

VISION 管略

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HKQAA
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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.

将「生态设计」融入环境管理体系

一件产品于生命周期的各个阶段，包括从原料选择、产品设计、生产包装、使用到弃置的过程，都可能对环境生态造成不同程度的影响和冲击。而「生态设计」的核心理念，不仅考虑如何回收废弃物，更重要的是让设计师在产品概念形成之前，已先考虑到其生命周期对生态带来的潜在影响，并以减少环境冲击的角度去设计产品。

国际标准化组织(ISO)于近年推出了「ISO 14006:2011环境管理体系——生态设计指南」，提供一个系统化的框架，协助机构加强生态设计管理，并成为环境管理体系的一部份。而2015年推出的新版ISO 14001环境管理体系标准，亦会更重视产品设计及发展的环保元素，故此机构需要提供更多有关生态设计管理的凭证。ISO 14006无疑将成为重要的指引，以助机构提升生态设计管理的表现。

香港品质保证局一直致力引入国际上先进的管理体系，分享专业知识和转移管理技术，协助业界提升竞争力，迎合全球市场的大趋势。因此，我们今年率先提供ISO 14006相关的评审服务，推动本地机构发展生态设计并融入环境管理体系之中。

我们亦很高兴邀请了ISO 14006生态设计管理标准主席Martin Charter教授，在今期《管略》介绍这国际指南和生态设计的最新趋势。此外，香港创新科技及制造业联合总会主席李远发先生，以及香港生产力促进局材料及制造科技部首席顾问单铭贤先生，亦会与读者分享生态设计在本地业界的发展及如何实际应用。

相信透过我们的专业服务和技術分享，有助本地机构推行生态设计管理，提升环保表现，应对未来的可持续发展机遇和挑战。

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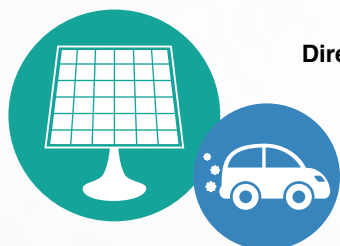
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ISO 14006:2011 for Ecodesign: International Trends and Importance to Manufacturing Industry

ISO 14006:2011 生态设计指南：国际趋势及对制造业的意义



Professor Martin Charter
Director, The Centre for Sustainable Design® at University for the Creative Arts
Chairman of ISO 14006 Eco-design Management Standard
创作艺术大学可持续设计中心董事
ISO 14006 生态设计管理标准主席



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-

国际标准化组织于2011年7月8日，发布了《**ISO 14006:2011 环境管理体系 — 生态设计指南**》，提供在环境管理体系（如ISO 14001:2004）及质量管理体系（如ISO 9001:2008）的框架下，将环保元素融入产品设计和开发（即生态设计）的指引。

生态设计的目的，是改善产品在生命周期中每一个阶段的环境表现。现时，不少企业巨擘都订立了生态设计的方案，例如飞利浦的Green Flagships计划，便是透过实践六个生态设计重点，以开发和推出更环保的产品。

生态设计的国际趋势及准则

现今产品开发所面对的环保要求和限制越来越多，包括：国际间针对产品相关的环保法例不断增加、对绿色（公共）采购的日益重视、消费者对产品和生产商的环保表现期望日增、越来越多的媒体监督和全天候报导有关「绿色产品」的议题、零售商越来越关注供应商在环境和社会上的表现、原材料和废料处理相关的成本上升。

在过去的十至二十年，欧洲和日本出现了许多新政策，限制产品在生命周期中对环境的影响。在九十年代末，欧洲委员会发表了「整合产品政策」的概念，旨在减低产品对环境的影响及开辟了环保产品的市场。

近年，欧洲委员会更开始关注产品的设计阶段。2005年，能源使用产品生态设计指令推出，旨在减少产品在使用阶段的能源消耗；该指令其后扩展至能源相关产品。同时，欧洲亦正讨论如何把物料的使用效益和「循环经济」的考虑，融入到政策之中。

至于国际标准方面，在过去十年曾有几套与产品相关的环保标准，但覆盖的范围太过广泛或集中。由于市场越来越需要一套将生态设计融入管理体系的指引，因此便展开了ISO 14006:2011的制订。





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.

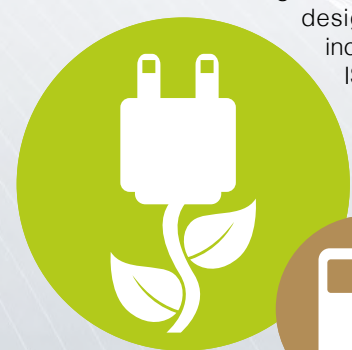
Adoption of ISO 14006 as a European Union standard

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 与新版 ISO 14001:2015 的关联

ISO 14006:2011 是属于 ISO 14000 环境管理体系系列中的一份指引文件。

ISO 14006:2011 并非提供生态设计的方法或细节，而是作为 ISO 14001:2004 相关条文的补充，指出如何在环境管理体系的框架内处理产品或服务对环境的影响。

ISO 14001:2004 旨在从环境的角度管理生产产品的体系和场所，而新版 ISO 14001:2015 将会更强调于产品设计及开发中融入环境因素（生态设计），故此，未来企业将需要在环境管理体系中，加入更多有关生态设计的凭证。而 ISO 14006:2011 所提供的指引，将会对有意提升生态设计管理的企业带来裨益。有关企业可以选择在 ISO 14001:2004 或 ISO 14001:2015 的认证之外，加上 ISO 14006:2011 指南的实践。



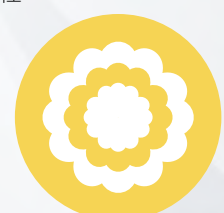
ISO 14006 获采纳为欧盟标准

各国的标准机构可以采用 ISO 14006:2011 以设计国家标准，例如在环境管理体系的框架下，用作审核产品设计及开发的环境表现。

此外，欧洲标准委员会已经在 2011 年 7 月 8 日，通过 ISO 14006:2011 作为欧洲标准 **EN ISO 14006:2011**，根据法规，下列国家的国家标准机构均须执行此标准：奥地利、比利时、保加利亚、克罗地亚、塞浦路斯、捷克共和国、丹麦、爱沙尼亚、芬兰、法国、德国、希腊、匈牙利、冰岛、爱尔兰、意大利、拉脱维亚、立陶宛、卢森堡、马耳他、荷兰、挪威、波兰、葡萄牙、罗马尼亚、斯洛伐克、斯洛文尼亚、西班牙、瑞典、瑞士、英国。

展望生态设计的未来发展

在环保立法持续增加、客户期望和营运成本不断上升的趋势下，预料产品设计将面对越来越多与环保相关的压力。企业需要在环境和其他管理体系，以及产品设计及生产工程的体系与流程中，发展出一套管理生态设计的政策。由于新版 ISO 14001: 2015 新增了与产品相关的条文，企业未来必须加深对生态设计的认识和了解，甚至为产品设计人员制定明确的设计指引。因此，企业要为管理人员和设计人员提供更多相关的教育和培训，以满足他们的需求。



Gaining a Competitive Edge with Ecodesign

在生态设计寻商机

Mr Lee Yuen Fat

Chairman of Hong Kong Federation of Innovative Technologies and Manufacturing Industries

李远发先生

香港创新科技及制造业联合总会主席



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): 生态设计的概念在香港的发展情况如何?

李远发(李): 今时今日, 生态设计已经不是一个新的议题, 很多国际品牌已在自家产品加入环保元素。生态设计考虑渐成为设计的必需元素, 而不只是一个为产品增值的辅助卖点。现时市场上很多著名品牌逐渐提高对供应商在环保规格的要求, 如香港中小企仍希望继续保持竞争力, 对满足环保要求的考虑是不可或缺的。

香港中小企实行生态化设计有一定优势, 因为很多企业都已获取 ISO 9001 质量管理及 ISO 14001 环境管理体系认证, 并已建立大部分生态设计所需的硬件配套, 唯独欠缺将生态设计理念引申到整个产品生命周期。「ISO 14006 生态设计指引」为香港中小企提供一个渠道去认识并且实行生态设计, 在产品规划加入生态设计元素, 从而提升竞争力。

管: 在国际市场上, 生态设计的需求及发展趋势如何?

李: 目前用以管理生态产品的制度, 分为强制性的指令和法令, 以及自发性之国际标准二大类。前者属于各国政府或区域组织根据国情状况等因素所制订出产品环保性的相关规范, 如欧盟的产品铅含量要求、德国的避免包装废弃物法等。后者为国际组织制订产品环保性相关国际标准及其衍生相关的检测方法指引, 如「ISO 14006 生态设计指引」等。各地常见用以展现产品环境绩效的环保标志, 属于自愿性及非强制性的标准或指导计划。

目前国际间最受重视的强制性国际环保法规, 包括欧盟「整合性产品政策」下所衍生的环保指令, 如 WEEE 废电机电子设备指令 (2002/96/EC)、RoHS 有害物质限用指令 (2002/95/EC)、ErP 耗能相关产品生态化设计要求 (2009/125/EC) 等。其中, 后者规范使用能源产品必须符合欧盟各会员国标准, 且必须通过 CE 验证; 此外, 也要求产品制造商采用生命周期的思考方式, 将生态设计的概念融入产品设计开发之中, 进行产品设计。

可见, 为满足国际市场对产品开发的要求, 生态设计是企业发展海外市场必须开展的工作之一。

管: 第三方评审对实践生态设计有何好处?

李: 评审生态设计产品对环境要求的符合程度, 已渐成市场趋势, 此趋势使产品在市场受到认同与肯定, 并进而提升产品竞争力与产业的行销与发展。回顾与生态设计相关的国际环保法规、议题及指令所带来的冲击, 在要求指定的产品在销售前需完成功能、安规、可靠度等测试之后, 还需要进行对环境方面的测试与检验, 且完成在欧盟销售各国的回收系统建置

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.

与生产者登记注册，才可以售卖产品，可见欧盟各会员国对于产品要求其符合验证标准要求的压力亦渐趋增加。

企业必须持续关注欧盟在生态设计产品验证标准订定的进度与发展，才能确保产品未来在进入欧盟市场时不会因为生态设计及环保等要求而丧失宝贵商机。

管：实行ISO 14006及生态设计可如何提升企业的竞争力？

李：企业实行ISO 14006及生态设计后，优点包括增加企业的经济利益，如增加竞争力，降低成本，吸引融资和投资提高效益；促进创新和创造力，确立新的经营模式；降低环境影响和改善产品知识进而减少责任；提升组织形象提高员工积极性等。

对于整个环境而言，ISO 14006可帮助企业在其产品和服务的整个生命周期中，致力降低对环境的负面影响，并发展出更多具创新意念的产品，为大众提供更环保的产品和服务，以维持更绿色的地球。

Ecodesign Tool – Life Cycle Assessment Model 生态设计工具 — 产品周期评估模型

Mr Raymond Shan
Principal Consultant, MTD, Hong Kong Productivity Council
单铭贤先生
香港生产力促进局材料及制造科技部首席顾问



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

管略(管)：甚么是产品周期评估模型？

单铭贤(单)：为符合耗能产品生态化设计指令，及了解企业产品之环境冲击并有效改善，不少企业会对该厂产品进行「产品生命周期评估」，从产品的原材料、原件制造、产品制造等开始，对整个从摇篮到产品使用终结最终处置的过程，包括其能源、原物料和环境污染排放物等进行评估。

「产品生命周期评估」属于系统分析方法之一，目的为「对产品系统自原物料的取得，到最终处置的生命周期中，投入和产出及潜在环境冲击的评估」。所谓的「产品系统」除了实体产品外，亦包含服务系统，而且需考量的环境冲击包括资源使用、人体健康及生态影响等。企业可根据评估结果，制订持续改善计划，以改善制程、降低能源及资源耗用、减少原料之使用，以逐步降低对环境之负荷。

在各类「产品周期评估模型」中，「生命周期成本分析」较为适合香港的中小企业应用。其好处在于该模型全面包括生态设计的各元素，同时将生态表现及产品各阶段引申出来的成本串连起来，容易为中小企掌握及应用。

管：机构如何透过ISO 14006及「产品周期评估模型」，在营运中融入生态设计概念？

单：随著大众对生态环境日益重视，现时已有不少跨国企业严格要求供应商的产品在整个生命周期，均须符合相关环保原则。

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 推行产品周期评估模型之两个阶段

2

Implementing ecodesign management system 推行生态设计管理体系

- Understands requirements of the ecodesign management system framework
了解生态设计管理体系文件框架要求
- Develops environmental plan (environmental policy, scoping of environmental elements, defining environmental performance indicators)
规划环境要素（环境政策、影响环境的元素、建立环境绩效表现指标）
- Prepares management system documents (environmental handbook, standard operating procedures, core tools)
准备管理体系文件（环境手册、标准运作程序、核心工具）
- Establishes operational requirements for the product design and development phases
于产品设计及开发阶段建立运作控制要求
- Assesses and reviews the management system (including monitoring, conformity assessment, internal audit and management review)
对生态设计管理体系进行核查及检讨（包括监测、合规评估、内部审核、管理评审）

1

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

使用生态设计核心工具——生命周期成本分析

- Assesses the ecodesign of the product using LCCA
利用生命周期成本分析工具对其产品进行生态设计分析及评估
- Fine tunes the ecodesign
对该生态设计进行微调
- Confirms the effectiveness of the ecodesign
确认产品通过生态设计分析评估后的成果

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：可否列举一些机构可根据ISO 14006及「产品周期评估模型」实行的生态设计元素？

单：企业产品设计师在设计任何一项产品时，应要从产品的整个生命周期来考量，主导出一套配合绿色设计之整合系统。以下是产品设计各阶段的生态设计原则及例子：

Product Design Phase 产品设计各阶段	Ecodesign Principles 生态设计原则	Examples 例子
Choice of Materials 材料选择	reduced usage; using recycled materials; using appropriate materials 减量使用、采用回收材料、考量原料之适配性	- 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 结构设计	simplified; standardised; modularised 简单化、标准化、模组化	- adopting structure that is easy to assemble, disassemble, repair and clean 采用易组装、拆解及维修清洁之设计 - minimising the size of the product 缩小产品体积 - maximising the term of usage and endurance 延长产品之使用年限与耐用性
Manufacturing Process 制造程序	reduced pollution and use of resources 低污染、省资源	- adopting processes that conserve energy and materials the most 选择最能节省能源及材料之制造程序 - reducing the release of pollutants, exhaust emissions and noise 减少制程中废料、废气及噪音之产生
Packaging 包装	reduced usage; reuse; recycle 减量、再使用、再回收	- reducing unnecessary packaging 减少不必要之包装 - adopting non-toxic, recyclable and recycled materials 采用无毒性、可回收及利用再生之包装材料
Transportation and Distribution 运输分配	reduced pollution and use of resources 低污染、省资源	- adopting the most economical and least polluting way of transportation 采取最经济及低污染之运输方式 - recycling used products at the same time 在运输时顺道回收旧产品
Use of Product 使用	multifunction; high safety; reduced energy consumption 多功能、高安全、省能源	- designing multifunction products 设计多功能产品 - adopting the least polluting energy source 选择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 提供产品正确的使用说明以确保使用者安全 - avoiding disposable design 避免用完即弃的设计
Disposal 废弃	reuse; recycle 回收、再使用、再生	- reducing pollution by adopting the appropriate disposal method and recycling as much as possible 选择最适当的弃置方法以降低污染，尽量回收产品 - stating recycling codes and channels on the product 在产品上标示回收分类与渠道 - providing incentives or purchase discount for recyclers 回收时给予赏或购买新产品之折扣

HKQAA Sustainability Rating and Research: Annual Review 2014

香港品质保证局可持续发展评级及研究：2014年度回顾

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 — 创造社会责任的投资价值

过去十年，越来越多研究指出，将可持续发展因素融入业务核心价值的企业，长远而言可超越同业的财政表现。除了整体市场的稳定性外，企业在创新思维、吸引和留住人才，以及洞悉监管政策趋势的能力，都是投资者的重要考虑因素。「香港品质保证局可持续发展评级及研究」参考「GRI G4 可持续发展报告指引」、「ISO 26000 社会责任指南」等国际标准，旨在根据企业的具体表现和实质证据，评价企业的管理表现，从而对企业在可持续发展方面的系统成熟程度和风险作出评级。

研究计划及参与公司

2014年度，本局审阅了626间上市公司的可持续发展表现，其中包括384间香港公司（包括在中港两地上市、被列为港股的公司）及242间A股上市公司；他们都是合资格获考虑纳入「恒生可持续发展企业指数系列」成份股的企业。

为全面地评估企业的可持续发展表现，本局查考了217份可持续发展/社会责任报告、超过300个公司网站和本地及国际媒体的相关报道；并审阅超过600份有关公司年报，以了解企业的遵从规管的情况，以及其收益和阶段性数据等财政表现。此外，所有企业均会收到一份问卷，以便提供除公开资讯以外的补充资料及文件。

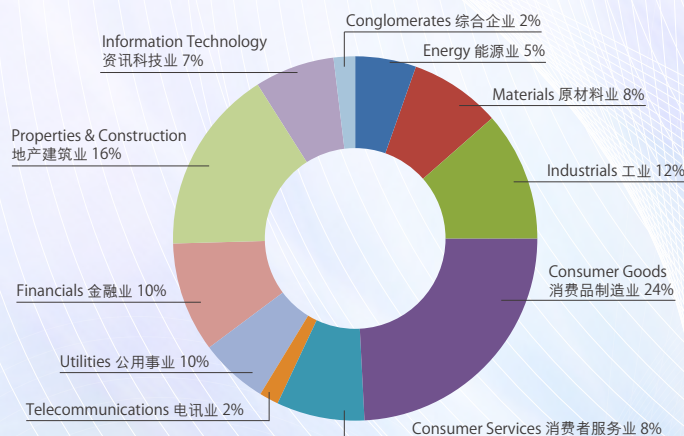


Chart 1 - Universe by Sector 2014
图表1 - 2014年研究之上市公司行业分布

整体市场表现

香港企业在可持续发展表现上，普遍较国内企业优胜。香港企业在AAA（最高）至D（最低）的评级中，最高分数为AA+，而国内企业最高分数为A+。整体而言，共182间香港企业（47%）达到评级BBB-（中等/良好）或以上；于242间国内企业当中，共92间企业（38%）达到相同水平。

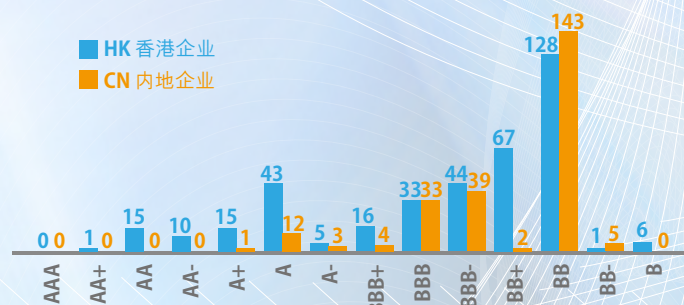


Chart 2 - Overall Performance by Market
图表2 - 整体市场表现

针对可持续发展的议题，部分企业能持续作出改善，因而取得较高评级；但现时大部分企业只是停留在遵守规管的层面，因此共有43%（271间）获得中等的BB级（参见图表2）。

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

图表3 – 2014年行业平均分

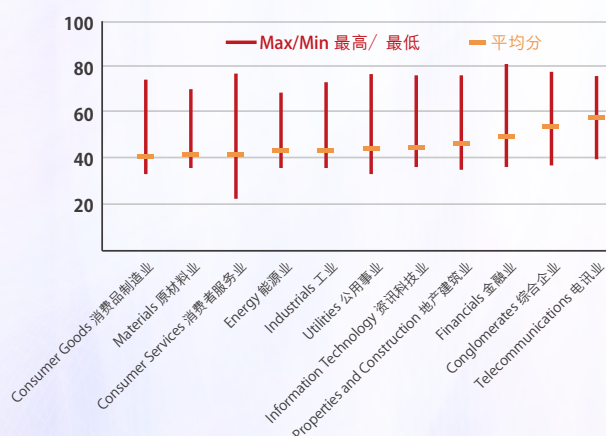
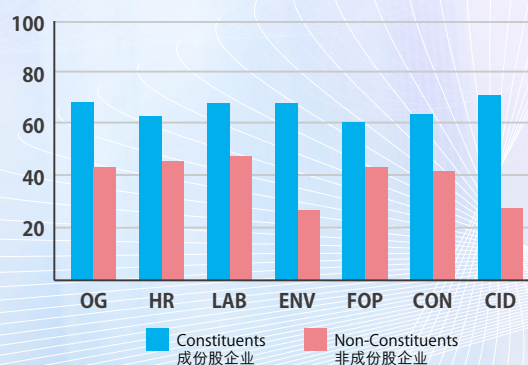


Chart 4 – Subject Performance of Hang Seng Corporate Sustainability Indexes Constituent versus Non-Constituents

图表4 – 「恒生可持续发展企业指数」成份股与非成份股企业的分数比较



行业表现水平

就行业的整体平均分数而言，电讯业（行业编号：35）、综合企业及金融业的可持续发展表现为最佳，而原材料业及消费品制造业的表现尚有进步空间。由于消费者服务业涉及的范围广泛，如百货公司、酒店业务、传媒及运输服务等也包括在内，因此所得之分数和评级的相差幅度也是所有行业中最大的。

核心指标表现

今次评估中，所有企业均是根据以下七个核心指标评分：企业管治(OG)、人权(HR)、劳动实务(LAB)、环境(ENV)、公平营运实务(FOP)、消费者议题(CON)、社区参与和发展(CID)。

图表4显示，「恒生可持续发展企业指数」成份股企业的核心指标表现，均比非成份股的上市公司为佳。其中，「环境」及「社区参与和发展」的差距最大，反映获较高评级的企业在这两个范畴投入了充裕的资源。另外，上市公司为依从持份者和监管的要求，都会遵守与「企业管治」、「人权」及「劳动实务」相关的法规，因此在这些方面的表面都普遍为良好。

展望未来 — 投资者与普罗大众之利益

在这次研究中，许多受访企业为了取得长远的业务增长，都对可持续发展的议题作出了实质的贡献，以确保经济和环境的稳定，以及社会价值观和诉求得到回应。不过，以整体的表现评分而言，似乎大部分的企业决策者都是较重视短期的投资回报，多于创造长期回报。始终，无形资产的经济价值和因企业管理不当所产生的系统性风险，未必是每个人都能轻易察觉的。

本局期望在来年的报告中，看到企业对管理可持续发展的表现和参与均能有所提升，不论香港和中国内地的上市公司，都可为创造社会和投资的共同利益，一同作出贡献。

The City's First "Hong Kong Cooking Oil Registration Scheme" 全港首个「香港食油注册计划」启动

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.

为回应香港餐饮业界和回收业的需求，本局制订了全港首个「香港品质保证局——香港食油注册计划」，并于2014年7月24日在香港青年协会大厦举行计划的启动典礼。大会邀得香港特别行政区政府环境局常任秘书长王倩仪女士主持启动仪式，而会上亦有一众业界代表出席支持计划。

提高废食油在回收过程中可追溯性的透明度

「香港食油注册计划」旨在确认食油的可识别来源，提高废食油在回收过程中可追溯性的透明度，鼓励商界和市民支持废食油循环再造。

此计划对象包括餐饮业商户、食油供应商、废食油回收与处理商。将来计划正式推出时，符合注册资格的机构，会获本局发出注册确认信及注册标志，机构可将标志展示于商铺、宣传品及印刷品上，以作宣传之用。

现时已有若干机构申请参与先导者计划，而本局亦正筹备评审工作。正式的注册机构名单，期望于年底前完成注册后公布。

「香港食油注册计划」让餐饮业机构向其顾客展示提供可识别来源的食油之承诺，以及对环保的重视，有助提升机构的品牌形象与口碑。本局期望计划能长远地提升整体专业水平，并进一步推动业界对环保的关注。



Ms Anissa Wong and Dr Michael Lam, CEO of HKQAA, officiate at the kick-off ceremony
王倩仪女士及本局总裁林宝兴博士主持启动仪式



Ms Anissa Wong, Permanent Secretary for the Environment, was invited to address and officiate the ceremony
主礼嘉宾——环境局常任秘书长王倩仪女士于启动典礼上致辞



The scheme is supported by organisations from the industrial, education and environmental sectors
计划获得业界组织、学术机构和环保团体的支持

Supporting Organisations 支持机构



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經國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、小学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 「亚太经合组织葡萄酒监管论坛」与「香港餐饮展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年香港政府撤销葡萄酒进口税后，本局一直致力支持本地蓬勃发展的葡萄酒相关业务。于2009年尾，本局推出了国际首个「葡萄酒储存管理体系认证」计划，确保葡萄酒的品质不会因为储存和运输环境不善而受损；其后于2013年，本局再推出「香港葡萄酒注册计划」，旨在确认机讲能够妥善保存及翻查可识别的葡萄酒来源记录，以提升顾客的信心。

「亚太经合组织葡萄酒监管论坛」于2014年9月11和12日在北京举行了第四届论坛，各个成员国的政府和业界代表出席，讨论如何减少葡萄酒贸易的技术障碍。其中，本局亦联同香港特区政府商务及经济发展局和香港货品编码协会代表出席，为葡萄酒贸易的实际情况提供意见。



而在2014年9月8至10日，本局在「香港餐饮展2014」举办研讨会及设置宣传展位，向业界及公众推广本局的葡萄酒相关计划。本局亦会参与于10月尾至11月举行的「香港美酒佳肴巡礼」和「香港国际美酒展」。

Visit to Northwest China 中国西北地区探访

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年成立了企业社区支援基金，以资助形式支援企业及社区达至持续发展，提升企业整体竞争力及建设和谐的社区环境。

今年9月6至10日，本局总裁林宝兴博士与公司代表，探访了中国西北地区成都、甘洛、西安等地区，与当地学校、慈善团体及义工交流有关教育和医疗的支援工作，加深了解当地民情。

本局希望透助资助，帮助贫困地区改善学习环境，提升孩童及老人的生活水平；同时亦让本局「社会责任」的共同价值观得以宣扬。

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

本局将参与以下展览，推广「葡萄酒储存管理体系认证计划」与「香港葡萄酒注册计划」

Booth No. 展位：3F-D31A



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Meeting with Chair and President of the IAF 与IAF主席会晤

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.



本局主席卢伟国议员博士工程师及总裁林宝兴博士，于2014年8月12日接待前往本局访问的国际认可论坛(IAF)主席Randy Dougherty先生，以及随行的香港认可处代表，就香港的管理体系认证服务进行交流。

香港特区政府邀请世界各地一些对香港抱有兴趣的人士，亲身来临实地考察及交流。Dougherty先生此行亦为政府所邀请，以了解香港的经济环境、其机遇及挑战。

迎新天地 Welcome on Board

New Certified Clients 新认证客户

May to July 2014
2014年5月至7月

Memorable Moments 纪念一刻

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.


























香港品质保证局自1989年成立以来，致力协助工商界实施管理体系，有效地达至机构和营商目标。

由2014年5月至7月期间，香港品质保证局共颁发51张证书，包括ISO 9001、ISO 14001、OHSAS 18001、ISO 50001、ISO 55001、HKQAA HACCP、PAS 55-1、QSPSC、SA8000、TL-HSV。在此谨祝贺33家机构加入获认证的行列。本局深信，新成员的加入将可为我们的品牌和持份者带来更大的裨益。



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		1	RMB 600	VM1P/SH-11A SH 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		3	RMB 1,800	VM3P/SH-11A SH 05-07	VM3P/SH-12A SH 01-03	VM3P/SH-01A SH 12-14
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	VM3P/GZ-12A GZ 03-05	MT23P/GZ-12A GZ 02	VM3P/GZ-02A GZ 25-27
ISO 9001:2008 Quality Management Systems Documentation Training ISO 9001:2008 质量管理体系文件课程		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		1	RMB 600	EMS2P/SH-11A SH 12	EMS2P/SH-12A SH 08	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		3	RMB 1,800	EMS2P/GZ-11A GZ 10	EMS2P/GZ-12A GZ 17	EMS3P/SH-01A SH 19-21
IECQ HSPM QC080000 - Internal Auditor Training IECQ HSPM QC080000 - 内部审核员培训		2	RMB 1,500	EMS3P/SH-11A SH 12-14	EMS3P/SH-12A SH 10-12	EMS3P/SH-02A SH 09-11
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		1	RMB 600	EMS3P/GZ-11A GZ 10-12	EMS3P/GZ-12A GZ 17-19	IE01P/SH-12A SH 15-16
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		3	RMB 1,800	IE01P/SH-12A SH 15-16	IE01P/GZ-01A GZ 29-30	IE01P/SH-02A SH 23-24
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		2	RMB 1,800	OHS8P/SH-11A SH 17	OHS8P/SH-12A SH 17	OHS8P/SH-02A SH 12
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		1	RMB 2,500	OHS8P/GZ-11A GZ 18	OHS9P/SH-11A SH 17-19	OHS9P/SH-01A SH 26-28
BSCI (Business Social Compliance Initiative) Understanding Training BSCI倡议商界遵守社会责任之条文解读		1	RMB 780	OHS9P/GZ-11A GZ 18-20	OHS9P/GZ-01A GZ 14-16	
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		1	RMB 1,800	SA01P/SH-12A SH 24-25	SA01P/GZ-12A GZ 08-09	SA01P/SH-02A SH 16-17
The 5 Core Tools - APQP/PPAP/MSA/FMEA/SPC 五大核心工具 (APQP/PPAP/MSA/FMEA/SPC)		5	RMB 4,800			SA01P/GZ-02A GZ 05-06
Establishing Safety Culture in Your Enterprise 企业安文化建		2	RMB 3,500		SP03P/SH-01A SH 29	
Telecommunications and Information Service 电						
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		1	RMB 1,300	BS02P/SH-12A SH 22	BS02P/GZ-01A GZ 13	
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 1,300	TL03P/SH-11A SH 25	TL03P/SH-01A SH 26	
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		3	RMB 3,800	TL03P/GZ-11A GZ 26	TL05P/SH-11A SH 24	TL05P/SH-01A SH 23
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)		3	RMB 9,600	TL04P/SH-11A SH 26-28	TL04P/SH-12A SH 29-31	TL04P/SH-01A SH 07-09
Environmental, Health and Safety Management 环境、职业健康安全管理						
Handling Dangerous Chemicals 危险化学品管理		1	RMB 1,200	TL04P/GZ-12A GZ 10-12		TL04P/GZ-02A GZ 11-13
EHS Manager Training EHS经理人培训		2	RMB 2,200	EH02P/GZ-11A GZ 05-07	EH04P/GZ-12A GZ 15	
Basic Ergonomics Training 人机工效基础课程		1	RMB 1,500	EH07P/GZ-11A GZ 13-14		
On-site First Aid Course 企业 EHS 现场急救课程		1	RMB 900	EH08P/GZ-11A GZ 12	EH08P/GZ-12A GZ 23	
Integrated Management Systems 综合管理系列课程						
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		4	RMB 3,500	EH09P/GZ-12A GZ 25	IMS4P/GZ-01A GZ 20-23	
Identification of EHS Factors and Risk Assessment EHS 因素识别与风险评估		2	RMB 1,800		EH01P/GZ-12A GZ 16-17	

For registration and enquiry
报名及查询

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




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For training course details and online registration, please visit HKQAA website 详细课程资料及网上报名, 请浏览香港品质保证局网页 <http://www.hkqaa.org>

Hong Kong 香港

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) HKD 收费 (每人) 港币	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 and Integrated Management Systems 质量和综合管理						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 质量管理体系 – 入门	 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 质量管理体系 – 理解与应用	 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 质量管理体系 – 内部审核员培训	 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 质量管理体系文件	 1	HKD 1,600/ HKD 1,500*	QMS4C/HK-11A 28			
The Must-know Essentials for Quality System Management Representative 质量管理体系 – 管理者代表重要须知	 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) 质量管理体系 – 主任审核员证书培训课程 (IRCA 注册号 #A17399)	 5	HKD 11,000/ HKD 10,500*			QMS/IRCA/01 26-30	
Integrated Management Systems Set Up & Audit Approach 综合管理体系 – 建立与审核方法	 2	HKD 3,500/ HKD 3,300*				IMS2C/HK-02A 23-24
Environmental Conservation 环境保育						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 环境管理体系 – 理解与应用	 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 环境管理体系 – 内部环境管理体系审核员培训	 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 环境管理体系 – 实施及文件指引	 1	HKD 1,600/ HKD 1,500*			EMS8C/HK-01A 16	
Environmental Management Systems Auditor/Lead Auditor Training (IRCA Registration No. A17400) 环境管理体系 – 主任审核员证书培训课程 (IRCA 注册号 #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 能源管理体系 – 理解与应用	 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] ISO 50001:2011 能源管理体系 – 主任审核员证书培训课程 # [NTTS 认可课程]	 5	HKD 11,000/ HKD 10,500*				EM10C/HK-02A 02-06
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training #[NTTS Approved Course] ISO 50001:2011 能源管理体系 – 主任审核员转证培训课程 # [NTTS 认可课程]	 3	HKD 7,200/ HKD 6,600*				EM11C/HK-02A 02-04
Occupational Health and Safety Management 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	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 职业健康和安全管理 体系 – 内部审核员培训	 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 职业健康和安全管理 体系 – 主任审核员证书培训课程 (IRCA 注册号 #A17436)	 5	HKD 11,000/ HKD 10,500*	OHS/IRCA/11 17-21		OHS/IRCA/01 19-23	
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施	 1	HKD 1,600/ HKD 1,500*		OH04C/HK-12A 19		
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存						
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 实施食品安全管理体系课程	 2	HKD 3,700/ HKD 3,500*	HA9C/HK-11A 20-21			
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制课程	 2	HKD 3,500/ HKD 3,200*		HA10C/HK-12A 02-03		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立优良存酒设备 – 基础	 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 七常法应用于食品的制造和餐饮服务	 1	HKD 1,600		GP06C/HK-12A 16		
食物事故及风险管理课程	 1.5	HKD 2,500			HA13C/HK-01A 30-31	
Hygiene Control System - Understanding & Implementation 卫生监控系统 – 理解与实施	 1	HKD 1,600				GP02C/HK-02A 11
Personal Enrichment & Certification 个人提升和专业资格						
Entrepreneurship and Starting a Business	 1	HKD 2,200/ HKD 2,000*		PC29C/HK-12A 05		
Training Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训 工作坊	 1	HKD 1,080/ HKD 980*				PC21C/HK-02A 06
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训 工作坊	 1	HKD 1,080/ HKD 980*	PC22C/HK-11A 13			PC22C/HK-02A 03
Workshop on Strategic Compensation System Design 策略性薪酬设计培训 工作坊	 1	HKD 1,080/ HKD 980*	PC23C/HK-11A 20		PC23C/HK-01A 29	
Training Workshop on Business Process Improvement 业务流程改善培训 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 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
NEW 最新课程 Training Workshop on Effective Project Management 有效项目管理培训工作坊	C 1	HKD 1,080/ HKD 980*		PC25C/HK-12A 20		PC25C/HK-02A 28
NEW 最新课程 Workshop on Effective Performance Appraisal 个人绩效管理培训工作坊	C 1	HKD 1,080/ HKD 980*			PC26C/HK-01A 05	
NEW 最新课程 Training Workshop on Effective Account Management and Selling Skills 客户关系管理及销售技巧培训工作坊	C 1	HKD 1,080/ HKD 980*			PC27C/HK-01A 10	
NEW 最新课程 Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (2014) 掌管人生的法则 - 改变的法则 (2014)	C 2	HKD 1,100/ HKD 980*	PC14C/HK-11A 15-16			
NEW 最新课程 Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (2015) 掌管人生的法则 - 改变的法则 (2015)	C 2	HKD 2,380/ HKD 2,180*			PC14C/HK-01A 14-15	
NEW 最新课程 Breakthrough in Mind and Self Awareness - Level 2 - Directing your life 掌管人生的法则 - 成为自己的人生导演	C 2	HKD 2,180/ HKD 1,980*	PC20C/HK-11A 08-09			
NEW 最新课程 Breakthrough in Mind and Self Awareness - Level 3 掌管人生的法则	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 最新课程 AIPMM Certified Brand Manager Program	E 3	HKD 27,300	PC19E/HK-11A 19-21			
NEW 最新课程 Sales Potential Identification Workshop	C 1	HKD 4,280	PC05C/HK-11A 21			
NEW 最新课程 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 最新课程 品牌建立与事故	C 1	HKD 2,400/ HKD 2,100*	EW52C/HK-11A 19			
NEW 最新课程 Mediation: A Win-Win Approach to Settle Labour Disputes	C 1	HKD 1,900		EW50C/HK-12A 11		
NEW 最新课程 Stress Management	E 9:30am-12:30pm Half-day	HKD 400			EW54E/HK-01A 17	
NEW 最新课程 Workshop on "Lean Supply Chain Application"	C 1	HKD 1,900				MT65C/HK-02A 12
Business Continuity Management, Risk and Crises Management 营运持续管理体系、风险及危机管理						
NEW 最新课程 ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 - 理解与应用	C 1	HKD 1,600				RM01C/HK-02A 23
NEW 最新课程 Business Continuity Planning and Management 营运持续管理体系	C 3	HKD 6,000/ HKD 5,800*		RM03C/HK-12A 08-10		
NEW 最新课程 Strategic Crisis Management Workshop 策略管理培训工作坊	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 风险管理的原因及指引 - 理解与应用	C 1	HKD 1,600		RM04C/HK-12A 17		
Customer Service: From Good To Great 顾客服务：迈向优越						
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2004 客户满意度 - 投诉处理指引 - 理解与应用	C 1	HKD 1,600/ HKD 1,500*			MT14C/HK-01A 05	
NEW 最新课程 Effective Complaint Handling and Risk Management in the Customer Service Centre	C 1	HKD 1,900		EW53C/HK-12A 05		
Corporate Social Responsibility 企业社会责任						
How to Prepare Corporate Sustainability Report? 如何撰写企业可持续发展报告	C 1	HKD 1,600		SR01C/HK-12A 22		
Corporate Sustainability Training Workshop: Report Writing 企业可持续发展培训工作坊 - 报告撰写课程	E 2	HKD 4,800/ HKD 4,500*	SR05E/HK-11A 12-13			
Telecommunications, Information Security and Management 电信、资讯保安与管理						
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO 27001:2013 信息安全管理体系 - 理解与应用	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 - 主任审核员证书培训课程	E 5	HKD 13,000/ HKD 12,000*		ISE6E/HK-12A 01-05		
NEW 最新课程 ISO 27001:2013 Information Security Management Systems - Transition ISO 27001:2013 信息安全管理体系 - 转版	E 2	HKD 5,200/ HKD 4,800*		ISO7E/HK-12A 01-02		
HKQAA Sustainable Building Index 楼宇可持续发展指数 (HKQAA SBI)						
NEW 最新课程 HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 - 理解与验证	C 1	HKD 1,550			SBI1C/HK-01A 12	

Remarks
备注

* Please refer the early bird payment deadline to our website 请于本网页查看优先报名之付款详情

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略有改动，最新详情请参阅本网页

Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services

聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

C Conducted in Cantonese
以广东话授课**E** Conducted in English
以英语授课**P** Conducted in Putonghua
以普通话授课**GZ** Guangzhou
广州**SH** Shanghai
上海**MU** Macau
澳门

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

Our web-site : <http://training.hkqaa.org>Email : training@hkqaa.org

Last Updated Date : 22 October 2014

HKQAA 25th Anniversary Forum

香港品质保证局二十五周年论坛

Social Footprints: Navigating our Common Journey to Sustainability
社会足迹：为可持续发展之旅导航

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楼朗豪厅

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

Topics Covered 议题包括

- Facilitate Waste Recycling along the Supply Chain: the Strategic Value of Cooperative Approaches
促进供应链上的废物回收：策略性合作的价值
- Promoting Sustainable Investment: Linkage between Sustainability Rating and Financial Performance
可持续投资——可持续评级与财务绩效的关系
- Path to a Low-carbon City: Demonstrate Hong Kong Organisations' Carbon Performance
展示香港机构的碳表现
- Drive Sustainability Performance through Social Involvement and Development
提升可持续表现：社会参与和发展
- Cultivating Innovation and Technology to Foster a Sustainable Economy
创新科技促进可持续经济
- The Evolving ISO Standards: Catering for a Broader Spectrum of Social Risks
演变中的ISO标准：应对更广泛的社会风险

Speakers 演讲嘉宾

- Ms Anissa Wong, JP 王倩仪女士 太平绅士
Permanent Secretary for the Environment, The Government of the HKSAR
香港特别行政区政府环境局常任秘书长
- Mr Christoph Ganswindt 简志宏先生
Executive Director, Information Technology and Sustainability, The Hong Kong Jockey Club
香港赛马会资讯科技及持续发展事务执行总监
- Mr Kevin Edmunds 颜启荣先生
Senior Manager, Sustainability Development, Hong Kong Science and Technology Parks Corporation
香港科技园公司可持续发展高级经理
- Dr Nigel H. Croft 倪国夫博士
Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2)
国际标准化组织 (ISO) ISO/TC176/SC2技术委员会主席
- Mr Vincent Kwan 关永盛先生
Director and General Manager, Hang Seng Indexes Company Limited
恒生指数有限公司董事兼总经理
- Ms Maria Cheung 张一心女士
General Manager – Corporate Communication, New World Development Company Limited
新世界发展有限公司企业传讯部总经理
- ... and Senior Executives from other leading companies and organizations
...及其他集团与企业的高层管理人员

HKQAA reserves the right to change the content of the Forum
香港品质保证局保留更改是次论坛内容之权利

The Forum is funded by the HKQAA BSC Fund
是次论坛由香港品质保证局企业社区支援基金赞助

HKQAA 25th Anniversary Celebration Cocktail Reception

香港品质保证局二十五周年庆祝酒会

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

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

香港旺角朗豪酒店七楼朗豪厅

BY INVITATION ONLY 只限获邀人士

Cocktail Reception & Networking • 接待酒会及联谊交流

Celebration Ceremony for the HKQAA 25th Anniversary • 香港品质保证局二十五周年庆祝典礼

HKQAA 25th Anniversary Recognition for Organisations • 香港品质保证局二十五周年机构嘉许仪式

Presentation Ceremony of HKQAA CSR Index • 香港品质保证局社会责任指数颁授仪式



HKQAA

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HKQAA 25th Anniversary Recognition Programme for Outstanding Organisations

香港品质保证局二十五周年杰出机构嘉许活动

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.

香港品质保证局自成立以来，一直致力引入国际先进的管理体系，并配合市场及社会持续发展的需要，开拓新的服务，推动工商界提升管理水平，加强竞争力及造福社会。

在这二十五年间，本局欣见不少机构都积极透过各种管理工具，在营运上不断求进，并取得一定表现。为了表扬这些机构所作出的努力，本局将根据它们取得认证的年资、数量、多样性、整体规划性、先行性等评分准则，选出五十间杰出的机构作嘉许，并于二十五周年庆祝酒会上，颁发嘉许纪念座予这些机构代表。

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



HKQAA

KNOWLEDGE • ASSURANCE • TECHNOLOGY

Gold Sponsor 金贊助



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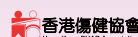
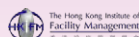
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