

VISION 管略

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ISO 14006:2011 生態設計指南：國際趨勢及對製造業的意義

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生態設計工具 — 產品週期評估模型

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在生態設計尋商機

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

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

Incorporate Ecodesign into Environmental Management System

A product can have a significant impact on the environment and ecosystem at each stage of its life cycle - from the selection of raw materials and product design, through production, packaging and transportation, to consumption and final disposal. The core idea of ecodesign is not just about waste recycling, but also to consider, when formulating the initial product concept, how to minimise the potential impact of a product on ecosystem throughout its lifecycle.

To keep pace with this trend, ISO has released the ISO 14006:2011 Environmental management systems — Guidelines for incorporating ecodesign. This standard provides a systematic framework an organisation can use to manage ecodesign as part of its environmental management system. The new version of ISO 14001, scheduled for publication in 2015, will incorporate further provisions regarding the environmental aspects of product design and development. Therefore, organisations will need to include more evidence of ecodesign management within an environmental management system. ISO 14006 will certainly be an important guide for enhancing the management of ecodesign.

With the aim of assisting local organisations to cope with global business trends and increase competitiveness, HKQAA is committed to introducing advanced international management systems, and sharing the latest knowledge and management technology in our city. This year, we will take the lead to provide ISO 14006 related assessment services and motivate local organisations to incorporate ecodesign into their environmental management systems.

In this issue of VISION we are pleased to feature an interview with Professor Martin Charter, the Chairman of ISO 14006 Ecodesign Management Standard. He gives an overview of this international guidance and the latest trends in ecodesign. Mr Lee Yuen Fat, Chairman of Hong Kong Federation of Innovative Technologies and Manufacturing Industries, and Mr Raymond Shan, Principal Consultant, MTD, Hong Kong Productivity Council, also share with readers the development and practical application of ecodesign in local industries.

We believe our professional services and knowledge-sharing practices will encourage local organisations adopting ecodesign management to improve their environmental performance. In doing so, they will be well-prepared to tackle sustainability challenges and opportunities in future.

將「生態設計」融入環境管理體系

一件產品於生命週期的各個階段，包括從原料選擇、產品設計、生產包裝、使用到棄置的過程，都可能對環境和生態造成不同程度的影響和衝擊。而「生態設計」的核心理念，不僅考慮如何回收廢棄物，更重要的是讓設計師在產品概念形成之前，已先考慮到其生命週期對生態帶來的潛在影響，並以減少環境衝擊的角度去設計產品。

國際標準化組織(ISO)於近年推出了「ISO 14006:2011 環境管理體系——生態設計指南」，提供一個系統化的框架，協助機構加強生態設計管理，並成為環境管理體系的一部份。而2015年推出的新版ISO 14001 環境管理體系標準，亦會更重視產品設計及發展的環保元素，故此機構需要提供更多有關生態設計管理的憑證。ISO 14006無疑將成為重要的指引，以助機構提升生態設計管理的表現。

香港品質保證局一直致力引入國際上先進的管理體系，分享專業知識和轉移管理技術，協助業界提升競爭力，迎合全球市場的大趨勢。因此，我們今年率先提供ISO 14006相關的評審服務，推動本地機構發展生態設計並融入環境管理體系之中。

我們亦很高興邀請了ISO 14006生態設計管理標準主席Martin Charter教授，在今期《管略》介紹這國際指南和生態設計的最新趨勢。此外，香港創新科技及製造業聯合總會主席李遠發先生，以及香港生產力促進局材料及製造科技部首席顧問單銘賢先生，亦會與讀者分享生態設計在本地業界的發展及如何實際應用。

相信透過我們的專業服務和技術分享，有助本地機構推行生態設計管理，提升環保表現，應對未來的可持續發展機遇和挑戰。

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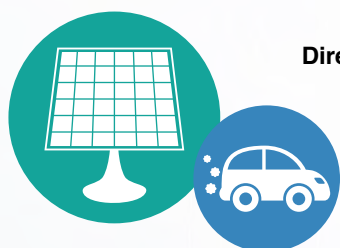
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ISO 14006:2011 for Ecodesign: International Trends and Importance to Manufacturing Industry

ISO 14006:2011 生態設計指南：國際趨勢及對製造業的意義



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ISO 14006 生態設計管理標準主席



On 8 July 2011, the International Organization for Standardization (ISO) published the **ISO 14006:2011 Environmental Management Systems – Guidelines for Incorporating Ecodesign**. The standard provides guidance on how to incorporate environmental aspects into product design and development (ecodesign) processes within the framework of environment management systems (e.g. ISO 14001:2004) and quality management systems (e.g. ISO 9001:2008).

Ecodesign is a process focused on the integration of environmental considerations into product development and design. The goal is to improve the environmental performance of a product throughout each stage of its lifecycle. Many leading companies have now established programmes on ecodesign. For example, Philips has established an approach aimed at developing and launching greener products (Green Flagships) which incorporates a strategy focused on six focal areas of ecodesign.

International trends and requirements about ecodesign

There are an increasing range of product-related environmental drivers that companies are being forced to tackle and manage. This includes: a growing volume of product-related environmental legislation worldwide; increased focus on green (public) procurement; rising expectations from consumers over the environmental performance of products and the firms that produce them; growing media scrutiny and advent of '24/7' news reporting on 'green' product issues; growing interest by retailers in environmental and social performance of suppliers; and increased costs associated with raw material costs and waste.

Over the last ten to twenty years there has been a growing policy focus in Europe and, in particular, in Japan on reducing the environmental impact of products through their lifecycles. In the late nineties, the European Commission (EC) developed the holistic concept of Integrated Product Policy (IPP) aimed at reducing environmental impacts of products and opening up market opportunities for greener products.

Recently the EC has started to focus more on the upfront design of products. In 2005, a Directive was passed establishing a framework for the setting of ecodesign requirements for energy-using products (EuPs), and later energy-related products (ErPs) as well, primarily focusing on reducing energy consumption in the use phase of products. At the same time, there are now emerging European discussions about how to incorporate materials efficiency and 'circular economy' considerations into policy.

In the international standards area, a few product-

國際標準化組織於2011年7月8日，發布了《**ISO 14006:2011 環境管理體系 — 生態設計指南**》，提供在環境管理體系（如ISO 14001:2004）及質量管理體系（如ISO 9001:2008）的框架下，將環保元素融入產品設計和開發（即生態設計）的指引。

生態設計的目的，是改善產品在生命週期中每一個階段的環境表現。現時，不少企業巨擘都訂立了生態設計的方案，例如飛利浦的Green Flagships計劃，便是透過實踐六個生態設計重點，以開發和推出更環保的產品。

生態設計的國際趨勢及準則

現今產品開發所面對的環保要求和限制越來越多，包括：國際間針對產品相關的環保法例不斷增加、對綠色（公共）採購的日益重視、消費者對產品和生產商的環保表現期望日增、越來越多的媒體監督和全天候報導有關「綠色產品」的議題、零售商越來越關注供應商在環境和社會上的表現、原材料和廢料處理相關的成本上升。

在過去的十至二十年，歐洲和日本出現了许多新政策，限制產品在生命週期中對環境的影響。在九十年代末，歐洲委員會發表了「整合產品政策」的概念，旨在減低產品對環境的影響及開闢了環保產品的市場。

近年，歐洲委員會更開始關注產品的設計階段。2005年，能源使用產品生態設計指令推出，旨在減少產品在使用階段的能源消耗；該指令其後擴展至能源相關產品。同時，歐洲亦正討論如何把物料的使用效益和「循環經濟」的考慮，融入到政策之中。

至於國際標準方面，在過去十年曾有幾套與產品相關的環保標準，但覆蓋的範圍太過廣泛或集中。由於市場越來越需要一套將生態設計融入管理體系的指引，因此便展開了ISO 14006:2011的制訂。





related environmental standards were published over the last decade but they were either too general or too specific. Moreover, it was increasingly recognised that there was a growing need for guidance on how to incorporate ecodesign into management systems. As a result, it was agreed to progress ISO 14006:2011.

The relationship between ISO 14006:2011 and the future ISO 14001:2015

ISO 14006:2011 is a guidance document in the family of the ISO 14000 environmental management systems standards. ISO 14006:2011 does not give details on how to carry out ecodesign at the design level. It adds specific guidance to the relevant clauses of ISO 14001:2004, on how to address the environmental impacts of an organisation's products and/or services within the context of the environmental management system.

The focus of ISO 14001:2004 has been primarily on managing manufacturing systems and sites from an environmental perspective. The scope of ISO 14001:2015 will incorporate more emphasis on environmental aspects of product design and development (ecodesign). Therefore, companies will need to include more evidence of the management of ecodesign within an environmental management system. The guidance provided in ISO 14006:2011 will be useful for companies that want to upgrade their management of ecodesign. Companies may then choose to refer to adherence to the guidance in ISO 14006:2011 in relation to the ISO 14001:2004 or ISO 14001:2015 certification process.

Adoption of ISO 14006 as a European Union standard

National standards bodies can use ISO 14006:2011 to design national standards, for example, to enable the auditing of systems to manage environmental aspects within product design and development (ecodesign) within environmental management systems.

Nevertheless, the ISO 14006:2011 standard was approved by European Committee for Standardization (CEN) on 8 July 2011 as European Standard **EN ISO 14006:2011**. According to regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

Looking forward to the future development of ecodesign

It is likely that there will be growing pressures to reduce product-related environmental impacts arising from increasing volume of legislation, growing customer expectations and rising costs. Companies will need to develop their own approaches to manage ecodesign issues within their environmental and/or general management systems and within product design/design engineering systems and processes. The increased coverage of product related issues within ISO 14001: 2015 will mean that companies will need to increase their awareness and understanding of ecodesign and there is likely to be need to develop clear guidance for designers on 'how to do' ecodesign at the operational design level. All this will mean that there will be an increased need for education and training related to ecodesign within companies and aimed at the needs of both managers and designers.



ISO 14006:2011 與新版 ISO 14001:2015 的關聯

ISO 14006:2011 是屬於 ISO 14000 環境管理體系系列中的一份指引文件。

ISO 14006:2011 並非提供生態設計的方法或細節，而是作為 ISO 14001:2004 相關條文的補充，指出如何在環境管理體系的框架內處理產品或服務對環境的影響。

ISO 14001:2004 旨在從環境的角度管理生產產品的體系和場所，而新版 ISO 14001:2015 將會更強調於產品設計及開發中融入環境因素（生態設計），故此，未來企業將需要在環境管理體系中，加入更多有關生態設計的憑證。而 ISO 14006:2011 所提供的指引，將會對有意提升生態設計管理的企業帶來裨益。有關企業可以選擇在 ISO 14001:2004 或 ISO 14001:2015 的認證之外，加上 ISO 14006:2011 指南的實踐。

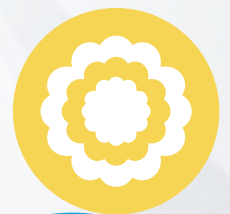
ISO 14006 獲採納為歐盟標準

各國的標準機構可以採用 ISO 14006:2011 以設計國家標準，例如在環境管理體系的框架下，用作審核產品設計及開發的環境表現。

此外，歐洲標準委員會已經在 2011 年 7 月 8 日，通過 ISO 14006:2011 作為歐洲標準 **EN ISO 14006:2011**，根據法規，下列國家的國家標準機構均須執行此標準：奧地利、比利時、保加利亞、克羅地亞、塞浦路斯、捷克共和國、丹麥、愛沙尼亞、芬蘭、法國、德國、希臘、匈牙利、冰島、愛爾蘭、意大利、拉脫維亞、立陶宛、盧森堡、馬耳他、荷蘭、挪威、波蘭、葡萄牙、羅馬尼亞、斯洛伐克、斯洛文尼亞、西班牙、瑞典、瑞士、英國。

展望生態設計的未來發展

在環保立法持續增加、客戶期望和營運成本不斷上升的趨勢下，預料產品設計將面對越來越多與環保相關的壓力。企業需要在環境和其他管理體系，以及產品設計及生產工程的體系與流程中，發展出一套管理生態設計的政策。由於新版 ISO 14001: 2015 新增了與產品相關的條文，企業未來必須加深對生態設計的認識和了解，甚至為產品設計人員制定明確的設計指引。因此，企業要為管理人員和設計人員提供更多相關的教育和培訓，以滿足他們的需求。



Gaining a Competitive Edge with Ecodesign

在生態設計尋商機

Mr Lee Yuen Fat
Chairman of Hong Kong Federation of Innovative Technologies and Manufacturing Industries
李遠發先生
香港創新科技及製造業聯合總會主席



VISION(V): How is ecodesign developing in Hong Kong industries?

Lee Yuen Fat (L): Ecodesign is no longer a new thing and is very common in today's international market. It is now an essential element in product design rather than just a selling point. As more and more popular brands are asking suppliers to take environmental requirements into account, local SMEs need to pay more attention to this topic in order to maintain their competitiveness.

There are advantages for local SMEs to implement ecodesign since many of them have passed the ISO 9001 quality management and ISO 14001 environmental management systems certifications. They already have most of the required hardware, but they may not know how to apply the ecodesign concept throughout the whole life cycle of the product. The ISO 14006 Guidelines for incorporating ecodesign provide a way for SMEs to understand ecodesign and implement it in their product development, hence gaining a market edge.

V: What is the trend and demand for ecodesign like in the international market?

L: There are two main systems for directing the management of ecodesign, namely, mandatory regulations and directives, and voluntary international standards. Mandatory regulations and directives are environmental requirements enforced by governments or regional organisations taking into consideration things like national conditions. Examples include the European Union (EU)'s lead-free directive and Germany's Ordinance on the Avoidance and Recovery of Packaging Waste. Voluntary standards are compiled by international organisations to provide guidelines for developing environmentally-conscious products and related assessment methods, such as the ISO 14006 Guidelines for incorporating ecodesign. The 'ecolabels' commonly seen on products indicating their environmental performance are part of these voluntary and non-mandatory standards or directives.

Currently, the most significant mandatory international regulations include those derived from the EU's Integrate Product Policy (IPP), such as the Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC, the Restriction of Hazardous Substances (RoHS) Directive 2002/95/EC and the Energy-related Products (ErP) Directive 2009/125/EC. The last directive establishes a framework for setting mandatory ecological requirements for energy-using and energy-related products sold in all Member States, including passing the CE-marking conformity assessment. It also requires manufacturers to integrate ecodesign into products throughout their life cycle.

Therefore, it is imperative that local enterprises that wish to tap into the overseas market incorporate ecodesign into their business to meet these international requirements.

V: What are the benefits of third-party assessment for organisations adopting ecodesign?

L: Third-party assessment of conformity for ecodesign has become a market trend since it gives recognition to a product, hence enhancing its competitiveness and sales performance. Ever since the emergence of the above-mentioned international regulations and directives, manufacturers have faced increasing pressure to produce environmentally-conscious products in order to enter the markets of EU Member States. After all the functional, safety and reliability

管略(管): 生態設計的概念在香港的發展情況如何?

李遠發(李): 今時今日, 生態設計已經不是一個新的議題, 很多國際品牌已在自家產品加入環保元素。生態設計考慮漸成為設計的必需元素, 而不只是一個為產品增值的輔助賣點。現時市場上很多著名品牌逐漸提高對供應商在環保規格的要求, 如香港中小企仍希望繼續保持競爭力, 對滿足環保要求的考慮是不可或缺。

香港中小企實行生態化設計有一定優勢, 因為很多企業都已獲取 ISO 9001 質量管理及 ISO 14001 環境管理體系認證, 並已建立大部分生態設計所需的硬件配套, 唯獨欠缺將生態設計理念引申到整個產品生命週期。「ISO 14006 生態設計指引」為香港中小企提供一個渠道去認識並且實行生態設計, 在產品規劃加入生態設計元素, 從而提升競爭力。

管: 在國際市場上, 生態設計的需求及發展趨勢如何?

李: 目前用以管理生態產品的制度, 分為強制性的指令和法令, 以及自發性之國際標準二大類。前者屬於各國政府或區域組織根據國情狀況等因素所制訂出產品環保性的相關規範, 如歐盟的產品鉛含量要求、德國的避免包裝廢棄物法等。後者為國際組織擬訂產品環保性相關國際標準及其衍生相關的檢測方法及指引, 如「ISO 14006 生態設計指引」等。各地常見用以展現產品環境績效的環保標誌, 屬於自願性及非強制性的標準或指導計劃。

目前國際間最受重視的強制性國際環保法規, 包括歐盟「整合性產品政策」下所衍生的環保指令, 如 WEEE 廢電機電子設備指令 (2002/96/EC)、RoHS 危害物質限用指令 (2002/95/EC)、ErP 耗能相關產品生態化設計要求 (2009/125/EC) 等。其中, 後者規範使用能源產品必須符合歐盟各會員國標準, 且必須通過 CE 驗證; 此外, 也要求產品製造商採用生命週期的思考方式, 將生態設計的概念融入產品設計開發之中, 進行產品設計。

可見, 為滿足國際市場對產品開發的要求, 生態設計是企業發展海外市場必須開展的工作之一。

管: 第三方評審對實踐生態設計有何好處?

李: 評審生態設計產品對環境要求的符合程度, 已漸成市場趨勢, 此趨勢使產品在市場中受到認同與肯定, 並進而提升產品競爭力與產業的行銷與發展。回顧與生態設計相關的國際環保法規、議題及指令所帶來的衝擊, 在要求指定的產品在銷售前需完成功能、安規、可靠度等測試之後, 還需要進行對環境方面的測試與檢驗, 且完成在歐盟銷售各國的回收系統建置

tests, the products also have to be assessed for their environmental impact, establish recycling systems and undergo manufacturer registration before they can be sold in these states.

Therefore, enterprises should keep track of the latest requirements imposed by the EU relating to the assessment of ecodesign, so that they won't lose the opportunity if someday their products are able to enter the EU market.

V: How do ISO 14006 and ecodesign help enhance the competitiveness of enterprises?

L: The advantages of implementing ISO 14006 and ecodesign include: economic benefits like increased competitiveness, reduced costs, enhanced financing and investment returns; boosting of creativity and productivity, hence a renewed operation model; reduced environmental impact and improved product knowledge (thus diminished liability); improvements in organisation image and staff initiative.

From the environmental perspective, ISO 14006 allows enterprises to minimise the negative impacts of their products and services throughout their life cycles. It also helps them create more new environmentally conscious products and services, benefitting the ecosystem as a whole.

與生產者登記註冊，才可以售賣產品，可見歐盟各會員國對於產品要求其符合驗證標準要求的壓力亦漸趨增加。

企業必須持續關注歐盟在生態設計產品驗證標準訂定的進度與發展，才能確保產品未來在進入歐盟市場時不會因為生態設計及環保等要求而喪失寶貴商機。

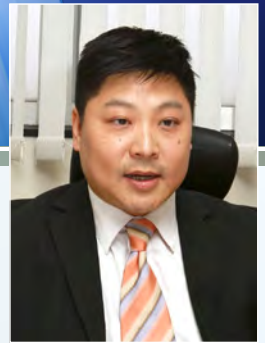
管：實行ISO 14006及生態設計可如何提升企業的競爭力？

李：企業實行ISO 14006及生態設計後，優點包括增加企業的經濟利益，如增加競爭力，降低成本，吸引融資和投資提高效益；促進創新和創造力，確立新的經營模式；降低環境影響和改善產品知識進而減少責任；提升組織形象提高員工積極性等。

對於整個環境而言，ISO 14006可幫助企業在其產品和服務的整個生命週期中，致力降低對環境的負面影響，並發展出更多具創新意念的產品，為大眾提供更環保的產品和服務，以維持更綠色的地球。

Ecodesign Tool – Life Cycle Assessment Model 生態設計工具 — 產品週期評估模型

Mr Raymond Shan
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單銘賢先生
香港生產力促進局材料及製造科技部首席顧問



VISION (V): Could you introduce the Life Cycle Assessment Model?

Raymond Shan (R): In order to conform to the Ecological Design Directive (DrP Directive), as well as to understand and minimise the impact on the environment caused by their products, many companies conduct Life Cycle Assessments on them. Investigations are conducted in all the stages of a product's life, from 'cradle to grave'; that is, from raw materials to parts and product manufacture, and targeting energy consumption, materials and pollutants generated.

Life Cycle Assessment (LCA) is a system analysis method for examining the inputs, releases and potential environmental impacts of a product system, from the time raw materials are obtained through to their disposal. The product system consists of the product itself and related services. The environmental impacts may include the consumption of resources and the effects on people's health and on the ecosystem. Based on the assessment results, companies may gradually reduce environmental impacts by implementing improvements like refining manufacturing processes or reducing the use of energy, resources and raw materials.

Of all the LCA models, Life Cycle Cost Analysis (LCCA) is easiest for local small and medium enterprises to use and understand. The benefit is that this tool takes into account all elements of eco-design, linking them with the costs involved in different phases of the product.

V: How do organisations integrate ecodesign into their operation with the use of ISO 14006 and Life Cycle Assessment Model?

R: As ecology has become an important topic, many international businesses nowadays strictly require their suppliers to provide products that conform to the relevant environmental directives throughout their life cycle.

Designing eco-friendly products using the approach of ISO 14006 and LCA entails the following steps: firstly, based on the results of eco-diagnosis

管：甚麼是產品週期評估模型？

單銘賢 (單)：為符合耗能產品生態化設計指令，及瞭解企業產品之環境衝擊並有效改善，不少企業會對該廠產品進行「產品生命週期評估」，從產品的原材料、原件製造、產品製造等開始，對整個從搖籃到產品使用終結最終處置的過程，包括其能源、原物料和環境污染排放物等進行評估。

「產品生命週期評估」屬於系統分析方法之一，目的為「對產品系統自原物料的取得，到最終處置的生命週期中，投入和產出及潛在環境衝擊的評估」。所謂的「產品系統」除了實體產品外，亦包含服務系統，而且需考量的環境衝擊包括資源使用、人體健康及生態影響等。企業可根據評估結果，製訂持續改善計畫，以改善製程、降低能源及資源耗用、減少原料之使用，以逐步降低對環境之負荷。

在各類「產品週期評估模型」中，「生命週期成本分析」較為適合香港的中小企業應用。其好處在於該模型全面包括生態設計的各元素，同時將生態表現及產品各階段引申出來的成本串連起來，容易為中小企掌握及應用。

管：機構如何透過ISO 14006及「產品週期評估模型」，在營運中融入生態設計概念？

單：隨著大眾對生態環境日益重視，現時已有不少跨國企業嚴格要求供應商的產品在整個生命週期，均須符合相關環保原則。

and product ecodesign standards (like ISO 14006), the company develops technical solutions for producing a new product with improved environmental performance. Secondly, the company conducts LCA and Life Cycle Engineering (LCE) simulation and compares the result with those of a reference product, so that further improvement areas can be identified. The above processes are repeated several times in order to fine-tune the ecodesign so that a really eco-friendly product is eventually created.

The two phases of LCA 推行產品週期評估模型之兩個階段

1

Using the core ecodesign tool – Life Cycle Cost Analysis (LCCA)

使用生態設計核心工具——生命週期成本分析

- Assesses the ecodesign of the product using LCCA
利用生命週期成本分析工具對其產品進行生態設計分析及評估
- Fine tunes the ecodesign
對該生態設計進行微調
- Confirms the effectiveness of the ecodesign
確認產品通過生態設計分析評估後的成果

2

Implementing ecodesign management system 推行生態設計管理體系

- Understands requirements of the ecodesign management system framework
了解生態設計管理體系文件框架要求
- Develops environmental plan (environmental policy, scoping of environmental elements, defining environmental performance indicators)
規劃環境要素（環境政策、影響環境的元素、建立環境績效表現指標）
- Prepares management system documents (environmental handbook, standard operating procedures, core tools)
準備管理體系文件（環境手冊、標準運作程序、核心工具）
- Establishes operational requirements for the product design and development phases
於產品設計及開發階段建立運作控制要求
- Assesses and reviews the management system (including monitoring, conformity assessment, internal audit and management review)
對生態設計管理體系進行核查及檢討（包括監測、合規評估、內部審核、管理評審）

V: Could you give some practical examples of the ecodesign elements that organisations could adopt, according to ISO 14006 and the Life Cycle Assessment Model?

R: When designing a product, product designers should take into account the whole product life cycle and develop a system that is friendly to the environment in all areas. The table below shows the ecodesign principles in different phases of product development, with examples:

管：可否列舉一些機構可根據ISO 14006及「產品週期評估模型」實行的生態設計元素？

單：企業產品設計師在設計任何一項產品時，應要從產品的整個生命週期來考量，主導出一套配合綠色設計之整合系統。以下是產品設計各階段的生態設計原則及例子：

Product Design Phase 產品設計各階段	Ecodesign Principles 生態設計原則	Examples 例子
Choice of Materials 材料選擇	reduced usage; using recycled materials; using appropriate materials 減量使用、採用回收材料、考量原料之適配性	- avoiding materials that are toxic, non-degradable, rare, difficult to acquire, non-recyclable or non-renewable 避免使用含有害成分、不易分解、稀有、不易取得、不可回收或再生之材料
Product Structure Design 結構設計	simplified; standardised; modularised 簡單化、標準化、模組化	- adopting structure that is easy to assemble, disassemble, repair and clean 採用易組裝、拆解及維修清潔之設計 - minimising the size of the product 縮小產品體積 - maximising the term of usage and endurance 延長產品之使用年限與耐用性
Manufacturing Process 製造程序	reduced pollution and use of resources 低污染、省資源	- adopting processes that conserve energy and materials the most 選擇最能節省能源及材料之製造程序 - reducing the release of pollutants, exhaust emissions and noise 減少製程中廢料、廢氣及噪音之產生
Packaging 包裝	reduced usage; reuse; recycle 減量、再使用、再回收	- reducing unnecessary packaging 減少不必要之包裝 - adopting non-toxic, recyclable and recycled materials 採用無毒性、可回收及利用再生之包裝材料
Transportation and Distribution 運輸分配	reduced pollution and use of resources 低污染、省資源	- adopting the most economical and least polluting way of transportation 採取最經濟及低污染之運輸方式 - recycling used products at the same time 在運輸時順道回收舊產品
Use of Product 使用	multifunction; high safety; reduced energy consumption 多功能、高安全、省能源	- designing multifunction products 設計多功能產品 - adopting the least polluting energy source 選擇污染最低的能源使用形式 - improving energy efficiency 提升能源使用效率 - reducing failure rate 降低故障率 - ensuring safety of users by providing instructions for use 提供產品正確的使用說明以確保使用者安全 - avoiding disposable design 避免用完即棄的設計
Disposal 廢棄	reuse; recycle 回收、再使用、再生	- reducing pollution by adopting the appropriate disposal method and recycling as much as possible 選擇最適當的棄置方法以降低污染，儘量回收產品 - stating recycling codes and channels on the product 在產品上標示回收分類與渠道 - providing incentives or purchase discount for recyclers 回收時給予獎賞或購買新產品之折扣

HKQAA Sustainability Rating and Research: Annual Review 2014

香港品質保證局可持續發展評級及研究：2014年度回顧

Foreword – Creating Value for Responsible Investment

In the last decade, more and more studies have shown that companies which incorporate sustainability factors into their core business values outperform their counterparts in the area of long-term financial performance. In addition to the long-term stability of the market as a whole, a company's ability to innovate, attract and retain talent, and anticipate regulatory changes are important factors for investors. HKQAA's sustainability rating and research ("HKQAA SRR") is designed to rate a company's system maturity and risks with regard to sustainability performance, based on and with reference to ISO26000 and GRI G4. A fact-based scoring approach, grounded in implementation evidence, is applied when rating companies' ability to manage its sustainability performance and risk.

The Research Project and Company Engagement

In 2014, HKQAA reviewed the sustainability performance of 626 eligible listed companies for inclusion in the Hang Seng Corporate Sustainability Index series – 384 Hong Kong companies (including dual-listed companies, classified as Hong Kong stocks) and 242 China A-Share companies.

HKQAA's Assessment Team examined 217 sustainability/CSR reports and made reference to over 300 company public domain websites as well as local and international media reports so as to assess their sustainability performance as a whole. We also reviewed more than 600 annual reports to understand the companies' regulatory compliance and financial performance, including revenues and segmental data. All companies were given an opportunity to offer feedback and supporting documents to HKQAA in the form of a questionnaire to supplement the publicly-available information.

Overall Performance by Market

The sustainability performance of Hong Kong (HK) companies was generally stronger than that of mainland Chinese (CN) companies. The highest score among HK companies was AA+ on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A+. A total of 182 HK companies (47%) achieved a rating of BBB- (Moderate/Satisfactory) or above, and 92 out of 242 mainland China companies (38%) achieved the same level.

Despite the fact that many top performers are making progress in addressing sustainability issues, the majority of the eligible companies are taking a compliance-based approach to sustainability initiatives. This explains why around 43% of them (271 companies) received a moderate rating of BB, as shown in Chart 2.

前言 — 創造社會責任的投資價值

過去十年，越來越多研究指出，將可持續發展因素融入業務核心價值的企業，長遠而言可超越同業的財政表現。除了整體市場的穩定性外，企業在創新思維、吸引和留住人才，以及洞悉監管政策趨勢的能力，都是投資者的重要考慮因素。「香港品質保證局可持續發展評級及研究」參考「GRI G4 可持續發展報告指引」、「ISO 26000 社會責任指南」等國際標準，旨在根據企業的具體表現和實質證據，評價企業的管理表現，從而對企業在可持續發展方面的系統成熟程度和風險作出評級。

研究計劃及參與公司

2014年度，本局審閱了626間上市公司的可持續發展表現，其中包括384間香港公司（包括在中港兩地上市、被列為港股的公司）及242間A股上市公司；他們都是合資格獲考慮納入「恒生可持續發展企業指數系列」成份股的企業。

為全面地評估企業的可持續發展表現，本局查考了217份可持續發展/社會責任報告、超過300個公司網站和本地及國際媒體的相關報道；並審閱超過600份有關公司年報，以了解企業的遵從規管的情況，以及其收益和階段性數據等財政表現。此外，所有企業均會收到一份問卷，以便提供除公開資訊以外的補充資料及文件。

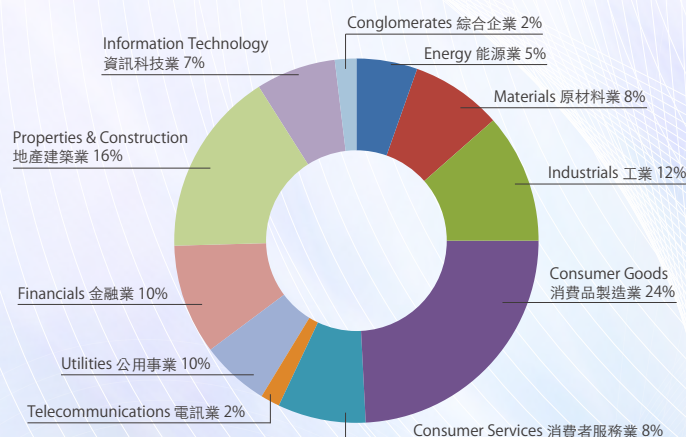


Chart 1 - Universe by Sector 2014
圖表1 – 2014年研究之上市公司行業分布

整體市場表現

香港企業在可持續發展表現上，普遍較國內企業優勝。香港企業在AAA（最高）至D（最低）的評級中，最高分數為AA+，而國內企業最高分數為A+。整體而言，共182間香港企業（47%）達到評級BBB-（中等/良好）或以上；於242間國內企業當中，共92間企業（38%）達到相同水平。

針對可持續發展的議題，部分企業能持續作出改善，因而取得較高評級；但現時大部分企業只是停留在遵守規管的層面，因此共有43%（271間）獲得中等的BB級（參見圖表2）。

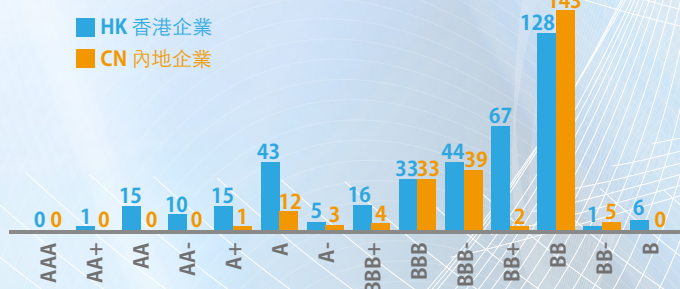


Chart 2 - Overall Performance by Market
圖表2 – 整體市場表現

RESEARCH

Sector-level Performance

Looking at the average scores of all industry sectors, the Telecommunications, Conglomerates and Financials sectors displayed the strongest sustainability performance, while the Materials and Consumer Goods sectors had the poorest results. Due to the wide range of services in the Consumer Services sector, from department stores and hotels operations to media and transportation services, the range of scores and ratings is the widest among all the sectors.

Subject Performance

In the current assessment model, all companies are rated against 7 core subjects, i.e. Organizational Governance (OG), Human Rights (HR), Labour Practices (LAB), The Environment (ENV), Fair Operating Practices (FOP), Consumer Issues (CON), and Community Involvement and Development (CID).

If the performance in Index Constituents is compared to that of Non-Constituents, we find that the Constituents outperformed the rest of the universe companies in all subjects, as shown in Chart 4. The gaps are especially large in the Environment and Community Involvement and Development, reflecting the fact that sufficient resources are devoted to these areas by the top performers. The stronger general performance in Organizational Governance, Human Rights and Labour Practices has been resulted from the consolidated sets of compliance controls adopted within the listed companies corresponding to stakeholders' expectations and the standing regulations governing the listed companies.

Way Forward – Investors' Financial Interests and the Broader Public Interest

In positioning their business for sustainable long-term growth, many responding companies have made a solid contribution to addressing sustainability challenges. They have ensured the stability of economic and environmental systems and the values and expectations of society. However, as seen from the overall sustainability performance, it seems that the majority of corporate decision makers have prioritised short-term investment returns rather than the creation of long-term returns. Some may find it difficult to recognise the financial value of intangible assets and ignore the systemic risks presented by, or created, by companies.

We hope that HKQAA's annual research will chart improved performance in sustainable management and increasingly high levels of company engagement. This will then recognise the efforts of the listed companies in Hong Kong and mainland China in taking steps towards the better alignment of societal and investment values.

Chart 3 – Average Scores by Sectors 2014

圖表3 – 2014年行業平均分

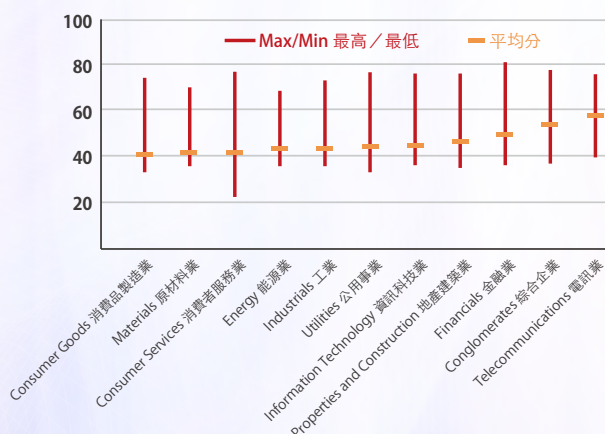
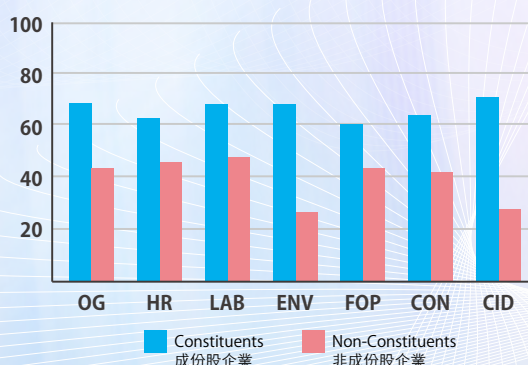


Chart 4 – Subject Performance of Hang Seng Corporate Sustainability Indexes Constituent versus Non-Constituents

圖表4 – 「恒生可持續發展企業指數」成份股與非成份股企業的分數比較



行業表現水平

就行業的整體平均分數而言，電訊業、綜合企業及金融業的可持續發展表現為最佳，而原材料業及消費品製造業的表現尚有進步空間。由於消費者服務業涉及的範圍廣泛，如百貨公司、酒店業務、傳媒及運輸服務等也包括在內，因此所得之分數和評級的相差幅度也是所有行業中最大的。

核心指標表現

今次評估中，所有企業均是根據以下七個核心指標評分：企業管治(OG)、人權(HR)、勞動實務(LAB)、環境(ENV)、公平營運實務(FOP)、消費者議題(CON)、社區參與和發展(CID)。

圖表4顯示，「恒生可持續發展企業指數」成份股企業的核心指標表現，均比非成份股的上市公司為佳。其中，「環境」及「社區參與和發展」的差距最大，反映獲較高評級的企業在這兩個範疇投入了充裕的資源。另外，上市公司為依從持份者和監管的要求，都會遵守與「企業管治」、「人權」及「勞動實務」相關的法規，因此在這些方面的表面都普遍為良好。

展望將來 — 投資者與普羅大眾之利益

在這次研究中，許多受訪企業為了取得長遠的業務增長，都對可持續發展的議題作出了實質的貢獻，以確保經濟和環境的穩定，以及社會價值觀和訴求得到回應。不過，以整體的表現評分而言，似乎大部分的企業決策者都是較重視短期的投資回報，多於創造長期回報。始終，無形資產的經濟價值和因企業管理不當所產生的系統性風險，未必是每個人都能輕易察覺的。

本局期望在來年的報告中，看到企業對管理可持續發展的表現和參與均能有所提升，不論香港和中國內地的上市公司，都可為創造社會和投資的共同利益，一同作出貢獻。

The City's First "Hong Kong Cooking Oil Registration Scheme" 全港首個「香港食油註冊計劃」啟動

Taking into consideration the needs and expectations of the local catering and recycling industries, HKQAA has recently developed the city's first "HKQAA – Hong Kong Cooking Oil Registration Scheme". The kick-off ceremony was held on 24 July 2014 at the Hong Kong Federation of Youth Groups Building. Ms Anissa Wong Sean-ye, Permanent Secretary for the Environment, Hong Kong SAR Government, officiated at the ceremony and celebrated this significant occasion together with industry representatives.

Enhance the traceability and transparency of used cooking oil during the recycling process

The Scheme aims to verify the identifiable sources of cooking oil supply and enhance the traceability of used cooking oil during the recycling process, as well as make the whole process more transparent. HKQAA expects this Scheme to raise public awareness of used cooking oil recycling and encourage good practice in the industry.

The Scheme will be open to the catering industry, cooking oil suppliers, and used cooking oil collectors and processors. Upon successful registration, the organisation will receive a confirmation of registration letter and be entitled to use the Hong Kong Cooking Oil Registration Scheme Mark. The Mark may be displayed at retail stores, in advertisements and in printed matter for promotional purposes.

At this moment, a number of organisations have applied for the pilot programme and HKQAA is preparing for the assessment. The list of registered organisations is expected to be announced after the official launch at the end of 2014.

The Scheme enables food and beverage businesses to demonstrate their commitment to environmental protection and to providing cooking oil with identifiable sources to their customers. This will help enhance the registered organisations' brand image and reputation. HKQAA expects this scheme will, in the long run, strengthen the industries' professional level and environmental awareness.

為回應香港餐飲業界和回收業的需求，本局制訂了全港首個「香港品質保證局——香港食油註冊計劃」，並於2014年7月24日在香港青年協會大廈舉行計劃的啟動典禮。大會邀得香港特別行政區政府環境局常任秘書長王倩儀女士主持啟動儀式，而會上亦有一眾業界代表出席支持計劃。

提高廢食油在回收過程中可追溯性的透明度

「香港食油註冊計劃」旨在確認食油的可識別來源，提高廢食油在回收過程中可追溯性的透明度，鼓勵商界和市民支持廢食油循環再造。

此計劃對象包括餐飲業商戶、食油供應商、廢食油回收與處理商。將來計劃正式推出時，符合註冊資格的機構，會獲本局發出註冊確認信及註冊標誌，機構可將標誌展示於商鋪、宣傳品及印刷品上，以作宣傳之用。

現時已有若干

機構申請參與先導者計劃，而本局亦正籌備評審工作。正式的註冊機構名單，期望於年底前完成註冊後公布。

「香港食油註冊計劃」讓餐飲業機構向其顧客展示提供可識別來源的食油之承諾，以及對環保的重視，有助提升機構的品牌形象與口碑。本局期望計劃能長遠地提升整體專業水平，並進一步推動業界對環保的關注。



Ms Anissa Wong and Dr Michael Lam, CEO of HKQAA, officiate at the kick-off ceremony
王倩儀女士及本局總裁林寶興博士主持啟動儀式



Ms Anissa Wong, Permanent Secretary for the Environment, was invited to address and officiate the ceremony
主禮嘉賓——環境局常任秘書長王倩儀女士於啟動典禮上致辭



The scheme is supported by organisations from the industrial, education and environmental sectors
計劃獲得業界組織、學術機構和環保團體的支持

Supporting Organisations 支持機構



The 7th My Dream Home Contest Awards Ceremony

第七屆「理想家園」比賽頒獎典禮



The 7th 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 11 July 2014.

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

HKQAA hopes to help young people establish a sense of responsibility towards society at an early age. "My Dream Home" encourages primary and secondary school students to communicate their expectations of their ideal living place through visual arts and writing, thus nurturing their commitment to civic responsibility.

香港品質保證局連續第七年舉辦的「理想家園徵文、攝影、繪畫及海報設計比賽」已於2014年7月11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。

今屆比賽為連續第四年邀請廣州及鄰近地區參與，在香港教育局、廣州市團校廣州市青年對外文化交流中心及廣州市白雲區教育發展中心的協辦下，反應踴躍，得獎名單已於本局網站公布。

本局期望幫助社會未來的棟樑——年青人從小建立對社會的責任感。「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。



APEC Wine Regulatory Forum and Restaurant & Bar Hong Kong 2014 「亞太經合組織葡萄酒監管論壇」與「香港餐飲展2014」

Since the Hong Kong Government abolished the import duty on wine in 2008, HKQAA has been building a robust wine business. In order to ensure that the quality of the wine being stored and transported is not compromised, in late 2009 HKQAA launched its Wine Storage Management Systems Certification Scheme, the first of its kind in the world. In 2013, the Hong Kong Wine Registration Scheme was launched to recognise an organisation's capacity to maintain and retrieve records of wines it handles, and so to increase consumer confidence.

On 11-12 September 2014, the APEC (Asia-Pacific Economic Cooperation) Wine Regulatory Forum held its fourth meeting in Beijing to discuss how to tackle barriers to the wine trade. Participants in the meeting included government officials and representatives from the wine industries of APEC economies. HKQAA also attend the meeting, along with representatives of the Commerce and Economic Development Bureau of the HKSAR Government and GS1 Hong Kong, and provided insights into the real issues affecting the wine trade.

On 8-10 September 2014, HKQAA ran a seminar and a booth at Restaurant & Bar Hong Kong 2014 to promote its wine-related schemes to the industry and the general public. HKQAA will also be joining the exhibition at Hong Kong Wine & Dine Festival and the Hong Kong International Wine & Spirits Fair in late October and November.



自2008年香港政府撤銷葡萄酒進口稅後，本局一直致力支持本地蓬勃發展的葡萄酒相關業務。於2009年尾，本局推出了國際首個「葡萄酒儲存管理體系認證」計劃，確保葡萄酒的品質不會因為儲存和運輸環境不善而受損；其後於2013年，本局再推出「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。

「亞太經合組織葡萄酒監管論壇」於2014年9月11和12日在北京舉行了第四屆論壇，各個成員國的政府和業界代表出席，討論如何減少葡萄酒貿易的技術障礙。其中，本局亦聯同香港特區政府商務及經濟發展局和香港貨品編碼協會代表出席，為葡萄酒貿易的實際情況提供意見。

而在2014年9月8至10日，本局在「香港餐飲展2014」舉辦研討會及設置宣傳展位，向業界及公眾推廣本局的葡萄酒相關計劃。本局亦會參與於10月底至11月舉行的「香港美酒佳釀巡禮」和「香港國際美酒展」。



Visit to Northwest China 中國西北地區探訪

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.

From 6 to 10 September 2014, delegates from HKQAA, including Dr Michael Lam, CEO, visited Chengdu, Ganluo and Xi'an of Northwest China. They exchanged with local schools, charities and volunteer groups about their aid programmes for education and health care, and learned more about the livelihood of local communities in these places.

Through funding development projects, HKQAA wishes to subsidise the education and improve the living conditions of children and elderly in poor areas, as well as promote the organisation's values, such as social responsibility.



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。

今年9月6至10日，本局總裁林寶興博士與公司代表，探訪了中國西北地區成都、甘洛、西安等地區，與當地學校、慈善團體及義工交流有關教育和醫療的支援工作，加深了解當地民情。

本局希望透過資助，幫助貧困地區改善學習環境，提升孩童及老人的生活水平；同時亦讓本局「社會責任」的共同價值觀得以宣揚。

WELCOME TO VISIT US AND LEARN MORE ABOUT
THE HKQAA WINE STORAGE MANAGEMENT SYSTEMS CERTIFICATION SCHEME
AND HONG KONG WINE REGISTRATION SCHEME

本局將參與以下展覽，推廣「葡萄酒儲存管理體系認證計劃」與「香港葡萄酒註冊計劃」

Booth No. 展位：3F-D31A



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Meeting with Chair and President of the IAF 與 IAF 主席會晤

Mr Randy Dougherty, Chair and President of the International Accreditation Forum (IAF), together with a representative from the Hong Kong Accreditation Service (HKAS), visited the HKQAA on 12 August 2014. Ir Dr Hon. Lo Wai Kwok and Dr Michael Lam, respectively Chairman and CEO of HKQAA, exchanged ideas with Mr Dougherty on the various management system certification services provided in Hong Kong.

Mr Dougherty was brought to Hong Kong by the HKSAR Government, who are inviting a number of people from around the world with a strong interest in Hong Kong to see it first-hand. The aim of the initiative is to let interested parties acquire a better understanding of the general situation in Hong Kong, as well as its economy, opportunities and challenges, through site visits and meeting people.



本局主席盧偉國議員博士工程師及總裁林寶興博士，於 2014 年 8 月 12 日接待前往本局訪問的國際認可論壇 (IAF) 主席 Randy Dougherty 先生，以及隨行的香港認可處代表，就香港的管理體系認證服務進行交流。

香港特區政府邀請世界各地一些對香港抱有興趣的人士，親身來臨實地考察及交流。Dougherty 先生此行亦為政府所邀請，以了解香港的經濟環境、其機遇及挑戰。

迎新天地 Welcome on Board

New Certified Clients 新認證客戶

May to July 2014
2014年5月至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 2014, we have been pleased to welcome 33 organisations to our community. Among them, they have obtained 51 certificates of ISO 9001, ISO 14001, OHSAS 18001, ISO 50001, ISO 55001, HKQAA HACCP, PAS 55-1, QSPSC, SA8000 and TL-HSV. 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 2014 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 14001、OHSAS 18001、ISO 50001、ISO 55001、HKQAA HACCP、PAS 55-1、QSPSC、SA8000、TL-HSV。在此謹祝賀 33 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持份者帶來更大的裨益。



Mainland China 中国内地

Nov 2014 to Feb 2015 2014年11月至2015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	P 1	RMB 600	VM1P/SH-11A SH 03	VM1P/GZ-12A GZ 03	VM1P/SH-01A SH 09	VM1P/GZ-02A GZ 25
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 3	RMB 1,800	VM3P/SH-11A SH 05-07	VM3P/SH-12A SH 01-03 VM3P/GZ-12A GZ 03-05	VM3P/SH-01A SH 12-14	VM3P/SH-02A SH 02-04 VM3P/GZ-02A GZ 25-27
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-12A GZ 02		
ISO 9001:2008 Quality Management Systems Documentation Training ISO 9001:2008 质量管理体系文件课程	P 1	RMB 780		QMS4P/SH-12A SH 05		QMS4P/SH-02A SH 06
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	EMS2P/SH-11A SH 12 EMS2P/GZ-11A GZ 10	EMS2P/SH-12A SH 08 EMS2P/GZ-12A GZ 17	EMS2P/SH-01A SH 16	
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 3	RMB 1,800	EMS3P/SH-11A SH 12-14 EMS3P/GZ-11A GZ 10-12	EMS3P/SH-12A SH 10-12 EMS3P/GZ-12A GZ 17-19	EMS3P/SH-01A SH 19-21	EMS3P/SH-02A SH 09-11
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 内部审核员培训	P 2	RMB 1,500		IE01P/SH-12A SH 15-16	IE01P/GZ-01A GZ 29-30	IE01P/SH-02A SH 23-24
Occupational Health and Safety 职业健康和安						
OHSAS 18001:2007 Occupational Health and Safety Management Systems – Understanding & Application OHSAS 18001:2007 职业健康和安全管理体	P 1	RMB 600	OHS8P/SH-11A SH 17 OHS8P/GZ-11A GZ 18	OHS8P/SH-12A SH 17		OHS8P/SH-02A SH 12
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	P 3	RMB 1,800	OHS9P/SH-11A SH 17-19 OHS9P/GZ-11A GZ 18-20		OHS9P/SH-01A SH 26-28 OHS9P/GZ-01A GZ 14-16	
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 2	RMB 1,800		SA01P/SH-12A SH 24-25 SA01P/GZ-12A GZ 08-09		SA01P/SH-02A SH 16-17 SA01P/GZ-02A GZ 05-06
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 1	RMB 2,500			SP03P/SH-01A SH 29	
BSCI (Business Social Compliance Initiative) Understanding Training BSCI倡议商界遵守社会责任之条文解读	P 1	RMB 780		BS02P/SH-12A SH 22		BS02P/GZ-01A GZ 13
Management Tools and Skills 管理工具和技能						
Comprehensive Quality Promotion Of Management 管理干部综合素质提升	P 1	RMB 1,800		MT37P/SH-12A SH 18		MT37P/GZ-02A GZ 02
The 5 Core Tools - APQP/PPAP/MSA/FMEA/SPC 五大核心工具 (APQP/PPAP/MSA/FMEA/SPC)	P 5	RMB 4,800	MS01P/GZ-11A GZ 24-28		MS01P/GZ-01A GZ 05-09	
Establishing Safety Culture in Your Enterprise 企业安全文化建设	P 2	RMB 3,500		GM01P/GZ-12A GZ 23-24		
Telecommunications and Information Service 电讯和资讯服务						
Understanding the Essence of TL 9000 Requirements Handbook R5.5 TL 9000 R5.5 质量管理体系要求手册改版精要	P 1	RMB 1,300	TL03P/SH-11A SH 25 TL03P/GZ-11A GZ 26		TL03P/SH-01A SH 26	
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 1,300	TL05P/SH-11A SH 24		TL05P/SH-01A SH 23	
TL 9000 R5.5/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.5/R5.0 质量管理体系—内部审核员培训	P 3	RMB 3,800	TL04P/SH-11A SH 26-28	TL04P/SH-12A SH 29-31 TL04P/GZ-12A GZ 10-12	TL04P/SH-01A SH 07-09	TL04P/GZ-02A GZ 11-13
TL 9000 R5.0/R5.0 Quality Management Systems - Auditing TL 9000 R5.0/R5.0 质量管理体系审核课程 (QuEST论坛认可课程)	P 3	RMB 9,600	TL02P/GZ-11A GZ 05-07			
Environmental, Health and Safety Management 环境、職業健康安全						
Handling Dangerous Chemicals 危险化学品管理	P 1	RMB 1,200		EH04P/GZ-12A GZ 15		
EHS Manager Training EHS经理人培训	P 2	RMB 2,200	EH07P/GZ-11A GZ 13-14			
Basic Ergonomics Training 人机工效基础课程	P 1	RMB 1,500	EH08P/GZ-11A GZ 12	EH08P/GZ-12A GZ 23		
On-site First Aid Course 企业 EHS 现场急救课程	P 1	RMB 900		EH09P/GZ-12A GZ 25		
Integrated Management Systems 綜合管理系列課程						
Integrated Management Systems (ISO 9001 / ISO 14001 / OHSAS 18001) - Internal Auditor Training 综合管理体系 IMS (ISO9001/ISO14001/OHSAS18001) 内审员培训	P 4	RMB 3,500			IMS4P/GZ-01A GZ 20-23	
Indentification of EHS Factors and Risk Assessment EHS 因素识别与风险评估	P 2	RMB 1,800		EH01P/GZ-12A GZ 16-17		

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

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 03		QMS1C/HK-01A 06	
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 07	VM1C/HK-12A 04	VM1C/HK-01A 07	VM1C/HK-02A 03
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 13-14	VM3C/HK-12A 11-12	VM3C/HK-01A 22-23	VM3C/HK-02A 12-13
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 28			
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-01A 12	
ISO 9001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17779)	 1	HKD 1,900		S181C/HK-12A 16		
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17399) 質量管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號 #A17399)	 5	HKD 11,000/ HKD 10,500*			QMS/IRCA/01 26-30	
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 3,300*				IMS2C/HK-02A 23-24
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-11A 10		EMS2C/HK-01A 08	
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 08-09		EMS3C/HK-02A 26-27
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 16	
Environmental Management Systems Auditor/Lead Auditor Training (IRCA Registration No. A17400) 環境管理體系 — 主任審核員證書培訓課程 (IRCA 註冊號 #A17400)	 5	HKD 11,000/ HKD 10,500*	EMS/IRCA/11 24-28			
ISO 14001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17778)	 1	HKD 1900		S182C/HK-12A 15		
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-01A 12	
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course #[NTTS Approved Course]	 5	HKD 11,000/ HKD 10,500*				EM10C/HK-02A 02-06
ISO 50001:2011 能源管理體系 — 主任審核員證書培訓課程 #[NTTS認可課程]						
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training #[NTTS Approved Course]	 3	HKD 7,200/ HKD 6,600*				EM11C/HK-02A 02-04
ISO 50001:2011 能源管理體系 — 主任審核員轉證培訓課程 #[NTTS認可課程]						
Occupational Health and Safety Management 職業健康和安全管理						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 — 理解與應用	 1	HKD 1,600/ HKD 1,500*	OHS8C/HK-11A 06	OHS8C/HK-12A 12		OHS8C/HK-02A 02
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 — 內部審核員培訓	 2	HKD 3,200/ HKD 3,000*	OHS9C/HK-11A 11-12		OHS9C/HK-01A 26-27	
OHSAS 18001 Occupational Health and Safety Management Systems Auditor / Lead Auditor Training Course (IRCA Registration No. A17436) 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 (IRCA 註冊號 #A17436)	 5	HKD 11,000/ HKD 10,500*	OHS/IRCA/11 17-21		OHS/IRCA/01 19-23	
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	 1	HKD 1,600/ HKD 1,500*		OH04C/HK-12A 19		
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存						
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	 2	HKD 3,700/ HKD 3,500*	HA9C/HK-11A 20-21			
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 02-03		
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 03		QM04C/HK-01A 06	
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 1,600		GP06C/HK-12A 16		
食物事故及風險管理課程	 1.5	HKD 2,500			HA13C/HK-01A 30-31	
Hygiene Control System - Understanding & Implementation 衛生監控系統 — 理解與實施	 1	HKD 1,600				GP02C/HK-02A 11
Personal Enrichment & Certification 個人提升和專業資格						
Entrepreneurship and Starting a Business	 1	HKD 2,200/ HKD 2,000*		PC29C/HK-12A 05		
Training Workshop on Performance Management through KPI Setting 企業及部門績效管理培訓工作坊	 1	HKD 1,080/ HKD 980*				PC21C/HK-02A 06
Workshop on Developing Supervisory Skills & Leadership Charisma 強勢督導管理培訓工作坊	 1	HKD 1,080/ HKD 980*	PC22C/HK-11A 13			PC22C/HK-02A 03
Workshop on Strategic Compensation System Design 策略性薪酬設計培訓工作坊	 1	HKD 1,080/ HKD 980*	PC23C/HK-11A 20		PC23C/HK-01A 29	
Training Workshop on Business Process Improvement 業務流程改善培訓工作坊	 1	HKD 1,080/ HKD 980*		PC24C/HK-12A 13		

Hong Kong 香港

Nov 2014 to Feb 2015 2014年11月至2015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
NEW Training Workshop on Effective Project Management 有效項目管理培訓工作坊	C 1	HKD 1,080/ HKD 980*		PC25C/HK-12A 20		PC25C/HK-02A 28
NEW Workshop on Effective Performance Appraisal 個人績效管理工作坊	C 1	HKD 1,080/ HKD 980*			PC26C/HK-01A 05	
NEW Training Workshop on Effective Account Management and Selling Skills 客戶關係管理及銷售技巧工作坊	C 1	HKD 1,080/ HKD 980*			PC27C/HK-01A 10	
NEW Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (2014) 掌管人生的法則 — 改變的法則 (2014)	C 2	HKD 1,100/ HKD 980*	PC14C/HK-11A 15-16			
NEW Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (2015) 掌管人生的法則 — 改變的法則 (2015)	C 2	HKD 2,380/ HKD 2,180*			PC14C/HK-01A 14-15	
NEW Breakthrough in Mind and Self Awareness - Level 2 - Directing your life 掌管人生的法則 — 成為自己的人生導演	C 2	HKD 2,180/ HKD 1,980*	PC20C/HK-11A 08-09			
NEW Breakthrough in Mind and Self Awareness - Level 3 掌管人生的法則	C 2	HKD 3,180/ HKD 2,980*		PC28C/HK-12A 06-07		
The 7 Habits of Highly Effective People Signature Program	C 2	HKD 9,630		PC01C/HK-12A 18-19		
NEW AIPMM Certified Brand Manager Program	E 3	HKD 27,300	PC19E/HK-11A 19-21			
NEW Sales Potential Identification Workshop	C 1	HKD 4,280	PC05C/HK-11A 21			
NEW Business Succession & Family Heritage Planning	E 2	HKD 4,400/ HKD 4,000*	PC18E/HK-11A 27-28			
Management Tools, Skill for Improvement 管理工具和技巧						
NEW 品牌建立與事故	C 1	HKD 2,400/ HKD 2,100*	EW52C/HK-11A 19			
NEW Mediation: A Win-Win Approach to Settle Labour Disputes	C 1	HKD 1,900		EW50C/HK-12A 11		
NEW Stress Management	E 9:30am-12:30pm Half-day	HKD 400			EW54E/HK-01A 17	
NEW Workshop on "Lean Supply Chain Application"	C 1	HKD 1,900				MT65C/HK-02A 12
Business Continuity Management, Risk and Crises Management 營運持續管理體系、風險及危機管理						
NEW 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				RM01C/HK-02A 23
NEW Business Continuity Planning and Management 營運持續管理體系	C 3	HKD 6,000/ HKD 5,800*		RM03C/HK-12A 08-10		
NEW Strategic Crisis Management Workshop 策略管理工作坊	C 1	HKD 4,000/ HKD 3,600*				RM06C/HK-02A 24
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 — 理解與應用	C 1	HKD 1,600		RM04C/HK-12A 17		
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 05	
NEW Effective Complaint Handling and Risk Management in the Customer Service Centre	C 1	HKD 1,900		EW53C/HK-12A 05		
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 1,600		SR01C/HK-12A 22		
Corporate Sustainability Training Workshop: Report Writing 企業可持續發展工作坊 — 報告撰寫課程	E 2	HKD 4,800/ HKD 4,500*	SR05E/HK-11A 12-13			
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-11A 12			ISE3C/HK-02A 03
ISO 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course ISO 27001:2013 信息安全管理体系 — 主任審核員證書培訓課程	E 5	HKD 13,000/ HKD 12,000*		ISE6E/HK-12A 01-05		
ISO 27001:2013 Information Security Management Systems - Transition ISO 27001:2013 信息安全管理体系 — 轉版	E 2	HKD 5,200/ HKD 4,800*		ISO7E/HK-12A 01-02		
HKQAA Sustainable Building Index 樓宇可持續發展指數 (HKQAA SBI)						
NEW 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-01A 12	

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

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

HKQAA 25th Anniversary Forum

香港品質保證局二十五周年論壇

Social Footprints: Navigating our Common Journey to Sustainability
社會足跡：為可持續發展之旅導航

9:30am - 12:30pm 28/11/2014 Language: English
7/F, Langham Place Hotel, Mongkok, Hong Kong
香港旺角朗豪酒店七樓朗豪廳

Enquiry: (852) 2202 9302 / 2202 9372 / 2202 9569 / 2202 9111

Topics Covered 議題包括

- Facilitate Waste Recycling along the Supply Chain: the Strategic Value of Cooperative Approaches
促進供應鏈上的廢物回收：策略性合作的價值
- Promoting Sustainable Investment: Linkage between Sustainability Rating and Financial Performance
可持續投資——可持續評級與財務績效的關係
- Path to a Low-carbon City: Demonstrate Hong Kong Organisations' Carbon Performance
展示香港機構的碳表現
- Drive Sustainability Performance through Social Involvement and Development
提升可持續表現：社會參與和發展
- Cultivating Innovation and Technology to Foster a Sustainable Economy
創新科技促進可持續經濟
- The Evolving ISO Standards: Catering for a Broader Spectrum of Social Risks
演變中的ISO標準：應對更廣泛的社會風險

Speakers 演講嘉賓

- Ms Anissa Wong, JP 王倩儀女士 太平紳士
Permanent Secretary for the Environment, The Government of the HKSAR
香港特別行政區政府環境局常任秘書長
- Mr Christoph Ganswindt 簡志宏先生
Executive Director, Information Technology and Sustainability, The Hong Kong Jockey Club
香港賽馬會資訊科技及持續發展事務執行總監
- Mr Kevin Edmunds 顏啟榮先生
Senior Manager, Sustainability Development, Hong Kong Science and Technology Parks Corporation
香港科技園公司可持續發展高級經理
- Dr Nigel H. Croft 倪國夫博士
Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2)
國際標準化組織 (ISO) ISO/TC176/SC2技術委員會主席
- Mr Vincent Kwan 關永盛先生
Director and General Manager, Hang Seng Indexes Company Limited
恒生指數有限公司董事兼總經理
- Ms Maria Cheung 張一心女士
General Manager – Corporate Communication, New World Development Company Limited
新世界發展有限公司企業傳訊部總經理
- ... and Senior Executives from other leading companies and organizations
...及其他集團與企業的高層管理人員

HKQAA reserves the right to change the content of the Forum
香港品質保證局保留更改是次論壇內容之權利

The Forum is funded by the HKQAA BSC Fund
是次論壇由香港品質保證局企業社區支援基金贊助

HKQAA 25th Anniversary Celebration Cocktail Reception

香港品質保證局二十五周年慶祝酒會

2:30pm - 3:45pm 28/11/2014

7/F, Langham Place Hotel, Mongkok, Hong Kong

香港旺角朗豪酒店七樓朗豪廳

BY INVITATION ONLY 只限獲邀人士

Cocktail Reception & Networking • 接待酒會及聯誼交流

Celebration Ceremony for the HKQAA 25th Anniversary • 香港品質保證局二十五周年慶祝典禮

HKQAA 25th Anniversary Recognition for Organisations • 香港品質保證局二十五周年機構嘉許儀式

Presentation Ceremony of HKQAA CSR Index • 香港品質保證局社會責任指數頒授儀式



HKQAA

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HKQAA 25th Anniversary Recognition Programme for Outstanding Organisations

香港品質保證局二十五周年傑出機構嘉許活動

Since its inception, HKQAA has been playing an active role in promoting international management systems to local enterprises, and developing a wide range of services to cope with increasingly diversified market demands and the growing need for sustainable development in our society. Our aim is to assist organisations to enhance competitiveness and overcome challenges to benefit businesses and our community as a whole.

In the past 25 years, we were pleased that many organisations strived to improve their business operations by adopting different management systems, and achieved remarkable performance. In appreciation for their efforts, HKQAA will hold a presentation ceremony during our 25th Anniversary Celebration Cocktail Reception to recognise 50 outstanding organisations. The rating mechanism is based on various rating criteria, including the starting year of the first certificate; the quantity, diversity, overall planning and advocated adoption of certifications. Representatives of these organisations will be invited to receive the recognition trophies on the event day.

香港品質保證局自成立以來，一直致力引入國際先進的管理體系，並配合市場及社會持續發展的需要，開拓新的服務，推動工商界提升管理水平，加強競爭力及造福社會。

在這二十五年間，本局欣見不少機構都積極透過各種管理工具，在營運上不斷求進，並取得一定表現。為了表揚這些機構所作出的努力，本局將根據它們取得認證的年資、數量、多樣性、整體規劃性、先行性等評分準則，選出五十間傑出的機構作嘉許，並於二十五周年慶祝酒會上，頒發嘉許紀念座予這些機構代表。

HKQAA 25th Anniversary Forum & Celebration Cocktail Reception

香港品質保證局二十五周年論壇暨慶祝酒會

28 / 11 / 2014

7/F, Langham Place Hotel, Mongkok, Hong Kong

香港旺角朗豪酒店七樓朗豪廳



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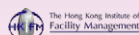
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