



VISION 管略

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Article Contributions 歡迎投稿

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

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

Building a Barrier-free Community Together

Shopping, having dim-sum in restaurants and movie-going are common leisure activities for most Hong Kong people. However, people with different types and degrees of impairment may not be able to enjoy even the simplest leisure activity because of their disability. There are often unnoticeable minor barriers that hold them back and leave them unable to integrate into the community.

Let's look at a case from a recent survey on barrier free accessibility conducted by the Hong Kong Occupational Therapy Association in which a housewife's life changed drastically due to a sudden stroke. After her stroke, she couldn't walk properly and it was necessary for her domestic helper to accompany her to go shopping and buy fresh food. Nevertheless, she stumbled on staircases several times as a result of wet and slippery floors. Barriers like staircases denied her easy access to shopping malls and markets. Gradually a psychological barrier was established for her. Loss of self-confidence and self-concept made her afraid to leave her home.

Just like other Hong Kong people, persons with disabilities want to lead a normal social life, work enthusiastically and contribute to our society. Hong Kong Quality Assurance Agency (HKQAA) has been paying close attention to the needs and concerns of these specific groups. This year, we are launching the barrier free accessibility system certification scheme with the aim of building a barrier-free community for everyone. This scheme enables people with disabilities and the elderly to have equal access to basic needs in terms of clothing, food, housing, and transport.

This is the first such certification scheme in Hong Kong and it is applicable to various public places, transportation facilities, industrial and commercial buildings, and housing premises. The scheme evaluates an organisation's management level and attitude towards barrier-free accessibility, and assesses barrier-free performance with the engagement of disabled and elderly people.

We believe this scheme will encourage elderly people and those with disabilities to go out without barriers and this, in turn, will bring business opportunities to the commercial sector, opening a potential market that comprises 20% of the population. At the same time, more job opportunities may be created as people with disabilities are encouraged to more easily integrate into society and develop their strengths. This will then increase the productivity of the society and create a 3-win situation, for individuals, businesses, and society as a whole.

攜手建設無障礙的社區

對大部份香港人來說，周末逛商場、飲茶和看電影，是最普通不過的消遣節目。可是，我們身邊其實仍有不少人，因為身體有殘障或年紀老邁，日常生活時常遭遇困難；即使一些毫不起眼的小障礙，都足以令他們卻步，無法融入社區生活之中。

就以香港職業治療學會近年有關無障礙調查報告的個案為例，一位太太因為突如其來的中風，令生活從此不同。不良於行的她，需要傭人攙扶外出購物和買菜，但由於鄰近商場地面濕滑，出入口又有梯級等障礙，害她多次跌倒，並漸漸打擊她的自信和自我形象，造成心理障礙，令她害怕外出活動。

和普通人一樣，殘障人士都想過正常的社交生活，投入工作及貢獻社會。香港品質保證局一直關注他們的訴求，今年推出無障礙體系認證計劃，正是為了推動社會各界攜手建立無障礙的社區，以助殘障人士及長者在衣、食、住、行等各方面，都可以平等自如地生活。

這是香港首個同類型的認證計劃，適用於各種公眾場所、交通設施、工商樓宇及居所等。計劃不但評核機構在管理無障礙措施方面的水平，亦會讓殘障人士及長者參與評審其無障礙表現。

本局相信此計劃有助推動殘障人士及長者外出活動和消費，為商界帶來發展機遇，開拓這個佔人口兩成的潛在市場；同時，又可以鼓勵殘障人士投入社會，發揮所長，促進就業機會，為社會釋放更大的生產力，與商界、社會達至三贏局面。

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The First Barrier Free Accessibility System Certification Scheme in Hong Kong

香港首個無障礙體系認證計劃

**Seize the Market Opportunity,
Demonstrate Your Social Responsibility**
把握潛在商機 彰顯社會責任

According to a report recently published by the Census and Statistics Department, there are over 361,000 people with disabilities in Hong Kong. The number of people aged 65 years and above will reach 952,000 this year and this is expected to rise to 2.26 million by 2040. Putting these figures together, we can see that the number of disabled and/or elderly people has already exceeded 1.3 million, or one in five of the Hong Kong population, a proportion which will increase as the population ages.

Barrier free accessibility – an urban development trend

The needs and concerns of disabled and elderly people, such as barrier-free access, have always been neglected. In recent months, there have been reports that many disabled and elderly people have encountered difficulties or obstacles when going out shopping. Another report concerning Barrier Free Accessibility (BFA), compiled by the Hong Kong Occupational Therapy Association, says that some disabled people had not visited shopping malls in the previous 3 months because of access difficulties.

In the light of this, the Hong Kong Government has begun to take a more active role in leading BFA development. It compiled a booklet ("Design Manual – Barrier Free Access 2008"), and appointed an Access Coordinator and Access Officer to individual bureaus and departments in 2011. In addition, it has launched large-scale improvement projects to improve barrier-free facilities.

BFA has already become a global trend in the development of big cities. Because of the great market potential, and the public's pressure and criticism, some local commercial and public service organisations have decided to improve their BFA performance. By doing so, they show their care to the challenged members of our community and also strengthen their brand image and competitiveness.

A potential market of over 1 million families

The group of clients which would benefit from BFA amounts to 20% of Hong Kong's population, which means that there is a large, untapped potential market. Disabled and elderly people go out with their families and consume in shopping malls, restaurants, shops and other entertainment venues just like other people, but of course they prefer places which provide good barrier-free facilities and services. Mostly likely, they will become loyal customers of accommodating merchants.

根據統計處近年發表的專題報告書，全港的殘障人士數目超過36.1萬。而65歲或以上的人口，今年則達95.2萬，預計25年後將增至226.1萬。粗略估算，近年香港的殘障人士及長者數目合計已超過130萬，即平均每5個人便有一個。隨著人口老化，未來佔整體人口的比例將越來越高。

無障礙——都市發展趨勢

不過，現時殘障及年長人士對無障礙措施方面的需要，仍常常被大眾所忽略。近月



便有傳媒報道，指許多殘障人士及長者外出消費時，都曾遇上困難或障礙。而香港職業治療學會有關無障礙的調查報告更發現，部份殘障人士因為覺得無障礙設施不足，連續三個月不曾踏足商場。

針對他們的需要，香港政府近年積極推動無障礙的發展；除了制訂《設計手冊：暢通無阻的通道2008》的設計標準外，亦於2011年在各政府部門引入無障礙統籌經理及無障礙主任的制度，以及開展大型改善工程以提升物業的無障礙設施。

無障礙已是全球大都市發展的普遍趨勢。在市場誘因和輿論壓力下，不少本地商業及公共服務機構，近年都有志提升其無障礙表現；展示對弱勢社群的關顧之餘，亦積極開發這龐大的潛在市場，加強品牌形象和競爭力。

Organisations which upgrade their BFA facilities and services will benefit from an increase in this kind of custom.

Targeting the “silver-haired market” (i.e. targeting seniors) has become a marketing trend all over the world. Some reports have pointed out that Hong Kong is now similar to Japan in that the elderly have a high level of personal savings and great consuming power. Therefore, products and services targeting the elderly have become very popular in past few years. Safety phones and package tours for elderly travelers are good examples.

According to the “Formal Investigation Report: Accessibility in Publicly Accessible Premises (2010)” published by the Equal Opportunities Commission, barrier-free facilities not only help disabled and elderly people, but also benefit other citizens, including pregnant women and parents using baby carriages. Improving the BFA facilities can in fact benefit parents of 90,000 – 100,000 new born babies in Hong Kong per year. This will help organisations add value to their services, and thus enhance their brand image and attract more customers.



Take your first step

As a bridge between businesses and socially sustainable development, HKQAA develops different conformity assessment schemes and initiatives. This enables us to offer management tools and channels to both commercial and public service organisations, assisting them to keep in step with social developments in their daily operations.

To satisfy demands from industry, disabled and elderly people, HKQAA has recently launched the Barrier free accessibility (BFA) system certification scheme. The scheme aims to encourage both commercial and public service organisations to take the first step to improve their BFA performance, so that the people with special needs can lead a barrier-free life in our community.

The BFA system certification scheme is the first such certification scheme in Hong Kong. It offers a professional, practical and objective standard for evaluating and showcasing an organisation's BFA performance. We believe this can help promote BFA development in Hong Kong and will become the norm for all shops and buildings.

Practical standard with wide applicability

The scheme was developed with reference to related international and local standards, as well as BFA practical experience and best practices, including:

- Hong Kong Buildings Department Design Manual: Barrier Free Access 2008
- ISO 21542:2011, Building Construction – Accessibility and Usability of the Built Environment
- Accessibility for the Disabled – A Design Manual for a Barrier Free Environment, United Nations Economics and Social Commission for Western Asia and SOLIDERE
- ISO 10004, Quality Management – Customer Satisfaction – Guidelines for Monitoring and Measuring

In addition, HKQAA has consulted businesses and many disabled and elderly concern groups so as to take advice from different stakeholders and develop a conformity assessment scheme which suits the circumstances of local organisations.

逾100萬家庭的潛在市場

這個佔香港兩成人口的客戶群確也甚具潛力。殘障人士及長者通常都會在家人陪伴下外出消費，光顧那些方便他們出入的商場、食肆、店鋪及消費場所，並成為忠誠的客戶。如果企業能夠早著先機，提升它們的無障礙表現，必定有助成為這百多萬個家庭客戶群的優先選擇。

當中，「銀髮商機」也成為世界各地的熱門課題。有報章指香港正出現類似日本社會的狀況：不少年長夫婦由於儲蓄較多，漸漸成為消費力較強的一群；所以一些針對長者需要的平安手機、銀髮旅行團等，近年都廣受歡迎。

而正如平等機會委員會於前年發表的《公眾可進出的處所無障礙通道及設施正式調查報告》中指出，無障礙的設計環境，不僅對殘障人士及長者有所裨益，連其他市民如孕婦、使用嬰兒車的人士也可受惠。機構加強無障礙措施，其實同時亦為香港每年約九至十萬新生嬰兒的父母打開方便之門，間接成為一項增值服務，有助提升品牌形象和吸納顧客。

緊扣社會發展 先踏出第一步

香港品質保證局作為商界與社會持續發展的橋樑，近年致力開發不同的評審計劃和倡議，提供管理工具及渠道，協助商業及公共服務機構在日常營運中緊扣社區發展。

針對業界、殘障人士及長者的需求，本局今年年中正式推出無障礙體系認證計劃，銳意推動商業及公共服務機構，踏出第一步提升無障礙表現，以幫助這些有需要人士在社區中無障自如地生活。

無障礙體系認證計劃是香港首個同類型的認證計劃，提供了一套專業、行之有效的客觀標準，用以評審及彰顯機構的無障礙表現，並藉此促進香港整體無障礙發展，逐步邁向規範化。

參考國際標準 適用範圍廣泛

在制訂計劃的過程中，本局參考了國際和本地相關的標準，以及其他行之有效的良好案例，作為審核準則的基礎。當中包括：

- 《設計手冊：暢通無阻的通道2008》——屋宇署編制
- 《ISO21542:2011建築結構——建成環境的無障礙暢通度及可用性》——國際標準化組織編制
- 《讓殘障人士暢通無阻——無障礙環境之設計手冊》——聯合國西亞經濟社會委員會(ESCSA)與SOLIDERE合編
- 《ISO 10004質量管理——客戶滿意度監控及評量指引》——國際標準化組織編制
- 其他有關無障礙的文獻及指引

此外，本局亦諮詢業界及多個長者、殘障人士協會的意見，透過吸納不同持份者的看法，制訂一套配合本地機構實際運作的評核計劃。

The scheme can be applied in different kinds of businesses and organisations, including:

1. Shopping malls
2. Public transportation operators (such as railways, buses, ferries and aircraft)
3. Public facilities (such as theme parks, parks, museums, exhibition and convention centres)
4. Retailing, catering and entertainment services (such as cinemas, restaurants, karaoke bars and shops)
5. Educational and medical institutions (such as primary and secondary schools, tertiary institutions, tutorial schools, hospitals and clinics)
6. Hotels
7. Industrial, commercial and residential buildings

Improve your organisation's image; win stakeholders' trust

Through the scheme, organisations can raise BFA awareness among their employees, and gain trust from challenged people and stakeholders. They can showcase their BFA performance, improve their brand image and raise their profile with consumers. More importantly, it can help explore new business opportunities by attracting disabled and elderly people, mothers-to-be and families with infants, which form a large group of loyal customers.

The scheme can be used as a supplement to other BFA initiatives. It also provides a framework for organisations to establish their own management systems to support their BFA measures, monitor performance and find out areas for improvement in order to increase efficiency and competitiveness.

Promote employment and consumption

HKQAA always has paid attention to the concerns of challenged member of our community by keeping close contact with stakeholders to understand their challenges in everyday life. Challenged people must be given the dignity and fair treatment which they deserve. Just like other Hong Kong people, they want to lead a normal social life, work enthusiastically and contribute to our society.

We believe that the BFA scheme will be of great significance. It encourages all sectors of the community to build a barrier-free society and allows disabled and elderly people to receive fair treatment and become more involved in the society. Engagement in the assessments also encourages these challenged people to develop their strengths and leads to the creation of more job opportunities. This will then increase the productivity and consuming power of society, and generate more business opportunities. The result could be a situation in which society, businesses and the disadvantaged benefit.

Let us remember that misfortune can fall on us at any time. Anyone may be injured in an accident, everyone will grow old and many become sick. Therefore, the duty to establish a BFA society rests with everyone. We hope that with all sectors involving and contributing, Hong Kong will become a barrier-free international metropolis for everyone.



計劃適用於不同類型的企業和機構，包括：

1. 商場、購物中心
2. 公共交通機構（例如：鐵路、巴士、輪船、飛機等）
3. 社區公共設施（例如：主題公園、公園、博物館、展覽及會議中心等）
4. 零售、飲食及娛樂場所（例如：戲院、餐廳、卡拉OK、商店等）
5. 教育及醫療機構（例如：中小學、大專院校、補習社、醫院、診所等）
6. 酒店
7. 工商樓宇及住宅屋苑

突顯機構形象 贏取持份者信任

通過無障礙體系認證計劃，機構不但可以提高員工的無障礙意識，贏取殘障、年長顧客及持份者的信任，還可以彰顯其無障礙表現，提升機構形象，讓消費者更易識別。而更重要的是，這亦有助吸納殘障人士、長者、孕婦及幼嬰家庭如此龐大而忠誠的客戶群，開拓更多商機。

此外，計劃亦可作為其他無障礙倡議的補充，並提供了一個框架，協助機構建立有效的管理體系，支援無障礙措施，監控表現及了解需要改善之處，從而提升效率和競爭力。

促進就業消費 攜手邁向三贏

事實上，本局一直關注弱勢社群的訴求。不單從統計數字上洞悉發展無障礙社區的迫切性，也和持份者保持緊密交流，體會到殘障人士在現實生活中所面對的難題：他們非但難以融入社會，同時也面對就業問題。而更重要的是，他們希望得到應有的尊嚴和平等對待。

因此，本局深信無障礙體系認證計劃意義重大，不但有助推動社會各界攜手建設無障礙社區，讓殘障及年長人士得到平等對待，促進他們的社區生活；另一方面，計劃讓他們參與評審計劃，鼓勵他們投入社會，發揮所長及贏得尊嚴，促進就業機會。這樣，社會既可以釋放更大的生產力和消費力，又可以造就更多商機，令社會、商界、殘障及年長人士各方得益，最終達至三贏的局面。

畢竟幸福非必然，任何人也有機會意外受傷，也終有一天會年老患病。所以建設無障礙社區，不只是小部份人的事，也是所有人的事。期望在各方努力下，香港將來可以成為一個對任何人來說，都是暢通無阻的國際大都市。

Development of Barrier Free Accessibility in Local Community

香港社區的無障礙設施發展

During the development of the barrier free accessibility (BFA) system certification scheme, HKQAA consulted a number of stakeholder organisations to find out users' expectations and obtain advice. Direction Association for the Handicapped, Silence and Hong Kong Federation of the Blind are supporters of the scheme. We interviewed them to find out the current situation regarding BFA developments in Hong Kong.

本局在制訂無障礙體系認證計劃期間，諮詢了多個持份者組織，聽取用家的期望和意見。今期《管略》訪問其中三間支持計劃的機構——路向四肢傷殘人士協會、龍耳和香港失明人互聯會，共同探討香港無障礙設施的發展現況。



路向四肢傷殘人士協會

Direction Association for the Handicapped

Mr Willy Law 羅偉祥先生
Vice Chairman 副主席



Left: Mr Siu Yat Chan, 左：邵日贊先生
Director 董事
Right: Ms Maggie Man 右：萬雲容小姐
Executive Director 總幹事



Mr Shing Li Lim 盛李廉先生
Center In-Charge 中心主任

Facilities in need of improvement

VISION (V): How is the progress of the development of BFA facilities in Hong Kong? What kind of difficulties do physically challenged people face when living in our society?

Willy (W): There has been significant improvement in BFA facilities in Hong Kong in the past ten years. The *Design Manual – Barrier Free Access 2008* published by the Government provides statutory guidelines for all newly-completed buildings, which must provide certain BFA facilities such as elevators.



設施水平仍有不足

管略 (管) : 香港無障礙設施配套的發展狀況如何？殘障人士在社區生活上會遇到甚麼困難？

羅偉祥 (羅) : 香港的無障礙設施於近十年進步了很多，政府制定的《設計手冊：暢通無阻的通道2008》，為無障礙設計提供法定指引，規定新興建的大廈必須設有一些無障礙設施，如升降機。

However, I would only give 50 marks out of 100 to the standard of present BFA facilities in Hong Kong. For instance, in some shopping malls, normal people can enter restaurants using the main entrance, which is air conditioned and provided with lifts. It is very comfortable. However, disabled people are treated somewhat like cargo and need to use the freight elevators. We may need to enter restaurants through the back door or even the bin room! Once I was dressed up for a banquet and unluckily my suit got stained by falling rubbish.

Another problem is that 80% of shops on the street are inaccessible to us because there are steps at the entrance, which get in our way. Some shops in the remaining 20% are equipped with a sloping path for us according to statutes, but many shop owners block access to this path or place goods on it, and some even forbid us to use the path. This is illegal, but with the weak BFA awareness of the public, maybe shop owners simply do not care about losing one or two customers.

These cases would not happen in Europe and many other countries. For example, in Canada, 90% of the shops on the street provide a sloping path for us to use. Shops without the path would be viewed as discriminatory. It is a much better experience when compared to the situation in Hong Kong.

The hearing-impaired receive less support

Siu, Man (Sil): Nowadays, many large corporations and publicly owned organisations in Hong Kong like to report to the public on their BFA policies and service. When compared to others types of physically challenged people, the hearing-impaired get much less support. Usually, only one or two sentences in those reports are about the hearing-impaired. It is even worse for the deaf as they do not get any support. For example, there is no signal warning the hearing-impaired about doors closing in trains, which is extremely dangerous.

In fact, the standard of support for the hearing impaired in Hong Kong really lags behind international developments. Even Taiwan and mainland China provide more support than Hong Kong does. In China, many departments and units which have frequent contacts with citizens send their frontline staff and police to learn sign language. But in Hong Kong, deaf people may need to wait for an interpreter for hours when they report a case in the police station.

In the US and Tianjin, there are university towns specially designed for the deaf. As deaf people cannot hear alarm clocks or fire alarms, those towns have vibrating beds to serve the same purpose. As this infrastructure is incorporated into the towns during construction, not much extra expense is needed for future operations.

Still room for improvement in guide paths

Shing (S): The major problems faced by the visually impaired are roads and transportation. For roads, despite that fact that many estates have built guide paths, due to the fact that they are under different jurisdictions, the guide paths are disjointed and thus very inconvenient. Moreover, the paths are very narrow, only half the width of the Japanese ones.



As for transportation, Hong Kong is really a laggard in the field. There is nothing to prompt the visually impaired about when they should get on or off public vehicles. The visually impaired can only ask other people to help or hold a card with the bus number on it, hoping the bus driver can see it. Actually, appropriate facilities are inexpensive. In Guangzhou, a small external speaker is installed in each bus to notify those waiting for the bus about its number and destination. Such a measure is already more than enough.

不過，我認為現時設施的水平只值期望的五十分。例如在商場，一般人可以循正常途徑，經過設有空調和電梯的通道，進入酒樓或其他食肆，十分舒適；但傷殘人士卻好像被視作貨物一般，要使用運貨的升降機，通過後門、垃圾房才能到達。有一次我穿著西裝前往飲宴，竟被掉下來的垃圾弄污。

此外，香港現在百份之八十的街舖我們是不能進入的，因為門口有例如一級梯級的阻礙。另外一些店舖因法例規定而鋪設了斜路，但店主卻在裝修後封了斜路，或於斜路上擺放貨物，甚至根本不允許我們使用。這其實是犯法的，但現時市民的意識薄弱，可能店主認為少了一兩個傷殘的顧客並沒有什麼大不了吧！

這些情況於歐洲和很多其他國家都不會發生，例如在加拿大，百份之九十的街舖都能給傷殘人士進入，沒有鋪設斜路反會被視作歧視，跟香港的感覺差天共地。

聽障人士支援較少

邵日贊、萬雪容（邵、萬）：現時香港不少大機構及公營機構，都對外公布如何推行無障礙設施，但相比其他殘疾人士，幫助弱聽人士的措施很少，大多只提及一至兩句，而對全聾人士的幫助更付之闕如。好像乘搭鐵路的時候，便沒有提示聽障人士列車即將關門的設施，十分危險。

事實上，香港對聽障人士的支援，在國際上的水平可說是遠遠落後，連台灣和國內都比不上。內地很多接觸市民的中央部門、單位，都會安排一些公安、前線人員學習手語；反觀聾人在香港的警署報案，可能要花數小時等待一個手語翻譯員到來。

在美國、天津有專門給聾人入讀的大學城。由於聾人聽不到鬧鐘和火警鐘，所以他們的鬧鐘和警報系統會使整張床震動。學校早在興建時已加入了這些基建，因此日後營運時其實並不需要額外支出。

引路徑尚有改善空間

盛李廉（盛）：視障人士主要面對道路和交通上的問題。道路方面，雖然現在屋邨範圍多鋪設了引路徑，但由於管轄權分散，不同地域由不同單位負責，所以引路徑很多時並不連貫，十分不方便；路徑也十分窄，闊度只有日本的一半。

而交通方面，香港一些交通工具十分落後，沒有提示視障人士上車、下車的設施，必須依賴其他人幫助，或要在車站手持號碼牌，希望司機能看到。其實這些設施很便宜，好像廣州的巴士便安裝了外置小喇叭，只需提示號碼和目的地，已十分足夠了。

Huge potential

V: What advantage would it bring to organisations if they developed BFA facilities? What do they need to pay attention to if they want to develop those facilities?

W: Developing BFA facilities is a worldwide trend and is also a key element in the United Nations' *Convention on the Rights of Persons with Disabilities*. Our self-help organisations also actively strive for our rights through petitions and media publications.

According to the Report No.48 of the population census conducted by the Census and Statistics Department, there are now about 180,000 wheelchair users in Hong Kong. What's more, not only disabled people make use of the BFA facilities. With the ageing population, there are now more than 900,000 elderly in Hong Kong and the number will reach 2 million in ten years. Many of them cannot move well. Furthermore, normal people may also become disabled due to sickness or accidents. Therefore, building high quality BFA facilities would be beneficial to many people.



Developing BFA facilities is a key contributor to equality in society, and leads to this huge market, with over 1 million potential customers. Since there is only a limited choice of shops, we would probably become loyal customers of those which are convenient for us. We want to be treated as normal people, like other citizens in Hong Kong, not discriminated against or rejected because of our disability.

Learning simple sign language can improve client-serving skills

Sil: Well-developed BFA facilities can help enhance the brand image of organisations and enterprises. I once browsed a foreign hotel's website that showed their BFA facilities, such as a specially designed pad for the hearing impaired. The pad can be put under the pillow and used as an alarm clock or fire alarm by waking the users up through vibration at the appropriate time. It would allow the hearing impaired to sleep properly without putting on their hearing aid or worrying about their security. This is definitely a good piece of publicity material for the hotel.



Apart from the disabled, people who need to use wheelchairs temporarily due to injuries, baby carriage users and people who take care of the disabled also need to make use of BFA facilities. With proper arrangements, the public will find the organisation warm and caring. It will surely promote the organisations' image.

Besides, enabling frontline staff members to learn simple sign language and designing shift arrangements properly so that there are always staff members capable of communication using sign language on duty can express friendliness, respect and acceptance to the hearing impaired. Not long ago, Silence applied for some funds to arrange sign language training for some companies. They received a good response and the CSR department of shopping malls and hotels sent staff to attend. As facial expression plays a vital role in sign language, according to some participating enterprises, learning sign language improves employees' body language and emotional expressions and thus strengthens their communication skills. Moreover, the hearing-impaired are good at observing others' body language. If frontline staff can adapt to such a mode of communication, it should improve the quality of their customer service.

Inviting users to give advice

S: *Design Manual – Barrier Free Access 2008* offers basic requirements for the design of BFA facilities. However, it does not cover all the specific needs. For instance, in different environments, different levels of brightness and contrast are demanded. In

蘊藏消費潛力

管: 發展無障礙設施對經營者有甚麼好處？有心經營者有甚麼應注意的地方？

羅: 發展無障礙設施已是世界大趨勢，亦是聯合國《殘疾人權利公約》中的重要一環。我們的自助組織，亦不斷透過請願、傳媒等渠道，積極爭取我們的權利。

根據政府普查的48號報告書中，現在香港大約有十八萬名需要乘坐輪椅的傷殘人士；而無障礙設施也並非只是傷殘人士使用。香港人口不斷老化，現在長者數目佔九十多萬，十年後更達到二百萬，他們很多都是行動不便的；再者，一般人也可能因疾病或意外而不幸成為殘疾人士。所以，建設高質素的無障礙設施，會讓很多人受惠。

發展無障礙設施，除了是平等社會的重要一環外，亦蘊藏了這百多萬人的消費潛力。我們平時的選擇不多，因此假若能遇到方便我們進出的商舖，便會經常光顧。我們希望得到一視同仁的感覺，好像跟其他香港市民一家人一樣，而非因身體殘障而被歧視、拒諸門外。

學簡單手語 改善待客技巧

邵、萬: 無障礙設施若發展得好，能為企業建立優良的形象。我曾見過外國的酒店在網頁上展示他們的無障礙設備，例如為聽障人士提供一個專用包，讓他們放在枕頭下，若調校鬧鐘或發生了火警，會震動使他們醒來，這樣他們即使摘下了助聽器也可安心睡覺了。這對酒店來說無疑是十分好的宣傳材料。

其實除了殘疾人士本身外，因受傷而須暫時坐輪椅的人、推嬰兒車的主婦以至照顧殘疾人士的親友等，都有機會使用無障礙設施，若能安排得好，大眾都會感到很窩心，對機構的形象也會提升。

此外，讓前線員工學習一些簡單的手語，安排更表每個時段均有懂手語的員工當值，可向聽障人士表示友善、尊重和接納。「龍耳」之前申請到基金，為商戶籌辦一些手語培訓班，一些商場、酒店的企業社會責任部門十分支持，安排員工前來學習。使用手語需要表情的配合，因此有企業反映說，學習手語讓員工改善了表情及身體語言，加強了溝通技巧；此外，聾人十分善於觀察身體語言，前線員工若能適應這種溝通方式，亦有助於改善客戶服務質素。

可邀用家提供意見

盛: 《設計手冊：暢通無阻的通道2008》為無障礙通道的設計提供了初步的參考，但無法涵蓋所有特殊要求，如不同環境下的光暗程度和對比色。好像於2011年落成的新政府總部和立法會，那裡的路面是灰色，而引路徑是銀色，視障人士要找到這條引路徑是十分困難的。

所以，為了讓設施切合用家需求，設計者除了參考法例要求外，亦要邀請用家組織作巡視及給予實地意見，才開始建設，以求第一次就要做對；

the Central Government Offices and Legislative Council Complex, completed in 2011, the paving is grey but the guide paths are silver. It is very difficult for the visually impaired to find those guide paths.

Therefore, to satisfy the specific requirements demanded, developers should not only refer to the related statutes, but also invite users' organisations to go to sites to inspect them and give valuable advice before construction. It is important to make the facilities up to standard from the first, since it might be another ten years before the next maintenance. This wastes money and can't fulfill the needs of users.

In fact, self-help organisations of the disabled are more than willing to offer advice and perform on-site inspections voluntarily to help developers design BFA facilities. It is said that the MTR has been regularly arranging meetings with users to collect their suggestions and comments. This is a good way to keep improving their services.



Early planning better than dealing with problems

V: HKQAA's BFA system certification scheme will engage disabled and elderly people in the assessment of buildings and other social facilities. In your opinion, what kinds of advantages will it bring to our society?

W: The BFA system certification scheme is beneficial to both the disabled and businesses. First, through this opportunity, the disabled can use their talents and take the lead to express opinions to service providers and shop owners. Second, willing organisations can be rewarded with certificates praising their BFA performance. It encourages them to take the initiative to improve their services and facilities. As time passes, the BFA awareness of people and the quality of BFA facilities will surely be raised.

Sil: We think that the scheme sends a very important message to service providers and shop owners: every customer is equal. As there is always a chance to serve the disabled, businesses should prepare the best services for them by finding out their needs early and conducting measures to fulfill their needs before it is too late. It is absolutely inappropriate to start solving the problem after undesirable things happen.

Allowing employees to understand users' needs

S: I believe the scheme can motivate shop owners not just to reach the minimum requirement set out by the law, but to pursue a higher standard and provide quality service to us. On some occasions, after the installation of the BFA facilities, the frontline staff do not really know how to make good use of those facilities. For example, some would lock the disabled toilet to prevent customers from smoking there, but this causes inconvenience to the targeted users.

The scheme allows frontline staff to have more concrete ideas on what exactly users need and understand that what the management requires them to do is not just simply policies but caring practice. This would definitely help a lot in their human-based management and service.

因為如果做錯了的話，就可能需要等十多年，直至下次維修才改善，既浪費金錢，又未能符合用家的需要。

事實上，殘障人士團體十分願意義務提供意見及作實地考察，幫助經營者設計無障礙設施。據知，港鐵現時也定期與用家會面，收集意見。這是十分好的做法。

及早預防 無後顧之憂

管：本局推出的無障礙體系認證計劃，讓殘障人士及長者參與大廈及社區建設的評審，你認為社會各界有何受惠之處？

羅：認證計劃對殘疾人士和商界均有好處。一方面，殘疾人士能夠透過這個機會，發揮自己所長，反客為主向經營者反映意見；另一方面，證書表揚有心幫助殘疾人士的經營者，鼓勵他們踏出第一步，改正有缺陷的服務及設施。久而久之，香港的無障礙意識及設施質素定必大幅提高。

邵、萬：我認為認證計劃帶出了一個重要訊息：對於經營者來說，所有人都是顧客，無分彼此。既然殘疾人士有機會到訪，就應及早了解他們的需要，作出適當的配套，準備好提供優質服務給所有的顧客，而不是等到問題發生，導致不愉快的經歷時才去解決。

讓員工了解用家需要

盛：我相信計劃能推動經營者，除了達到法例規定的最低標準外，也致力實現優質服務的水平。有時候，一些無障礙設施建立後，前線人員根本不清楚實際上應如何使用，例如會為了防止顧客在傷殘人士廁所內吸煙而把門鎖上，造成不便。

認證計劃讓前線人員更了解用家的實質需要，明白管理層的要求並非只是政策，而是實踐愛心、對人的關懷，這對員工人性化的管理和服務都十分有幫助。



HKQAA Service Quality Management Certification Scheme – Elderly Services: Certificate Presentation Ceremony

「安老服務管理認證計劃」證書頒授典禮

The HKQAA recently certified the first group of successful participants in its Service Quality Management Certification Scheme – Elderly Services. The presentation ceremony was held on 22 May 2012 at Chiang Chen Studio Theatre, Hong Kong Polytechnic University.

Certificates issued to first group of participants

Hong Kong's population is ageing and the government has recently introduced measures to support elderly people. It is therefore expected that the demand for high quality elderly care services will increase.

In order to help the public to identify quality elderly care providers, HKQAA launched the Service Quality Management Certification Scheme – Elderly Services in the first quarter of 2012. The Scheme assesses care homes from multiple perspectives, and provides a comprehensive and objective set of standards which the public can use to identify quality elderly care providers. The Scheme has been enthusiastically supported by the industry and a number of elderly care providers participated in the pilot programme. A number of applicants were awarded certificates in the first round.

"The Scheme is HKQAA's way of responding to society's concerns. It helps organisations to demonstrate their ability to provide quality services, which in turn promotes the sustainable development of elderly care services and raises standards of professionalism," said Ir Prof. Peter K. W. Mok, Chairman of HKQAA.

Operators demonstrate quality management systems

"The Scheme complements other assessment methods and initiatives in elderly care services by providing operators with an effective tool for evaluating their management system. It drives continuous improvement by helping organisations to identify their strengths and correct weaknesses. The certification also enhances corporate image and strengthens competitiveness," said Dr Michael P. H. Lam, Chief Executive Officer of HKQAA.

A seminar on Opportunities and Challenges for the Elderly Service Industry in Hong Kong was also held on 22 May. Prominent industry professionals and scholars shared their knowledge and experience of elderly care services. Speakers included Mr Ronald Y. F. Lau, Chairman of Hong Kong Food Hygiene Administrators Association; Dr Cheung Moon Wah, Member of the Elderly Commission and General Manager (Elderly Services) of Hong Kong Housing Society; Prof. Thomas K. S. Wong, JP, President of Tung Wah College; Mr Kenneth Chan and Dr Godfrey S. S. Ngai, Chairman and Vice-Chairman respectively of the Elderly Services Association of Hong Kong; and Ms Pelletier Ho, Senior Project Officer in the Asia-Pacific Institute of Ageing Studies, Lingnan University.

由本局推出的「安老服務管理認證計劃」，首屆證書頒授儀式典禮已於2012年5月22日，假香港理工大學蔣經國劇院順利舉行。

頒發首批證書

香港人口持續老化，加上政府近年提出多項支援長者照顧的措施，未來社會對長者護理服務的需求將越來越龐大，期望和要求亦越來越高。

為幫助市民選擇合適的安老服務機構，本局於2012年第一季推出「安老服務管理認證計劃」，從多角度評核安老服務，並提供一個全面和客觀的參考指標，幫助市民選擇合適的安老服務機構。計劃得到業界熱烈的支持和參與，吸引不少安老服務機構參加成為先行者，首屆證書頒授儀式典禮共頒發證書予十多間通過評審的安老院。

「本局回應社會訴求，推出這套計劃，透過認證彰顯具質素的安老機構，以及鼓勵提升服務質素。」本局主席莫國和教授工程師致辭道。

讓院舍展示優良的管理體系

「『安老服務管理認證計劃』可作為其他安老服務的評核方法和倡議的補充，為安老院舍提供有效的評審工具，幫助機構了解自身的強項及弱項，繼而針對問題加以改善，持續提升服務質素。取得認證亦可讓院舍展示其優良的管理體系，提升機構形象及市場競爭力。」本局總裁林寶興博士致辭道。

大會同場亦舉行「香港安老服務業之機遇及挑戰」研討會，邀請多位業界知名人士及學者擔任演講嘉賓，包括香港食品衛生管理人員協會主席劉耀輝先生、香港安老事務委員會委員及香港房屋協會總經理（長者服務）

張滿華博士、東華學院校長汪國成教授，太平紳士、香港安老服務協會主席陳志育先生及副主席魏仕成博士、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等，與來賓探討香港安老服務業的現況及發展前景。



HKQAA Service Quality Management Certification Scheme — Elderly Services Latest list of certified organisations 安老服務管理認證計劃最新獲認證機構名單

- 嘉頤護老中心（北角）
Care & Services Elderly Centre (North Point)
- 松悅園耆欣護養院暨日間護理中心
Evergreen Nursing Home Cum Day Care Centre
- 輝濤老人中心
Fai-To Centre For The Aged
- 輝濤護老院（安麗分院）
Fai To Home For The Aged (On Lai) BR
- 輝濤護老院屯門分院
Fai-To Home For The Aged (Tuen Mun) BR
- 輝濤中西結合安老院
Fai-To Sino-West Combined Home For The Aged
- 曉光（紅磡）護老中心
Hiu Kwong (Hung Hom) Nursing Centre
- 曉光護老中心有限公司
Hiu Kwong Nursing Centre Company Limited
- 曉光（土瓜灣）護老中心
Hiu Kwong (To Kwa Wan) Nursing Centre
- 嘉濤耆康之家
Kato Home For The Aged
- 嘉濤耆樂苑
Kato Home For The Elderly
- 美景護老院有限公司
Mei King Home For Aged Limited
- 紫雲間沁怡護養院
Oasis Nursing Home
- 愛群理療護理院（第三分院）
Oi Kwan Care For The Aged Home (Branch 3)
- 海濱護老中心
Riviera Elderly Centre
- 瑞安護老中心（油塘）有限公司
Shui On Nursing Centre (Yau Tong) Company Limited
- 荃灣老人中心有限公司
Tsuen Wan Elderly Centre Limited
- 東方護老院
Tung Fong Home For The Aged

截至2012年7月3日
As of 3 July 2012



▲ 本局主席莫國和教授工程師（左）及總裁林寶興博士（右）於典禮上致辭
Ir Prof. Peter Mok, Chairman of HKQAA, and Dr Michael Lam, CEO of HKQAA, address the ceremony



本局副主席盧偉國博士工程師（左）及何志誠工程師（右）頒授證書
Ir Dr W. K. Lo and Ir C. S. Ho, Deputy Chairmen of HKQAA, present certificates



▲ 多位業界知名人士及學者於台上與來賓分享經驗和意見
Prominent industry professionals and scholars share their experience and insights



Quality Building Award (QBA) 2012 與業界合辦「2012年度優質建築大獎」

HKQAA and eight professional organisations from the Hong Kong construction industry jointly organised the Quality Building Award 2012, which had a large number of participants and nominations. After eighteen months of planning, assessments and judging processes, the results were announced at the award presentation ceremony held on 8 June 2012 at JW Marriott Hotel. Honorary patron of the Award, Mrs Carrie Lam, JP, Secretary for Development of the HKSAR Government, was the Guest of Honour at the ceremony.

QBA is a biennial award which gives public recognition to buildings of outstanding quality that have demonstrated excellent teamwork. It aims to promote a collective commitment by the building industry to maintaining the highest standards of professionalism and competitiveness.

本局聯同本地八大建築專業學會及機構，舉辦「2012年度優質建築大獎」，獲得業界踴躍提名及參與。經過十八個月的籌備、評審及甄選過程，頒獎典禮及晚宴已於2012年6月8日假座香港萬豪酒店舉行，並邀請了比賽的榮譽贊助人——香港特別行政區發展局長林鄭月娥，太平紳士，擔任主禮嘉賓。

兩年一度的「優質建築大獎」，旨在認同優質的建築項目，並表揚能充分發揮團隊精的項目隊伍，藉此加強業界競爭力及建立並提升業界形象。



2012 Mainland and Hong Kong Construction Industry Forum 2012年內地與香港建築業論壇

The 2012 Mainland and Hong Kong Construction Industry Forum, a major annual event for the construction industry in mainland China and Hong Kong, was held successfully in Chongqing from 17 to 19 June 2012. The forum was jointly organised by the Development Bureau of HKSAR Government, the Ministry of Housing and Urban-Rural Development of the PRC and the People's Government of Chongqing. This year's theme was "Sustainable Urban Form: City Land Use and Town Planning".

Mr Wai Chi-sing, Permanent Secretary for Development (Works), led a 220-member delegation of government officials, professionals and senior executives from the Hong Kong construction industry. HKQAA has been at the forefront of the promotion of sustainable construction in recent years and representatives including Deputy Chairmen, Ir Dr W. K. Lo and Ir C. S. Ho, and Chief Operating Officer, Mr P. C. Chan, were among the members of the Hong Kong delegation.

內地和香港建造業的年度盛事——「2012年內地與香港建築業論壇」，已於2012年6月17日至19日於重慶市順利舉行。論壇由香港特別行政區政府發展局、國家住房和城鄉建設部和重慶市人民政府聯合舉辦，今年的主題為「可持續城市形態：城市土地利用與城市規劃」。

發展局常任秘書長（工務）韋志成率領220人的香港代表團出席論壇，其中包括政府官員、業界專業人士及高級行政人員。本局近年積極推廣建築業的可持續發展，副主席盧偉國博士工程師和何志誠工程師、運營總監陳沛昌先生等一行亦為香港代表團成員。



The 19th Pacific Accreditation Cooperation (PAC) Plenary Meeting

第十九次太平洋認可合作組織全體代表會議

The 19th Pacific Accreditation Cooperation (PAC) Plenary Meetings, hosted by the Hong Kong Accreditation Service (HKAS) of the Innovation and Technology Commission, were held successfully in Hong Kong from 16 to 23 June 2012.

During the meeting on 18 June, the HKAS and the Hong Kong Council for Testing and Certification (HKCTC) co-hosted a seminar entitled "The Emerging Trend of Accreditation and Certification". Some 300 participants, including PAC delegates, practitioners from the local testing and certification industry, technical officials from the Mainland, as well as representatives from various government departments, academic institutions, trade associations and public organisations discussed trends in accreditation and certification worldwide.

Dr Michael Lam, Chief Executive Officer of the HKQAA, was one of the keynote speakers and spoke on the topic of "How Green Certification Can Enhance Business Competitiveness".



創新科技署轄下香港認可處主辦的第十九次太平洋認可合作組織全體代表會議，已於2012年6月16日至23日在香港順利舉行。

在6月18日，香港認可處和香港檢測和認證局在會議期間合辦了「認可和認證的新趨勢」研討會，有近300位參加者，包括合作組織成員代表、本地檢測和認證業從業員、內地的技術官員、多個政府部門、學術機構、商會、公共機構的代表及其他持份者出席，一起探討認可和認證的國際發展趨勢。

本局總裁林寶興博士亦獲邀擔任主題講者之一，題目是「如何透過綠色認證提升營商競爭力」。



44th Distinguished Salesperson Award Presentation Ceremony

「第44屆傑出推銷員獎」頒獎典禮

The Sales and Marketing Executives Club of The Hong Kong Management Association runs the Distinguished Salesperson Award every year. The Award aims to give due recognition to successful salespersons for their achievements and to build up the image of selling and marketing as a prestigious profession. Ir Prof. Peter K. W. Mok, Chairman of HKQAA, was one of the judges in its 44th competition, and presented awards at the awards ceremony held on 29 June 2012 at the Hong Kong Convention & Exhibition Centre.

In addition to assisting enterprises to implement quality management systems, HKQAA actively supports various industry activities, such as competitions, with the aim of boosting the standard of business as a whole.

由香港管理專業協會及市場推銷研究社聯合主辦的銷售界大獎「第44屆傑出推銷員獎」，於2012年6月29日晚假灣仔會議展覽中心舉行頒獎典禮。大獎旨在嘉許出色的銷售人員，以提高銷售專業地位。本局主席莫國和教授工程師，亦為今屆大獎的評審之一，並於典禮當晚擔任頒獎嘉賓，表揚一眾表現出色的企業和員工。

本局除協助企業建立優質管理體系外，亦積極支持及參與各類業界活動，力求從多方面推動及提升工商界的營運水平。



“The Next Version of ISO 9001 — What to Expect” Seminar 「ISO 9001新修訂版重點預告」研討會

Recently, ISO has initiated the process for the next major revision to the ISO 9001 standard. On 19 May 2012, HKQAA invited Dr Nigel Croft, Chair of ISO/TC176/SC2 (the ISO subcommittee responsible for ISO 9001 and ISO 9004) to a seminar entitled “The Next Version of ISO 9001 – What to Expect” to reveal the strategic direction of the revision. It was the first seminar in this topic in Hong Kong.

During the seminar, Dr Croft initiated a group discussion among the participants and asked for their opinions and expectations to the next version of the standard. He also introduced the new “ISO Directives Annex SL”, the common structure and format for all future ISO management system standards, as well as the timeline for the revision process.

國際標準化組織（ISO）最近已開展新版本ISO 9001標準的修訂工作。本局邀請了負責ISO 9001及ISO 9004標準的ISO/TC176/SC2技術委員會主席倪國夫博士，於2012年5月19日舉行「ISO 9001新修訂版重點預告」研討會，向業界人士預告是次修訂的策略方向。這是本港首個討論這個题目的研討會。

會上，倪國夫博士讓出席者分組討論，收集他們對新修訂版本的意見和期望，並講解了「ISO指引附件SL」（將來所有ISO管理體系標準皆會採用的共同架構和文本）和改版的時間表。



HKQAA SBI Training Courses Currently Underway 「HKQAA SBI培訓班」現正進行中

Following the launch of the HKQAA Sustainable Building Index (HKQAA SBI) initiative, HKQAA held several seminars to collect opinions from the industry and other professionals. After consultation, the HKQAA SBI Metrics Handbook and Report Template were published in mid-2012.

A number of industry practitioners have been applying for the Government's Sustainable Development Fund subsidy to participate in the HKQAA SBI training courses. Upon completing the training, eligible professionals are able to list as “SBI verifiers”.

On 5 June this year, HKQAA held the fifth introductory seminar for the Index as part of Build4Asia 2012, held in Hong Kong Convention and Exhibition Centre. Ms Connie Sham, Senior Manager of Strategic Business, HKQAA was the main speaker of the seminar. There was a great response to the seminar, with over a hundred of practitioners in the industry attending.

本局自發表「樓宇可持續發展指數（HKQAA SBI）」倡議後，舉行了多場研討會以收集業界及專業人士的意見，並已於2012年中正式落實「指數手冊及報告範本」。

同時，不少業界人士申請政府撥款的「可持續發展基金」津貼，參加「HKQAA SBI培訓班」；而完成培訓班後，合資格的專業人士可登記成為「SBI驗證員」。

此外，本局亦於6月5日在香港會議展覽中心Build4Asia 2012展覽會上為該指數舉行了第五場簡介講座，本局高級策略業務經理沈小茵小姐負責主講。是次講座反應熱烈，有逾一百名同業參與。



International 國際

Publication of ISO 22301 for Business Continuity Management

On 15 May 2012, ISO published ISO 22301:2012 ("Societal security – Business continuity management systems – Requirements"). This standard is intended to help organisations prepare for, respond to, and recover from disruptive incidents that might include financial crises, strikes, boycotts, hacking attacks, civil disorders, SARS type pandemics, or natural disasters, if and when they arise.

This is the first of ISO's suite of management system standards to adopt the new "High Level Structure" and "common text" that will be used for all future management system standards, including the revisions to ISO 9001 and ISO 14001 that are currently underway. By using this common approach, ISO's intention is to facilitate the implementation of an integrated system for organisations that choose to adopt such an approach.

Societal security considers and integrates a range of interconnected disciplines - such as risk management, crisis management and emergency management - with essential tools such as crisis communication, command and control, continuity management, security management, disaster management and resilience. ISO 22301 is complemented by ISO 22300:2012, which contains terms and definitions applicable to societal security, and by ISO 22320:2011, which addresses requirements for emergency incident responses. Initially, it is expected that organisations involved in the provision of key public services will be the most likely to implement and seek certification in ISO 22301 and ISO 22320.

Work begins on the revision to ISO 9001

The new ISO/TC176/SC1 working group (WG24) met in Bilbao, Spain, during the week of 18 June 2012 to begin work on the revision to ISO 9001:2008 that is expected to be published in 2015. The first meeting of the group focused on developing a "design specification" for the new standard, setting out the strategic intent of the revision, and the parameters to be followed during the drafting process.

Significant changes have occurred in the global business environment since ISO 9001 underwent its last substantial revision in the year 2000. It is therefore important that the new 2015 revision take into account these changes to address the increasingly complex, demanding and dynamic environments in which organisations operate. These include, but are not limited to, vastly improved information and communications technologies, more demanding contractual customers and consumers, and growing concerns related to environmental, social and other sustainability-related issues.

The design specification will now be circulated to ISO's member bodies for a formal ballot to ensure that all are in agreement with the proposed scope and strategic intent of the revision before actual drafting work begins.

New version of ISO/IEC 17024 published

Following on from the successful ballot among ISO and IEC member bodies, the new version of ISO/IEC 17024 ("Conformity assessment – General requirements for bodies operating certification of persons") was published on 1 July 2012. This standard defines requirements for the accreditation of personnel certification bodies (including auditor certification bodies).

《ISO 22301 營運持續管理體系》正式出版

國際標準化組織 (ISO) 已於2012年5月15日出版新國際標準——《ISO 22301:2012社會安全——營運持續管理體系——要求》。ISO 22301的目的，是幫助機構於各種重大事故發生前，包括金融危機、罷工、抵制、黑客入侵、騷亂、「沙士」等大流行病爆發或其他天災，預先做好防範措施，並在事故發生後，有效應付事故及從中盡快恢復營運。

ISO 22301是ISO首個以「高階架構」及「相同文本」兩個新方式編寫的管理體系標準。其後ISO出版的所有國際標準，包括現正進行修訂的ISO 9001及ISO 14001，都會採用此方式編寫，以便機構實施綜合管理體系。

「社會安全」涵蓋了風險管理、危機管理、應急管理等多個互相關連的範疇，並配合危機通訊、指揮及控制、持續管理、安全管理、災難管理及恢復等重要管理工具；此外，包含社會安全條款及定義的ISO 22300:2012及提供危急事故應變要求的ISO 22320:2011，亦可作為ISO 22301的補充。相信有意申請ISO 22301及ISO 22320認證的機構，會包括提供重要公共服務的機構。

ISO 9001 的修訂已經展開

新籌組的ISO/TC176/SC1工作小組 (WG24) 於2012年6月18日開始，在西班牙畢爾包進行了為期一週的會議，展開ISO 9001:2008的修訂，預計將於2015年出版。初次會議的重點在於為新標準制定「設計規格」、定立此次修訂的策略意向及草議過程的準則。

ISO 9001自上次於2000年的重大修訂之後，環球商業狀況已經歷了許多變遷。為應付現今日益複雜、嚴格、多變的營商環境，今次2015年版的修訂，將加入各種因素，包括急速發展的資訊科技及通訊技術、顧客及用家不斷提高的要求、大眾對環境保護、社會及其他有關可持續發展議題有增無減的關注等等。

新制定的設計規格現已於ISO轄下各單位流傳。於正式編寫之前，ISO會進行正式投票，確保全部會員皆認同是次修訂的建議適用範圍及策略意向。

新版本 ISO/IEC 17024正式出版

新版本的《ISO/IEC 17024符合性評審——人員認證機構之一般要求》已獲ISO及國際電工委員會 (IEC) 投票通過，並於2012年7月1日正式出版。此標準為對專業人士進行認證之機構（包括審核員認證機構）的認可要求作出定義。

The ISO 50001 Experience: Energy Conservation in Practice

ISO 50001能源管理體系——節能實踐經驗



FUJI XEROX

Ms Katherine Lau
General Manager, Corporate Quality and Sustainability
Fuji Xerox (Hong Kong) Limited

VISION (V): Fuji Xerox (HK) has obtained the ISO 50001 certificate since Apr 2012. What motivated the company to apply for the certification?

Katherine (K): We first implemented the ISO 14001 Environmental Management System in 2003, which has helped to improve the environmental performance a great deal. Pursing to fulfill our company Vision as being a "Good Company", we excel ourselves in minimisation of global warming through providing high energy efficiency products, services and solutions to customers yet applying the eco solutions in-house. We have also obtained ISO 50001 certification to improve our energy efficiency performance in our offices, and evaluate the effectiveness of our products, so as to contribute to social responsibility.

V: What preparation work did you do before applying for ISO 50001 certification?

K: Our preparation included:

- In-house training was provided to the responsible staff members so as to make sure that they understood the ISO 50001 objectives and requirements.
- We reviewed our energy consumption in order to aid energy use identification and gather energy consumption data.
- As we are tenants, not building owners, we did not have access to energy consumption data for the air conditioners, which are managed and maintained by the property management company. Therefore, we had to consult them to get the data on usage, which is a key part of the total energy consumption.
- We reviewed energy saving projects and use patterns, such as the on/off schedule for lights, to fully understand office energy use practices.

V: Does implementing ISO 50001 affect your daily operation?

K: The impact is minimal except that, to allow for better monitoring of significant energy use, we now use extra individual metres to monitor the energy consumption of lighting and general equipment on different floors. In addition, our document management system enhancement centralises management control and enables all the MFDs (multi-function devices) to be managed from a central server. Changes can be made quickly, and the user-friendly interface means configuration can be done anywhere, anytime so as to enhance the productivity of other energy saving from device reduction. Furthermore, ISO 50001 can help to standardise and enhance the energy saving programme using a systematic approach, leading to improved energy performance.

V: How does implementing ISO 50001 improve energy management?

K: After implementing ISO 50001, we identified our lighting energy efficiency as a potential improvement area and a lighting upgrade was designed and deployed. This action improved our lighting energy consumption by 25% and the electricity bill was reduced by 18% per month in average. By implemented document management system enhancement and our latest solution, we reduced 59% of MFDs and 77% of power consumption. In the future, we will further strengthen our green office promotion to increase the energy saving awareness of staff.



劉金蘭女士
企業優質及可持續發展部總經理
富士施樂（香港）有限公司

管略（管）：富士施樂（香港）已於2012年4月取得ISO 50001認證，當初為何有意參與此認證？

劉金蘭（劉）：我們自2003年便開始實施ISO 14001環境管理體系，一直對改善環保表現有很大幫助。然而，近年我們注意到能源消耗已成為一個重要的全球性問題。為了達致我們的願景實踐「優秀企業」概念，我們致力為客戶提供高能源效率的產品和服務實行環保方案，亦奉行「言行一致」原則，在公司內部使用公司本身的產品和服務，藉此親身體現可持續發展。因此，富士施樂（香港）進一步取得ISO 50001認證，以改善辦公室的能源效率表現及評核我們實踐社會責任的效能。

管：在申請證書前進行了甚麼準備工作？

劉：我們的準備工作包括：

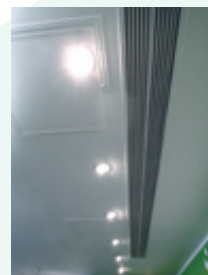
- 為負責能源管理的代表提供內部培訓，了解ISO 50001的目標和要求。
- 檢討能源消耗情況，以設定管理體系的範圍、識別能源的使用源頭和其能源消耗的數據。
- 單位的空調管理和維修是由物業管理公司負責的，作為租客，我們需要向物業管理公司要求提供其能源耗用資料。
- 檢討節能專案和能源使用模式（如電燈開關安排），以充分瞭解辦公室能源使用習慣。

管：實施ISO 50001有沒有改變公司的日常營運？

劉：實施ISO 50001對我們日常的營運影響很小，但為了更好地監測主要的能源使用，我們在每樓層安裝獨立電表去監測照明和通用設備。另外，我們提升了文件管理系統，透過中央伺服器集中管理所有多用功能設備，讓我們可隨時隨地修改設定，提升生產力。此外，ISO 50001讓我們更有系統地規範和加強我們的節能方案，以提高能源效益。

管：實施ISO 50001後，能源管理的成效如何？

劉：實施ISO 50001後，我們發現照明系統的能源效益存在改善空間，因此進行了系統升級；這行動令我們的照明耗電量減少了25%，每月平均電費減少18%。我們提升了文件管理系統，減少59%的設備數目，並運用我們自己最新的文件管理方案，結果減少了77%耗電量。未來，我們將宣傳綠色辦公室，以提高員工的節能意識。



New Certified Client 新認證客戶

Feb 2012 to Apr 2012 | 2012年2月至2012年4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 February to April 2012, we have been pleased to welcome 26 organisations to our community. Among them, they have obtained 35 certificates of ISO 9001, ISO 14001, ISO 20000, ISO 22000, ISO 50001, OHSAS 18001, HKQAA HACCP, HKQAA-WSMS-COMM, HKQAA-WSMS-FINE, PAS 55-1, SQM and TL-HSV 5.0/4.5. 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2012年2月至2012年4月期間，香港品質保證局共頒發35張證書，包括ISO 9001、ISO 14001、ISO 20000、ISO 22000、ISO 50001、OHSAS 18001、HKQAA HACCP、HKQAA-WSMS-COMM、HKQAA-WSMS-FINE、PAS 55-1、SQM及TL-HSV 5.0/4.5。在此謹祝賀26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			
			Aug八月	Sep 九月	Oct 十月	Nov 十一月
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-09A 14	QMS1C/HK-10A 8	
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-08B 1	VM1C/HK-09A 3	VM1C/HK-10A 9	VM1C/HK-11A 1
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-08A 27-28	VM3C/HK-09A 10-11	VM3C/HK-10A 25-26	VM3C/HK-11A 26-27
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系 — 進階內部審核技巧	 2	HKD 3,000			QMS5C/HK-10A 11 & 15	
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 (IRCA Reg#A17071) 質量管理體系 — 主任審核員證書培訓課程 (IRCA註冊號A17071)	 5	HKD 10,500/ HKD 10,000*				QMS/IRCA/11 5-9
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-08A 13	EMS2C/HK-09A 21	EMS2C/HK-10A 12	EMS2C/HK-11A 30
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-08A 20-21		EMS3C/HK-10A 18-19	
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			
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理體系 — 內部審核員培訓	 2	HKD 3,000/ HKD 2,900*	EM08C/HK-08A 2-3			
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-09A 17		OHS8C/HK-11A 29
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-08A 23-24		OHS8C/HK-10A 24-25	
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	 1	HKD 1,500		OH04C/HK-09A 7		
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	 5	HKD 10,500/ HKD 10,000*				OH06E/HK-11A 19-23
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	 3	HKD 4,800		HA9C/HK-09A 18-20		
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			
ISO 22000:2005 Food Safety Management Systems Auditor/Lead Auditor Course (IRCA Reg#17289) ISO 22000:2005 食品安全管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號17289)	 5	HKD 10,500/ HKD 10,000*				IRCA/FSMS/11 12-16
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	QM01C/HK-08A 27			
Integrated Management Systems 綜合管理						
Integrated Management Systems Set Up & Audit Approach 綜合管理體系 — 建立與審核方法	 2	HKD 3,200			IMS2C/HK-10A 29-30	
Corporate Social Responsibility 企業社會責任						
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	 1	HKD 1,500		SR01C/HK-09A 19		
An in-depth Understanding of ISO 26000 - 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			
Understanding the Essentials of SA 8000:2008 Social Accountability Management Systems SA 8000 社會責任管理精要課程	 1	HKD 1,500			SA03C/HK-10A 17	
Management Tools, Skills 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-11A 28
Cost Reduction by Lean Management 精益管理減省營運成本	 1	HKD 1,600/ HKD 1,500*		MT38C/HK-09A 13		
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-09A 12		
Managing Organizational Change 企業改革的管理	 1	HKD 1,700/ HKD 1,600*			MT48C/HK-10A 16	
Prepare Yourself to be an Accredited Mediator 認可調解員的裝備	 1	HKD 1,600			EW38C/HK-10A 31	
Telecom and Information Service Management 電訊及訊息安全服務管理						
ISO 27001:2005 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) ISO 27001:2005 信息安全服務管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號 A17321)	 5	HKD 12,000/ HKD 11,000*		ISE6E/HK-09A 24-28		
ISO 20000 Information Technology Service Management Auditor Course ISO 20000 信息技術服務管理審核員培訓	 2	HKD 4,000 + HKD 1,800			ISO3C/HK-10A 3 & 5	
HKQAA Sustainable Building Index (HKQAA SBI)						
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-08A 22		S110C/HK-10A 4	

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
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

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			
			Aug八月	Sep九月	Oct十月	Nov十一月
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-8A SH 29	VM1P/GZ-9A GZ 17	VM1P/SH-10A SH 24	VM1P/GZ-11A GZ 12
						VM1P/SH-11A SH 21
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系－內部質量管理體系審核員培訓	P 2	RMB 1,200	VM3P/SH-8A SH 30-31	VM3P/GZ-9A GZ 18-19	VM3P/SH-10A SH 25-26	VM3P/GZ-11A GZ 13-14
						VM3P/SH-11A SH 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/SH-8A SH 27	EMS2P/GZ-9A GZ 10		EMS2P/SH-11A SH 8
				EMS2P/SH-9A SH 26		EMS2P/GZ-11A GZ 19
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/SH-8A SH 28-29	EMS3P/GZ-9A GZ 11-12		EMS3P/SH-11A SH 9-10
				EMS3P/SH-9A SH 27-28		EMS3P/GZ-11A GZ 20-21
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 內部審核員培訓	P 2	RMB 1,500		IE01P/GZ-9A GZ 20-21	IE01P/SH-10A SH 9-10	
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-8A GZ 20	OHS8P/SH-9A SH 17	OHS8P/GZ-10A GZ 17	
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-8A GZ 21-22	OHS9P/SH-9A SH 18-19	OHS9P/GZ-10A GZ 18-19	
Wine Sector 酒貯存						
Understanding and Application on Implementation of Excellent Wine Storage Management Systems 如何運營優良存酒設備	P 1	RMB 1,200		QM03P/GZ-9A GZ 7		
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-9A GZ 5-6		
				SA01P/SH-9A SH 10-11	SA01P/SH-10A SH 7-8	
Corporation Social Accountability Managing Engineer Training 社會責任管理工程師課程	P 3	RMB 2,800	SA05P/GZ-8A GZ 27-29			
An in-depth Understanding of ISO26000-What Does Social Responsibility Mean to Your Organization? 深入剖析ISO26000-社會責任對機構的意義	P 2	RMB 2,400		SR03P/GZ-9A GZ 13-14		
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-8A GZ 8	BS02P/SH-9A SH 22		BS02P/SH-11A SH 23
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-8A GZ 7			
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-8A GZ 22		MT33P/GZ-10A GZ 24	
Crisis Management Workshop 突發事件應急管理工作坊	P 2	RMB 1,800	MT34P/GZ-8A GZ 23-24			
Comprehensive Quality Promotion Of Management 管理幹部綜合素質提升	P 2	RMB 1,800	MT37P/GZ-8A GZ 16-17		MT37P/GZ-10A GZ 22-23	
6S Site Management and 8D Technique 6S現場管理及8D手法	P 1	RMB 980			MT39P/GZ-10A GZ 12	
Lean Production 精益生產	P 2	RMB 1,800		MT40P/GZ-9A GZ 27-28		
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-9A GZ 1		TL03P/GZ-11A GZ 15
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-9A GZ 4	TL05P/GZ-10A 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	TLO4P/SH-8A SH 26-28	TL04P/GZ-9A GZ 5-7	TL04P/SH-10A SH 29-31	
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-9A GZ 24-26		TL02P/GZ-11A GZ 5-7

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

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

C Conducted in Cantonese 以廣東話授課	E Conducted in English 以英語授課	P Conducted in Putonghua 以普通話授課	GZ Guangzhou 廣州	SH Shanghai 上海	MU Macau 澳門
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For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名，請瀏覽香港品質保證局網頁

<http://www.hkqaa.org>

Latest Developments in **Energy Efficiency** Enhancement 促進 **能源效益** 的市場新思維

Introduction to the ISO 50001 Energy Management Systems Standard

ISO 50001 能源管理體系介紹

Mr Thomas Ma, Senior Auditor, HKQAA

香港品質保證局高級審核員馬景康先生

Sharing of ISO 50001 Energy Management Certification Journey

ISO 50001 能源管理之認證旅程

Ir Dr Mckey Ho, Manager (Quality Management), Housing Department,
HKSAR Government

香港特別行政區政府房屋署經理（品質管理）何祥盛先生

Briefing on the Buildings Energy Efficiency Ordinance (cap.610)

簡介《建築物能源效益條例》(第610章)

a legal requirement which will come into effect in September 2012

將於2012年9月開始全面實施的法規

Mr Osman Lau, Engineer / Energy Efficiency B5/1,
Electrical and Mechanical Services Department, HKSAR Government
香港特別行政區政府機電工程署工程師／能源效益 B5/1 劉錫鴻先生

Date 日期	10 August 2012 (Fri) 2012年8月10日（星期五）
Time 時間	3:00 pm - 5:30 pm
Venue 地點	SCOPE Lecture Theatre, 8/F, United Centre, Admiralty 金鐘統一中心8樓香港城市大學專業進修學院演講廳
Fee 費用	Free of charge 免費
Language 語言	Cantonese 粵語
Enquiries 查詢	(852) 2202 9317 / kalia.wong@hkqaa.org (Ms Kalia Wong 王小姐) (852) 2202 9111 (General 主機)

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