

# VISION 管略

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**專業精神 服務社會**

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## Prominent Leader Brings Benefits to Society

Great leaders invariably show great foresight and boldness. They can lead an organisation to success, bringing benefits to their industry as well as society. These leadership qualities are true of, Ir Prof. Peter K. W. Mok, who is about to retire as our Chairman.

Prof. Mok has performed many public duties and has made every effort to serve industry and society over the years. For over two decades, he has been one of our Governing Council members and has made a valuable contribution to the HKQAA.

Since becoming our Chairman in 2007, Prof. Mok has been committed to introducing the international management knowledge and skills which will enhance the competitiveness of local industry and commerce. Under his leadership, we have joined hands with industry to deal with the many challenges posed by both regional and global markets. HKQAA has taken the lead to promote sustainable development among local businesses, encouraging them to follow new global trends by strengthening their risk management and setting their sights on long-term development rather than focusing only on profit.

With Prof. Mok's guidance, HKQAA's long-term development has taken place in a balanced way with incremental advancement, ensuring our sustained success. He also accelerated the development of our mainland China team, with remarkable achievements.

Prof. Mok is very concerned about environmental issues, social development and the disadvantaged in our community. During his term of office, he has actively promoted social responsibility and published a book on the topic, *Corporate Social Responsibility in Hong Kong*. He also promoted the development of the HKQAA Business and Community Supporting Fund, which was set up to support various sustainability, scholarship, poverty relief and charity programmes. He encouraged our staff members to form voluntary teams to visit local elderly homes, as well as poverty-stricken areas in mainland China.

Prof. Mok led the HKQAA as it developed its role as a bridge between businesses and socially-sustainable development, and he was instrumental in the development of various pioneering initiatives, including the HKQAA CSR index, HKQAA CSR Platform – BFA, and certification schemes for elderly services and carbon management. In 2011, we successfully acquired 'Clean Development Mechanism' (CDM) accreditation from the United Nations and thus further affirmed our leading position in the industry.

There is no doubt that HKQAA would not be as successful as it is today without Prof. Mok's contribution to our organisation. He is highly respected in the industry and is regarded with great affection by his colleagues as well. Our Governing Council and colleagues would like to take this opportunity to thank him for his selfless devotion over the years, and wish him a long and happy retirement after leaving office. We believe he will continue to contribute to our community by performing other public duties in the years to come.

## 盡心盡力貢獻社會的傑出領袖

古今中外傑出的領袖，無不高瞻遠矚，魄力過人。他們不但能夠帶領機構蓬勃發展，更可透過其影響力，造福業界和整個社會。

即將卸任本局主席一職的莫國和教授工程師也不例外。他身兼多個公職，多年來不遺餘力地服務業界和社會，在本局更義務擔任董事逾二十年，建樹良多。

他自2007年成為主席至今，致力在本地引入世界先進的管理知識和技術，推動業界提升競爭力，並一直帶領本局上下，與業界攜手應對國際市場和社會上的眾多挑戰。近年，他更大力推廣「可持續發展」的營商理念，鼓勵業界不只關注短期盈利，還要加強風險管理，放遠目光在企業的持續發展能力上，以緊貼國際商業趨勢。

在莫主席的領導下，本局不但平衡地穩步發展，持續取得成功，而且積極推展國內業務，成績有目共睹。他亦非常關心弱勢社群、環境問題和社會發展。任內大力宣揚社會責任，親自編撰《企業社會責任在香港》一書，並透過HKQAA企業社區支援基金，支持可持續發展、教育、扶貧和公益活動，以及鼓勵同事組織義工團，探訪本港老人院舍和國內的貧困地區。

此外，莫主席銳意發揮本局作為商界與社會可持續發展的橋樑角色，率先開發不少倡議配合社會發展，例如社會責任指數、社會責任平台—無障礙、安老服務及碳管理認證等；並於2011年取得聯合國「清潔發展機制(CDM)」的認可資格，突顯在業界的領導地位。

本局發展多年，能夠取得今天的成就，莫主席絕對功不可沒。他深得同業尊敬，亦深受同事愛戴。本局上下也藉此機會，衷心感謝莫主席多年來的無私奉獻，並祝願他退任後生活愉快。相信他未來在其他公職上，將繼續發光發亮，為社會帶來更大的貢獻。

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# Serving Society with Professionalism

## 專業精神 服務社會



*After serving with us for 23 years, Ir Prof. Peter K. W. Mok will retire from his duties as Chairman of HKQAA in December 2013. Under his influential leadership and care, HKQAA has become a leading conformity assessment body in Hong Kong and the region. He recently talked with VISION about the interesting story of how he joined the HKQAA Governing Council, and shared some thoughts about today's industry.*

**VISION (V):** Prof. Mok has been working to introduce the latest international management standards into Hong Kong for more than 20 years. What made a construction professional like you branch out to the field of conformity assessment and become one of us?

**Ir Prof. Peter K. W. Mok (M):** It was an interesting experience! After graduating in structural engineering in the 60s, I worked in the construction industry and started up my consulting and construction firms. Back then, management systems was not a popular concept.

Later on, in the 80s, Hong Kong's manufacturing and exporting industries flourished and quality management systems began to be introduced into the city. Some people were also pressing for ISO 9001 to be implemented by the construction industry. I remember it was in 1989 and as a member of the industry, I did not have a thorough idea of management systems. They seemed to be more suited to factories, in which every working step is easily controllable, but not for construction sites where hundreds of workers have to hustle and bustle around to get so much complicated work done. Therefore, I represented the opposition party and went as far as to speak out against ISO 9001 in public, to the government and even at various conferences.

After some time, however, I began to learn more about management systems. I realised that I had only seen the part that I disagreed with, but missed out on the other parts that were more beneficial and important. I also found that a self-improvement system can actually keep evolving because of user feedback and revisions.

It also happened to me that a lot of SMEs – whose operations are usually not as systematic as big corporations – began to improve their professionalism after implementing ISO 9001. It made me totally changed my impression of it.

與香港品質保證局共度二十三個寒暑的莫國和教授工程師，將於2013年12月底卸任主席一職。在莫教授多年的悉心領導下，本局的專業團隊日益壯大，更成為香港及區內合格評定行業的領導者之一。但原來莫主席當初加入本局董事局時，亦有一段有趣的故事。今期《管略》很榮幸邀請莫教授與讀者細說當年，並分享他對今天業界的一些想法。

**管略(管)：**莫教授在帶領本局的二十多年間，致力在香港引入及發展世界先進的管理體系。一直從事建造行業的莫教授，是甚麼原因加入成為本局的一份子呢？

**莫國和教授工程師(莫)：**當初會加入香港品質保證局董事局，現在回想起來，實在是一個有趣的經歷呢！我在六十年代取得結構工程學位後，便一直從事建造業，成立顧問工程師行和建築公司，當時管理體系的概念還未普及。

直至八十年代，香港製造業和出口業蓬勃，開始引進國際的質量管理體系，而提倡建造業推行ISO 9001的聲音亦開始出現。記得在1989年，我作為建築業一份子，當時對管理體系的認識不深，心想建築工程分秒必爭，地盤動輒上百工人，工序複雜繁多，而ISO 9001似乎只適合運用於管理工廠裡面易受調控的工序。因此，我代表業內反對ISO 9001的人士，向政府及社會各界進行游說，甚至在不同的會議上提出反對意見。

不過後來，當我深入了解質量管理體系後，才發現之前不認同的只是其中一小部分，而很多優點是更為重要的；而管理體系本身也擁有不斷改進的機制，能隨著用家的意見反饋和改版，逐漸去蕪存菁。

此外，我發現當時的確只有大公司的營運較為完善，中小企的系統都比較雜亂無章，而引入ISO 9001後，整體的專業水平均有所上升，質量和職安健的表現都有很大的改善。於是，我對管理體系有了重新的評價。加上房屋署最後決定將ISO 9001引入成為行業標準，我便決心向業界大力推廣。

剛好此時，成立不久的香港品質保證局需要一些商界的代表加入董事局，我便接受邀請，加入了這個大家庭，以質量管理體系的推廣為目標，積極奮鬥，直至今天。

**管：**回想這二十多年本局對香港業界的貢獻，可有哪些工作成果令您印象特別深刻？對於行業的未來發展又有甚麼展望？





At the same time, the Housing Department finally decided to make ISO 9001 compulsory. Therefore, I made up my mind and began to promote it to the industry.

Just then, the newly established HKQAA asked for representatives from commerce to sit on its Governing Council. I was glad to accept the invitation and joined the Agency, where I have worked hard and happily to promote quality management systems.

**V: Are you particularly impressed with any of your work in your 23 years of serving with HKQAA? Do you have a vision for the future development of the Hong Kong conformity assessment industry?**

**M:** What made me the most proud is that, throughout these years, HKQAA has expanded its scope of service from the single ISO 9001, to ISO 14001 and OHSAS 18001, to a wide range of aspects today. We now introduce the latest management systems from all over the world that are beneficial to Hong Kong, and even develop different kinds of services in response to market trends to address the needs of various stakeholders, from commerce and society: the HKQAA CSR Index, Wine Storage Management Systems Certification, Service Quality Management for Elderly Services, Sustainable Building Index, Carbon Disclosure e-Platform, to name but a few.

Moreover, HKQAA has been expanding its business to mainland China. We now have offices in Shanghai and Guangzhou. It makes me feel content that the Agency is now steadily growing by itself.

I always believe that conformity assessment should be a profession rather than a business, since "integrity" and "impartiality" are the core values of this industry. If a certification body's decision is affected by money terms, the certificate would be nothing more than a piece of paper. I hope that, in the near future, every auditor will have a statutory professional qualification, just like doctors and engineers. Not only will it help preserve the integrity and standard of the industry, but it will also enhance the occupational status of auditors and attract more young people to this career.

**V: You were enthusiastic in promoting social responsibility during your term of office by editing the book CSR in Hong Kong, and have also taught related topics in the university. Why do you put so much effort into social responsibility?**

**莫:** 在多年的經營下，最讓我感到自豪的，可說是香港品質保證局由最初引入ISO 9001，至後來的ISO 14001、OHSAS 18001，到現在不斷從全世界搜羅對香港有所益的先進管理體系，甚至能把握最新的市場趨勢和社會動態，研發出各種類型的服務，包羅萬有，以回應社會上不同持份者的訴求，如「企業社會責任指數」、「葡萄酒儲存管理體系認證」、「安老服務管理認證」、「樓宇可持續發展指數」、「碳披露電子平台」等。此外，業務亦逐漸由香港擴展至內地，並於上海、廣州等地開設分公司，現在終於能自己穩步成長了，令我十分欣慰。

我一直認為，合格評定行業不應只是一門生意，應是一門專業，因為「誠信」和「公正」是這行業的核心價值，不能被金錢左右。如為了賺錢而胡亂簽發證書，這樣認證和審核不是形同虛設嗎？我期望不久將來，審核員能像醫生、工程師一樣，有法定的專業資格。這樣不僅能確保行業的誠信和水平，審核員的地位也能有所提升，吸引更多年青一代加入。

**管:** 莫教授在本局任內大力推動社會責任，主編了《企業社會責任在香港》一書，亦在大學教授相關課程。為何會如此重視社會責任的發展？

**莫:** 我覺得社會責任是應受到全世界的企業所重視的。在過去半個世紀的資本主義制度下，有些無良的商人，藉著剝削而得以自肥，然而，這種發展是不能持續的。一個健全的社會中，「人」才是最重要的元素，若然貧富懸殊，普羅大眾連支撐自己的基本生活也成問題，社會又怎能繼續發展呢？

因此，我希望能略盡棉力，去宣揚社會責任的訊息：商人在聘請員工為其賺錢之餘，應將成果與員工分享，而







**M:** I think social responsibility deserves the attention of every enterprise in the world. Under capitalism, for the past half-century some heartless businessmen have got rich from exploiting others. But this is not a sustainable form of development. In a healthy society, “people” should be the most important element. How can a society keep developing if the majority of the people are crushed under the burden of simply maintaining life from day to day?

Therefore, I do my humble best to promote the implementation of social responsibility. I hope every businessman will share their earnings with the employees who help them to earn, and will earn money with honesty. For a society to develop healthily, it should consider everyone's benefits and harmony, and should do as little as possible to the environment.

**V: How do you keep up with your career and your many public services? What makes you an outstanding leader?**

**M:** I think it is essential to know your own capacity, allow sufficient time and give your very best effort in order to do your job well. Every time someone invites me to take on a public service, I will first check my time schedule and see if I can pay full attention to it. I will only accept it if I am able to attend every meeting and fulfill my responsibilities.

It is necessary for a leader to know the capacity of the subordinates and tailor the amount of work and authority accordingly. This makes management easy and effective, and greatly reduces your workload. Never employ the man you suspect, nor suspect the man you employ. I believe the relationship between a leader and subordinates is mutual. If you trust your subordinates with your heart, they will surely return you with heartfelt effort.

賺錢亦必須取之有道。在發展時兼顧所有人的利益與和諧，減少對環境的破壞，才是健康的社會發展。

**管：莫教授擔任不少公職，您如何兼顧眾多繁重的工作？最後，是甚麼令您成為出色的領袖？**

**莫：**我認為必須要按自己的能力，分配足夠的時間，盡心盡力地去做，才能把事情做好。每逢有人邀請我參與公職，我總會先衡量自己的時間是否足夠，若能全心全意地參與，準時出席每一次的會議，才會答應參加。

此外，作為一個領袖，必須知人善任，按照下屬的長處分配合適的工作和權力，管理起來便能得心應手，也能大大減輕自己的工作量。所謂疑人勿用，用人勿疑，我相信上司和下屬的關係是雙向的，只要真心去信任下屬，下屬亦會用心去回報自己。

#### Ir Prof Peter Mok Kwok Woo

As a structural engineering graduate of the Hong Kong Technical College (now The Hong Kong Polytechnic University) in 1968, Ir Prof Peter Mok Kwok Woo was awarded a scholarship to study and work in the United Kingdom, became a chartered structural engineer in 1972. He then returned to Hong Kong and worked in various sectors of the construction industry for 35 years.

Prof Mok was the Vice-President of the Hong Kong Construction Association from 1997 to 2001. In 1997, Prof Mok was co-founder of the Hong Kong Institute of Construction Managers and inaugurated a Quality Charter – the first of its kind amongst professional institutions. From 1998 to 2007, Prof Mok served as the Chairman of the Building and Civil Engineering Training Board of the Vocational Training Council; he was also a member of the Construction Industry Training Authority and Occupational Safety and Health Council for many years. He is now an Adjunct Professor in Department of Building and Real Estate of The Hong Kong Polytechnic University. He was inducted into the HKIE Hall of Fame 2010 by The Hong Kong Institution of Engineers.

Prof Mok has worked voluntarily for the Hong Kong Quality Assurance Agency over 20 years and been its chairman since 2007. In many ways, Prof Mok is a champion of good quality – his work extends beyond the construction industry to cover a much wider spectrum benefiting the entire community.

#### 莫國和教授工程師

莫國和教授工程師1968年畢業於香港工業專門學院（現今香港理工大學）結構工程學系，並取得獎學金到英國深造及工作，1972年在當地成為特許結構工程師。回港後從事工程及建築業逾三十年，建樹良多。

莫教授早於1997至2001年擔任香港建造商會之副會長，並於1997年，作為香港營造師學會始創人之一，發起「質量憲章」，創專業學會先河；1998至2007年獲委任為職業訓練局土木工程及建築業訓練委員會主席，亦任建造業訓練局和職業安全健康局委員多年。莫教授現為香港理工大學建築及房地產學系客座教授，並在2010年獲香港工程師學會選為工程界翹楚。

莫教授義務擔任香港品質保證局委員逾二十年，於2007年接任主席職位至今。多年來，莫教授堅持精益求精，致力為業界帶來貢獻，惠及整個社會。

# Updates on the revision progress of ISO 14001

## ISO 14001 標準的最新修訂詳情



**Ms Connie Sham 沈小茵小姐**

**Senior Manager of Strategic Business, Hong Kong Quality Assurance Agency  
香港品質保證局高級策略業務經理**

The revision process of the ISO 14001 - Environmental Management System standard has been undertaken by the Technical Committee of the International Organisation for Standardisation (ISO/TC207) and the first Committee Draft (CD1) was prepared in March 2013 for circulation and comment.

The revised ISO 14001 standard is expected to be published in 2015. There are some changes proposed in the CD1, including:

### Wider scope

- The revised version highlights the fact that external impacts on the organisation should be captured, such as the external environmental conditions that affect the organisation's ability to achieve its objectives

### New requirements on context of the organisation

- There should be greater integration of environmental considerations into organisational decision-making processes, such as planning actions to address risks and opportunities, determining the needs and expectations of interested parties and the direction of the business

### Stronger leadership and commitment

- There is an expectation that top management will understand the organisation's environmental issues, support the EMS and demonstrate stewardship over performance improvement
- EMS should align with the organisation's overall strategies
- The impacts of the changing environment should be considered and the risks and opportunities which arise managed

### Policy

- A specific commitment should be made to sustainable development and social responsibility

### Broader concepts of risk and opportunities

- Potential business risks and opportunities arising from environmental impacts should be considered
- A "life-cycle perspective" is to be taken when identifying environmental aspects

### Value chain planning and control

- Emphasis should be placed on managing impacts across value chain processes by building upon the requirement of adopting a lifecycle concept to identifying environmental aspects
- Environmental influences should be extended into the supply chain, with implications for procurement
- Opportunities for using environmental design as a tool for improvement in the development of products and services should be embraced

### Evaluation of compliance

- Staff should be able to demonstrate an understanding of the organisation's environmental compliance status at all times

### Environmental performance indicators

- Performance indicators should be used to track improvement

A new High Level Structure for all management system standards has recently been approved by ISO. This means that all management system standards are required to follow a new structure and common text. Some of these new requirements are addressed by changes to the structure of the standard, which will include new clauses on:

- Understanding the organisation and its context
- Understanding the needs and expectations of interested parties
- External communication and reporting
- Value chain planning and control
- Continual improvement

The comparison table provides a preliminary overview of the relationships between the clause structure of the ISO14001:2004 and the proposed new structure:

國際標準化組織的技術委員會 (ISO/TC207) 現正進行 ISO 14001 環境管理體系標準的修訂，並已於 2013 年 3 月完成第一份委員會草案 (CD1)，以供傳閱及收集意見。

新版本的 ISO 14001 標準預計將於 2015 年出版。在 CD1 中提出的修訂包括：

### 擴闊範圍

- 新修訂版指出了外在因素的重要性，例如因外在的環境條件，影響到機構實現其目標的能力

### 對機構政策的新要求

- 機構在決策過程中，例如制訂應對風險和機遇的措施、分析相關利益團體的需求和期望、定立業務方向等的時候，應加強納入環境的因素

### 加強領導和承擔

- 機構的高層應了解機構的環境問題，支持環境管理體系的實施，並領導改善績效的工作
- 環境管理體系應該與機構的整體策略保持一致
- 應注意環境變化的影響，管理好其引致的風險和機會

### 方針

- 應對可持續發展和社會責任作出具體承諾

### 擴闊風險與機會的概念

- 應考慮環境因素所帶來的潛在商業風險和機會
- 從「生命週期」的角度去識別環境因素

### 價值鏈的規劃與監控

- 管理價值鏈的時候，重點在於採取生命週期的概念去識別環境因素的影響
- 將環境因素延伸至供應鏈，包括對採購的影響
- 鼓勵在開發產品和服務時，採用環保的設計，以提升這方面的表現

### 認知機構守則

- 員工在任何時候都應了解機構在環境上的守則

### 環境績效指標

- 透過績效指標，監察改善進度

ISO 最近已通過一套適用於所有管理體系標準的「高階架構」，表示所有的管理體系標準必須遵循這個新架構和相同文本。因為改動了文本的結構，所以加入了一些新的條款，包括：

- 了解機構及其環境
- 了解相關利益團體的需求和期望
- 對外溝通和報告
- 價值鏈的規劃和監控
- 持續改進

下表列出了 ISO14001:2004 和新版條款的一些基本差異：





	ISO 14001:201x		ISO 14001:2004
4	Context of the organisation 機構環境		
4.1	Understanding the organisation and its context 了解機構及其環境		
4.2	Understanding the needs and expectations of interested parties 了解相關利益團體的需求和期望		
4.3	Determining the scope of the environmental management system 決定環境管理體系的範圍	4.1	General requirements 一般要求
4.4	Environmental management system 環境管理體系	4.1	General requirements 一般要求
5	Leadership 領導		
5.1	Leadership and commitment 領導與承擔	4.4.1	Resources, roles, responsibility and authority 資源、職能、職責與權限
5.2	Policy 方針	4.2	Environmental policy 環境方針
5.3	Organisation roles, responsibilities and authorities 機構職能、職責與權限	4.4.1	Resources, roles, responsibility and authority 資源、職能、職責與權限
6	Planning 規劃		
6.1	Actions to address risks and opportunities 應對風險和機會的措施		
6.1.1	General 概要		
6.1.2	Environmental aspects 環境因素	4.3.1	Environmental aspects 環境因素
6.1.3	Legal requirements and voluntary obligations 法律要求和義務	4.3.2	Legal and other requirements 法律和其他要求
6.2	Environmental objectives and planning to achieve them 環境目標和計劃實行		
6.2.1	Environmental objectives 環境目標	4.3.3	Objectives, targets and programme(s) 環境目標、指標和方案
6.2.2	Environmental improvement programmes 環境改善方案	4.3.3	Objectives, targets and programme(s) 環境目標、指標和方案
7	Support 支援		
7.1	Resources 資源	4.4.1	Resources, roles, responsibility and authority 資源、職能、職責與權限

	ISO 14001:201x		ISO 14001:2004
7.2	Competence 員工能力	4.4.2	Competence, training and awareness 員工能力、培訓與意識
7.3	Awareness 員工意識	4.4.2	Competence, training and awareness 員工能力、培訓與意識
7.4	Communication 溝通		
7.4.1	General 概要	4.4.3	Communication 溝通
7.4.2	Internal communication 內部溝通	4.4.3	Communication 溝通
7.4.3	External communication and reporting 對外溝通與報告	4.4.3	Communication 溝通
7.5	Documented information 文件記錄		
7.5.1	General 概要	4.4.4	Documentation 文件處理
7.5.2	Creating and updating 建立與更新	4.4.5	Control of documentation 文件監控
7.5.3	Control of documented information 文件記錄的監控	4.4.5	Control of documentation 文件監控
8	Operation 營運	4.5.4	Control of records 記錄監控
8.1	Operational planning and control 營運規劃與監控	4.4.6	Operational control 營運監控
8.2	Value chain planning and control 價值鏈的規劃與監控	4.4.6	Operational control 營運監控
8.3	Emergency preparedness and response 緊急情況的準備與應對	4.4.7	Emergency preparedness and response 緊急情況的準備與應對
9	Performance evaluation 績效評估		
9.1	Monitoring, measurement, analysis and evaluation 監察、測量、分析與評估		
9.1.1	General 概要	4.5.1	Monitoring and measurement 監察與測量
9.1.2	Evaluation of compliance 符合規定評估	4.5.2	Evaluation of compliance 符合規定評估
9.2	Internal audit 內部審核	4.5.5	Internal audit 內部審核
9.3	Management review 管理評審	4.6	Management review 管理評審
10	Improvement 改進		
10.1	Nonconformity and corrective action 不符合項與糾正措施	4.5.3	Nonconformity, corrective action and preventive action 不符合項、糾正措施與預防措施
10.2	Continual improvement 持續改進	4.1	General requirements 一般要求

It is important to note that although CD1 primarily indicates what new requirements could be introduced in the revised ISO 14001 standard, all changes are still to be finalised and the above should not be assumed to represent the final version of the standard.

需要注意的是，雖然這份委員會草案基本上列出了ISO14001修訂版可能出現的新要求，但所有的內容仍有待落實，不應該被視為標準的最終版本。

#### References / Further Reading 參考資料 / 延伸閱讀：

Revision of ISO 14001 Key Changes Proposed in the March 2013 Draft (CRA Europe)

Revision of ISO 14001 IEMA Briefing Notes – Committee Draft Stage (Institution of Environmental Management and Assessment)

Stop Press

最新消息

## Results of the ISO Survey of Management System Standard Certifications – 2012

### 2012年ISO管理體系標準認證調查結果

The 2012 results reveal healthy growth across the board for all certifications to ISO management systems, with all seven standards included in the survey showing an increase compared to 2011. Of particular note is a significant jump for ISO 22000 for food safety management (up 20 % on 2011) and ISO 50001 for energy management (up 332 % on 2011). Certificates to the quality management, information technology and medical devices standards have also progressed.

2012年度的調查結果顯示，所有ISO管理體系標準所發出認證的數目均有良好發展，當中全部七項標準與2011年度相比都有所提升。其中ISO 22000 食品安全管理及ISO 50001 能源管理的表現更有顯著增長，與2011年度相比分別有20%及332%的升幅。而質量管理、資訊科技及醫療設備標準認證亦有所進步。

Details 詳情：<http://www.iso.org/iso/home/standards/certification/iso-survey.htm>

## Launch of the HKQAA CSR Platform – BFA 「香港品質保證局社會責任平台 — 無障礙」正式推出

HKQAA has always paid attention to the concerns of the disadvantaged members of our community. With this in mind, the HKQAA CSR Platform – BFA (Barrier Free Accessibility) Scheme was launched on 29 August 2013.

### Creation of job opportunities for people with disabilities and elderly people

This is the first project organised by the HKQAA CSR Platform and all types of enterprises and organisations are welcome to participate. Physically challenged, visually-impaired and hearing-impaired persons, as well as the elderly, will be trained and employed by HKQAA as mystery shoppers. They will use an objective standard to assess the BFA performance of different industries. HKQAA will analyse their assessments and share the results with public.

By implementing these meaningful and effective CSR projects, the participating organisations can raise BFA awareness among their employees. They can also enhance their performance and competitiveness, and improve their corporate image by showcasing their concern for society.

We believe this scheme is of great significance. It encourages various sectors of the community to build a barrier-free society by creating more job opportunities for disabled and elderly people. These disadvantaged groups may therefore become more involved in society and, because they receive equal treatment as employees, this helps them gain the dignity they deserve as they bring their talent into full play. This will then generate more business opportunities. The result could be a situation in which society, businesses and the disadvantaged benefit.



香港品質保證局在專題講座上宣布推出「香港品質保證局社會責任平台 — 無障礙」計劃，多間商業機構、政府部門和社福組織出席講座。

HKQAA announced the launch of the HKQAA CSR Platform – BFA Scheme at a seminar, which was attended by representatives from commercial and public service organisations and government departments.



香港品質保證局一直關注弱勢社群需要，秉承服務社會的理念，今年8月29日在專題講座上宣布推出「香港品質保證局社會責任平台—無障礙」計劃。

### 為殘障人士及長者創造就業

此計劃乃「香港品質保證局社會責任平台」的首個項目，歡迎不同類型的企業和機構參加，並由本局聘請和培訓肢障、視障、聽障等殘障人士及長者，以神秘訪客的身份，運用客觀的標準就不同行業的無障礙表現作出評核。本局再對他們的評核結果進行分析，將無障礙表現與趨勢與各界分享。

參加計劃的機構，在推行有意義及有效益的社會責任項目的同時，亦可以提高員工的社會責任意識，提升表現和競爭力，以及展現對社會的關懷，建立良好形象。

本局深信這計劃意義重大，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，計劃可開創就業機會，鼓勵他們發揮所長及贏得尊重。這樣，社會可以釋放更大的生產力和消費力。計劃的目標是在社會責任的前提下造就更多商機，令社會、商界、弱勢社群各方得益，最終達至三贏的局面。

### About the HKQAA CSR Platform 「香港品質保證局社會責任平台」簡介

The HKQAA CSR Platform aims to provide an interactive platform for the commercial sector and disadvantaged members of the community, or the relevant public service organisations, to enhance their mutual understanding. It also integrates the capacity of the challenged people and the demands from industry and encourages them to be more involved in society through employment. In turn, this will enhance the brand image and competitiveness of organisations.

#### Enhanced cooperation between commercial and public service organisations

At present, there are few similar types of CSR platform in Hong Kong, and those that are operational may not have a set of mechanisms for enhancing the quality of CSR projects and service providers. HKQAA will manage the platform and will also play a role in knowledge transfer and quality assurance. We will help the commercial sector to organise CSR projects and public service organisations to strengthen their management capacity, assuring the standard of these projects and services.

Through this platform, the commercial sector can be matched with suitable partners to carry out various CSR projects in addition to the BFA project. All participating organisations will be awarded a HKQAA CSR Companion Mark so as to showcase their commitment and contribution.

「香港品質保證局社會責任平台」旨在提供一個良性互動的平台，讓商界與弱勢社群或相關的社福組織互相了解對方的處境，更可配對弱勢社群的才能及商界的需要，鼓勵他們融入社會，創造就業機會，亦加強機構的品牌形象和競爭力。

#### 促進商界與社福組織合作

現時市場上較少同類型以社會責任為前提的配對平台，而且未必有一套保證機制以促進社會責任項目及服務提供一方的質素。而香港品質保證局除了建立和管理平台之外，還會擔當知識轉移和質量保證的角色，協助商界組織社會責任項目以及弱勢社群或相關的社福組織加強管理營運能力，並確保項目和相關服務的水平。

除了無障礙項目外，商界亦可以透過這個平台，配對適合的合作對象，以推行不同類型項目實踐社會責任。參與計劃的機構均會獲發「香港品質保證局社會責任同行者標誌」，彰顯其承諾和貢獻。



## HKQAA – Hong Kong Wine Registration Scheme 香港品質保證局 — 香港葡萄酒註冊計劃

The Hong Kong SAR Government's decision to scrap wine duty in 2008 has contributed to a stunning 187% increase in the value of wine imports into Hong Kong in the five years since then. With so many options now in the market, wine lovers, collectors and traders are becoming more and more prudent in choosing the right wine with the right background. While the wine bottles don't speak for themselves, the source of wine could be a key factor when consumers make their buying decisions.

### Give consumer confidence with identifiable sources

Responding to the market need, HKQAA is launching a new programme, the HKQAA – Hong Kong Wine Registration Scheme (HKWR). The first such programme in Hong Kong, it aims to recognise an organisation's capability to maintain and retrieve records of wines they handle for enhanced consumers' confidence, and to encourage storing wine in a controlled storage environment, such as under the Wine Storage Management Systems certified facilities. The programme is open to organisations in the wine industry, including wine traders, merchants, wholesalers, distributors, retailers, cellars or warehouses, and transportation service providers.

Upon successful registration, organisations will receive a Confirmation of Registration Letter and be entitled to display the HKWR Scheme Mark at retail stores, advertisement and printed matter. They can also use the Mark Label with unique QR code on their merchandises, which consumers can scan with their smartphones to confirm that the wine handled by a registered organisation.

The HKWR Scheme enables wine businesses to demonstrate their commitment to providing wines with identifiable sources to their customers, which will help enhance the registered organisation's brand image and reputation. It will also raise public awareness of the importance of combating counterfeit wines. We hope this programme will, in the long run, be the standard-setter for industry professionalism and strengthen the role of Hong Kong as a wine trading hub in the region.

自香港政府於2008年起撤銷葡萄酒稅後，香港進口的葡萄酒總價值已在過去五年上升了187%。隨著市場上的選擇越來越多，葡萄酒愛好者和酒商均越來越謹慎選購其心頭好，而葡萄酒的來源便是一個重要的考慮因素。

### 葡萄酒來源記錄妥當 提升顧客信心

為回應市場的需求，香港品質保證局推出「香港品質保證局——香港葡萄酒註冊計劃」，旨在確認機構能夠妥善保存及翻查可識別的葡萄酒來源記錄，以提升顧客的信心，並且鼓勵機構將葡萄酒存放在適當的儲存環境中，如已獲取「葡萄酒儲存管理體系認證」的設施。這是香港首個同類型的登記計劃，適合葡萄酒買賣商、批發商、分銷商、零售商、酒窖、倉庫、運輸商等參與。

符合註冊資格的機構會獲局方發出註冊確認信及計劃的標誌，將其展示於商舖、廣告、印刷品上；並可將印有獨特QR碼的標籤貼在產品上，供消費者以手機確認該供應商已參加註冊計劃。



「香港葡萄酒註冊計劃」讓機構彰顯向顧客提供可識別來源的產品之承諾，以提升機構的品牌形象與口碑。本局期望計劃能提升公眾對防範假酒的意識，長遠地建立行業的專業水平，以及鞏固香港葡萄酒貿易中心的地位。

[www.hkqaa.org/hkwr](http://www.hkqaa.org/hkwr)

Welcome to join our seminars to learn more about the Schemes:  
歡迎參與我們的簡介會，認識更多詳情：

**18/12/2013 3:30 pm - 5:00 pm**

**HKQAA Office, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong**  
**香港北角渣華道191號嘉華國際中心19樓**

**17/1/2014 3:30 pm - 5:00 pm**

**HKQAA Office, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong**  
**香港北角渣華道191號嘉華國際中心19樓**

### Registration & Enquiry 報名及查詢

Ms Fanny Li

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Hong Kong Wine & Dine Festival

香港美酒佳餚巡禮

31/10/2013 - 31/11/2013 New Central Harbourfront 中環新海濱 Booth No. 展位: 6313



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- Over 280 wine and food booths
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- **FREE admission with advance purchase!**

Date/Time: 31 Oct 8:30pm to 11:30pm  
1 & 2 Nov Noon to midnight  
3 Nov Noon to 10:30pm

Venue: New Central Harbourfront

Admission: HK\$30 per person

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- 樂隊與歌星演唱、維港景致，讓您享受醉人美味時光
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日期及時間: 10月31日 晚上8:30至11:30  
11月1及2日 中午12:00至午夜12:00  
11月3日 中午12:00至晚上10:30

地點: 中環新海濱

入場費: 港幣\$30

Street Carnivals

Hong Kong's popular nightlife neighbourhoods will be celebrating with a medley of colourful street parties.

- A Sensory Tour of Fashion Walk, Causeway Bay 1 - 30 Nov
- Lei Yue Mun Seafood Festival and Market 1 Nov to 1 Dec
- Wan Chai Queen's Road East Festival 2013 2 - 3, 9 - 10 and 16 - 17 Nov
- Stanley Plaza World of Food and Music 10, 17, 24, 30 Nov and 1 Dec
- Lan Kwai Fong Carnival 23 - 24 Nov

街頭嘉年華

香港不同的美食熱點將送上街頭嘉年華，帶來主題美酒佳餚、娛樂表演。熱鬧歡騰的氣氛，讓您大吃大喝大放鬆！

- 名店坊「味・感之旅」 11月1至30日
- 鯉魚門海鮮節暨鯉魚門市集 11月1日至12月1日
- 出奇歡樂皇東節 11月2至3日、9至10日及16至17日
- 赤柱廣場國際美食音樂節 11月10、17、24、30日及12月1日
- 蘭桂坊嘉年華 11月23至24日

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International Wine & Spirits  
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Information is correct as of October 2013, but is subject to change without prior notice.  
資料截至2013年10月為準，其後如有更改，恕不另行通告。



LEARN MORE ABOUT THE  
T SYSTEMS CERTIFICATION SCHEME  
REGISTRATION SCHEME  
「理體系認證計劃」與「香港葡萄酒註冊計劃」

HKQAA Updates

本局快訊

7/11/2013 - 9/11/2013

Hong Kong Convention and Exhibition Centre 香港會議展覽中心

Booth No. 展位: 3C-C26

HKTDC Hong Kong International Wine & Spirits Fair

香港貿發局香港國際美酒展

# A world of fine wine



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# Subsidy Programme for HKQAA Sustainable Building Index – Last Call Offer

## 「香港品質保證局樓宇可持續發展指數」資助計劃——最後優惠



The subsidy application for HKQAA Sustainable Building Index (HKQAA SBI) from the Government's Sustainable Development Fund is due on 30 November 2013. To encourage buildings of different types to report their sustainability performance, HKQAA is offering the following package:

由政府「可持續發展基金」撥款，資助樓宇參加「香港品質保證局樓宇可持續發展指數 (HKQAA SBI)」的津貼，申請期限將於2013年11月30日屆滿。為鼓勵不同類型的樓宇就其可持續發展表現作出披露，本局現提供以下參加優惠：

1

**FULL SUBSIDY for SBI Subscription**  
參加 HKQAA SBI 全額津貼

2

**FULL REFUND for ONE class of SBI In-house Training**  
HKQAA SBI 內部培訓班全額回贈（一次）

(upon successful application of 1 | 成功申請 1 後)

We've all heard the saying, "What gets measured gets done." The HKQAA SBI encourages building stakeholders to measure and disclose the sustainability performance of their buildings. On reaching the score required, the subscriber will be issued the HKQAA SBI Mark as recognition of their performance.

By subscribing to the HKQAA SBI, building owners, property managers and investors will be able to have buildings' key sustainability performance information at their fingertips for making decisions and driving improvements.

正所謂「工作要經過評量才有好成果」。HKQAA SBI 鼓勵樓宇持份者量度及披露其可持續發展表現；當達到一定的分數要求，參加者將獲授予 HKQAA SBI 標誌，表揚其可持續發展的表現。

參加 HKQAA SBI 可讓業主、物業管理者、投資者等各個持份者，掌握樓宇的主要可持續發展表現數據，了解樓宇需要改善的地方，作出明智的相關決定。

### Enquiry 查詢

Mr Wales Law 羅先生

Direct Line 直線: (852) 2202 9350

General Line 總機: (852) 2202 9111

Email 電郵: wales.law@hkqaa.org

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



可持續發展委員會  
Council for  
Sustainable Development

## 36th Meeting of the Gas Safety Advisory Committee 氣體安全諮詢委員會第36次會議

The 36th Meeting of the Gas Safety Advisory Committee (GSAC) was held successfully on 3 July 2013 at the EMSD Headquarters. Dr Michael Lam, CEO of HKQAA, joined the meeting as a member of the then Committee and discussed matters relating to the gas safety legislation and code of practice for the gas industry.

The GSAC is an advisory and statutory body established under the Gas Safety Ordinance, Cap. 51. The responsibility of the Committee is to advise the Gas Authority on matters relevant to the importation, manufacture, storage, transport, supply or use of gas, as well as the interests of the gas industry and those of consumers of fuel gases in general.

氣體安全諮詢委員會第36次會議已於2013年7月3日假機電工程署總部舉行。本局總裁林寶興博士作為時任委員之一，亦出席了是次會議，討論有關氣體安全法例、業界工作守則等議題。



氣體安全諮詢委員會是在香港法例氣體安全條例(第51章)第II部的框架下成立的法定諮詢組織，為氣體的進口、生產、儲存、運送、供應或使用，以及從屬氣體業界及氣體燃料消費者之利益等事項，向氣體安全監督提供意見。



## The 6th My Dream Home Contest Awards Ceremony 第六屆「理想家園」比賽頒獎典禮

The 6th HKQAA "My Dream Home" Writing, Photo, Drawing and Poster Design contest was brought to a close at an Awards Ceremony in Chiang Chen Studio Theatre of The Hong Kong Polytechnic University on 19 July 2013.

This year's contest was co-organised by the Education Bureau and the Guangzhou Youth Cultural Exchange Center, and was the third to involve Guangzhou and neighbouring regions. The award list is now on HKQAA's website.

HKQAA hopes to encourage primary and secondary school students to communicate their expectations of their ideal living place through visual arts and writing through "My Dream Home", and thus nurturing their commitment to civic responsibility.

香港品質保證局連續第六年舉辦的「理想家園徵文、攝影、繪畫及海報設計比賽」已於2013年7月19日晚上假香港理工大學蔣震劇院舉行的頒獎典禮上圓滿結束。

今屆比賽為連續第三年邀請廣州及鄰近地區參與，在香港教育局及廣州市團校廣州市青年對外文化交流中心的協辦下，反應踴躍，得獎名單已於本局網站公布。

本局期望透過「理想家園」比賽，讓中、小學生透過視覺藝術及文字，表達對理想家園的憧憬，從而培養履行公民義務和責任的精神。



## Demonstrating Social Responsibility, Caring for Community 關懷社區 實踐社責

In 2008, HKQAA set up the Business and Community Supporting Fund (BCS Fund) to subsidise enterprises as they engage in sustainable development. Its aim is to help promote a harmonious environment in the community, as well as the organisation's values, such as social responsibility.

From 20 to 25 September 2013, delegates from HKQAA, including Dr Michael P. H. Lam, CEO, visited a number of schools, charities and volunteer groups in Sichuan. They inspected several projects funded by HKQAA and learned about the reconstruction and education which has taken place in the region since the 2013 Ya'an earthquake.



本局在2008年成立了企業社區支援基金，以資助形式支援企業及社區達至持續發展，提升企業整體競爭力及建設和諧的社區環境，讓本局「社會責任」的共同價值觀得以宣揚。

今年9月20至25日，本局總裁林寶興博士與公司代表，探訪了四川省多個地區的學校、慈善團體及義工組織，跟進瞭解多項基金已資助的項目概況，以及了解有關當地在雅安地震後的教育及重建工作。

而在7月5日，林博士亦與本局財務助理總監蔡少芳小姐，出席青年學院2012/13年度獎學金頒獎禮，代表本局頒贈獎學金予成績優異的學生。

本局期望透過這些資助項目，支持貧困地區的發展，並鼓勵本地青少年繼續進修，發揮個人潛能。

On 5 July, Dr Lam and Ms Bess Choi, Assistant Director (Corporate Finance) of HKQAA, presented scholarships to outstanding students on the 2012/13 Youth College Scholarship Presentation Ceremony.

Through these funding projects, HKQAA wishes to support the development in poor areas, and encourage Hong Kong young people to continue their studies and develop their full potential.





## International 國際

### Work on ISO 9001:2015 progresses

Work continues on schedule for the publication of the new version of ISO 9001 in September 2015. Voting closed on September 10th 2013 for the Committee Draft, and ISO's Technical Committee TC176/SC2 meets in November 2013 to address the comments received. Assuming that all comments can be addressed, it is expected that the Draft International Standard (DIS) will be made available in the first half of 2014.

During the meetings of ISO/CASCO (ISO's Conformity Assessment Committee) and the IAF (International Accreditation Forum) in October 2013, discussions will take place to define the transition period for organisations that are currently certified to ISO 9001:2008. It is expected that a transition period of 3 years will be agreed, in order to align with the traditional 3-year certification cycle during which all certified organisations are required to go through a full recertification audit anyway.

### New revision of ISO/IEC 27001 Information Security Management published already

The new revision of ISO/IEC 27001 was published in October 2013, and has been modified to fit the standardised high-level structure now being used in all ISO's management system standards. This will facilitate its integration with other management systems such as business continuity management (ISO/IEC 22301), IT service management (ISO/IEC 20000-1) and quality management (ISO 9001).

The new standard draws on experiences gained from organisations that have implemented and/or sought certification to previous versions, with an emphasis on providing a more flexible, streamlined approach, which should lead to more effective risk management. A number of improvements have also been made to the security controls listed in Annex A to ensure that the standard remains current and is able to deal with today's risks, namely identity theft, risks related to mobile devices and other online vulnerabilities.

### ISO begins work on three new management system standards

ISO recently approved the formation of three new Project Committees (PC 278, PC 283 and PC 284) to prepare standards on Anti-Bribery management, Health & Safety management and Quality management for Private Security Companies respectively. Work has yet to begin, but there has been strong interest among ISO members to participate in the development of these standards, which are expected to follow the standardised "high-level structure" that has been adopted for all ISO's management system standards.

Of particular interest is the development of an ISO standard for Health & Safety Management Systems, which has been the topic of much speculation and discussion for a number of years. Currently, the standard that is commonly used for certification of Health & Safety Management Systems around the world is OHSAS 18001, published by the British Standards Institution.



### ISO 9001:2015 工作進度

新修訂版的 ISO 9001 計劃將於 2015 年 9 月出版。有關委員會草案的投票已於 2013 年 9 月 10 日完成，此外國際標準技術委員會 TC176/SC2 將於 11 月舉行會議，討論收集到的意見，預計完成所有討論後，將在 2014 上半年出版「國際標準草案」。

國際標準化組織合格評定委員會 (ISO/CASCO) 及國際認可論壇 (IAF) 於 2013 年 10 月舉行的會議上，將會定出 ISO 9001:2008 與新版的過渡期。預計過渡期為 3 年，從而配合傳統的 3 年認證週期，在此期間，所有獲認證機構都需要重新通過一次完整的審核。

### 新修訂版 ISO/IEC 27001 信息安全管理體系現已出版

新修訂版的 ISO/IEC 27001 預計已於 2013 年 10 月出版。新版本已修改成現在所有 ISO 管理體系標準所用的標準高階架構，以便與其他管理體系 (如 ISO/IEC 22301 營運持續管理體系、ISO/IEC 20000-1 信息技術服務管理、ISO 9001 質量管理) 綜合使用。

新標準借鑒了曾實施或考取舊版本認證的機構之經驗，提供了一個更加靈活、簡化的方法，讓機構更有效進行風險管理。同時，亦在附件 A 列出的安全控制條款中，作出了一些改進，以確保標準能夠處理現今的風險，如身份盜竊、行動裝置和其他與網絡漏洞有關的風險等。

### 三個新管理體系標準現正籌備中
























ISO 最近批准成立三個新的項目委員會 (PC 278、PC 283、PC 284)，分別專責籌備有關反賄賂管理、健康及安全管理及私營保安公司的質量管理之標準。編寫工作雖然尚未開始，但 ISO 成員都已經對參與工作表示了很大的興趣。新標準將會採用所有 ISO 管理體系標準應用的標準化高階架構。

其中特別值得關注的是新的健康及安全管理體系，因為關於它的猜測和討論已持續了數年。現時，通用於世界各地的健康及安全管理體系認證標準 OHSAS 18001，是由英國標準協會所出版。



## Mainland China 中国内地

Nov 2013 to Feb 2014 2013年11月至2014年2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	Course Code & Date 课程编号及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
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	 1	RMB 600	<div>VM1P/GZ-12A GZ 04 SH 11</div>	<div>VM1P/GZ-A GZ 23 SH 15</div>	<div>VM1P/GZ-02A GZ 19 SH 24</div>	<div>VM1P/SH-02A GZ 24 SH 24</div>
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	 2	RMB 1,200	<div>VM1P/GZ-12A GZ 05-06 SH 12-13</div>	<div>VM3P/GZ-10A GZ 24-25 SH 16-17</div>	<div>VM1P/GZ-02A GZ 20-21 SH 25-26</div>	<div>VM1P/SH-02A GZ 24 SH 24</div>
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	 1	RMB 980	<div>MT23P/GZ-12A GZ 30</div>		<div>MT23P/SH-10A SH 21</div>	<div>MT23P/SH-02A SH 19</div>
ISO 9001:2008 Quality Management Systems Documentation Training ISO 9001:2008 质量管理体系文件课程	 1	RMB 780	<div>QMS4P/GZ-11A GZ 21</div>			<div>QMS4P/GZ-11A GZ 21</div>
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	 1	RMB 600	<div>EMS3P/GZ-11A GZ 06</div>	<div>EMS3P/SH-12A GZ 25</div>	<div>EMS3P/GZ-01A SH 06 GZ 11</div>	<div>EMS3P/SH-11A GZ 11</div>
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	 2	RMB 1,200	<div>EMS3P/GZ-11A SH 07-08</div>	<div>EMS3P/SH-12A SH 26-27</div>	<div>EMS3P/GZ-01A SH 06 SH 09-10</div>	<div>EMS3P/SH-09A SH 12-13</div>
Occupational Health and Safety 职业健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems – Understanding & Application OHSAS 18001:2007 职业健康和安全管理体系—理解与应用	 1	RMB 600	<div>OHS8P/GZ-11A GZ 04 SH 27</div>	<div>OHS8P/SH-12A SH 26</div>	<div>OHS8P/GZ-01A GZ 13</div>	<div>OHS8P/SH-02A SH 26</div>
OHSAS 18001:2007 Occupational Health and Safety 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	 2	RMB 1,200	<div>OHS8P/GZ-11A GZ 05-06 SH 28-29</div>	<div>OHS8P/SH-12A SH 27-28</div>	<div>OHS8P/GZ-01A GZ 14-15</div>	<div>OHS8P/SH-02A SH 27-28</div>
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	 1	RMB 1,800	<div>SA01P/GZ-11A GZ 14-15</div>	<div>SA01P/GZ-12A GZ 30-31</div>	<div>SA01P/SH-01A SH 20-21</div>	<div>SA01P/GZ-02A GZ 24-25</div>
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	 2	RMB 2,500	<div>SP03P/GZ-11A GZ 08</div>			
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡议商界遵守社会责任之条文解	 1	RMB 780	<div>BS02P/GZ-11A GZ 25</div>	<div>BS02P/GZ-12A GZ 30</div>	<div>BS02P/SH-01A SH 22</div>	<div>BS02P/GZ-02A GZ 26</div>
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	 1	RMB 980	<div>MT33P/GZ-11A GZ 23</div>		<div>MT33P/GZ-01A GZ 17</div>	
Crisis Management Workshop 突发事件应急管理工作坊	 2	RMB 1,800	<div>MT34P/GZ-11A GZ 20-21</div>		<div>MT34P/GZ-01A GZ 23-24</div>	
Comprehensive Quality Promotion Of Management 管理干部综合素质提升	 2	RMB 1,800	<div>MT37P/GZ-11A GZ 08</div>		<div>MT37P/GZ-01A GZ 22</div>	
6S Site Management and 8D Technique 6S现场管理及8D手法	 1	RMB 980		<div>MT39P/GZ-12A GZ 11</div>		
Lean Production 精益生产	 2	RMB 1,800		<div>MT40P/GZ-12A GZ 16-17</div>		<div>MT40P/GZ-02A GZ 20-21</div>
How to construct and manage the sales team 如何建设和管理销售队伍	 1	RMB 980	<div>MT49P/GZ-11A GZ 27</div>			<div>MT49P/GZ-02A GZ 30</div>
Enhance customer satisfaction management workshops 提升客户满意度管理工作坊	 1	RMB 1,200		<div>MT50P/GZ-12A GZ 27</div>		<div>MT50P/GZ-02A GZ 28</div>
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	 1	RMB 1,280	<div>TL03P/GZ-11A GZ 18</div>	<div>TL03P/SH-12A SH 31</div>	<div>TL03P/GZ-01A GZ 06</div>	
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	 1	RMB 1,280		<div>TL05P/GZ-12A GZ 31</div>		
TL 9000 R5.0/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.0/R5.0 质量管理体系—内部审核员培训	 3	RMB 3,800	<div>TL04P/GZ-11A GZ 19-21 SH 25-27</div>			<div>TL04P/GZ-02A GZ 26-28 SH 29-31</div>
TL 9000 R5.0/R5.0 Quality Management 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)	 3	RMB 9,600			<div>TL02P/GZ-01A GZ 06-08</div>	
Six Sigma 六西格玛						
Introduction of Six-Sigma 6 Sigma 倡导者课程—入门级	 1	RMB 1,800		<div>EW04P/GZ-12A GZ 23</div>		<div>EW04P/GZ-02A GZ 19</div>

For registration and enquiry  
報名及查詢

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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

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>

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Quality and Integrated Management Systems 質量和綜合管理						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系－入門	 9:00am-12:00 noon Half-day	HKD 200	QMS1C/HK-11A 20		QMS1C/HK-01A 3	
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系－理解與應用	 1	HKD 1,500	VM1C/HK-11A 6	VM1C/HK-12A 6	VM1C/HK-01A 7	VM1C/HK-02A 10
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 3,200	VM3C/HK-11A 21-22	VM3C/HK-12A 16-17	VM3C/HK-01A 13-14	VM3C/HK-02A 25-26
ISO 9001:2008 Quality Management Systems Documentation ISO 9001:2008 質量管理體系文件	 1	HKD 1,600/ HKD 1,500*	QMS4C/HK-11A 18			QMS4C/HK-02A 20
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 1,600/ HKD 1,500*	MT23C/HK-11A 28		MT23C/HK-01A 15	
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 3,500/ HKD 3,300*	QMS5C/HK-11A 27-28			
Integrated Management Systems Set Up & Audit Approach 綜合管理體系－建立與審核方法	 2	HKD 3,500/ HKD 3,200*		IMS2C/HK-12A 19-20		IMS2C/HK-02A 17-18
Environmental Conservation 環境保育						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系－理解與應用	 1	HKD 1,600/ HKD 1,500*			EMS2C/HK-01A 16	
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 3,200/ HKD 3,000*		EMS3C/HK-12A 9-10		EMS3C/HK-02A 13-14
ISO 14001:2004 Environmental Management Systems - Implementation and Documentation ISO 14001:2004 環境管理體系－實施及文件指引	 1	HKD 1,600/ HKD 1,500*			EMS8C/HK-01A 22	
ISO 14001 EMS Auditor / Lead Auditor Training ISO 14001 環境管理體系－主任審核員證書培訓課程	 5	HKD 11,000/ HKD 10,000*			EM01C/HK-01A 6-10	
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Conversion Training ISO 14001 環境管理體系－主任審核員轉證培訓課程	 3	HKD 7,200/ HKD 6,600*			EMS9C/HK-01A 6-8	
ISO 50001:2011 Energy Management Systems- Understanding & Application ISO 50001:2011 能源管理體系－理解與應用	 1	HKD 1,600/ HKD 1,500*		EM07C/HK-12A 20		
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 3,500/ HKD 3,300*		EM08C/HK-12A 19-20		
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course #[NTTS Approved Course] ISO 50001:2011 能源管理系統－主任審核員證書培訓課程 #[NTTS 認可課程]	 5	HKD 11,000/ HKD 10,000*	EM10C/HK-11A 18-22			
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2011 能源管理系統－主任審核員轉證證書培訓課程	 3	HKD 7,200/ HKD 6,600*	EM11C/HK-11A 18-20			
GreenHouse Gas Verifier Training 溫室氣體驗證員	 2	HKD 3,500/ HKD 3,300*		EM09C/HK-12A 16-17		
Occupational Health and Safety Management 職業健康和安						
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 1,600/ HKD 1,500*		OHS8C/HK-12A 2		OHS8C/HK-02A 28
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 3,500/ HKD 3,300*			OHS9C/HK-01A 20-21	
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存						
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理體系－理解與應用	 1	HKD 1,600/ HKD 1,500*				HA5C/HK-02A 24
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 11,000/ HKD 10,500*	IRCA/FSMS/11 28-31 Oct & 1 Nov			
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	 2	HKD 3,500/ HKD 3,200*		HA10C/HK-12A 3-4		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備－基礎	 2:00pm-6:00pm Half-day	HKD 900/ HKD 820*	QM04C/HK-11A 20		QM04C/HK-01A 3	
Application of 7S to Food Manufacturing and Catering 七常法應用於食品的製造和餐飲服務	 1	HKD 1,900			GP06C/HK-01A 6	
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-12A 18		
Corporate Sustainability Training Workshop: Report Writing (English) 企業可持續發展工作坊－報告撰寫課程	 2	HKD 4,800/ HKD 4,500*		SR05E/HK-12A 5-6		
Corporate Sustainability Training Workshop: "Integrity and Ethics" in Sustainable Strategy (English) 企業可持續發展工作坊－持續發展策略中的誠信及道德規範	 1	HKD 2,000	SR06E/HK-11A 25			
Management Tools, Skill for Improvement 管理工具和技能						
Powerful Presentation – A Set of Presentation Skills That Make You Win 讓你戰無不勝的表達技巧	 1	HKD 1,600	EW44C/HK-11A 19			
Media Management in Crisis Communications 危機中的傳媒管理	 1	HKD 1,800		MT58C/HK-12A 9		
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系－理解與應用	 1	HKD 1,600			MT51C/HK-01A 16	
ISO 22301 Business Continuity Management Systems - Internal Auditor Training ISO 22301 營運持續管理體系－內部審核員培訓	 2	HKD 3,700/ HKD 3,500*			MT59C/HK-01A 16-17	
ISO 22301 Business Continuity Management Systems Implementation Course ISO 22301 實施營運持續管理體系	 3	HKD 6,000/ HKD 5,800*				MT54C/HK-02A 17-18, 20
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 1,600			MT41C/HK-01A 17	
The Magic of Story-telling for Your Business 說故事在商業中的應用	 1	HKD 1,900		EW42C/HK-01A 9		
An Introductory Guide to Construction Mediation 建築學調解簡介指引	1	HKD 1,600				EW43C/HK-02A 12
Developing your Corporate Creativity for Problem Solving 提升企業創意解難能力	1	HKD 1,600				MT32C/HK-02A 19



## Hong Kong 香港

Nov 2013 to Feb 2014 2013年11月至2014年2月

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Customer Service: From Good To Great 顧客服務：邁向優越						
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 1,600/ HKD 1,500*			MT14C/HK-01A 23	
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-12A 5		
活用「孫子兵法」馳騁職場” 工作坊	C 2:30pm- 5:30pm Half-day	HKD 700	S145C/HK-11A 26			
Telecommunications, Information Security and Management 電信、資訊保安與管理						
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO 27001:2013 信息安全管理体系 — 理解與應用	C 1	HKD 1,600/ HKD 1,500*				ISE3C/HK-02A 27
Implementation of ISO 27001 Information Security Management Systems 實踐 ISO 27001 信息安全管理体系	C 3	HKD 5,100/ HKD 4,800*		ISE5C/HK-12A 11-13		
ISO 27001 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) (English) ISO 27001 信息安全管理体系 — 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-11A 11-15			
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	SB11C/HK-11A 8		SB11C/HK-01A 3	

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

For enquires, please contact our Training Service Unit at Tel : 2202 9111

Our web-site : <http://www.hkqaa.org>Email : [training@hkqaa.org](mailto:training@hkqaa.org)

Last Updated Date : 10 Oct 2013

## New Certified Clients

## 新認證客戶

May 2013 to July 2013  
2013年5月至2013年7月

## Memorable Moments 紀念一刻

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems to achieve organisational and business goals since 1989.

From May to July 2013, we have been pleased to welcome 32 organisations to our community. Among them, they have obtained 51 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, ISO 22000, ISO 50001, 5S, QSPSC, SA8000, TL-HV 5.0/5.0 and WSMS-FINE. 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5月至7月期間，香港品質保證局共頒發51張證書，包括ISO 9001、ISO 10002、ISO 14001、OHSAS 18001、ISO 22000、ISO 50001、5S、QSPSC、SA8000、TL-HV 5.0/5.0及WSMS-FINE。在此謹祝賀32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。







# HKQAA Symposium 2013

## ESG management – a paradigm shift in business and investment strategies

**29 November 2013 (Friday)**

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

Enquiries: (852) 2202 9302  
(852) 2202 9111 (General Line)

### Speakers:

- **Ms Debby Chan**  
Director, Global Services Business, Fuji Xerox (Hong Kong) Limited
- **Dr Chui Kam Hung, David**  
Chairperson and Associate Professor, Department of Economics and Finance of Hang Seng Management College
- **Dr Nigel H. Croft**  
Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2)
- **Ir S K Ho**  
Assistant Director (Building Services), Architectural Services Department, The Government of the HKSAR
- **Mr Timothy Hui**  
Director, Focal Point China of Global Reporting Initiative (GRI)
- **Mr Vincent Kwan**  
Director and General Manager, Hang Seng Indexes Company Limited
- **Mr Victor Kwong**  
Head of Corporate Health, Safety and Environment, The Hong Kong and China Gas Company Limited
- **Mr Lewis Lam**  
Assistant General Manager, Kai Shing Management Services Limited
- **Mr Wong Kit Loong**  
Chief Executive Officer and Executive Director, Hong Kong Housing Society
- **Ms Connie Sham**  
Senior Manager of Strategic Business, HKQAA

*\*Please visit our website for full speaker list*

### Programme:

**Morning Session (9:15am – 12:00pm)**

**Language: English**

- Relationship between ESG and investment in sustainable companies in Hong Kong and mainland China
- Preliminary result of Hong Kong carbon performance survey
- GRI G4 – The latest international reporting guideline for sustainability
- Experience sharing: The journey of G4 sustainability reporting
- Promoting sustainability using management systems - upcoming changes to ISO 9001 and ISO 14001

**Afternoon Session (2:00 – 4:45pm)**

**Language: Cantonese**

- ESG implementation, energy improvement and business continuity
- Good practice sharing of methodical carbon management
- Social Responsible Governance - is it a sustainable strategy for hedge fund?
- Sustainable housing development for an ageing society - international trends and perspectives
- The strategic value of ESG in sustainable businesses

# 香港品質保證局專題研討會2013

## 「環境、社會及管治(ESG)」 — 管理與投資策略的範式轉變

2013年11月29日(星期五)

九龍上海街555號

旺角朗豪酒店七樓朗豪廳

報名查詢：(852) 2202 9302

(852) 2202 9111 (總機)

### 演講嘉賓：

- 陳慧德女士  
富士施樂(香港)有限公司環球服務部總監
- 崔錦雄博士  
恒生管理學院經濟及金融學系系主席及副教授
- 倪國夫博士 (Dr Nigel H. Croft)  
國際標準化組織(ISO) ISO/TC176/SC2技術委員會主席
- 何世景工程師  
香港特別行政區政府建築署助理署長(屋宇裝備)
- 惠宇明先生  
GRI全球報告倡議組織中國辦公室總監
- 關永盛先生  
恒生指數有限公司董事兼總經理
- 鄺超靈先生  
香港中華煤氣公司企業安全及風險管理總監
- 林宇軒先生  
啟勝管理服務有限公司助理總經理(物業管理)
- 黃傑龍先生  
香港房屋協會行政總裁兼執行總幹事
- 沈小茵女士  
香港品質保證局高級策略業務經理

\* 更多講者有關資料請瀏覽我們的網頁

### 焦點專題：

上午專題環節(早上9時15分至下午12時正)

語言：英語

- ESG與投資的關係：香港及內地的企業可持續發展分析
- 香港碳表現調查的初步結果
- GRI G4—最新的國際可持續發展報告指引
- 經驗分享：G4可持續發展報告的歷程
- 透過管理系統推動可持續發展：新版ISO 9001和ISO 14001的轉變

下午專題環節(下午2時正至4時45分)

語言：粵語

- 如何實踐ESG、能源及營運持續管理？
- 良好個案分享—條理化的碳管理
- 社會責任管治—對沖基金的可持續投資策略
- 老齡化社會的可持續房屋發展—國際趨勢與觀點
- ESG對可持續發展企業的策略價值



# ESG Management - a Paradigm Shift in Business and Investment Strategies 「環境、社會及管治 (ESG)」－管理與投資策略的範式轉變



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詳情請瀏覽專題研討會網站：  
**www.hkqaa.org/symposium2013**

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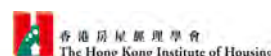
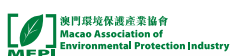


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