VISION 管略

Hong Kong Food & Beverage Industry Operation and Management System Improvement Project
提升香港餐飲業營運和管理系統計劃

Helping the Local Food and Catering Industry Thrive in a Difficult Business Environment
助香港飲食業界逆境自強

Introducing International Management Standards to SMEs
讓中小企體驗國際管理文化

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

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Strengthening Hong Kong's 'Food Paradise' reputation

With exotic menu combinations and international gourmet expertise, Hong Kong has been known for a long time as the 'Food Paradise' in the region. However, local food and catering companies are now facing a wide range of challenges, even though the Mainland's individual visitor scheme has brought many new business opportunities to our city.

According to the latest figures from the Census and Statistics Department, the volume of total restaurant receipts fell by 0.9% in the first quarter of 2013 compared with a year earlier. This unsatisfactory news implies that the competition is likely to become fiercer in the near future. High staff turnover is another big problem for the industry as this is a barrier to maintaining service levels. It is also crucial for food and catering enterprises to strengthen themselves in order to thrive in today's highly customer-oriented and conscience-focused marketplace. They must maintain increasing levels of food hygiene and service quality, establish brand reputation, and demonstrate their commitment to environmental protection and social responsibility to achieve long-term success.

HKQAA is dedicated to introducing advanced management technology to local businesses and assisting them to increase competitiveness. With the aim of raising the standard of professionalism for the food and catering sector, we have recently joined hands with the Hong Kong Federation of Restaurants and Related Trades to launch the 'Hong Kong Food & Beverage Industry Operation and Management System Improvement Project'.

This project provides an effective and user-friendly assessment tool which motivates local companies to improve performance in various management and operational areas. Our objective is to help them raise their strength against competition, maintain consistency of service quality in face of labour turnover, and understand how to meet customer's needs and social expectations. An initial pilot scheme is funded by the Trade and Industry Department's SME Development Fund, and we believe this will encourage Hong Kong food and catering enterprises, which are mostly SMEs, to join the project so that they can better prepare themselves to face adversity.

To suit the needs of the industry, the assessment scheme covers five core areas: food hygiene, environmental protection, social responsibility, service quality and brand building, and so measures a company's management and operational performance from multiple angles. Objective evaluation methods include onsite assessment, mystery visitor assessment and questionnaire surveys. Together with easy-to-learn training courses, we believe this project will foster continuous improvement among industry players, and enable them to eventually align with international standards.

Adopting an effective management approach and maintaining operational performance to satisfy customer's needs are the keys to sustainable success. We hope this project will, in the long run, drive improvement in these areas, strengthening the role of Hong Kong as a 'Food Paradise', and creating more development opportunities for the sector as a whole.

鞏固「美食天堂」品牌　迎接挑戰與機遇

香港飲食業發展多年，各地美食薈萃，是國際知名的飲食天堂。雖然內地自由行旅客帶來不少商機，但業界近年仍要面對不少挑戰，關乎日常業務以至長遠發展。

據統計處的最新數字，飲食業今年首季表現停滯，總收益以數量計比去年同期下跌0.9%，預期未來的競爭將日益加劇。而業界亦長期面對人才流失的問題，它們不但要想盡辦法維持服務水平，以滿足消費者越來越高的要求，還要竭力應對輿論壓力和多樣化的社會訴求。在今時今日的市場，飲食企業想突圍而出，除了維持高水平的食物衛生和服務質素之外，也要建立品牌價值，展示對環保、社會責任方面的承諾，不停自我增值，才可以取得長遠的優勢。

本局一直致力引進先進的管理技術，協助工商界提升表現。今年與香港餐飲聯業協會攜手推出「提升香港餐飲業營運和管理系統計劃」，便銳意制訂一套簡明而有效的評審計劃，推動本地業界優化多方面的水平，增強競爭力；即使面對人才流失，仍可確保服務質素的持續性，並了解如何滿足客戶需要和社會訴求。計劃更透過工貿署的基金撥款，支援以中小型為主的飲食企業參加先導計劃，鼓勵它們逆境自強。

為切合業界需要，評審計劃的內容覆蓋了五大核心範疇，包括食物衛生、環境保護、社會責任、服務質素及品牌建立，務求從多角度去衡量企業的管理和營運表現。本局亦會透過專業人員的現場評審、神秘顧客的用家評審及問卷調查等方式進行評估，以確保評審結果客觀公正；並期望在深入淺出的培訓課程配合下，能鼓勵本地業界持續改進，逐步與國際標準接軌。

飲食企業如何以有效的管理方法，維持營運水平令消費者滿意，可說是取得持久成功的關鍵。相信在這計劃的推動下，香港業界將得以長遠地提升管理技術和營運水平，加強香港作為國際美食平台的優勢，為未來開發更多商機。

Hong Kong Food & Beverage Industry Operation and Management System Improvement Project
「提升香港餐飲業營運和管理系統計劃」

Improve service quality and build your brand image
優化服務水平　突顯品牌形象

Since the Statutory Minimum Wage came into force, small and medium enterprises (SMEs) have been facing rising operational costs and a labour shortage, making it difficult for them to maintain service quality. At the same time, consumers' expectations of food and catering services are increasing and they now consider hygiene, service, brand image and social responsibility when making choices, in addition to food quality.

These new market challenges and the force of public opinion have exerted great pressure on SMEs in the food and catering industry. In view of this, the Hong Kong Federation of Restaurants & Related Trades (HKFORT) and HKQAA have jointly launched the Hong Kong Food & Beverage Industry Operation and Management System Improvement Project. The Project aims to introduce international management and operational systems to SMEs using a simple method, so that they can easily improve their operational efficiency and service quality, sharpen their competitive edge, and lower their operational risk.

Pilot Scheme participation fully funded

The Project is funded by the Trade and Industry Department's SME Development Fund and is the first in Hong Kong to assess the performance of food and catering enterprises from five perspectives: food hygiene, environmental protection, social responsibility, service quality and brand building. It is applicable to different types of food and catering enterprises. In order to encourage participation, the first 75 applicants will receive full funding from the SME Development Fund for the Pilot Scheme.

Comprising representatives from different professional backgrounds, the Project's Supervisory Committee has formulated an audit checklist and scoring scheme using multiple perspectives, fairness and transparency. The framework was developed with reference to ISO management standards and tailored to the nature and capabilities of SMEs in the food and catering industry.

Simple and clear checklist for SMEs to follow

In order to ensure objectivity and fairness, the scheme evaluates a company's performance via various assessment methods: on-site assessment by HKQAA professionals, visitor assessment by mystery customers and a customer survey by The Hong Kong Polytechnic University. After the assessment, the participating enterprises will receive independent reports and recommendations which will help them improve their operating and management performance.

During on-site assessment, HKQAA will assess the business's performance in managing food hygiene, environmental protection and social responsibility with an 'audit checklist'. The simple and clear checklist makes it easy to calculate the score and for SMEs to follow the requirements. By conducting mystery visits and customer surveys, customers' impression of the business's service quality and brand image will be measured respectively. Our objective is to provide quantitative results at the end to help staff and management to understand their overall performance.

If an applicant is eligible, HKQAA will recommend the applicant to the Project's Supervisory Committee to join the Pilot Scheme. By joining the Pilot Scheme, it will be entitled as a pioneering participant for one year.

Moreover, the Project will provide training courses to introduce various ISO management systems and continual improvement concepts to the local industry. There will be sharing sessions on the courses for Pioneering Participants to share their experience and good practices with their industry counterparts. The training courses aim to develop the knowledge and ability of business operators, management staff, hygiene managers and frontline staff to improve their businesses' operational efficiency, service quality and competitiveness.

自最低工資法例實施後，中小企的營運成本增加，而飲食業界更面對人力資源嚴重短缺的問題，令服務質素難以維持。與此同時，消費者對食物衛生質素、服務水平的要求不斷提高；他們重視品牌知名度之餘，又對企業承擔的社會責任有一定期望。

面對這些市場挑戰和輿論壓力，從事飲食業的中小企往往感到難以招架。有見及此，香港餐飲聯業協會（HKFORT）夥拍香港品質保證局，推出「提升香港餐飲業營運和管理系統計劃」，銳意透過深入淺出的模式，引入國際性的管理和營運模式，優化中小飲食企業的營運效率，提升服務水平，以助它們加強競爭力，減低營商風險。

工貿署撥款支持　先導計劃免費參加

此計劃由工業貿易署中小企業發展支援基金撥款支持，是香港首個從多角度評核飲食企業表現的計劃，涵蓋五大範疇，包括食物衛生、環境保護、社會責任、服務質素及品牌建立方面的表現，適用於不同類型的飲食企業。為鼓勵業界參與，首75間參加「先導計劃」的香港飲食企業，可獲該基金撥款資助，費用全免。

計劃的督導委員會由來自不同行業的專家和代表組成，以多角度、公平、公正和高透明度形式制訂審核清單和評分標準。除了以ISO管理體系標準及指引作為參考藍本外，亦按照香港中小型飲食行業的特性和能力，制定相關項目的要求和審核標準，以方便業界跟從。

簡明審核清單　中小企易於掌握

本局會透過專業人員的現場評審，神秘顧客的用家評審，以及委託香港理工大學進行的顧客問卷調查等評估方式，從多角度衡量企業的營運及管理表現，以確保評審結果客觀公正。評審過後，參與的商戶將獲得獨立審核報告及改進建議，藉此作為日後持續改善之用。

為了方便中小企掌握計劃中有關管理食物衛生、環境保護及社會責任方面的要求，現場評審主要以簡明的「審核清單」形式進行，再以分數計算結果；而用家對服務質素及品牌的觀感評價，則分別通過客觀清晰的神秘顧客評核表格和問卷來量度。目的是把評審結果量化，以便員工和管理層清楚明白評審結果和表現。

如申請的企業符合評核準則，本局會向督導委員會推薦，授予申請者「提升香港餐飲業營運和管理系統計劃」的先導商戶資格。經督導委員會批核後，企業可成為先導商戶，認可資格的有效期為一年。

此外，計劃透過培訓方式，由淺入深地向本地飲食業灌輸不同的ISO管理體系模式和持續改進概念，並通過經驗分享會，讓先導商戶與同業交流箇中經驗和實踐心得；冀能幫助它們提升營運效率、服務質素和競爭力。而餐飲業經營者、管理人員、衛生經理和前線員工，亦可以藉著培訓課程，深化及提升相關的知識和能力。

HKQAA will update the details of the scheme and introduce new elements into the Project regularly, so as to ensure that the scheme responds to the development trends and needs of the market. HKQAA hopes that the Project will help the local food and catering industry gradually align with international standards, improve its image and standards, and strengthen Hong Kong's position as a 'Gourmet Paradise'.

本局會定期更新計劃的內容，以配合市場發展及行業特性的轉變，並積極研究加入更多元素，令計劃更臻完善和切合業界的需要。我們期望藉著這個計劃，能推動本地飲食業逐步與國際標準接軌，並長遠地提升整體水平和形象，鞏固香港享譽國際的飲食天堂地位。

Assessment Criteria 評審計劃內容

Assessment Scope 評審範疇	Assessment Method 評審方式	Assessment Tool 評審工具	Criteria 評審項目
1) Food Hygiene Management 食物衛生管理	On-site assessment conducted by HKQAA professionals 香港品質保證局的專業人員進行現場評審	Audit checklist in reference to Hygiene Control System, international food safety management systems (such as HACCP and ISO 22000) 參考衛生監控管理體系、國際的食物安全管理體系（例如：HACCP 及 ISO 22000）制訂的審核清單	♦ Management responsibility 管理職責 ♦ Prerequisite programmes 前提方案 ♦ Hazard Analysis and Critical Control Points 危害分析和關鍵控制點 ♦ Continual improvement 持續改進
2) Environmental Protection Management 環境保護管理		Audit checklist in reference to ISO 14001 Environmental Management System 參考 ISO 14001 環境管理體系制訂的審核清單	♦ Environmental protection plan 環保計劃 ♦ Energy and carbon emission reduction 節能減排 ♦ Environmental management and monitoring 環境管理及監察 ♦ Sustainable development 持續發展
3) Social Responsibility 社會責任		Audit checklist in reference to ISO 26000 Guidance on Social Responsibility 參考 ISO 26000 社會責任指引制訂的審核清單	♦ Organisational Governance 企業管治 ♦ Human Rights 人權 ♦ Labour Practices 僱員事務 ♦ Fair Operating Practices 公平營運 ♦ Consumer Issues 消費者事項 ♦ Community Involvement and Development 社區關懷和發展
4) Service Quality 服務質素	User assessment conducted by mystery customers 香港品質保證局的神秘顧客進行用家評審	Reporting form in reference to service standards and guidelines of the industry, supplemented with concepts of ISO 9001 Quality Management System 根據行業的服務標準及手冊為藍本，並加以 ISO 9001 品質管理系統概念而制訂的評核表格	Key service performances including: 重點的服務表現，範圍包括： ♦ Booking 訂座 ♦ Reception 打招呼 ♦ Seating arrangement 安排入座 ♦ Taking order 處理落單 ♦ Serving dishes 上菜 ♦ Paying bill 付款
5) Brand Building 品牌建立	Customer survey conducted by the Hong Kong Polytechnic University 委託香港理工大學以問卷形式，收集顧客的反饋進行評審	Questionnaire focusing on the positioning, effectiveness and sustainability of brand of food and catering enterprises 針對飲食企業之品牌定位、有效性及可持續發展性而設計的問卷	Evaluating the business's brand equity from customers' feedback in the following criteria: 從多方面了解企業的重要品牌權益指標，範疇包括顧客對品牌的： ♦ Awareness 認知度 ♦ Impression 偏好度 ♦ Loyalty 忠誠度 ♦ Perceived Value 感知價值 ♦ Emotional response and connection 情緒反應及連繫

Helping the Local Food and Catering Industry Thrive in a Difficult Business Environment
助香港飲食業界逆境自強

香港餐飲聯業協會
Hong Kong Federation of Restaurants & Related Trades

Dr Chan Shou Ming
陳首銘博士
Chairman of Hong Kong Federation of Restaurants & Related Trades (HKFORT)
香港餐飲聯業協會主席

VISION (V): HKFORT is jointly initiating the Hong Kong Food & Beverage Industry Operation and Management System Improvement Project with HKQAA. What is the objective of this Project?

Chan Shou Ming (C): The local food and catering industry is developing fast, along with the tourism business. However, it faces problems like increasing operational costs and a lack of human resources.

HKFORT believes that an effective improvement system is essential to drive the competitiveness of small and medium enterprises (SME) in the industry. Therefore, HKFORT and HKQAA initiated this Project with the aim of improving the operational efficiency and the service standard of SMEs in different ways. We hope the Project can help the industry become more competitive in the face of a difficult business environment.

When we began the programme, we wanted to ensure that it was tailored to the unique nature of the local food and catering industry and the expectations of customers. We believe a widely recognised operation and management system can help increase the confidence of restaurant customers and boost their consumption.

V: What do customers consider when choosing restaurants?

C: Major considerations include food hygiene, service quality and brand reputation. Recently, performance in environmental protection and social responsibility are also often taken into account. Since customers' expectations of restaurants are increasing, it is very important for the industry to keep improving its performance in operation and management.

V: Is this Project suitable for food and catering enterprises of any size?

C: We want to make sure that it is easy for enterprises of any size to improve their performance by joining the programme. We have prepared training courses so that participating enterprises can understand the details and requirements of the Project.

Moreover, since the Project is funded by the Trade and Industry Department's SME Development Fund, it is completely free to join the pilot scheme. I do believe it is a great opportunity for SMEs to experience the benefits of improved management systems.

V: What benefits do you expect the Project will deliver to local industry?

C: As one of the participants in the Hong Kong food and catering industry, we hope the industry and every participant will thrive. In the long run, we hope the Project will allow more SMEs to learn about and make use of international management standards, eventually aligning with international standards. We believe this will help establish a positive image of the Hong Kong food and catering industry and strengthen the city's reputation as a "Gourmet Paradise".

管略（管）： *餐飲聯將與本局合作推出「提升香港餐飲業營運和管理系統計劃」，目的是甚麼？*

陳首銘（陳）： 隨著香港旅遊業的日益蓬勃，飲食業亦迅速發展，但同時亦面對很多挑戰，如營運成本增加、人力資源短缺等。

香港餐飲聯業協會認為，本港需要有一套有效及可持續改進之系統，加強飲食中小企業的競爭力。故此，餐飲聯會聯同香港品質保證局推出「提升香港餐飲業營運和管理系統計劃」，希望藉此計劃從多方面和多角度，提升飲食業界之營運效率和服務水平，使香港飲食業界在如此經營困難環境下，亦能逆境自強，加強香港飲食業界的競爭力。

一套專為香港飲食企業而設，全面回應顧客訴求，且兼具認受性的營運和管理系統，除能提升顧客對食肆的觀感及信心外，亦可增加對餐飲的消費。

管： *顧客在選擇食肆的時候，會考慮甚麼因素？*

陳： 顧客光顧食肆，有很多不同的考慮，包括食物衛生、服務質素和品牌知名度，而近年亦增加了環境保護及社會責任等因素。由於顧客對食肆的不同要求日漸增加，提升餐飲企業的營運和管理表現，吸引顧客青睞，是現時餐飲企業必須要做的事。

管： *此計劃是否適合不同規模的飲食企業參加？*

陳： 計劃的設計是適合不同規模的飲食企業參與，而計劃內特別設有培訓課程，專為參加企業進行培訓，以了解計劃要求和重點。無論不同規模的參與企業，都能協助他們易於掌握和進行提升整體表現。

此外，此計劃獲得工業貿易署「中小企業發展支援基金」撥款資助，故此，率先參與先導計劃的飲食企業是費用全免，對中小飲食企業是一個很好的機會，以嘗試提升營運和管理系統所帶來的得著。

管： *你期望這項計劃可為本地業界帶來甚麼正面影響？*

陳： 作為香港飲食業的一份子，我們絕對希望業界可以百花齊放，因此長遠而言，期望此計劃能令中小飲食企業的營運和管理模式得以提升，讓更多飲食中小企業亦有機會認識國際標準及加以善用，最終能與國際標準接軌；同時讓香港飲食業界建立良好的形象，鞏固亞洲美食之都的美譽。

Introducing International Management Standards to SMEs
讓中小企體驗國際管理文化

Ms Judy Chung
鍾家寶小姐

Chairman, Supervisory Committee for the Hong Kong Food & Beverage Industry Operation and Management System Improvement Project
「提升香港餐飲業營運和管理系統計劃」督導委員會主席

VISION (V): Who belongs to the Project's supervisory committee? Does the committee represent the opinions of different sectors?

Judy Chung (J): In order to collect opinions on the five major areas of the Project, the supervisory committee comprises representatives from different professional backgrounds, including food and beverage associations, environmental sector, voluntary sector, academic sector, certification sector and, of course, catering enterprises. The opinions of different sectors and professions allow us to formulate the assessment criteria that are both practical and suitable for the food and catering industry.

V: How does the supervisory committee strike a balance between the professionalism of the Project and SMEs' ability to participate?

J: The Project requirement is based on ISO international standards, which have good recognition in the market. In developing the contents of the programme, we have introduced elements of the ISO standards and considered the capabilities of SMEs in Hong Kong.

V: How does the Project help enterprises make preparation?

J: In the pilot scheme, we will provide training courses which help participating enterprises understand the requirements and processes of the entire Project. We will tell them what preparations should be made and give them sufficient time to adjust their operation and management before the actual assessment.

V: What promotional benefits do the enterprises gain from joining the Project?

J: Improving management quality will help enterprises gain customer confidence. Moreover, upon completing the programme, participating enterprises will receive individual feedback reports and recognition. In the long run, it will help raise the image of the industry with the public.

V: How are you going to promote this Project and the importance of operating quality of food and catering enterprises?

J: We will promote this Project through the network of HKFORT, HKQAA and other associations in the food and catering industry so as to encourage participation and increase awareness of improving management systems. We are also organising a series of seminars to introduce the Project to the public. The first seminar was held in early June 2013.

願景（管）：計劃的督導委員會有哪些成員？能否在計劃內容反映不同界別的意見？

鍾家寶（鍾）： 針對計劃的五大範疇，我們特別邀請相關的專業人士加入成為督導委員，有關督導委員成員分別來自不同界別，包括餐飲商會代表、環保團體代表、志願機構代表、大學教授、非牟利評審機構代表等，當然不能缺少的是來自餐飲企業的代表，讓各不同範疇的專業人士反映和表達意見，務求製訂切實可行及適合飲食業界的評審準則。

管：作為計劃的督導委員會，你們如何平衡計劃的專業性和中小企的參與能力？

鍾：「提升香港餐飲業營運和管理系統計劃」是以不同範疇的 ISO 國際標準為藍本，已具備相當的認受性。而此計劃目的是因應香港飲食中小企業的現有能力，製訂一套他們亦可參與兼具 ISO 國際標準原素的審核計劃，使中小飲食企業也能接觸國際認證的要求。

管：計劃會如何幫助有意參與的企業作出準備？

鍾： 我們會為參與先導計劃的企業，提供深化培訓課程，讓參加者可以更清楚明白整個計劃的內容、運作和準備工作，然後讓他們在評審進行前有足夠時間在企業的營運和管理上作出相應調整。

管：參與此計劃可為餐飲企業帶來甚麼宣傳效益？

鍾： 計劃除了幫助企業提升管理水平，建立顧客對品牌的信心外，企業亦會獲得一份建議改進報告，並會透過嘉許形式，鼓勵其參與計劃，以達宣傳之效。長遠而言，將可有助提升香港餐飲業的整體形象。

管：你們將如何宣傳這項計劃，以推廣飲食企業營運質素的理念？

鍾： 除了透過香港餐飲聯業協會及香港品質保證局的網絡外，我們亦會聯同其他的香港餐飲業商會，開展推廣工作，令業界可以進一步了解及鼓勵參與，明白提升營運系統質素的重要。另外，我們亦會舉行多場計劃簡介會，其中已於 6 月初舉辦一場公眾簡介會，向大眾介紹計劃的內容、目的等資訊。

The First Barrier Free Accessibility (BFA) Management Systems Certification in Hong Kong
香港首個「無障礙管理體系認證」計劃

HKQAA recently launched the Pilot Scheme of the Barrier Free Accessibility (BFA) Management System Certification initiative. It offers a simple, practical and objective standard for evaluating and improving an organisation's BFA performance.

This is the first BFA certification scheme of its kind in Hong Kong. It can be applied to different kinds of businesses and organisations, such as hotels, industrial, commercial and residential buildings, medical institutions, public facilities, transportation facilities and shopping malls, as well as retailing, entertainment and catering services. It will also involve people with disabilities and elderly people.

Benefits

1. **Improve your organisation's image; win stakeholders' trust**
   Through the scheme, organisations can establish their own management systems which take into account the needs of persons with disabilities, implement corporate social responsibility, win customers and stakeholders' trust, and raise their profile with customers.

2. **Create job opportunities; promote integration with communities**
   People with disabilities and elderly people will be employed as assessors, and engagement in the assessments encourages these challenged people to develop their strengths and may lead to the creation of more job opportunities.

3. **Identify and respond to expectations of stakeholders with direct user engagement**
   The scheme evaluates organisations' BFA performance from various aspects, with BFA auditors and direct users' feedback. It can serve as a tool for responding to public expectations about BFA.

HKQAA believes that the BFA scheme will bring great development opportunities for businesses and will encourage people with disabilities and elderly people to develop their strengths, leading to the creation of more job opportunities. This will then increase the productivity of society, resulting in a situation in which society, businesses and the disadvantaged benefit.

本局已於最近推出「無障礙管理體系認證先導者計劃」，銳意推動不同行業機構，通過簡易和客觀的方法，提升無障礙表現。

無障礙管理體系認證計劃是香港首個同類型的認證計劃。計劃適用於不同類型的企業和機構，包括酒店、工商樓宇、住宅屋苑、醫療機構、社區公共設施、交通機構、以及商場、零售、娛樂和飲食場所等，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。

計劃特色

1. **突顯機構形象　贏取持份者信任**
   機構透過認證計劃，建立管理體系關注殘障人士需要，履行企業社會責任，贏取顧客及持份者信任，讓消費者更易識別。

2. **創造就業機會　促進社會傷健共融**
   此計劃會讓殘障人士及長者作為直接用家參與評審，鼓勵殘障人士投入社會，發揮所長，促進他們就業機會。

3. **直接用家意見　有效應對持份者訴求**
   計劃從不同角度去評核機構的無障礙表現，並獲得專業無障礙審核員及真正用家 (殘障人士) 所肯定，有效應對社會大眾對機構無障礙相關的訴求。

本局深信此計劃可以為商界帶來更多發展機遇，同時亦有助推動殘障人士及長者重拾自信，投入社會，為社會釋放更大的生產力，與商界、社會達至三贏局面。

HKQAA recently held a number of seminars about the BFA scheme and some organisations have expressed their interest in joining the pilot scheme.

Interested parties are welcome to contact HKQAA to obtain copies of the scheme handbook and join the pilot scheme. For enquiries, please contact Mr Johnny Leung of HKQAA at (852) 2202 9357 or johnny.leung@hkqaa.org.

本局自推出「無障礙管理體系認證」計劃後，至今已舉行多場簡介講座，反應熱烈，並有不同類型的機構有興趣參加先導者計劃。

有意率先參與先導者計劃，以及索取計劃手冊的人士或機構，歡迎與本局梁先生聯絡（電話：2202 9357／電郵：*johnny.leung@hkqaa.org*）。

Hong Kong's First "HKQAA-HKJC Carbon Disclosure e-Platform": Contributing to a Low-Carbon Economy
香港首個「HKQAA-HKJC碳披露電子平台」環保啟動

HKQAA and Hong Kong Jockey Club (HKJC) launched Hong Kong's first "HKQAA-HKJC Carbon Disclosure e-Platform (CDeP)" at a launch ceremony held on 18 June at The Ritz-Carlton Hong Kong.

This user-friendly platform allows organisations to disclose their performance in carbon management online, thus generating ideas for continuous improvement and facilitating knowledge exchange.

In his opening address, Ir Prof. Peter K. W. Mok, Chairman of HKQAA said, "In addition to fulfilling various new international carbon management requirements, enterprises are expected by today's global consumers and investors to enhance their transparency in carbon management. We are happy to cooperate with Hong Kong Jockey Club to launch this e-Platform for Hong Kong. We hope this project can speed up the pace of the industry in combating climate change and arouse public awareness on this issue."

Carbon Performance Questionnaire & Territory-wide Survey

HKJC is funding the project while HKQAA provides the manpower for establishing and operating the web-based platform. With the aim of assisting organisations to understand and provide their carbon information in a simple, user-friendly and methodical way, the "Carbon Performance Questionnaire" was designed according to a disclosure framework set out by the HKQAA. The framework was established on the basis of several international standards, such as the ISO 14001 Environmental Management Standard and ISO 14064 Greenhouse Gases.

The e-Platform enables organisations to conveniently share their performance data and good practices in carbon management over the internet. Organisations can learn by comparing their own performance with other organisations so as to generate ideas for continuous improvement, while the general public can search for and browse carbon information for reference. The performance data collected will be analysed annually to reveal the progress of carbon management among organisations in Hong Kong. The first report is expected to be released by the end of 2013.

Mrs Mimi Cunningham, Director of Human Resources and Sustainability at HKJC, said, "With so much activity going on across Hong Kong, I believe the establishment of the HKQAA-HKJC Carbon Disclosure e-Platform is very timely. Indeed I would argue that it is absolutely essential, because what we are engaged in is a collective effort. Only through accurately measuring the collective impact of our carbon reduction efforts will we be able to determine their overall effectiveness."

Prof. Mok expects the project to encourage organisations to integrate carbon management into their corporate policies, and eventually fulfill the ultimate goal of "carbon neutrality", while making a positive contribution to the sustainability of business and society as a whole.

由本局及香港賽馬會攜手推出，首個為促進商界減少溫室氣體排放（碳排放）而設計的「HKQAA-HKJC碳披露電子平台」，於6月18日假香港麗思卡爾頓酒店舉行的啟動典禮正式面世。

電子平台的目標是鼓勵更多本地工商機構向大眾展示減碳承諾和表現，互相借鏡比較；同時讓公眾瀏覽相關資訊，促進知識交流。

本局主席莫國和教授工程師在啟動儀式致詞時表示：「不少企業也開始面對國際市場有關『碳管理』的各種要求，而全球的消費者、投資者也期望商界在碳管理方面提高透明度。我們很高興與馬會攜手合作，為香港帶來這個嶄新的碳披露電子平台，希望能加快商界應對氣候變化的步伐，提升公眾的關注。」

碳表現問卷及全港性調查

「HKQAA-HKJC碳披露電子平台」獲馬會撥款資助，而本局則提供專業人才，負責建立及營運電子平台。為方便機構透過簡易的答題方式，提供所需資料，該平台參考相關的國際標準，包括ISO 14001環境管理、ISO 14064溫室氣體管理標準等，制訂了一套碳披露框架，用以設計相應的「碳表現問卷」。機構只需完成這份有關碳表現的問卷，便可以加深了解自身的碳表現，以及層次井然地向外界展示其減碳承諾。

通過在網上平台分享碳管理資料和良好做法，機構可以互相借鏡、比較，從而持續提升碳管理的表現。由電子平台積匯而成的碳表現資料庫，亦可為業界及市民提供重要的參考資料，促進知識交流。而每年發表的全港性碳表現調查，將審視本地機構的碳披露表現有否進步，以勾劃出香港各界為達致低溫室氣體排放目標所作出的貢獻。首份研究報告預計將於2013年年底發表。

馬會人力資源及持續發展總監簡金港生女士於典禮上表示：「本港不少企業或機構已相繼展開減排行動，『HKQAA-HKJC碳披露電子平台』在這個時候面世，來得正合時宜。只有透過攜手行動，共同量度各項措施的成果，我們才可以知道減排行動的成效。」

莫教授期望，這計劃可以鼓勵本港機構進一步將碳管理引入公司政策，達到「碳中和」的最終目標，促進商界及社會的可持續發展。

(from left to right) Ir C. S. Ho, Deputy Chairman of HKQAA; Ir Prof. Peter Mok, Chairman of HKQAA; Mrs Mimi Cunningham, Director of Human Resources and Sustainability of HKJC; Ir Dr Hon W. K. Lo, Deputy Chairman of HKQAA, and; Dr Michael Lam, CEO of HKQAA, officiate the launching ceremony
（左起）香港品質保證局副主席何志誠工程師、主席莫國和教授工程師、馬會人力資源及持續發展總監簡金港生女士、香港品質保證局副主席盧偉國議員、總裁林寶興博士主持啟動儀式

Introduction to the Carbon Performance Questionnaire

Organisations can conveniently understand and disclose their existing carbon performance by completing the "Carbon Performance Questionnaire" on the newly created e-Platform. When answering the questionnaire, they may choose to either fully or partially reveal their information to the general public, or if desired, they may even chose to keep the information confidential.

Areas such as Gas Management and GHG Reporting information (Scope 1 – Scope 3) are covered. The Carbon Disclosure Questionnaire can be used by organisations to determine their physical boundaries and identify operations for reporting purpose. There are several sections for reporting, including:

1. **GHG management, direct emissions and removals (Scope 1)**
   For example: Electricity generators, boilers, gas cookers, company fleet, own HFC refrigeration and air-conditioning equipment leaks, etc.

2. **Energy-related indirect emissions (Scope 2)**
   For example: Electricity purchased from the power company, gas purchased from the gas company, etc.

3. **Other indirect emissions (Scope 3)**
   For example: Methane emissions from waste in landfills, consumed electricity from the treatment of water and waste water, etc.

4. **GHG offsets/removals**
   For example: Tree plantation carbon sink, carbon offset or neutrality (by carbon credits), etc.

「碳表現問卷」內容簡介

參與機構只需完成「HKQAA-HKJC碳披露電子平台」的「碳表現問卷」，便可以加深了解自身的碳表現，以及層次井然地向外界展示其碳管理績效。填寫問卷時，參與機構可選擇將全部或部份資料披露給公眾查閱，甚至將資料完全保密。

「碳表現問卷」涵蓋有關溫室氣體管理及溫室氣體報告內容（範圍一至三）的範疇，機構可以問卷作為參考指引，界定其審計範圍，確立需匯報之營運項目。而披露的資料，亦可分為多個類別，包括：

1. **溫室氣體管理、直接引致之溫室氣體排放和減除（範圍一）**
   例如：電力發電機、鍋爐、煤氣炊具；公司車隊；自設冷凍及空調設備的HFC滲漏等

2. **使用能源間接引致之溫室氣體排放（範圍二）**
   例如：從電力公司購買的電力、從煤氣公司購買的煤氣等

3. **其他間接溫室氣體排放（範圍三）**
   例如：廢紙在堆填區內的甲烷排放、處理食水及污水所耗用的電量等

4. **碳補償／減除**
   例如：新種植樹木的溫室氣體減除、購買碳信用額等

Easy Steps to Take Part in the Questionnaire Survey
參與全港碳表現調查的簡易步驟

提交問卷可獲贈香港品質保證局專題研討會2013入場券乙張及《企業社會責任在香港》乙本
Join to get a free ticket for HKQAA Symposium 2013 & a book of "CSR in Hong Kong"

1 Check into the website of the e-Platform at
登入電子平台網站： **http://cdep.hkqaa.org**

2 Click "Join our Territory-wide Survey" and "Online Questionnaire"
選擇「參加全港性調查」及「網上問卷」

3 Fill in your carbon information into our **Carbon Performance Questionnaire**
If you click "resume later", you may create a username and password for completing the questionnaire later

在「**碳表現問卷**」上填寫機構的績效
如未能一次完成問卷，請選擇「resume later」，並設定用戶名稱及密碼，以便稍後繼續填寫

Do you wish to dislose your performance to public?
是否希望公開展示機構的碳管理績效？

No 否   **Yes 是**

Submit! 提交！
Thank you for making a valuable contribution to our territory-wide database
感謝您為我們的全港調查提供寶貴的資訊

(optional 選擇性參與)
Disclose Your Carbon Performance
公開展示碳管理績效

4 Download and print out the "Disclosure Declaration Form", fill in the required information and stamp your company chop, then upload it back to us by clicking "upload file"
*You may choose to fully or partially disclose your data

按照指示下載「披露聲明表格(Disclosure Declaration Form)」，填妥及加上公司蓋章後，選擇「Upload files」把表格上載至電子平台
*可選擇展示所有績效或只展示某部分內容

Submit! 提交！
Your reported data will be processed and soon uploaded to the e-Platform for public viewing
資料經處理後，選擇披露的資料便會展示於電子平台上

International
國際

ISO distributes Committee Draft for ISO 9001:2015

Work on development of the revision to ISO 9001 reached a significant milestone at the beginning of June 2013, when the Committee Draft ('CD') was distributed to all member bodies of ISO/TC176/SC2 for Ballot and Comment. This means that the Working Group (WG24) that had developed the initial rough drafts felt that these had achieved a sufficiently high level of maturity and consensus to be circulated at a higher level. Member Bodies now have until 10 September 2013 to discuss the Committee Draft with interested parties in their own countries and to submit their comments to ISO. Based on experiences from previous revisions to ISO 9001, it is likely that there will be several thousand comments submitted, all of which will be taken into consideration prior to the issue of the Draft International Standard ('DIS') early in 2014.

The new ISO 9001 will be based on the 'Common High-level Structure and Identical Text' that has been agreed for all ISO management system standards, and published as 'Annex SL' in the ISO Directives. This means that the future ISO 9001 will have a very similar look to the future revision of ISO 14001, and indeed any new revision or publication of a management system standard. This is intended to facilitate the implementation of integrated systems by those organisations that choose to do so. The 'identical text' (common to all the standards) will be supplemented by additional quality-specific requirements in the case of ISO 9001, environmental-specific requirements in the case of ISO 14001 and so on.

The draft ISO 9001:2015 includes the following improvements, among others:

- Replacement of the generic term 'product' by 'goods and services' wherever possible, to make the standard more easily understandable in service organisations
- Introduction of the concept of risk, and recognition that 'preventive action' is not a stand-alone topic, but is something that has to be incorporated throughout the quality management system
- More emphasis on the process approach and the need for processes to be effectively managed in order to provide conforming goods and services
- The replacement of requirements for 'Purchasing' by a clause on 'Control of external providers', which addresses all forms of external sourcing of goods and services, whether by purchasing from a supplier, through an arrangement with an associate company, through outsourcing or by any other means

The Committee Draft recommends a transition period of three years after publication of the new standard, subject to agreement with the IAF (the International Accreditation Forum) and ISO/CASCO (ISO's Committee on Conformity Assessment).

ISO/TC207 prepares to issue 2nd Committee Draft for ISO 14001:2015

After circulating an initial Committee Draft for comment at the beginning of 2013, ISO/TC207/SC1 meets in Botswana at the end of June to address comments received and to prepare its 2nd CD for Ballot among its members. The new revision to ISO 14001 will follow the same 'High level structure and identical text' as ISO 9001, and a joint liaison group has been established between TC176/SC2 and TC207/SC1 to ensure that any additional requirements introduced in ISO 9001 and ISO 14001 are also aligned as far as possible. ISO 14001 is expected to be ready for publication in 2015.

ISO 9001:2015進入委員會草案階段

ISO 9001 的修訂工作已進入重要階段——於 2013 年 6 月初,負責 ISO 9001 新修訂版的工作小組(WG24)同意修訂版的草案已達到一定的完成度及共識,因此將「委員會草案」分發至 ISO/TC176/SC2 轄下各單位傳閱,以收集意見及進行投票。由現在直至 2013 年 9 月 10 日,各個單位將與其所屬國家的相關團體進行討論,並將意見反映予 ISO。根據以往修訂 ISO 9001 的經驗,預計將會收到數千份意見,並會根據這些意見,於 2014 年初發表《國際標準草案》。

新修訂版的 ISO 9001 將會以「高階架構」及「相同文本」方式編寫,並作為《ISO 指引》中的「附件 SL」出版,因此,其內文將會與新修訂版的 ISO 14001 及其他即將出版的管理體系標準十分相近,讓機構能更容易實行綜合管理體系。此「相同文本」將使用於所有標準,在 ISO 9001 中,會加上有關質量管理的特定附加要求作補充;而在 ISO 14001 中,則是加上特定的環境要求。

ISO 9001:2015 的草案加入了不少修訂,包括:

- 儘量把「產品」一詞改為「產品及服務」,讓服務機構更易掌握
- 加入風險的概念,以及將本為一獨立章節的「預防措施」,融入整個質量管理體系中
- 更強調「過程方法」,以及透過有效管理過程,提供合格的產品和服務
- 取締「採購」章節,改為「外部供應商之監控」,涵蓋透過任何形式,對外取得產品及服務的行為,包括從供應商購得、通過聯繫公司安排、外判工作等

委員會草案提議給新版本定立三年過渡期。此提議須獲得國際認可論壇(IAF)及 ISO 符合性評核委員會(ISO/CASCO)的通過。

ISO/TC207 準備發表 ISO 14001:2015 第二版委員會草案

今年 6 月底,ISO/TC207/SC1 於博茨瓦納舉行會議,討論 ISO 14001 的委員會草案自年初在 ISO 各單位傳閱以來,所收集到的意見,並擬定第二版委員會草案。新修訂版的 ISO 14001 標準將會如 ISO 9001 那樣,以 TC176/SC2 及 TC207/SC1 通用的「高階架構」及「相同文本」方式編寫,以確保新版的 ISO 9001 和 ISO 14001 內容能夠配合。新版本的 ISO 14001 預計將於 2015 年出版。

Work already well underway on the revision to ISO/IEC 17021

ISO/CASCO's Working Group WG21 has already met twice to review and propose improvements to the ISO/IEC 17021:2011 standard (Conformity assessment — Requirements for bodies providing audit and certification of management systems). This is the standard that is used as a basis for the accreditation of management system certification bodies such as HKQAA by accreditation bodies such as HKAS, UKAS, CNAS, and others. The new version of the standard is expected to include modifications to the requirements regarding transparency and the provision of publicly-available information about the certification process. Improvements and clarifications will be made to the text on the competence of auditors and other personnel involved in the certification process, and it is expected that the new standard will be more aligned with the recently-updated ISO/IEC 17065 standard for Product Certification.

ISO/IEC 17021 修訂工作現正進行中

ISO/CASCO 的 WG21 工作小組已舉行了兩次會議，討論 ISO/IEC 17021（符合性評定——對提供管理體系審核與認證的組織之要求）的修訂工作。此標準是供認可機構（如 HKAS、UKAS、CNAS 等）用以評定認證機構（如本局）的認證服務認可資格。此修訂版本預計將修改有關透明度及與認證過程相關的公眾資料等要求；亦會新增對審核員及其他參與認證過程人員之要求。預計此新版本的內容，會與最近修訂的 ISO/IEC 17065 產品認證標準更加配合。

Enhance the business resilience – ISO 22301 Business Continuity Management Systems
提高業務恢復能力——ISO 22301 營運持續管理體系

"It won't happen to us."

"We don't have spare time to work on things that might not happen. It's busy enough to work on our routine jobs."

"Our insurers will pay for our loss."

These are common assumptions, but are they really true? More and more organisations think that they are not, and are adopting Business Continuity Management Systems (BCMS) to ensure that critical business operations are maintained during and after disruptions. BCMS prevents loss and enhances brand image at the same time.

The International Organization for Standardization published international standard ISO 22301 in mid-2012 in response to the strong global interest in BCM. Hong Kong Quality Assurance Agency (HKQAA) is now providing certification, training and related services for ISO 22301 in order to further promote BCMS.

Seminars about this new international standard have been held successfully. As the main speaker, HKQAA provided an overview of the standard and the global trend of BCMS. Experienced BCM executors shared the framework of the system and their prospects. HKQAA will continue to organize similar events to enhance the exchange of BCMS ideas.

「這種災禍不會在我們機構發生。」

「我們日常的工作已經十分繁忙。我們沒有餘裕去準備可能完全不會發生的事情。」

「保險將賠償我們的損失。」

與以上常見的設想相反，營運持續管理體系是在重大事故發生時或之後，維護主要業務活動操作的重要一環，已有不少企業發展這個營運的防護網。它不但能助減低事故的損失，更向持份者強化具備業務恢復能力的良好形象。

國際標準化組織已於 2012 年年中推出相關的 ISO 22301 國際標準，本局亦有提供 ISO 22301 的認證、培訓及其他相關服務，相信可以進一步推動營運持續管理邁向普及化。

此外，本局已舉辦多個有關營運持續管理體系的研討會，反應熱烈。會上，本局提供了 ISO 22301 的概要及全球的相關趨勢。同時，經驗豐富的業內人士分享了建立營運持續管理的架構與概觀未來的發展。本局將會舉辦更多同類講座促進不同業界交流有關意見與經驗。

For more information on ISO 22301 and BCMS, please contact:
如欲進一步了解 ISO 22301 或營運持續管理體系的相關資訊，請聯絡：

Ms Michelle Chung 鍾靜敏小姐
Tel 電話: (852) 2202 9327
E-mail 電郵: michelle.chung@hkqaa.org

New Certified Clients
新認證客戶

February 2013 to April 2013
2013年2月至2013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 2013, we have been pleased to welcome 28 organisations to our community. Among them, they have obtained 33 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, ISO 27001, ISO 50001, HKQAA-WSMS-FINE, HACCP, PAS 55-1, QSPSC, SA8000 and SQM. 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2013年2月至4月期間，香港品質保證局共頒發33張證書，包括ISO 9001、ISO 10002、ISO 14001、OHSAS 18001、ISO 27001、ISO 50001、HKQAA-WSMS-FINE、HACCP、PAS 55-1、QSPSC、SA8000及SQM。在此謹祝賀28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。

Mainland China 中国内地

Aug to Nov 2013　2013 年 8 月至 11 月

Course Title 课程名称		Duration (Day) 课程长度（天）	Fee (per head) RMB 收费（每人）人民币	Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality 质量							
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系－理解与应用	P	1	RMB 600	VM1P/GZ-08A **GZ** 14 VM1P/SH-08A **SH** 05	VM1P/SH-09A **SH** 04	VM1P/GZ-10A **GZ** 23 VM1P/SH-10A **SH** 23	VM1P/SH-11A **SH** 06
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 质量管理体系－内部质量管理体系审核员培训	P	2	RMB 1,200	VM3P/GZ-08A **GZ** 15-16 VM3P/SH-08A **SH** 06-07	VM3P/SH-09A **SH** 05-06	VM3P/GZ-10A **GZ** 24-25 VM3P/SH-10A **SH** 24-25	VM3P/SH-11A **SH** 07-08
The Must-know Essentials for Quality System Management Representative 质量管理体系- 管理者代表的重要须知	P	1	RMB 980	MT23P/GZ-08A **GZ** 14		MT23P/SH-10A **SH** 21	
ISO 9001:2008I Quality Management Systems Documentation Training ISO 9001:2008 量管理体系文件课程	P	1	RMB 780				QMS4P/GZ-11A **GZ** 21
Environment 环境							
ISO 14001:2004 Environmental Management Systems – Understanding & Application ISO 14001:2004 环境管理体系－理解与应用	P	1	RMB 600	EMS3P/SH-08A **SH** 14 EMS2P/GZ-08A **GZ** 29	EMS3P/SH-09A **SH** 25 EMS2P/GZ-09A **GZ** 25		EMS3P/SH-11A **SH** 06 EMS2P/GZ-11A **GZ** 11
ISO 14001:2004 Environmental Management Systems – Internal EMS Auditor Training ISO 14001:2004 环境管理体系－内部环境管理体系审核员培训	P	2	RMB 1,200	EMS3P/SH-08A **SH** 15-16	EMS3P/SH-09A **SH** 26-27 EMS2P/GZ-09A **GZ** 12-13		EMS3P/SH-11A **SH** 12-13 EMS2P/GZ-11A **GZ** 07-08
Occupational Health and Safety 职业健康和安全							
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Understanding & Application OHSAS 18001:2007 职业健康和安全管理体系－理解与应用	P	1	RMB 600		OHS8P/GZ-09A **GZ** 11		OHS8P/GZ-11A **GZ** 04
OHSAS 18001:2007 Occupational Health and Safely Management Systems – Internal OHS Auditor Training OHSAS 18001:2007 职业健康和安全管理体系－ 内部职业健康和安全管理体系审核员培训	P	2	RMB 1,200		OHS8P/GZ-09A **GZ** 12-13		OHS8P/GZ-11A **GZ** 05-06
Social Accountability 社会责任							
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008 社会责任管理体系－内部审核员培训	P	1	RMB 1,800	SA01P/GZ-08A **GZ** 01-02		SA01P/SH-10A **SH** 16-18	SA01P/GZ-11A **GZ** 14-15
NEW 最新课程 An in-depth Understanding of ISO26000 – What Does Social Responsibility Mean to Your Organization? 深入剖析 ISO26000 － 社会责任对机构的意义	P	2	RMB 2,500		SP03P/GZ-09A **GZ** 11		SP03P/GZ-11A **GZ** 08
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡议商界遵守社会责任之条文解	P	1	RMB 780	BS02P/GZ-08A **GZ** 22	BS02P/GZ-09A **GZ** 26		BS02P/SH-11A **SH** 22
Management Tools and Skills 管理工具和技能							
Manufacturing workshop Management practices – Group Leader Management 制造车间管理实战－班组长工作篇	P	1	RMB 980		MT33P/GZ-09A **GZ** 18		MT33P/GZ-11A **GZ** 13
NEW 最新课程 Crisis Management Workshop 突发事件应急管理工作坊	P	2	RMB 1,800		MT34P/GZ-09A **GZ** 24-25		MT34P/GZ-11A **GZ** 20-21
Comprehensive Quality Promotion Of Management 管理干部综合素质提升	P	2	RMB 1,800		MT37P/GZ-09A **GZ** 06		MT37P/GZ-11A **GZ** 08
6S Site Management and 8D Technique 6S 现场管理及 8D 手法	P	1	RMB 980		MT39P/GZ-09A **GZ** 26		
Lean Production 精益生产	P	2	RMB 1,800	MT40P/GZ-08A **GZ** 15-16		MT40P/GZ-10A **GZ** 29-30	
NEW 最新课程 How to construct and manage the sales team 如何建设和管理销售队伍	P	1	RMB 980		MT49P/GZ-09A **GZ** 12		MT49P/GZ-11A **GZ** 27
NEW 最新课程 Enhance customer satisfaction management workshops 提升客户满意度管理工作坊	P	1	RMB 1,200	MT50P/GZ-08A **GZ** 14			
Telecommunications and Information Service 电讯和资讯服务							
Understanding the Essence of TL 9000 Requirements Handbook R5.0 TL 9000 R5.0 质量管理体系要求手册改版精要	P	1	RMB 1,280	TL03P/GZ-08A **GZ** 16			TL03P/GZ-11A **GZ** 18
Understanding the Essence of TL 9000 Measurements Handbook R5.0 TL 9000 R5.0 质量管理体系测量手册改版精要	P	1	RMB 1,280		TL05P/GZ-09A **GZ** 13		
TL 9000 R5.0/R5.0 Quality Managerment Systems - Internal Auditor Training TL 9000 R5.0/R5.0 质量管理体系－内部审核员培训	P	3	RMB 3,800	TL04P/GZ-08A **GZ** 14-16 TL04P/SH-08A **SH** 26-28	TL04P/SH-09A **SH** 11-13	TL04P/SH-10A **SH** 29-31	TL04P/GZ-11A **GZ** 19-21
TL 9000 R5.0/R5.0 Quality Managerment Systems - Auditing TL 9000 R5.0/R4.5 质量管理体系审核课程（QuEST 论坛认可课程）	P	3	RMB 9,600			TL02P/GZ-10A **GZ** 28-30	
Six Sigma 六西格玛							
Introduction of Six-Sigma 6 Sigma 倡导者课程－入门级	P	1	RMB 1,800	EW04P/GZ-08A **GZ** 02		EW04P/GZ-10A **GZ** 31	

For registration and enquiry 报名及查询

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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 |

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

Hong Kong 香港
Aug - Nov 2013　2013 年 8 月至 11 月

Course Title 課程名稱	Duration (Day) 課程長度（天）	Fee (per head) HKD 收費（每人）港幣	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 (C)	9:00am-12:00 noon Half-day	HKD 200	QMS1C/HK-08A **2**			QMS1C/HK-11A **20**
ISO 9001:2008 Quality Management Systems - Understanding & Application / ISO 9001:2008 質量管理體系－理解與應用 (C)	1	HKD 1,500	VM1C/HK-08B **6**	VM1C/HK-09A **9**	VM1C/HK-10A **4**	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 (C)	2	HKD 3,200	VM3C/HK-08B **27-28**	VM3C/HK-09A **25-26**	VM3C/HK-10A **24-25**	VM3C/HK-11A **21-22**
ISO 9001:2008 Quality Management Systems Documentation / ISO 9001:2008 質量管理體系文件 (C)	1	HKD 1,600/ HKD 1,500*		QMS4C/HK-09A **13**		
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17071) (English) / 質量管理體系——主任審核員證書培訓課程（IRCA 註冊號 A17071） (E)	5	HKD 11,000/ HKD 10,000*				QMS/IRCA/11 **11-15**
Energy / Environmental Management Systems 能源及環境管理體系						
ISO 14001:2004 Environmental Management Systems - Understanding & Application / ISO 14001:2004 環境管理體系－理解與應用 (C)	1	HKD 1,600/ HKD 1,500*		EMS2C/HK-09A **27**		EMS2C/HK-07A **4**
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training / ISO 14001:2004 環境管理體系－內部環境管理體系審核員培訓 (C)	2	HKD 3,200/ HKD 3,000*	EMS3C/HK-08A **5-6**		EMS3C/HK-10A **28-29**	
ISO 14001 Environmental Management Systems Auditor / Lead Auditor Training (English) / 14001 環境管理體系－主任審核員證書培訓課程 (E)	5	HKD 11,000/ HKD 10,000*				EM01E/HK-11A **18-22**
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 (C)	2	HKD 3,500/ HKD 3,200*		EM08C/HK-09A **5-6**		
ISO 50001:2011 Energy Management Systems Auditor / Lead Auditor Training Course (English) / ISO 50001:2011 能源管理系統－主任審核員證書培訓課程 (E)	5	HKD 11,000/ HKD 10,000*				EM10E/HK-11A **25-29**
GreenHouse Gas Verifier Training / 溫室氣體驗證員 (C)	2	HKD 3,000	EM09C/HK-08A **15-16**			
Occupational Health and Safety Management 職業健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application / OHSAS 18001:2007 職業健康和安全管理體系－理解與應用 (C)	1	HKD 1,600/ HKD 1,500*	OHS8C/HK-08A **22**		OHS8C/HK-10A **18**	
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training / OHSAS 18001:2007 職業健康和安全管理體系－內部職業健康和安全管理體系審核員培訓 (C)	2	HKD 3,200/ HKD 3,000*		OHS9C/HK-09A **23-24**		
OHSAS 18001 Occupational Health and Safety Management Systems Auditor / Lead Auditor Training Course / OHSAS 18001:2007 職業健康和安全管理體系－主任審核員證書培訓課程 (E)	5	HKD 11,000/ HKD 10,000*				OH06E/HK-11A **18-22**
Risk Assessment for Safety Management Implementation / 安全管理之風險評估及措施 (C)	1	HKD 1,600/ HKD 1,500*			OHS8C/HK-10A **31**	
Food Safety & Wine Storage 食物安全及酒貯存						
ISO 22000:2005 Food Safety Management Systems Implementation Course / ISO 22000:2005 實施食品安全管理體系課程 (C)	2	HKD 3,700/ HKD 3,500*		HA9C/HK-09A **4-5**		
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training / ISO 22000 食品安全管理體系－內部食品安全管理體系審核員培訓 (C)	2	HKD 3,500/ HKD 3,300*			HA7C/HK-10A **7-8**	
ISO 22000:2005 Food Safety Management Systems Auditor / Lead Auditor Course (IRCA Reg.#17289) / ISO 22000:2005 食品安全管理體系－主任審核員證書培訓課程 (E)	5	HKD 11,000/ HKD 10,000*				IRCA/FSMS/11 **4-8**
Implemanting HACCP for Food Business Programme / 實踐食品安全重點控制課程 (C)	2	HKD 3,500/ HKD 3,200*	HA10C/HK-08A **12-13**			
Foundation of HKQAA Wine Storage Management Systems Specifications / 建立優良存酒設備－基礎 (C)	2:00pm-6:00pm Half-day	HKD 900/ HKD 820*	QM04C/HK-08A **2**			QM04C/HK-11A **20**
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？ (C)	1	HKD 1,500	SR01C/HK-08A **21**			
Corporate Sustainability Training Workshop: Report Writing / 企業可持續發展工作坊－報告撰寫課程 (C)	2	HKD 4,800/ HKD 4,500*		SR05C/HK-09A **12-13**		
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 (C)	1	HKD 4,000/ HKD 3,800*			MT41C/HK-10A **2**	
Cost Reduction by Lean Management / 精益管理減省營運成本 (C)	1	HKD 1,600/ HKD 1,500*	MT38C/HK-08A **14**			
Mediation in your Workplace / 職場調解面面觀 (C)	2	HKD 3,200	EW36C/HK-08A **1-2**			
Media Management in Crisis Communications / 危機中的傳媒管理 (C)	9:00am-12:30pm 2 Half-day	HKD 1,800		MT58C/HK-09A **10-11**		
ISO 22301 Business Continuity Management Systems - Understanding & Application / ISO 22301 營運持續管理體系－理解與應用 (C)	1	HKD 1,600			MT51C/HK-10A **22**	
Public Security and Crowd Control Management / 公眾保安與人潮控制管理 (C)	2	HKD 3,200			MT30C/HK-10A **16-17**	
Customer Satisfaction 顧客滿意						
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application / ISO 10002:2004 客戶滿意度－投訴處理指引－理解與應用 (C)	1	HKD 1,500	MT14C/HK-08A **8**			
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training / ISO 10002:2004 客戶滿意度－－投訴處理指引－內部審核員培訓 (C)	2	HKD 3,200/ HKD 3,000*				MT56C/HK-11A **18-19**
Service Excellence through Quality Call Handling and Managing Difficult Customer Situations / 優質顧客服務－如何有效處理來電及棘手之客戶問題 (C)	1	HKD 1,600		EW41C/HK-09A **3**		

For enquires, please contact our Training Service Unit at Tel : 2202 9111　　Our web-site : http://www.hkqaa.org　　Email : training@hkqaa.org　　*Last Updated Date : 19 April 2013*

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
Integrated Management Systems 綜合管理							
Integrated Management Systems Set Up & Audit Approach 綜合管理體系－建立與審核方法	C	2	HKD 3,500/ HKD 3,300*		IMS2C/HK-09A **5-6**		
Telecom and Information Service Management 電訊及訊息安全服務管理							
NEW 最新課程 ISO/IEC20000 IT Service Management Auditor Course ISO/IEC20000 信息技術服務管理審核員培訓	C	2	HKD 6,200	IS03C/HK-08A **29-30**			
ISO 27001:2005 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) ISO 27001:2005 信息安全管理體系－主任審核員證書培訓課程 （IRCA 註冊號 A17321）	E	5	HKD 12,000/ HKD 11,000*	ISE6E/HK-08A **12-16**			
Implementation of ISO 27001:2005 Information Security Management Systems ISO 27001:2005 實踐信息安全管理體系	C	3	HKD 5,100/ HKD 4,800*			ISE5C/HK-10A **9-11**	
NEW 最新課程 Payment Card Industry Data Security Standard (PCIDSS): Implementation and Auditing 支付卡行業數據安全標準－實踐及審核	C	3	HKD 5,800/ HKD 5,300*			IS05C/HK-10A **23, 28 & 30**	
HKQAA Sustainable Building Index (HKQAA SBI) 香港品質保證局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	C	1	HKD 1,550	SBI1C/HK-08A **9**	SBI1C/HK-09A **30**		SBI1C/HK-11A **8**

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

HKUSPACE
香港大學專業進修學院
HKU School of Professional and Continuing Education

Programme with HKU SPACE
香港大學專業進修學院課程

Executive Certificate in Corporate Social Responsibility
行政人員證書（企業社會責任）

Commencing date :　26/8/2013
Course duration :　45 contact hours in 4 months
Course Time :　7:00pm - 10:00pm

The Executive Certificate will be jointly awarded by HKU SPACE and HKQAA

Continuing Education Fund is available

Enquiry :　Mr Kuk Chun Man　|　2867 8456　|　cm.kuk@hkuspace.hku.hk

Corporate Sustainability Reporting
企業持續發展報告短期課程

Course date :　18/10/2013
Course time :　9:00am - 5:30pm
Trainer :　Ms Winniss Kong, HKQAA trainer with specialist in CSR
Enquiry :　Mr Kuk Chun Man　|　2867 8456　|　cm.kuk@hkuspace.hku.hk

Wine Storage and Wine Investment
葡萄酒儲存及投資課程

Course date :　30/8/2013
Course time :　9:00 am - 5:30pm
Trainer :　Mr Karl Lung, founding partner of HK Wine Academy
　　　　　　Mr Arthur Ma, HKQAA trainer with specialist in wine storage
Enquiry :　Mr Jason So　|　2520 4607　|　whj.so@hkuspace.hku.hk

Location :　HKU SPACE Learning Centre

http://hkuspace.hku.hk

![HKQAA logo]
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

HKQAA Seminar
香港品質保證局研討會

Application of ISO 50001 in Construction Projects
with case sharing on implementation in construction sites
ISO 50001能源管理體系在建築項目的應用
及建築工地實踐經驗分享

Speakers 講者

Ir Dr Mckey Ho, Manager (Quality Management), Housing Department, HKSAR
香港房屋署經理（品質管理）**何祥盛博士工程師**

Mr Yau Chun Kau, Quality Manager, Tysan Foundation Limited
泰昇地基工程有限公司品質經理**丘振球先生**

Mr P. C. Chan, Chief Operating Officer, HKQAA
香港品質保證局運營總監**陳沛昌先生**

- **Updates on Housing Department's initiatives in energy management**
  房屋署的能源管理的最新倡議
- **Keys to implementing project-based energy management systems**
  在工程項目中實施能源管理體系的要訣
- **Overview and updates on ISO 50001 standard**
  ISO 50001標準簡介與最新發展
- **Real case sharing — practical experience in ISO 50001 for construction projects**
  在建築項目應用ISO 50001的實踐經驗分享

Date:	8 August 2013 (Thu)
Time:	3:00 pm to 5:00 pm
Venue:	SCOPE Lecture Room, UR8, 8/F, United Centre, Admiralty
日期：	2013年8月8日（星期四）
時間：	下午3:00 - 5:00
場地：	金鐘統一中心8樓香港城市大學專業進修學院UR8演講室

Enrolment & Enquiries 報名及查詢

Contact Person 聯絡人 ： Ms Laura Chan 陳小姐
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