是參考ISO 9001:2008管理體系國際標準、「工作守則」（社會福利署編制）、一系列的服務質素標準及「服務管理認證計劃」（香港品質保證局編制）。評審範圍合共有八個部份：

- 企業管理
- 人力資源
- 內部及外部溝通
- 監察及持續改善
- 食物及衛生控制
- 醫療及照顧服務
- 尊重權利
- 環境安全及和諧社群

此部分評審院舍的管理及日常運作，是否擁有一個有效的服務質量管理體系，以確保及維持服務質素。

## 持份者意見

服務質素和顧客滿意度的關係非常密切，而建立安老服務管理體系的目標之一，也是為求院友更加滿意。因此，此部份作為「服務管理評估」的補充，透過訪問各持份者，包括職員、院友或家屬，對院舍服務的認同，以反映管理體系的成效。

## 微生物測試

此外，安老院也要時刻確保環境衛生，因為老人家的抵抗力轉弱，加上安老院的特殊環境令他們較容易染病。因此，計劃特別引入微生物測試，通過科學化的方法，證明院舍達到一定水平。

本局會委派第三方機構進行食物抽樣及測試微生物樣本的工作，以確定院舍的環境衛生是否符合「食物安全中心」的標準。分析食物樣本中的含菌量，有助院舍降低處理食物的風險，及建立服務使用者的信心。

## 展示對服務質素的承諾

「安老服務管理認證計劃」為安老院舍提供有效的評審工具，不僅讓取得認證的院舍展示其優良的管理體系，亦幫助市民在選擇院舍時，更輕易識別出可值得信賴的院舍。長遠而言，本計劃可促進院舍達到持續改善服務質素的效果，推廣專業的安老院舍服務標準。

為配合市場發展，本計劃將定期更新，以回應最新的社會及市場需求。

了解更多詳情，可參加本局的簡介講座，或瀏覽本局網站：<http://www.hkqaa.org>

# Service Management and Development Prospects for Hong Kong Elderly Homes

## 香港安老院的服務管理與發展前景

Interview with Mr Kenneth C. Y. Chan, Chairman of the Elderly Services Association of Hong Kong  
香港安老服務協會主席陳志育先生專訪

*As the Hong Kong population ages, the demand for elderly care services grows and there is increasing concern about how service quality can be assured in the elderly care sector. Mr Kenneth C. Y. Chan, Chairman of the Elderly Services Association of Hong Kong, shares his thoughts on the development of, and prospects for, the elderly care industry.*

**VISION (V):** Could you briefly tell us about the history of the Hong Kong elderly care industry?

**Kenneth (K):** Elderly care services have existed in Hong Kong for about 30 years. At first, they were provided by non-governmental organisations subsidised by the Government, but the demand became so great that private operators started to become involved.

The elderly usually have to wait for years before they can get a subsidised residential care place. During this period, however, if their health suddenly worsens and their family members are unable to look after them, private homes can provide timely assistance.

The private homes industry expanded dramatically in the 1990s. The number of private places has doubled in the past 10 years, from 20,000 to some 50,000, representing over 70% of the entire market. This clearly indicates that Government subsidies are insufficient to meet demand.

**V: What services do elderly homes provide?**

**K:** In addition to basic residential care and meal arrangements, many elderly homes in Hong Kong, Europe and the US provide medical care, nursing, rehabilitation and even professional services like nutritional management and social services.

Elderly people are likely to live in elderly homes for a longer period of time than they will spend in a medical institution. Therefore, elderly homes pay more attention to the relationships between staff and residents and have to be familiar with residents' habits and preferences. Their ultimate goal is to provide comprehensive care for the person's physical, mental, social and spiritual needs.

**V: What is the standard of the elderly care services in Hong Kong?**

**K:** Currently, the Government has purchased places in about 140 homes out of the total 580 of service units in Hong Kong. The Social Welfare Department requires these subsidised units to meet certain requirements, including the 16 Service Quality Standards that have been developed based on the ISO 9001 Quality Management Systems. For example, the homes need to have a certain number of staff, including nurses and physiotherapists.

As for private homes that have not participated in the subsidy programme, many do provide good quality services. However, some might be not as good, just providing the basics like residential places, personal cleaning and meals. Currently over 80% of elderly home residents are CSSA recipients, who cannot afford expensive fees. Some of the providers are not keen to upgrade their services because there is already plenty of demand for places.



隨著香港逐漸步向老齡化社會，安老服務業的市場急速擴張，如何確保整體服務質素是社會十分關注的問題。今期《管略》邀請香港安老服務協會主席陳志育先生，分享安老服務業發展的現況和前景。

**管略（管）：**可否簡述香港安老服務業的發展概況？

**陳志育（陳）：**香港安老服務業的發展只有約30年歷史，早期是由政府資助的非政府機構營辦，但後來供不應求，便發展出私營的市場。此外，輪

候政府資助宿位需時多年，如長者出現突發的健康問題，而家人未能兼顧，私營院舍便能為他們提供即時的照顧。

因此，私營市場在90年代發展急速，在過去10年，宿位供應增長超過一倍，由二萬多增至五萬多，佔總市場超過七成，充分反映出政府的資助遠追不上市場需求。

**管：**現時安老服務為長者提供哪些方面的照顧？

**陳：**現時香港和歐美很多安老院舍，除了起居照顧和膳食外，更會提供醫療、日常護理、復康照顧，甚至營養分配、社交生活等的專業服務。由於長者要在院舍長時間居住，所以比起一般的醫療機構，安老院舍會來得更著重工作人員和院友之間的關係，更要熟悉他們起居作息的需要和喜好，提供所謂「身、心、社、靈」的全人照顧。

**管：**本港安老服務行業的水平如何？

**陳：**現時香港在580多間安老服務單位中，約有140間參與政府的買位計劃。社會福利署對這些資助機構有一定的服務質素要求，包括以《ISO 9001質量管理體系》為基礎發展而成的「16項服務質素標準」，其中對護士、物理治療師等專業人士的人手比例，有一定的標準框架。

私營市場當中，有些院舍的服務質素會很好，但在自由發展下，難免會出現服務參差的情況。這是因為入住宿位的長者中，超過八成是綜援受助人，可負擔的金額不高；而且現時市場求過於供，經營者未必有動力提升服務質素。所以有些院舍的服務未符理想，只提供住宿、個人清潔衛生、膳食供應等基本服務。

It is predicted that in the future the elderly are going to be better educated and financially better off than the post-war baby boom generation. Nowadays, many people in their 50s are already semi-retired. Surely they will expect a much better retirement life. Therefore, it is a must for the industry to improve its service standards in the future.

**V: HKQAA recently launched the Service Quality Management Certification Scheme – Elderly Services. How do you think the Scheme can help the industry improve its service quality?**

**K:** Currently, the elderly care industry is not transparent enough to the public. Family members, friends or social workers may get basic information about elderly homes from the Social Welfare Department, like the address and size, but there is no way for them to know about the service quality. Even the elderly themselves may not be able to express clearly their feelings about their stay.

An assessment scheme will allow the public to make informed decisions by providing objective and reliable information about the elderly homes' services, which in turn helps promote the development of the entire industry.

In order for an assessment system to be recognised by the market and the public, it should be carried out by a credible assessment body, one that occupies an independent third-party position without close ties to the industry, in a fair and impartial manner. The assessment principles should conform to the needs of the industry. HKQAA's Scheme has been developed based on the current effective international assessment tools, optimised with input from the industry. Its requirements are also close to those of the Social Welfare Department for the subsidised homes. Therefore, I think the Scheme is very reasonable and it matches the market situation.

**V: In what way do you expect the Certification Scheme to contribute to society in the long term?**

**K:** I think the Scheme has a special contribution to make to the long-term development of the elderly care industry. Under the current subsidy system, the elderly have no right to choose or change their residential care place even if they are not satisfied with the services. It gives the service units little motivation to improve their service quality.

However, last year's Policy Address proposed a community care service voucher scheme to provide a subsidy directly to the elderly to choose the services they need. This new scheme has gained support from society and is expected to open the market and promote healthy competition. A credible assessment system will help increase transparency in the market, as well as encouraging the industry to improve and develop according to commonly accepted standards.

To take further steps, I think the assessment scheme could be complementary to the new subsidy system, for example, by limiting the use of vouchers to certified providers so as to ensure that the public money is well spent on good services only. Therefore, it is important that the assessments be done independently by a third party. Also, I think the assessment could be further developed into a classification system, like the star rating for hotels, so that consumers can consider a provider's service quality and fee level.

然而長遠來看，比起現今一代在戰後出生的長者，新生代長者的學歷水平和經濟能力都高很多，好像現時有些50歲的長者都已半退休了，他們對退休生活自然也有更高要求。因此未來安老服務業發展更高層次的服務，事在必行。

**管：香港品質保證局最近推出「安老服務管理認證計劃」，你認為對業界提升服務質素帶來甚麼作用？**

**陳：**現時行業的透明度不足，長者的家人、親友或社工只能從社署獲得院舍的地址、規模等基本資料，而服務質素則無從得知；而長者入住院舍後，亦未必懂得清楚表達個人的感受。因此，為行業設立一套評審制度，可幫助公眾人士對院舍的服務掌握更客觀可信的資訊，從而作出明智的抉擇，亦可令行業的發展更為規範、正面。

評審制度要獲行業和公眾認受，首先必須由具公信力的評審機構，以跟業界無利益關係、獨立第三者的身分，公平公正地進行評審。

其次，評審準則要掌握到內行的需要。「安老服務管理認證計劃」並非無中生有，而是以行之有效的國際評審工具為基礎，再根據市場的需要和意見作優化；而且標準亦接近社署對資助院舍的要求，合情合理，配合市場實況。

**管：長遠來說，你期望「安老服務管理認證計劃」能為社會帶來甚麼貢獻？**

**陳：**我認為認證計劃對整個行業的未來發展具有深層的意義。在現時政府的資助制度下，長者無權選擇院舍，即使不滿意服務也不可轉院，致使機構缺乏改善服務質素的動力。

然而，去年特首的施政報告中，提出了「錢跟人走」的安老服務模式，即以「社區照顧服務券」的形式，將政府資源直接交予消費者，讓他們自行選擇服務。這個模式已獲得社會各界人士的支持，一旦落實，便可開放市場，促進良性競爭。屆時，一套具公信力的評審制度，將可增加市場對公眾的透明度，推動業界更規範、循序漸進地改善、發展。

長遠來說，新資助模式或可考慮配合評審計劃，例如要求「服務券」只可用於通過認證的機構，以免長者遇人不淑，保障他們的利益；由獨立第三者作評審，亦可讓公眾放心公帑不會錯配。此外，如果未來可以進一步發展成分級認證，有如酒店的星級評等，更可讓消費者更清晰地衡量院舍的服務質素和價格。



**香港安老服務協會**  
The Elderly Services Association of Hong Kong

*TESA was established in 1983 by a group of private elderly home operators. Its mission is to promote the development of the elderly care industry, so as to improve the services offered and promote a positive image to the public.*

香港安老服務協會於1983年成立，由業界一群有心從事安老服務業的私營安老院舍營運者發起組織而成，一直致力推動安老服務業界的自強和自我提昇，將私營安老院服務水平推向更高層次，向社會大眾展示良好的企業形象。

# Introduction of New Council Members 新董事局成員介紹

## Interview with New Deputy Chairman – Ir C. S. Ho 新任副主席 — 何志誠工程師專訪

**VISION (V):** You have been on HKQAA's Governing Council since 2005. What is your opinion on prospects for the certification industry?

**Deputy Chairman (Ho):** I think there are great business opportunities for HKQAA's certification services in Hong Kong and even in mainland China. Some Chinese leaders have said that the concept of branding is still immature in the China region. Chinese manufacturers offer their labour and resources, and sometimes sacrifice the country's environment, in return for only meager rewards. However, overseas sellers earn a whole lot more by putting their brand name on a product. In fact, many people are willing to pay for the quality assurance that comes with the brand of the provider.

HKQAA's impartial certification services bring many advantages to businesses. With quality assurance, customers will be more confident in their purchasing, thus greatly raising the value of the product. At the same time, choosing suppliers that are certified saves time and resources.

Furthermore, the city's certification industry is actually a valuable asset to Hong Kong and China, as it can play an important role in helping the industries of China on the escalation of product and service quality that is instrumental in brand-building. To many people from the Mainland, Hong Kong's products and services mean quality. Therefore, we can cooperate with the Mainland in its business activities and we can also serve as a role model for the entire certification industry. Every aspect of society, even the basic necessities of life, needs quality assurance, so I've always thought the certification industry has bright prospects.

**V: How can HKQAA maintain its leading position in the certification industry?**

**Ho:** As a non-profit organisation, we believe "integrity" and "impartiality" are the most important principles and factors of success of the certification industry; these are also the very qualities that underpin our success. I believe that when we are working with our clients, we should not settle for anything but the best. If we do not give up our principles for the sake of business expansion, we will be able to establish our image of integrity with the public in the long run. Our efforts will also help our clients take their business to the next level by improving quality and strengthening their corporate image, resulting in a win-win situation between us.

**V: Would you share your motto with our readers?**

**Ho:** My father named me "Shing (sincere)" and I think "sincerity" and "honesty" are most important when dealing with other people. There is a saying that "honest men do not deceive themselves", and that we should "be sincere from the inside out". We must be frank to our clients and to ourselves, undertaking only tasks that match with our conviction and fall within our capability. On the other hand, we must be frank and have the courage to decline a request or task that are otherwise. On the pursuit of long term development, I think setting the right direction is more important than realising success in the shortest time; and identification of the right and challenging goal is more important than the formulation of an aggressive timetable. Once we have the right direction and we maintain our good work on the right track, we will finally make it, perhaps slowly, but surely.

**Ir C. S. Ho** worked with the Hong Kong Housing Authority as Chief Building Services Engineer. He was the head of the Building Services Section responsible for the design and construction of BS installations at public housing estates and ancillary facilities. Ir Ho is a chartered engineer, a fellow of the Chartered Institution of Building Services Engineers and a member of the Hong Kong Institution of Engineers (HKIE). He also serves as a committee member of the Electrical Division of HKIE.



**管略(管):** 何工程師自2005年起便擔任香港品質保證局的董事局成員，對本局的發展貢獻良多；你對認證行業的發展前景有甚麼看法？

**何副主席(何):** 香港品質保證局的認證工作，其實在香港乃至中國大陸，均是一項秀麗行業。國家不少領導人曾說過，品牌的概念在華人地區尚未成熟。一件產品在大陸生產、加工，中國付出了勞動力和資源外，也經常付出了環境污染的代價，但中國生產者只能賺取微薄的薪水和回報；可是產品到了外國加上名牌後，卻有不少人願意付出高成本許多倍的價錢去購買，可見品牌背後的品質保證其實十分值錢。

香港品質保證局提供不偏不倚的認證服務，對於商家來說，品質的保證可吸引消費者安心購買他們的產品，大大提升產品的價值。同時，在採購材料時，商家亦可挑選已獲得認證的供應商，省卻評審所需的時間和資源。

此外，香港的認證行業對整個中國產業朝著品質高階化發展的過程中可以扮演一個重要的角色，因為香港的產品和服務在許多國內外人眼中是質素的代名詞。因此，我們及香港的認證行業其實是香港和中國的重要資產，本局不僅與大陸的商業活動緊密合作，亦是帶領認證業的龍頭；而且社會上任何一個範疇，不論衣、食、住、行均需要品質保證，可見認證行業的前景十分樂觀。

**管：本局怎樣保持在認證行業的領導地位？**

**何：**作為一間非牟利機構，本局堅信「誠信」及「不偏不倚」是認證行業最重要的特質和成功要素，這亦正是我們在業界的優勢。我認為我們在爭取客戶時，寧缺勿濫，絕不可為了業務增長而放棄這些原則，只要繼續堅持，使我們的品牌在大眾的心目中是「誠信」的標誌和同義詞，長遠而言我們一定可以幫助客戶提升品質和建立穩固的品牌，將業務推向新台階，最終達至我們與客戶的雙贏局面。

**管：作為本局新任副主席，可否與讀者分享你的待人處世之道？**

**何：**家父為我起名時，給了我一個「誠」字。我認為待人最重要的是「真誠」與「誠意」。所謂「誠者毋自欺」，要「誠於中，形於外」。應做和做得到的便說「做得到」，做不到的便坦誠說「做不到」。此外，我認為人生最重要的是選定正確的目標，而不是事事急於求成。目標比訂定時間表重要，只要方向正確，願意堅持，每天做一點，最後必然會獲得理想的成果。



**何志誠工程師**曾任香港房屋委員會的總屋宇裝備工程師，主管屋宇裝備組，負責房委會屋宇裝備的設計及安裝工程。何工程師是一位特許工程師，英國屋宇裝備工程師學會資深會員及香港工程學會會員。他亦是香港工程師學會電機分部委員。



## Dr Chui Hong Sheung, JP 崔康常博士, 太平紳士

Dr Chui Hong Sheung is the founding President of Hang Seng Management College (HSMC). He received his PhD in Education Administration from The University of New South Wales in 1996, MA (Ed) and Dip Ed from The Chinese University of Hong Kong in 1988 and 1975 respectively and BSc (Hons) from The University of Hong Kong in 1972.

Dr Chui joined the Education sector as a secondary school teacher after he graduated from The University of Hong Kong and was appointed the first Principal of STFA Lee Shau Kee College from May 1979 to December 1996. He joined the Hang Seng School of Commerce (HSSC) as the President from December 1996 until now.

The Hang Seng Management College (HSMC), a wholly owned subsidiary of HSSC, was founded in September 2010. Currently, four Degree programmes are being offered, namely Bachelor of Business Administration (Honours) Programme, Bachelor of Translation with Business (Honours) Programme, Bachelor of Business Administration in Supply Chain Management (Honours) Programme, and Bachelor of Journalism and Communication (Honours) Programme. Further degree programmes are being developed and will be offered in the near future.

On top of the role of providing overall leadership in the management of HSMC, Dr Chui is now responsible for campus expansion and fund raising with the aim of building a state-of-the-art university campus in the near future.

Dr Chui's research interests include education reforms, school effectiveness and improvement, leadership and management, academic self concept and school climate.

崔康常博士是恒生管理學院創校校長。1996年崔博士於新南威爾士大學獲哲學博士（教育行政學）；分別於1975、1988年於香港中文大學獲教育文憑及文學碩士（教育）；1972年獲香港大學理學士。

崔博士於香港大學畢業後，即投身教育界，任職中學教師，並於1979年5月至1996年12月期間，出任順德聯誼總會李兆基中學首任校長。其後，崔博士於1996年12月加入恒生商學書院，擔任校長至今。

2010年9月，恒生管理學院正式成立，附屬恒生商學書院，並相繼開辦工商管理（榮譽）學士、商務翻譯（榮譽）學士、供應鏈管理工商管理（榮譽）學士及新聞及傳播（榮譽）學士學位課程，現正籌辦更多學士學位課程。崔博士領導全校，近期主要負責校園擴建計劃和籌款活動，期望將恒生管理學院發展成為一所擁有先進教學及研究設施的私立大學。

崔博士的研究興趣包括教育改革、學校效能及改善、領導及管理、學業自我概念及學校文化。



## Ir James Y. C. Kwan, JP 關育材工程師, 太平紳士

BSc(Eng), MBA, C Eng, RPE(Gas), FHKIE, FIGEM, FIMechE, FCIBSE, FEI

Ir James Y. C. Kwan gained an honors degree in Mechanical Engineering at the University of Hong Kong in 1973; he obtained a Master of Business Administration from the Chinese University of Hong Kong in 1982; and he was conferred the Honorary Fellowship by the Hong Kong University of Science and Technology in 2011.

Ir Kwan joined the Engineering Division of The Hong Kong & China Gas Company Limited in 1975 and was promoted to General Manager – Engineering in October 1989. He was appointed to the Board in January 1997, became Director & General Manager – Marketing & Customer Service in May 1997, and took up his present position in January 2003. He is Deputy President of Towngas International Company Limited, Executive Director of Towngas China Company Limited, Deputy President of Hong Kong & China Gas Investment Limited, and Director of the Group's joint venture companies in China.

Ir Kwan is well known for his contributions to the engineering profession. He is currently a member of Vocational Training Council, Transport Advisory Committee, Construction Industry Council, and the Governing Council of the Hong Kong Quality Assurance Agency of the Hong Kong Special Administrative Region. He was the President of the Institution of Gas Engineers and Managers, UK in 2000/01 and the President of the Hong Kong Institution of Engineers in 2004/05.

關育材在1973年畢業於香港大學，持有機械工程榮譽學士學位，並於1982年獲香港中文大學工商管理碩士學位，於2011年獲香港科技大學頒授榮譽院士。

1975年關氏加入香港中華煤氣有限公司工程科工作，1989年10月獲晉升為工程科總經理。他在1997年1月獲委任為董事，並由同年5月1日起出任市務及客戶服務科總經理。他在2002年7月獲委任為執行董事兼商務總監，並於2003年1月起出任執行董事兼營運總裁，負責領導公司商務科及工程科，專注香港業務的整體營運，並全面參與集團在內地的燃氣業務發展。關氏亦為港華投資有限公司常務副總裁、港華燃氣有限公司執行董事及中華煤氣國際有限公司常務副總裁。

關氏多年來積極推動工程界的發展，貢獻良多。他曾任2000/01年度英國氣體工程師學會會長及2004/05年度香港工程師學會會長，現為香港特別行政區交通諮詢委員會委員、職業訓練局委員、建造業議會委員、香港品質保證局董事局董事及香港理工大學兼任教授。



### Ir K. C. Leung 梁廣泉工程師

Ir Leung joined Sonca Products Ltd. right after graduation in 1974 as an assistant engineer. He worked all the way up to Managing Director as from 1998. Sonca's main business is development, manufacturing and export of lighting products (flashlight, lantern and household lighting). It is the largest flashlight manufacturer in the world and a wholly owned subsidiary of Energizer Holdings, Inc.

**Academic Qualification:** BSc (Eng.) in Mechanical Engineering

from University of Hong Kong; MSc (Eng.) in Industrial Engineering from University of Hong Kong; and MBA from Chinese University of Hong Kong

**Professional Qualification:** Fellow of the HK Institution of Engineers; Fellow of the Institution of Mechanical Engineers; Member of the Institution of Engineering & Technology; Registered professional engineer of HK; and Chartered engineer of the U.K.

**Current Public or Community Services:** Member of the Accreditation of Academic & Vocational Qualification Appeal Board; Member of the Foundation Studies Board of Vocation Training Council; Member of the Electronics/Electrical Appliances Industries Advisory Committee of Hong Kong Trade Development Council; Member of the Organizing Committee of HKTDC Hong Kong Houseware Fair, Gifts & Premium Fair and International Home Textiles & Furnishings Fair; Director of the Federation of Hong Kong Industries; Chairman of Group 4 of the Federation of Hong Kong Industries; Member of the Standing Committee of Pearl River Delta Council; Member of the Design Council; Member of the Executive Committee of the Mould and Die Council; Honorary President of HK Electrical Appliances Manufacturers Association; Vice Chairman of the Industry and Technology Committee of the Hong Kong General Chamber of Commerce; Director of Hong Kong 5S Association; and Director of Shenzhen Association of Enterprises with Foreign Investment

自1974年大學畢業起便加入崇佳企業有限公司工作，由助理工程師不斷獲晉升，自1998年起任職董事總經理至今。崇佳之主要業務為手提及家居照明產品之開發、製造及營銷。它乃全球最大之手電筒生產商，美國勁量集團之全資附屬公司。

**學歷：**香港大學機械工程學士；香港大學工業工程碩士；香港中文大學工商管理碩士

**專業資格：**香港工程師學會資深會員；英國機械工程師學會資深會員；英國工程及科技學會會員；香港註冊工程師；英國特許工程師

**現任公共及社會服務：**香港特區學術及職業資歷評審上訴委員會委員；職業訓練局基礎課程學科委員會委員；貿易發展局電子及家電業諮詢委員會委員；貿易發展局香港家庭用品展、香港禮品及贈品展及香港國際家用紡織品展籌備委員會委員；香港工業總會理事及第四分組主席；珠三角工業協會常務委員會委員；香港設計委員會委員；香港模貝協會理事；香港電器製造業協會榮譽會長；香港總商會工業及科技委員會副主席；香港五常法協會理事；深圳外商投資企業協會理事



### Mr Mak Soi-Kun 麥瑞權先生

Mr Mak Soi-Kun holds Master of Sociology and Master of Business Administration degrees from the Sun Yat-Sen University. He is currently the Executive of Board of Directors of Macau University of Scientific and Technical and Wuyi University; Member of Legislative Assembly of Macao SAR.; Committee member of Consultative Committee of Macao Environmental Protection Bureau of Macao SAR.; President of Macau Construction Association; President of

Macau Construction Industry Environmental Protection Society and Executive Vice President of Macau Association of Environmental Protection Industry.

Mr Mak founded Soi Kun Engineering Co. Ltd. in 1988 and it became the first engineering company to obtain the ISO 9001 certificate of quality management system in Macau. It has also obtained ISO14001 and OHSAS18001 certificate and encourages green construction. Furthermore, Mr Mak personally sets an example to promote green building and participates in the training of construction and environmental protection industrial workers actively. The success impels Macau's first group of welders to obtain the welding certificate. As a guest speaker, Mr Mak has attended the Environmental Protection Forum of Both Banks Four Places (The Mainland – Taiwan – Hong Kong – Macau) on behalf of Macau for several times. He has published many articles in the newspapers and journals, such as "Occupational safety and the development of safety culture"; "Research of market competition in Macau construction industry"; "Macau construction industry management system and enhancement of the industry"; "Development and challenges of micro-enterprises – based on Maslow's Hierarchy of Needs"; "Development of Macao middle class and establishment of civil society"; "To ponder the not achievement of administrative" and so on.

中山大學社會學碩士及工商管理碩士。現任澳門科技大學和江門五邑大學校董、澳門特別行政區立法會議員及環境諮詢委員會委員、澳門建造商會理事長、澳門建造業環境保護學會理事長、澳門環境保護產業協會常務副理事長。

於1988年成立瑞權工程有限公司，並於1997年成為本澳首間考獲ISO 9001品質管理證書的建築工程公司，同時亦取得ISO 14001及OHSAS 18001認證，身體力行推動環保建築。並積極參與培訓建造及環保產業工人，成功推動全澳第一批焊工考獲證書，曾多次作為主講嘉賓代表澳門參加兩岸四地環保論壇，並於報章及刊物發表多篇文章，如「職業安全與安全文化建設」、「澳門建築產業市場競爭現狀探討」、「澳門建築產業管理制度與產業優化升級」、「微小企發展與挑戰——基於馬斯洛需求視角」、「澳門中產階級的成長與公民社會的建立」和「對行政不作為的思考」等。



### Dr Cho Nam Ng, BBS, JP 吳祖南博士, BBS, 太平紳士

Dr Cho Nam Ng received his B.Sc. and Ph.D on environmental sciences from the University of Lancaster in England. He is currently Associate Professor of the Department of Geography in the University of Hong Kong. Since his return to Hong Kong in 1988, Dr Ng has been actively involved in both teaching and research in various environmental disciplines. His research interests include Hong Kong's environmental and nature

conservation policies and planning, environmental impact assessment, ecological impacts of urbanisation on rural area, and cross-boundary environmental and ecological issues. He is member of the executive committees of the Hong Kong Geography Association and the Hong Kong Meteorological Society, and Fellow of the Hong Kong Institute of Environmental Impact Assessment.

Dr Ng is also deeply involved in public services. He was member of a number of government advisory committees including the Advisory Council on the Environment (1994-2008) (and chairing the Environmental Impact Assessment Subcommittee from 2006 to 2008), the Commission on Strategic Development (2006-10), and the Town Planning Board (2004-10). He is currently serving the Antiquities Advisory Board, the Environmental Campaign Committee, the Transport Advisory Committee, and the Country and Marine Park Board.

Dr Ng plays an active role in environmental NGOs. He is the former chairman (1994-1999) and a current director of the Conservancy Association, and also the vice-chairman of the Hong Kong Birdwatching Society. In 2004, Dr Ng was awarded the Bronze Bauhinia Star (B.B.S.) honours in recognition of his contribution to environmental protection and nature conservation in Hong Kong.

吳祖南博士畢業於英國蘭加斯特大學環境科學系，現任香港大學地理系副教授；自1988年回港後，吳博士一直積極從事環境教學和研究工作，課題包括香港的環境及自然保育政策和規劃、環境影響評估、都市發展對鄉郊地區的生態的影響、跨境環境及生態問題。吳博士是香港地理學會及香港氣象學會的執行幹事和香港環境影響評估學會的資深會員。

此外，吳博士亦積極參與公共服務的工作，曾任香港特區政府的環境諮詢委員會委員（1994-2008）及其下的環境影響評估小組主席（2006-08）、策略發展委員會委員（2006-10）及城市規劃委員會委員（2004-10）等；現任古物諮詢委員會委員、環境運動委員會委員、交通諮詢委員會委員及郊野及海岸公園管理局委員。

在民間環保團體工作方面，吳博士是長春社前主席（1994-1999）及現任理事和香港觀鳥會副主席。在2004年，吳博士更獲香港特區政府頒授銅紫荊星章，以表揚他對香港的環境及生態保育工作上的貢獻。



### Ir Dr Otto L. T. Poon, BBS, OBE 潘樂陶博士工程師, BBS, OBE

Ir Dr Poon is a Chartered Engineer in electrical, mechanical and environmental engineering. He established Analogue Group of Companies in 1977 which has developed into a diversified international engineering group.

He had participated in public services both to the community and the engineering profession which included, among others, as Member of Advisory Council on the Environment, Chairman of

Environmental Impact Assessment Subcommittee of Advisory Council on the Environment, Chairman of Energy Advisory Committee, Member of Solicitors Disciplinary Tribunal Panel, Member of Council for Sustainable Development, Chairman of Strategy Subcommittee of Council for Sustainable Development, Member of Trustee Board of Institution of Mechanical Engineers, UK and Council Member of Chinese Mechanical Engineering Society. He was also the President of the Hong Kong Institution of Engineers (1998-1999), Chairman of Institution of Mechanical Engineers, Hong Kong Branch (2002-2004), President of Hong Kong Association of Energy Engineers (2004-2008), President of Association of Energy Engineers, Hong Kong Chapter (2006-2009) and Chairman of Hong Kong Climate Change Forum (2010-2011).

He now serves as the Adviser to Bauhinia Foundation Research Centre, Honorary Advisor to The Hong Kong Bio- and Eco- Energy Industry Association and President of the Hong Kong Federation of Electrical and Mechanical Contractors.

Ir Dr Poon was awarded OBE in 1996 and BBS in 2003. He was also conferred the University Fellowship by the Hong Kong Polytechnic University in 2007 and Honorary Degree of Doctor of Technology (Hon DTech) by Coventry University, UK in 2011. He was elected as an Outstanding PolyU Alumni in 1999 and an Outstanding Branch Member of the Year (2003-2004) by the Institution of Mechanical Engineers, UK. He was also granted Honorary Member by The China Mechanical Engineering Society in 2011.

潘工程師為英國特許工程師，專業電機、機械及環保工程。他於1977年創立安樂工程集團，現已發展成為一多元化國際工程集團。

他多年來積極參與社會及工程專業方面之公益服務，曾任環境諮詢委員會委員及環境影響評估小組主席、能源諮詢委員會主席、律師紀律委員會委員、可持續發展委員會委員及策略工作小組主席、英國機械工程師學會信託委員會委員，以及中國機械工程學會第九屆理事會理事。他亦為香港工程師學會前任會長（1998-1999）、香港能源工程師學會前任會長（2004-2008）、美國能源工程師學會香港分部前任會長（2006-2009）、英國機械工程師學會香港分部前任主席（2002-2004）及香港氣候變化論壇上任主席（2010-2011）。

他目前為智經研究中心顧問、香港生物及環保能源業協會名譽顧問及香港機電工程商聯會會長。

潘工程師於1996年獲頒授「英帝國官佐勳章（OBE）」，2003年獲香港特區政府頒授「銅紫荊星章（BBS）」，其後於2007年獲香港理工大學授予「大學院士」及於2011年獲英國考文垂大學頒授「榮譽科技博士學位」。此外，他於1999年獲選為「香港理工大學傑出校友」，以及獲英國機械工程師學會選為「2003至2004年度傑出分部會員」。他亦於2011年獲中國機械工程學會授予「榮譽會員」。



### Ms Linda P. S. So 蘇碧珊女士

Ms Linda P. S. So joined the Trade and Industry Department of the HKSAR Government in 2009 and was transferred to the Industries Support Division in September 2011. Ms So's present duties, as Assistant Director-General of Trade and Industry (Industries Support), cover support services and funding schemes for small and medium enterprises (SMEs), regional cooperation on SME matters, brand promotion and development, liaison and support services to Hong Kong industries, etc.

Before joining the Trade and Industry Department, Ms So had served in different bureaux and departments, including the Financial Services and Treasury Bureau, the Chief Secretary for Administration's Office, the former Education and Manpower Bureau, the former Health and Welfare Bureau and the former Urban Services Department.

蘇碧珊女士於2009年加入香港特區政府工業貿易署，並於2011年9月調職工商業支援部。蘇女士現任工業貿易署助理署長（工商業支援部），其職務範圍涵蓋中小型企業支援服務和資助計劃、中小型企業的區域合作事宜、品牌發展及推廣、聯繫及支援香港工商業等。

蘇女士在加入工業貿易署前，曾在多個決策局及部門服務，包括財經事務及庫務局、政務司司長辦公室、前教育統籌科、前衛生福利局及前市政總署。



### Prof. Christopher To 陶榮教授

Prof. Christopher To is the Executive Director of The Construction Industry Council, a statutory body in Hong Kong tasked among other functions to advise and make recommendations to the Government on strategic matters, major policies and legislative proposals, that may affect or are connected with the construction industry, and on matters of concern to the construction industry.

As former Secretary-General of the Hong Kong International Arbitration Centre, he managed to elevate Hong Kong's status as the regional dispute resolution hub of Asia by increasing the number of international dispute cases being referred to Hong Kong for amiable resolution as well as creating the Asian Domain Name Dispute Resolution Centre. In recognition of his outstanding leadership and his contribution to the community, in 2001 he was honored as the youngest Director of the Year in Hong Kong and in 2007 he was honored as a Young Global Leader by the World Economic Forum.

In 2004, he was named as a Director and Chairman of the Hong Kong Internet Registration Corporation Limited and was elected by the internet community to serve on the Nominating Committee of the Internet Corporation for Assigned Names and Numbers.

Prof. To holds qualifications in computing, engineering and law. He is a recognised authority on alternative dispute resolution techniques and is a sought-after speaker/moderator at international forums. He holds Adjunct Professorships from leading Universities and is on the board of various organisations ranging from education to research and development.

陶榮教授是建造業議會的執行總監。議會是在香港設立的法定機構，就政府頒布針對建造業，或有關建造業而制定的策略性事宜、重大政策及立法事項提供意見及作出建議。

陶教授是香港國際仲裁中心的前任秘書長，透過不斷吸引更多國際爭議案件在香港進行友好解決的途徑，以及創辦亞洲域名爭議解決中心，致力提升香港作為亞洲區內的爭議解決中心的地位。2001年，陶教授被選為該年度最年青的傑出董事，以表揚他的卓越領導及對社會的貢獻。而於2007年更獲世界經濟論壇選為世界青年領袖。

陶教授於2004年出任香港互聯網註冊管理有限公司董事及主席，同時亦被推選加入互聯網名稱與數字地址分配機構（簡稱「ICANN」）的提名委員會。

陶教授持有電腦、工程及法律學歷，他的另類爭議解決技巧獲得公認權威，更被廣邀於國際性論壇中出任演講嘉賓或主持；於著名大學擔任客席教授，亦是多個教育、研究及發展機構的董事。



### Miss Theresa S. L. Yim 嚴小玲小姐

Miss Theresa Yim graduated with distinction in the School of Architecture from the University of Hong Kong. She also holds a Master degree with distinction in Interdisciplinary Design and Management from the same University. She is a Registered Architect and a Member of the Hong Kong Institute of Architects.

Miss Yim joined the Housing Department in 1989. She is currently working as the acting Assistant Director of Housing in Development & Construction Division. Her principal focus is to work on matters relating to project management, planning, design and contract management of new public housing development projects. She also oversees works covering development and operation of the Quality Management system and IT system. She plays an active role in the monitoring of a number of public rental housing projects including the large complex housing development at Kai Tak. This project has extensively implemented environment-friendly green features and pre-casting initiatives and has obtained Housing Department "Outstanding Team Grand Award" in 2011.

Over the years, Miss Yim received numerous awards from the Housing Department. She is the recipient of the Ombudsman Award from the Hong Kong government in 2002. Recently, Miss Yim and the Kai Tak 1A Project Team also won the "APBEST Key Result Achiever Award 2011-12" from the Asia Pacific Business Excellence Standard Academy.

嚴小玲小姐以優異成績畢業於香港大學建築學院，於2006年獲取香港大學跨領域設計與管理學碩士學位，成績優異，現為註冊建築師，亦是香港建築師學會會員。

嚴小姐於1989年加入房屋署，目前在發展及建築處擔任署理助理署長，專責新公屋發展計劃的項目管理、策劃、設計和合約管理工作。此外，亦負責監察品質管理系統和資訊科技系統的開發和營運，並積極監督多個公共房屋項目，包括大型的啟德公屋發展項目。啟德項目採用大量環保設計和預製技術，並在2011年獲得房屋署傑出團隊大獎。

多年來，嚴小姐獲房屋署頒授多個工程項目獎項。在2002年獲香港政府授予申訴專員嘉許證，並於最近連同啟德1A公屋項目獲亞太卓越企業標準協會頒授2011至12年度亞太最傑出關鍵成效獎。

# HKQAA Sustainable Building Index (HKQAA SBI) – FAQs

## 樓宇可持續發展指數 —— 答問篇

HKQAA recently held a number of seminars for the newly launched HKQAA Sustainable Building Index (HKQAA SBI) and has received a great response. In this issue of *VISION*, we answer some frequently asked questions about the Index.

本局自推出「樓宇可持續發展指數 (HKQAA SBI)」後，至今已舉行多場簡介講座，反應熱烈，並收到眾多業界人士的查詢。今期《管略》歸納了一些常見的查詢問題，供有意參加者作參考。



### 1. What are the benefits of subscribing to the HKQAA SBI?

Subscribing to the HKQAA SBI helps a building's stakeholders to:

- Identify areas in need of improvement, enhancing the building's appreciation potential
- Showcase the building's quality and value by reporting its sustainability performance on the HKQAA SBI website
- Measure and benchmark the building's sustainability performance from the social, environmental and economic perspectives against Hong Kong performance norms through territory-wide HKQAA SBI Benchmarking Research

### 2. What are the requirements for subscribing to the HKQAA SBI?

The initial phase of HKQAA SBI allows buildings of different ages and types, including domestic and accommodation buildings, industrial and office buildings, shopping malls and shopping arcades, to subscribe. We may consider extending the range of building types in the future. Authorised owners' corporations, mutual aid committees, owners' committees, property management companies, registered owners or appointed persons may represent a building and submit an application.

### 3. What was the basis and process of setting up the HKQAA SBI metrics?

The HKQAA SBI was developed based on the UNEP-FI / SBCI's financial and sustainability metrics report, and a number of key ISO standards regarding building sustainability (including ISO 15392 & ISO 21929-1:2011). Industry professionals and other building stakeholders were also consulted to ensure that the metrics match actual market conditions.

The HKQAA SBI offers a composite index of current building sustainability performance indicators. Measurable performance targets have been established for various levels of performance. These are based on current legal requirements, industry recommended practices and the latest findings of the Hong Kong building sustainability performance questionnaire survey, funded by the HKSAR Government's Sustainable Development Fund. By comparing the reported performance of the subscribing building to those performance targets, its HKQAA SBI score can be calculated.

### 4. What is the fee for subscribing to the HKQAA SBI?

Please refer to the tables below:

HKQAA SBI subscribing fee HKQAA SBI 參加費用		Fee 費用 / per year 每年
"Self-Declared Report Disclosure" category	「披露自行申報的報告」類別	HK\$ 2,000
"Verified Report Disclosure" category	「披露已驗證的報告」類別	HK\$ 3,500

HKQAA SBI training courses HKQAA SBI 培訓班		Fee 費用 / per person 每人
		HK\$ 1,450
*HKQAA provides training courses for subscribers and eligible professionals to equip them with the knowledge about the assessment metrics of HKQAA SBI and the techniques for assessing buildings' sustainability performance. Upon completing the training, eligible professionals will be able to list as "SBI verifiers". 供 HKQAA SBI 參加者或合資格的專業人士參加，認識如何應用指數中的公式，及對樓宇的可持續發展表現作出評核所需的技巧；完成培訓後，合資格的專業人士可登記成為「SBI 驗證員」。		

Sustainable Development Fund subsidy 「可持續發展基金」津貼		Amount of subsidy 資助金額	Quota 名額
Subscribing to the HKQAA SBI	參加HKQAA SBI	HK\$1,500 / per report 每份報告	150
Participating in HKQAA SBI training courses	參加HKQAA SBI培訓班	HK\$1,000 / per person 每人	200

\*Subsidies from the Government's Sustainable Development Fund will be provided, mainly by drawing lots, in phases during the period 2012 to 2013.  
本局會於2012至2013年內分階段，主要以抽籤形式向參加者發放政府撥款的「可持續發展基金」津貼。

### 1. 參加HKQAA SBI有甚麼好處？

參加HKQAA SBI可幫助樓宇持份者：

- 了解樓宇需改善之處，優化保養及管理，從而提升物業的增值能力
- 在HKQAA SBI網頁上公布樓宇可持續發展表現，彰顯物業的質素和價值
- 根據全港性的「樓宇可持續發展指標研究」，對物業在社會、環境和經濟三方面的各項表現，與同類型樓宇作出比對

### 2. 參加HKQAA SBI需要甚麼資格？

在推出HKQAA SBI的首階段，全港不同樓齡和類型的建築物，如住宅樓宇、宿舍及供旅宿之樓宇、工業大廈、辦公樓宇、商場、購物中心等均可參加，將來更會考慮擴展到其他類別的建築物。樓宇可由獲授權的業主立案法團、互助委員會、業主委員會、物業管理公司、已登記業主或受委託人士出任代表參加。

### 3. 制訂HKQAA SBI評分標準的基礎和過程是怎樣？

HKQAA SBI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」，及一系列有關可持續建築的重要標準（包括ISO 15392及ISO 21929-1:2011）為基礎而制訂，並諮詢業界人士及其他樓宇相關持份者，讓評分標準更符合市場實際情況。

HKQAA SBI包含多項可持續發展表現的指標，根據本地法律法規、業界建議準則，以及由香港特區政府「可持續發展基金」撥款進行的全港性樓宇可持續發展指標研究結果，將樓宇的可持續發展表現劃分為數個可量度的級別。透過將參加樓宇的表現與這些級別的表現基準作出比對，便可計算出樓宇的HKQAA SBI得分。

### 4. HKQAA SBI參加費用如何？

請參閱下表：

## Submission of subscription form 提交申請表

Buildings wishing to subscribe to the HKQAA SBI should complete and submit the HKQAA SBI subscription form, indicating the subscription category opted for.  
申請參加HKQAA SBI的樓宇須填寫及提交申請表，並列明所申請的類別。

Subscribing to the  
“Self-Declared Report  
Disclosure” category  
申請「披露自行申報  
的報告」類別

Subscribing to the  
“Verified Report  
Disclosure” category  
申請「披露已驗證的  
報告」類別

## Filling in the Building Sustainability Performance Report 填寫樓宇可持續表現報告

Buildings should fill in their sustainability performance in the HKQAA SBI Metrics Handbook and Report Template.

參加者須將其樓宇可持續發展表現的數據及資料，填寫在「HKQAA SBI 指數手冊及報告範本」上。

Verification by  
listed SBI verifier  
由已登記的  
「SBI驗證員」驗證

Buildings subscribing to the “Verified Report Disclosure” category have to engage a listed SBI verifier to verify the integrity of the reported information before submitting the report to HKQAA.

樓宇如申請參加「披露已驗證的報告」類別，在提交報告前須先行委託一名已登記的「SBI驗證員」，驗證報告內容的真確性。

Submission of  
self-declared report  
提交自我評審之報告

Submission of  
verified report  
提交已驗證之報告

Independent  
verification of verified  
reports  
獨立驗證

Buildings subscribing to the “Verified Report Disclosure” category should keep records of their sustainability performance data, and related information, throughout the subscription period. HKQAA will independently verify the reported information of a random sample of buildings. HKQAA will notify the selected buildings at least seven working days in advance to arrange the verification exercise and the buildings should make available all records to the HKQAA verifiers. (There is no additional charge for the independent verification.)

「披露已驗證的報告」類別的參加者，在整個計劃期間須保存其可持續發展表現之相關數據和記錄，香港品質保證局將在參與計劃的樓宇中進行抽樣，獨立驗證其報告。被抽中者會在最少七個工作天之前收到通知，以便作出安排，於驗證期間向驗證員提供所有相關資料。（獨立驗證不另收費）

## Compiling the HKQAA SBI score 計算HKQAA SBI得分

HKQAA will calculate the HKQAA SBI score of subscribing buildings by comparing the buildings' reported performance to the various levels of performance targets, with the maximum score being awarded to buildings which conform to the criteria of the highest level, and so on. Scores are then aggregated and averaged to arrive at the final HKQAA SBI score.

香港品質保證局將參加樓宇的表現和各個級別表現基準進行比較，滿足到最高級別的指標將得最高分，如此類推。通過計算各項表現指標的平均分數，便可得出HKQAA SBI的得分。

## Disclosure of reported performance 披露報告內容

Subscribing buildings' reported performance information will be displayed on the HKQAA SBI website.

參加者的可持續發展表現詳情，將上載於HKQAA SBI網頁內。

Display of  
HKQAA SBI Verified Mark  
展示「HKQAA SBI 驗證標誌」



Buildings that subscribe to the “Verified Report Disclosure” category and attain certain level will be entitled to use the HKQAA SBI Verified Mark on their printed materials and website. This Mark will also be displayed on the HKQAA SBI website next to the building's name.

參加「披露已驗證的報告」類別，而指數達到一定分數的參加者將獲發「HKQAA SBI標誌」，參加者可在印刷品及網頁上使用此標誌，而標誌亦會與樓宇名稱一併顯示在HKQAA SBI網頁上。

For more information about the HKQAA SBI, please participate in HKQAA's upcoming seminars or check out the HKQAA website:

了解更多詳情，可參加HKQAA SBI簡介講座，或瀏覽本局網站：

<http://www.hkqaa.org/SBI>

Enquiry hotline 查詢電話: (852)2202 9360 (Mr Cyrus Tuon 董先生) Email 電郵: cyrus.tuon@hkqaa.org



# ISO Publishes New Management System Auditing Standard ISO 19011

## ISO 19011新管理體系審核標準



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

ISO published its new International Standard ISO 19011:2011 "Guidelines for auditing management systems" on 15 November 2011. This standard has been developed by a joint working group comprising most of the ISO Technical and Project Committees responsible for ISO's portfolio of management system standards.

ISO 19011:2011 provides guidance on first, second and third party auditing for any kind of management system. It replaces the 2002 version, which had previously been focused specifically on quality and environmental auditing. The publication of this new revision to 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 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 separate requirements standard (ISO/IEC 17021:2011, published in February 2011) aimed at management system certification bodies. This has allowed ISO 19011 to focus more on 1st and 2nd party auditing situations.

One of the fundamental changes in ISO 19011 is that the standard now introduces the concept of risk to management systems auditing. The standard does not provide specific guidance on the organisation's risk management process, but recognises that organisations can focus audit effort on matters of significance to the management system.

As with the previous (2002) version, ISO 19011:2011 continues to be "principles based", but a new principle ("confidentiality") has now been added.

The clause sequence of ISO 19011 is now as follows:

### Clause 1 Scope

- Emphasises that the standard is applicable to all organisations that need to conduct internal or external audits of management systems or manage an audit programme.

### Clause 2 Normative references

- None.

### Clause 3 Terms and definitions

- New definitions for "observer", "guide" and "risk" have been added.
- There has been a significant change to the definition of "competence", which is now defined as the "ability to apply knowledge and skills to achieve intended results", with a NOTE "Ability implies the appropriate application of personal behaviour during the audit process".
- Some other definitions have undergone minor editorial changes, and some definitions from ISO 9000:2005 have been included in their entirety.

### Clause 4 Principles of auditing

- As previously mentioned, a new principle of "confidentiality" has been included.

### Clause 5 Managing an audit programme

- Describes the processes involved in establishing and managing an audit programme, establishing objectives, and coordinating auditing activities.
- Emphasises the need for the person who coordinates the audit programme to be competent.
- A schematic diagram showing the use of the Plan-Do-Check-Act cycle in managing the audit programme is shown below:

### 倪國夫博士 香港品質保證局技術總監

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。新版本亦配合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（已於2011年2月出版）。因此，ISO 19011的內容可更集中於第一方及第二方審核的情況。

新版本最主要的修訂之一是在管理體系審核引入了風險的概念。標準並非詳列風險管理過程的具體指引，而是幫助機構認清管理體系的重要事項，從而重點審核。

新版本與2002年版本一樣以「審核原則」為基礎，其中新加了一項「保密」原則。

ISO 19011的條文概述如下：

#### 條文1 範圍

- 指出本標準適用於所有需要進行內部或外部管理體系審核，或管理審核計劃的機構。

#### 條文2 參考標準

- 並無參考標準。

#### 條文3 定義

- 新增「觀察員」、「指南」和「風險」的定義。
- 將「能力要求」的定義大幅修改為「運用知識及技術以達到目的之能力」，附加一項註明：「這能力亦包括在審核過程中的個人行為表現恰當」。
- 其他一些定義的字眼亦稍作修改，有些則跟從ISO 9000:2005的定義。

#### 條文4 審核原則

- 如上文提及，新加了一項「保密」原則。

#### 條文5 審核管理

- 描述制訂及管理審核計劃、定立目標、協調審核活動的過程。
- 強調負責協調審核計劃的人士必需具備一定的能力要求。
- 下圖顯示管理審核計劃的「策劃-執行-檢查-處置」模式：



Managing the audit programme using the PDCA Cycle 以「策劃-執行-檢查-處置」模式管理審核計劃

## Clause 6 Planning and conducting an audit

This clause contains guidance on preparing and conducting audit activities as part of an audit programme. The stages involved include:

- Initiating the audit
- Preparing the audit activities
- Conducting the audit activities
- Preparing and distributing the audit report
- Completing the audit
- Conducting audit follow-up (where applicable)

## Clause 7 Competence and evaluation of auditors and audit teams

ISO 19011 emphasises that "Confidence in the audit process and the ability to achieve its objectives depends on the competence of those individuals who are involved in planning and conducting audits, including auditors and audit team leaders."

The standard recommends that auditor competence be evaluated through a process that considers personal behaviour and the ability to apply the knowledge and skills gained through education, work experience, auditor training and audit experience.

Clause 7 covers the following:

- Determining auditor competence to fulfil the needs of the audit programme, including personal behaviours and the following knowledge and skills:
  - ▶ Generic auditing (Audit principles, procedures and methods, management system and reference documents, the organisational context in which the audit is being conducted, and the applicable legal and contractual requirements)
  - ▶ Discipline and sector-specific knowledge and skills, including the appropriate risk management skills
- Establishing the auditor evaluation criteria
- Selecting the appropriate auditor evaluation method
- Conducting auditor evaluations
- Maintaining and improving auditor competence

The standard concludes with two informative annexes:

**Annex A** provides guidance and illustrative examples of discipline-specific knowledge and skills of auditors. The examples mentioned are for:

- Transportation safety
- Environmental management
- Quality management
- Records management
- Resilience, security, preparedness and continuity management
- Information security
- Occupational health and safety

**Annex B** provides additional guidance (that was previously incorporated into the main text of the 2002 version of ISO 19011) on the following topics:

- Applicable audit methods
- Conducting document review
- Sampling criteria
  - ▶ Judgement-based sampling
  - ▶ Statistical sampling
- Preparing work documents
- Selecting sources of information
- Guidance on visiting the auditee's location
- Conducting interviews
- Audit findings
  - ▶ Determining audit findings
  - ▶ Recording conformities
  - ▶ Recording nonconformities
  - ▶ Dealing with findings related to multiple criteria

## 條文6 審核計劃與執行

提供準備及進行審核活動的指引，包括以下步驟：

- 展開審核程序
- 準備審核活動
- 進行審核活動
- 撰寫及發表審核報告
- 完成審核程序
- 跟進審核（如有需要）

## 條文7 審核員與審核組的能力要求及評估

ISO 19011強調「有份參與計劃及進行審核工作的人員（包括審核員及審核組組長）之能力，關乎該審核是否可信及能夠達成目標」。

ISO 19011建議，審核員的能力評估，須包含其個人行為，以及運用從教育、工作經驗、審核培訓和審核經驗所得的知識及技術之能力等。

條文7的內容包括：

- 如何根據審核計劃的需要，定立審核員的能力要求，包括個人行為及以下知識和技術：
  - ▶ 一般審核知識（審核原則、程序及方法、管理體系及參考文件、被審核機構的背景、適用的法律及合約要求）
  - ▶ 特定專業範疇及行業的知識和技術，包括適當的風險管理技巧
- 制訂審核員的評估準則
- 選擇合適的審核員評估方法
- 進行審核員評估
- 維持及改善審核員的能力

ISO 19011包括兩個資訊性的附件：

**附件A** 根據審核員的特定專業範疇及技術，提供相關的指引和審核技巧的實例，包括：

- 交通安全
- 環境管理
- 質量管理
- 記錄管理
- 彈性、保安、應變及持續性管理
- 資訊保安
- 職業健康及安全

**附件B** 將2002版中分散於內文各部分的附加指引整合而成，包括以下多個題目：

- 可應用的審核方法
- 進行文件評審
- 抽樣的準則
  - ▶ 判斷抽樣法
  - ▶ 統計抽樣法
- 準備工作文件
- 選擇資訊來源
- 到訪受審核方地點的指引
- 進行面談
- 審核發現
  - ▶ 判斷審核中所見的發現
  - ▶ 符合項的記錄
  - ▶ 不符合項的記錄
  - ▶ 處理牽涉多個範疇的發現

## ISO starts revision process for the next version of ISO 9001 ISO展開新版本ISO 9001的修訂

ISO has just announced the results of its "Systematic review" of ISO 9001:2008, which was in favour of initiating a revision, to be undertaken by a new TC176/SC2 Working Group (WG24) starting in June 2012. The focus of this next revision will be to incorporate new concepts such as risk management, and to provide much greater harmonisation with other management system standards such as ISO 14001 and OHSAS 18001. The revision process will take approximately three years, with a likely publication date towards the end of 2015.

ISO剛剛公布ISO 9001:2008的「系統性覆審」，覆審結果支持進行新版本的修訂。是次修訂工作將由新籌組的TC176/SC2工作小組（WG24）於2012年6月展開，新版本的焦點為加入風險管理等的新概念，及提升與ISO 14001、OHSAS 18001等標準的協調。修訂工作預計將歷時約三年，於2015年年尾出版。

# Monitoring the Safety of Food Products Imported from Japan

## 日本進口食品的安全監控



**An Interview with Mr Simon Wong, Chairman of the Hong Kong Food Council**  
**香港食品業總會主席黃家和先生專訪**

*In December 2011, Mr Simon Wong, Chairman of the Hong Kong Food Council and member of the HKQAA Governing Council, led a delegation of representatives from the Hong Kong food and catering industry on an exchange mission to Kyushu, Japan. In this interview, he talks about the trip and reflects on how the two places can strengthen cooperation on the safety of food imported into Hong Kong.*

**VISION (V):** What is Japan doing to ensure the safety of exported food materials after the 311 earthquake and nuclear incident? How do they maintain their market overseas?

**Mr Simon Wong (S):** We visited some food production sites during the trip and found that the producers had been implementing self-monitoring procedures on food like vegetables, fruit, meat and packaged food. The Japanese government also follows strict regulations, like engaging independent organisations to test and certify food materials.

Hong Kong is the largest importer of Japanese food products. Since the Fukushima incident, Hong Kong has suspended food imports from the five affected prefectures. However, many other places are actually untouched by contamination, such as the four prefectures we visited, which are about 1,000 kilometers away from the disaster area. These prefectures have come to Hong Kong to promote themselves and communicate with local companies and associations to find out suitable kinds of food to export.

**V:** How about Hong Kong? What are we doing to ensure the food imported from Japan is safe, and to restore public confidence in it?

**S:** I think Hong Kong is doing quite a good job in this area. In order to protect the health of the people, the Centre for Food Safety has performed stringent tests on imported food ever since the incident happened. Many food importers have engaged local organisations to carry out testing and certification of food products. Some have even purchased detectors to show customers at restaurants that the food is safe.

In addition, the industry has held a series of promotions in the past half year, like food safety seminars and the Japan Mega Fest campaign. These activities taught citizens how to identify the production source of food and determine food production sites that are not affected by contamination based on their location. People's confidence in Japanese food has been largely restored.

**V:** Since you are a member of HKQAA's Governing Council, how do you think HKQAA can help to promote cooperation between the food industries of the two places?

**S:** I think with its leading position in the industry, HKQAA can supply new ideas for food safety measures. Currently, both the Hong Kong and Japan sides are doing a lot of food monitoring and testing. I think HKQAA can give its professional opinion to the government on how to simplify the monitoring system and enable mutual recognition, so as to minimise the duplication of work and resources.



▲ Mr Wong (left) and Dr Michael Lam, CEO of HKQAA (right), on the Kyushu mission. 本局總裁林寶興博士亦是考察團成員之一。圖為黃先生(左)與林博士(右)合照。

香港食品業總會主席、本局董事局成員黃家和先生於2011年12月率領本地飲食業代表，前往日本九州作交流考察。今期《管略》專訪黃先生，暢談這次考察之旅，並分享香港和日本在輸港食品的安全措施上，如何加強合作。

**管略(管)：**自去年311地震及核事故後，日本當地如何確保出口食材的安全？他們又如何穩定其在國外的市場？

**黃家和(黃)：**這次行程中，我們到訪了一些蔬果、肉類、包裝食物等食材的生產地，見到這些生產商均有進行自我監察；而日本政府方面亦遵守一套嚴格的規定，包括委託獨立的檢測認證機構負責化驗食材及發出證書。

香港是日本最大的食材出口地，自去年事故發生後，受災最嚴重的五個縣已暫停輸出食品來港；但一些沒有受影響的縣市，好像我們這次訪問的四個縣都離災區約一千公里，基本上不會受到污染，因此他們積極前來香港作推廣，與本地的公司和協會溝通，研究哪些食品適合輸港。

**管：**香港政府及業界又如何確保日本進口食品的品質和安全，及建立公眾對日本食品的信心？

**黃：**我覺得香港這邊的工作做得不錯。硬件方面，食物安全中心甫一開始便對日本進口的食品進行嚴格檢測，確保市民健康。而進口食品的公司，則委託本地機構進行檢測和認證，甚至自行購買儀器，在餐廳即時向顧客證明食物的安全。

在軟件方面，業界在過去半年進行了一連串宣傳工作，例如舉辦食物安全講座、「日式達潮祭：『至安心』」大型推廣活動等，教導市民分辨產品生產源頭，從地理位置上辨別哪些地方出產的食物不會受污染等。至今，市民對日本食品的信心已大大恢復。

**管：**作為香港品質保證局董事局成員，閣下認為本局可如何幫助推動兩地食品業的合作和發展？

**黃：**我認為以香港品質保證局在業界的領導地位，可在食物安全的概念上發揮主導作用。例如現時香港的食物安全中心分配了很多資源進行食物監察，而日本方面又找來獨立機構進行檢測，我認為香港品質保證局或可向政府提出專業意見，讓兩地合作互認，簡化監察系統，省卻重覆的步驟和節省成本。



# New Certified Clients 新認證客戶

November 2011 to January 2012 | 2011年11月至2012年1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 November 2011 to January 2012, we have been pleased to welcome 34 organisations to our community. Among them, they have obtained 43 certificates of ISO 9001, ISO 13485, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, 5S, HKQAA HACCP, QSPSC, SQM and TL-V. 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11月至2012年1月期間，香港品質保證局共頒發43張證書，包括ISO 9001、ISO 13485、ISO 14001、ISO 22000、ISO 27001、OHSAS 18001、5S、HKQAA HACCP、QSPSC、SQM及TL-V。在此謹祝賀34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			
			May 五月	June 六月	July 七月	August 八月
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	HKD 100			QMS1C/HK-07A 17	
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 — 理解與應用	 1	HKD 1,450	VM1C/HK-05A 4	VM1C/HK-06A 1	VM1C/HK-07A 9	VM1C/HK-08A 2
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 3,000	VM3C/HK-05A 10-11	VM3C/HK-06A 12-13	VM3C/HK-07A 30-31	VM3C/HK-08A 27-28
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,500		QMS4C/HK-06A 4		
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-08A 30
Quality Management Systems Auditor/Lead Auditor Training Course 質量管理體系 - 主任審核員證書培訓課程	 5	HKD 10,500/ HKD 9,900*			QMS/IRCA/07 16-20	
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-05A 7	EMS2C/HK-06A 15	EMS2C/HK-07A 16	EMS2C/HK-08A 13
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-05A 24-25	EMS3C/HK-06A 18-19		EMS3C/HK-08A 20-21
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理體系 - 理解與應用	 1	HKD 1,500				EM07C/HK-08A 3
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 10,500/ HKD 9,900*			EM01E/HK-07A 9-13	
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-06A 8	OHS8C/HK-07A 30	
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-05A 17-18			OHS9C/HK-08A 23-24
Food & Wine Sector 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	 3	HKD 4,800	HA9C/HK-05A 7-9			
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 3,200/ HKD 2,900				HA10C/HK-08A 16-17
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施	 1	HKD 1,500		GPO2C/HK-06A 5		
ISO 22000:2005 Food Safety Management Systems Auditor/Lead Auditor Course ISO 22000:2005 食品安全管理體系 - 主任審核員證書培訓課程	 5	HKD 10,500/ HKD 9,900*			IRCA/FSMS/07 3-7	
Understanding and Application of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備 - 理解與應用	 1	HKD 1,600	QMO1C/HK-05A 21			QMO1C/HK-08A 27
Integrated Management Systems 綜合管理						
Integrated Management System Set up and Audit Approach 綜合管理體系 - 建立與審核方法	 2	HKD 3,200		IMS2C/HK-06A 11-12		
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-05A 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/HK-06A 8		
Management Tools, Skill for Improvement 管理工具和技能						
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	 1	HKD 1,500			MT41C/HK-07A 27	
Lean Sigma Green Belt for Transactional and Service Sectors 精益六西格瑪綠帶 (業務及服務)	 4	HKD 8,800/ HKD 8,600*	EW37C/HK-05A 8-9, 17-18			
Mediation in your Workplace 職場調解面面觀	 2	HKD 3,200/ HKD 2,400#		EW36C/HK-06A 28-29		
An in-depth Understanding of ISO26000 - What Does Social Responsibility Mean to Your Organization? 深入剖析ISO 26000 - 社會責任對機構的意義	 2	HKD 3,500/ HKD 3,200*				SR03C/HK-08A 14-15
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 27001:2005 實踐信息安全管理體系	 3	HKD 5,100/ HKD 4,800*	ISE5C/HK-05A 14-16			
ISO 27001:2005 Information Security Management Systems Auditor/Lead Auditor Course ISO 27001:2005 信息安全管理體系 - 主任審核員證書培訓課程	 5	HKD 12,000/ HKD 11,000				ISE6E/HK-08A 6-10
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)	 3	HKD 9,000/ HKD 8,400**	TL02E/HK-05A 28-30			
HKQAA Sustainable Building Index (HKQAA SBI) 樓宇可持續發展指數						
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 - 理解與驗證	 1	HKD 1,450	S110C/HK-05A 3 or 31	S110C/HK-06A 20		S110C/HK-08A 22

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](mailto:training@hkqaa.org)

Last Updated Date : 31 March 2012

## Mainland China 中國內地

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) 收費(每人)	Course Code & Date 課程編號及日期			
			May 五月	June 六月	July 七月	Aug 八月
Quality 質量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系－理解與應用	P 1	RMB 600	VM1P/SH-05A SH 21 VM1P/GZ-05A GZ 21		VM1P/SH-07A SH 16 VM1P/GZ-07A GZ 16	
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系－內部質量管理體系審核員培訓	P 2	RMB 1,200	VM3P/SH-05A SH 22-23 VM3P/GZ-05A GZ 22-23		VM3P/SH-07A SH 17-18 VM3P/GZ-07A GZ 17-18	
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-05A GZ 7	EMS2P/SH-06A SH 25	EMS2P/GZ-07A GZ 9	
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-05A GZ 30-1/6	EMS3P/SH-06A SH 26-27	EMS3P/GZ-07A GZ 10-11	
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 內部審核員培訓	P 2	RMB 1,500		IE01P/GZ-06A GZ 5-6		
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	P 1	RMB 600		OHS8P/GZ-06A GZ 11		OHS8P/SH-08A SH 20 OHS8P/GZ-08A GZ 20
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系－內部職業健康和安全管理體系審核員培訓	P 2	RMB 1,200		OHS9P/GZ-06A GZ 12-13		OHS9P/SH-08A SH 21-22 OHS9P/GZ-08A GZ 21-22
Integrated Management Systems 綜合管理						
Integrated Managements Systems Set Up & Audit Approach 綜合管理體系- 建立與審核方法	P 2	RMB 1,800	IMS2P/GZ-05A GZ 28-29			
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-06A GZ 4-5	SA01P/SH-07A SH 23-24	
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			WRO1P/GZ-07A GZ 6	
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-06A GZ 26		BS02P/GZ-08A GZ 8
Management Tools and Skills 管理工具和技能						
The Must-know Essentials for Quality System Management Representative 質量管理體系 - 管理者代表的重要須知	P 1	RMB 980		MT23P/GZ-06A GZ 8		
Telecommunications and Information Service 電訊和資訊服務						
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-05A GZ 11	TL05P/SH-06A SH 11	TL05P/GZ-07A GZ 9	
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/SH-05A SH 28-30	TL04P/GZ-06A GZ 13-15	TL04P/SH-07A SH 9-11	
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）	P 3	RMB 9,600		TL02P/GZ-06A GZ 6-8		

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

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

Conducted in Cantonese 以廣東話授課	Conducted in English 以英語授課	Conducted in Putonghua 以普通話授課	Guangzhou 廣州	Shanghai 上海	Suzhou 蘇州	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>

Seminar on  
**Opportunities and Challenges of  
Elderly Service Industry in Hong Kong**  
cum Service Quality Management – Elderly Services  
certificate presentation ceremony

# 香港安老服務業之 機遇及挑戰

研討會暨「安老服務管理認證計劃」證書頒授儀式典禮

Date 日期 22 May 2012 (Tue) 2012年5月22日 (星期二)

Time 時間 2:30pm – 4:30pm

Venue 地點 香港九龍紅磡香港理工大學鍾士元樓地下蔣震劇院  
Chiang Chen Studio Theatre, G/F., Chung Sze Yuen Building,  
The Hong Kong Polytechnic University, Hung Hom, Hong Kong

Speakers 演講嘉賓

- Mr Kenneth C. Y. Chan, Chairman, The Elderly Services Association of Hong Kong  
香港安老服務協會主席陳志育先生
- Ms Pelletier Ho, Senior Project Officer, Asia-Pacific Institute of Ageing Studies,  
Lingnan University  
嶺南大學亞太老年學研究中心高級研究計劃主任何佩雯女士
- Mr Bryan Peng, General Manager, HKQAA  
香港品質保證局總經理彭文俊先生

Topics 研討會議題

- Development and prospects for the elderly care industry  
香港安老服務業的現況及發展前景
- Improving competitiveness to keep up with the market trends  
如何加強競爭力，迎接未來的市場趨勢
- Overview of the HKQAA Service Quality Management Certification Scheme  
– Elderly Services  
「安老服務管理認證計劃」簡介

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