



VISION 管 略

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「香港品质保证局香港注册—环保回收服务」启动

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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品质保证局

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Encouraging Waste Recycling

After a century of rapid urbanisation and population growth, the world is facing serious trash problems. As reported in the scientific journal *Nature*, in recent years, rubbish is being generated faster than other environmental pollutants, including greenhouse gases. Solid waste generation rates will more than triple in future and will exceed 11 million tonnes per day by 2100.

Hong Kong is no exception to this trend. According to the Government's statistics, our city's average disposal rate is 14,311 tonnes per day and the three landfills will be full within the decade. To tackle the waste crisis, the Environment Bureau has unveiled "Hong Kong: Blueprint for Sustainable Use of Resources 2013-2022" and rolled out long-term strategies, policies and action plans for waste management. Promoting waste recycling is one of the important solutions proposed.

Without doubt, waste recycling helps reduce the strain on our landfills, environment and natural resources by utilising waste in a constructive way. This also enables our city to move towards a circular economy so that all resources are managed more efficiently throughout their life cycle.

Responding to industry needs and expectations, and aligning with the Government's environmental direction, HKQAA has developed the "HKQAA Hong Kong Registration -- Recycling Services". This initiative encourages good practice among recycling companies and promotes appropriate maintenance of downstream record of recyclable material during the recycling process. We also aim to motivate the public and business community to support clean recycling and the separation of waste at source.

We believe this initiative will, with the support of different parties, enhance the industry's professional level, strengthen its competitive edge in long run, and contribute to the sustainable development of our society and our planet.

推动废物回收

过去一个世纪，全球经历了城市化及人口急速增长，现在正面临严重的垃圾问题。据国际科学杂志《Nature》指出，近年垃圾的产生速度，已快于其他环境污染物质如温室气体。未来固体废物将以三倍速度增加，于2100年前，全球每天将新增超过1,100万吨废物。

香港的情况也不例外。根据政府统计，本港每日平均的废物弃置量达14,311吨，三个堆填区亦将于未来10年内饱和。针对废物危机，环境局公布了《香港资源循环蓝图2013-2022》，提出一系列长远策略、政策及计划以进行废物管理，而推动废物循环再造则为其中一个重要方案。

废物循环再造有助纾缓堆填区的压力，减低对环境影响和天然资源的耗用；同时可以促进本地循环经济的发展，让资源在生命周期中更有效地运用。

为回应业界需求及期望，以及配合政府的环保政策方向，本局启动「香港品质保证局香港注册—环保回收服务」，旨在鼓励回收业界实践良好做法，促进机构在回收过程中，提供可回收物料向下流向的记录能力，同时推动公众及商界支持乾淨回收和源头减废。

我们深信在各界支持下，此注册服务可提升业界的水平，长远增强其竞争力，为社会及地球的可持续发展出一分力。

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Kickoff of "HKQAA Hong Kong Registration – Recycling Services" 「香港品质保证局香港注册—环保回收服务」启动

On 29 May, 2015, HKQAA announced the kickoff of its new initiative, the "HKQAA Hong Kong Registration – Recycling Services" at our annual flagship event, HKQAA Symposium 2015, and Mr Wong Kam Sing, JP, Secretary for the Environment, the Government of the HKSAR was the officiating guest of the ceremony. The services aim to promote good business practices within industry and to encourage clean recycling and source separation.

Encourage Good Management Practice in Recycling Industry

Every city has to face the challenge of treating waste effectively. According to statistics published in "Monitoring of Solid Waste in Hong Kong 2013" by the Environmental Protection Department, the average disposal rate of Hong Kong is 14,311 tonnes per day and the annual recyclable materials has reached a total of 2.01 million tonnes. With our landfills reaching the threshold in a few years, waste recycling is one of the major approaches to handling solid waste.

In response to industry needs, HKQAA has developed its latest initiative, the "HKQAA Hong Kong Registration - Recycling Services" with the purpose of promoting appropriate maintenance of downstream record of recyclable materials during the recycling process and encouraging good practices among recycling companies.

本局于2015年5月29日正式启动「香港品质保证局香港注册—环保回收服务」，旨在向业界推广良好管理做法，促进社区实践洁净回收和源头分类。启动礼假本局年度旗舰活动「香港品质保证局专题研讨会2015」上举行，并邀得香港特区政府环境局局长黄锦星太平绅士担任主礼嘉宾。

向回收业推广良好管理做法

废物处理是每个城市都要面对的重要课题。根据环境保护署最新出版的《香港固体废物监察报告2013》的统计数字，香港每日平均弃置14,311公吨的废物，而全年废物回收量更达到201万公吨。香港的堆填区亦将于未来数年内饱和，废物回收无疑是本地处理废物的重要途径。

为配合业界和社会需求，本局制订了「香港品质保证局香港注册—环保回收服务」，旨在促进注册机构在回收过程中，提供可回收废物向下流向的记录能力，推动回收业界实践良好做法。

Mr Wong Kam Sing, Secretary for the Environment, the Government of the HKSAR (middle), Ir C. S. Ho, Deputy Chairman (right) and Dr Michael Lam, Chief Executive Officer (left) of HKQAA officiated the kickoff ceremony of HKQAA Hong Kong Registration – Recycling Services.

香港特区政府环境局局长黄锦星太平绅士(中)、香港品质保证局副局长何志诚工程师(右)及总裁林宝兴博士(左)主持「香港品质保证局香港注册—环保回收服务」启动礼。





Promote Clean Recycling and Source Separation

This initiative encourages organisations to dispose of, collect and treat waste properly. It also aims to promote environmental protection and occupational health and safety practices within the recycling industry. “I am pleased to announce that HKQAA is addressing the emerging trend of waste recycling,” said Ir C. S. Ho, Deputy Chairman of HKQAA. “Through this initiative, we aim to enhance the industry’s professional level in the long run, promote clean recycling concept, and motivate the public and business community to support source separation and the recycling of waste.”

This initiative received positive responses during the consultation stage and more than 20 industrial and professional associations, academic institutes and environmental groups have become supporting organisations of this initiative.

Companies in the waste collection, waste transfer and waste storage sector are eligible to register for “Waste Collector”, while companies recycle waste to raw materials, semi-finished products or finished products can opt for “Waste Recycler”. Other companies involving waste collection, such as property management or facility management companies, may become a “Companion” of this initiative, to show their support for the facilitation of source separation and recycling. HKQAA is currently inviting organisations to join the pilot programme of this initiative. Participating companies will receive a registration or companion mark for promotional use.



促进洁净回收 鼓励源头分类

此注册服务鼓励机构正确地处理废物，并提供实务守则，以助回收业界改善在环境及职业安全与健康方面的表现。香港品质保证局副局长何志诚工程师表示：「本局一直致力探讨废物回收议题，我们希望透过此注册服务，能长远地提升业界的专业水平，推广洁净回收概念，推动商界和社会大众支持源头分类及废物回收。」

此注册服务在咨询阶段已获得业界的鼎力支持，迄今已有逾20间业界组织、专业协会、学术机构和环保团体成为支持机构。

从事废物收集、分类，运输及储存的机构，可以申请「废物收集商」的注册类别；而将废物再造成原料、半制成品或产品的机构，则可申请「废物再造商」的注册类别。至于其他有参与集合废物的机构，如物业管理或设施管理公司，则可以成为「同行者」，以支持促进源头分类和废物回收。本局现正招募机构参与先导者计划，参与机构将获得「注册」或「同行者」标志，以作宣传之用。



Supporting Organisations 支持机构



Enhancing Circular Economy, Reducing Municipal Waste 促进循环经济 减少都市废物

An Interview with the Secretary for the Environment Mr Wong Kam Sing, JP

专访环境局局长黄锦星太平绅士

Hong Kong's daily domestic waste per capita has been around 1.3kg in recent years, which is 40 – 60% higher than neighbouring cities such as Taipei, Tokyo and Seoul. Our food waste per capita is also almost double that of other cities. Therefore, waste reduction and recycling has become one of the key aspects of Hong Kong SAR Government's policy. VISION is honoured to talk to the Secretary for the Environment, Mr Wong Kam Sing, JP to discuss this issue and to share ways of promoting the development of a circular economy in Hong Kong.

Multi-pronged Approach to Encourage Waste Reduction

To address imminent and acute challenges and to develop a more sustainable management regime, the Government has introduced a series of waste reduction measures in recent years, as well as setting up a blueprint with a target which aims to reduce municipal solid waste per capita by 40% in ten years.

“We take action in three areas, namely reducing waste at source, waste recycling and waste management infrastructure,” Mr Wong said. “The Government has legislated for waste reduction at source, including the plastic shopping bag charging, and quantity-based charging for municipal solid waste that will be introduced later. We also encourage the public to initiate waste reduction in their daily lives, through public education such as the ‘Food Wise Hong Kong Campaign’ and ‘Clean Recycling Campaign’.”

Mr Wong used Taipei and Seoul as positive examples. These two cities implemented quantity-based municipal solid waste charging about 15-20 years ago, when their amount of waste per capita were just closer to that of Hong Kong. In recent ten years, their amount of waste disposal per capita has been reduced a lot less with the application of relevant policies and facilities. “From the experience of these cities, the performance in waste reduction can be greatly enhanced if Hong Kong implements various key measures in parallel.”

“In regard to infrastructure, the trend in large cities is to utilise modern technologies to convert waste to energy. However, Hong Kong is lagging behind in this area and we need to enhance our facilities. The government will invest resources to improve waste management infrastructure, such as developing an integrated waste management facility to process municipal solid waste and to convert waste to energy,” Mr Wong said. “How to enhance the quality and quantity of recyclables is one of the key areas in waste reduction policies. To reach an effective outcome, it is necessary to introduce mandatory policies along with economic incentives.”

Challenges Facing the Recycling Industry

“There are currently around 1,900 companies in the recycling industry, and more than 90% of them are small and medium enterprises (SMEs). They are facing challenges in three areas, namely money, land and people,” Mr Wong said. “In terms of money, it means the economic opportunities and restrictions, which is a part of Hong Kong's circular economy. At present, some recyclables are of low commercial value and not clean enough. There is little economic incentive for the industry to conduct large-scale recycling of certain materials, affecting overall recovery rate. Hong Kong is yet to have a quantity-based charging scheme for municipal solid waste, so the current market value of some recyclable materials might not be at a satisfactory level. In contrast, Taipei's and Seoul's quantity-based municipal solid waste charging foster a relatively better value of recyclables, encouraging the development of a circular economy. The limited land supply in Hong Kong also restricts the further development of the industry.” In addition, Mr Wong said that the public has room to improve their



香港每日人均家居废物生产量，都徘徊在1.3公斤，相比其他邻近城市如台北、东京和首尔高出四至六成，人均厨余产生量亦比其它城市多近倍。因此，减废回收近年成为香港特区政府施政重点之一。今期《管略》很荣幸邀请到环境局局长黄锦星太平绅士，与我们探讨这课题，分享如何推动香港循环经济的发展。

多管齐下 推动惜物减废

为了应对这个迫切和严峻的挑战，以及发展更可持续的管理策略，特区政府近年推出了一系列惜物减废措施，并设立蓝图与目标，期望在十年内，减少人均弃置在堆填区的都市固体废物四成。

「总的来说，是从源头减废、回收再造、末端处理设施和基建三方面著手，多管齐下。」黄局长道。「例如政府就源头减废订立法规，当中包括塑胶购物袋收费，和将来会推出的都市固体废物按量收费。我们亦透过公众教育，例如『惜食香港运动』、『乾淨回收运动』等，推动市民从日常生活做起支持减废。」

黄局长以台北、首尔为例，在15-20年前左右开始实施都市固体废物按量徵费，当时他们的人均垃圾量和香港相对相若。在相关的政策和配套支持下，近十年来他们的人均垃圾弃置量已少了很多。「这些地区的经验告诉我们，香港如能同时采取各项关键措施，减废的成效可以显著提升。」

「至于基建方面，大城市的发展趋势是善用现代转废为能科技，但香港在这方面起步较慢，需要加强配套。所以政府会投放资源以完善废物相关基建，例如设立转废为能的综合废物管理设施，处理都市固体废物。」黄局长说：「另一方面，如何提升回收物料的质和量，也是减废政策的关键之一。而要达到良好效果，往往需要通过一些强制性政策和经济杠杆诱因。」

环保回收业面临的挑战

「现时香港约有1,900间机构从事环保回收行业，当中大概九成以上为中小企业。他们所面临的挑战，可以概括归纳为三方面：钱、地、人。」黄局长分析：「先说钱，即有关经济方面的机遇和限制吧，这是香港循环经济的一部分。现时某些可回收物料因为商业价值不太高或不太乾淨，令业界缺乏经济诱因去大量回收，影响整体的回收率。香港正正是缺少按量收费的都市固体废物管理

habit of clean recycling, which influences the recycling value and quality of recyclables, making it the third challenge.

In order to support the development of the recycling industry, the Government has recently set up the "Steering Committee to Promote Sustainable Development of Recycling Industry", assisting the industry to cope with these challenges. "Before the implementation of municipal solid waste charging, we will promote the recycling of materials with less recycling value in the market through the Recycling Fund. We will also provide resources for manpower training of the recycling industry, to help reduce operation costs of the industry. In addition, the Steering Committee will explore opportunities of providing land with a longer rental period, so companies can have longer term planning and development in investing in machinery and equipment."

Clean recycling is a matter of public education. "This year, we hold a territory-wide clean recycling publicity campaign. Some of the industry stakeholders have already initiated and signed a charter for clean recycling, encouraging recycling and property management companies etc. to engage and train their employees in strengthening clean recycling actions." Mr Wong mentioned that contaminated recyclables, like those with food residues discarded in recycling bins, reduce overall recoverability and affect the effectiveness of the circular economy. Therefore, education about clean recycling must be done from the source of the waste. Members of the public are encouraged to start clean recycling at home or their work place.

"The Environmental Protection Department has introduced the 'Community Green Station' project, with the aim of setting up a 'Green Station' in each of the 18 districts, to focus on supporting the collection of recyclables with low market value, as well as serving as a base to support and educate the public about waste reduction and recycling. Through cooperating with non-governmental organisations (NGOs), we hope to promote a new idea of waste less and clean recycling." A new mobile application 'Waste Less', which covers over 7,000 recycling points all over Hong Kong, has also been developed by the Environmental Protection Department. Serving as a communication platform with the public, it provides environmental information and facilitates recycling. In addition, the "Big Waster" Facebook Page also helps disseminate green messages in a more creative manner.



Providing Guidelines to Enhance Industry Level

To address industry needs, Hong Kong Quality Assurance Agency has recently kicked off the "HKQAA Hong Kong Registration - Recycling Services". Mr Wong believes that this registration will assist in the development of the local recycling industry. "This registration provides good management practices and guidelines for the industry to follow, and helps enhance industry's performance, thus strengthening the confidence of stakeholders and the public."

"We look forward to this registration service being further developed in depth and in range, for example, expanding its scope of recyclable materials to food waste. In fact, food waste makes up about 30 - 40% of Hong Kong's municipal solid waste, making it an opportunity for the recycling industry." Mr Wong explained that exploring more green business opportunities would further enhance the circular economy while the registration service could boost the industry's public image.

Looking forward, Mr Wong hopes that the commercial sector, community and public can incorporate waste reduction and recycling into their daily operations and living, and work together with the government for a sustainable society.

制度，所以目前部分回收物料的价值，未必是一个理想的市场价格。有些地方如台北、南韩，有按量收费就有相对较佳的回收价值所在，有利于社会发展循环经济。其次，香港的土地供应紧张，亦局限业界的进一步发展。」再者，黄局长指出，部分市民仍缺乏乾淨回收的习惯，影响了回收物料的价值和质量，这是第三个挑战。

为促进环保回收行业发展，政府新近成立了「推动回收业可持续发展督导委员会」，协助业界应对这些挑战。「首先，立法需时，在废物按量收费落实前，我们将透过回收基金，推动本来市场上回收价值没那么高的物料可以更多循环再造。我们亦会在回收业人手培训上，提供资源以减低相关的业界运作成本。此外，督导委员会亦正



研究，提供较长的租用期土地，让业界在投资器械方面有更长远的规划和发展。」

至于乾淨回收，则是一个全民教育的问题。「我们在今年推出一个全港性的乾淨回收运动。有

些业界人士已自发自强，亦为乾淨回收订立约章，让回收业界和物业管理公司等能一起推动和训练员工。」黄局长表示，已受污染的可回收物料如混和食物残余，若被投入回收箱，会减低整体回收程度甚至浪费其他乾淨回收物料，影响循环经济的效力。因此，乾淨回收的教育要从源头做起，鼓励市民无论在家里或公司，都拿乾淨的物料去回收。

「环保署亦推出『绿在区区』计划，在全港18区设立社区环保站聚焦支

援，回收市场价值较低的物料，同时作为支持和教育环保回收的基地，透过与非政府组织 (NGO) 合作，于社区推动乾淨回收和减废新思维。」环保署早前亦推出了新的手机应用程序「咪咗嘢」，展示全港超过七千个回收点，作为与市民的沟通平台，提供环保资讯并方便回收行动。还有，「大咗鬼」的脸书专页，亦以较创新的手法传递环保信息。

给予业界指引 提升行业水平

为回应业界需求，香港品质保证局最近亦推出了「香港注册 - 环保回收服务」。黄局长认为这将有助本地环保回收业的发展。「此服务提供了良好的实务守则，给予指引让业界有所依循，帮助整个行业提升水平，为市民和持份者强化信心。」

「期望注册服务未来在参与程度和深度两方面，都会有进一步发展，例如将回收物料的范围扩大，把厨余也纳入其中。事实上，厨余占香港都市固体废物量约三至四成，对业界来说也是一种机遇。」黄局长表示，发掘环保商机，将可进一步促进循环经济，同时透过这类注册服务，帮助业界提升在市民心目中的形象。

展望未来，黄局长期望商界、社区和市民可以将减废回收的习惯，融入日常营运和生活之中，与政府携手合作，缔造一个可持续发展的社会。

To reduce the municipal solid waste disposal rate by 40% on a per capita basis by 2022, the Environment Bureau has mapped out various policies and encouraged the public to incorporate waste reduction and recycling into daily lives.



为实践于2022年减少40%的都市固体废物人均弃置量之减废目标，环境局制订一系列减废政策，并鼓励公众将减废回收习惯，融入日常生活中。

Some of the Government Policies 政府部分政策

Food Wise Hong Kong Campaign 惜食香港运动 (Commenced in 2013) (2013年展开)	"Waste Less" mobile app 「咪浪费」手机APP (Introduced in mid-2014) (2014年中推出)	Full implementation of the Plastic Shopping Bag Charging 全面塑胶购物袋收费 (Effective on 1st April, 2015) (2015年4月1日生效)	"Community Green Stations" in 18 districts 「绿在区区」十八区回收网络 (The first one, Shatin Community Green Station, opened in mid-2015) (绿在沙田已于2015年中启用)	Glass Bottled Products Responsibility scheme 玻璃樽产品责任制 (Bill submitted to LegCo in 2015) (2015年提交立法草案)	Recycling Fund 回收基金 (Pending funding approval by LegCo) (待立法会拨款)	Quantity-based waste charging 废物按量收费相关立法草案 (Relevant bills to be submitted to LegCo in 2016/17) (预计2016/17提交立法会)
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What can you do for Hong Kong's waste reduction at source?

✔ Reduce about 40% of waste by putting these seven tips into habit

✔ 源头减废，你可以为香港做甚么？

✔ 每日做齐七件事，减废可以近40%

No Leftovers 无剩食	Do not Use Napkins 不用抹手纸	Use less Plastic Bags 少用胶袋	Clean Recycling for Newspapers, etc. 报纸等乾淨回收	Clean Recycling for Glass Bottles 玻璃樽乾淨回收	No Bottled Water 不用樽装水	Don't Buy Lunch Box 不买外卖饭盒
Daily municipal solid waste disposal: 9,547 tonnes (2013) 每日都市固体废物弃置量：9,547公吨 (2013)						
Approximate portion percentage in landfill 约占堆填区的百分比						
13% (~1,200 tonnes 公吨) Food Waste 厨余 According to a research from the UK, about 1/3 of food waste can be avoided 英国研究显示，厨余当中约有三份一是「可避免的」剩食	7% (650 tonnes 公吨) Napkins 纸巾 Due to hygienic reasons, napkins should not be recycled 卫生理由，纸巾不宜回收	7% (640 tonnes 公吨) Plastic Bags 胶袋 Bring your own bags 常自备购物袋	5% (~430 tonnes 公吨) Newspapers & Magazines 报刊 Newspapers etc. found in trash are usually contaminated and not suitable for recycling 报刊等丢到垃圾桶多被剩食污染，不利回收	3% (~250 tonnes 公吨) Glass Bottles 玻璃樽 Glass recycling bins are available at about 1,000 housing estates and 150 public areas 约1,000个屋苑及150个公共地方已设玻璃回收箱，并陆续扩展中	2% (~200 tonnes 公吨) Plastic Bottles 胶樽 Approximately equal to 6.87 million plastic bottles. We should use less or reuse the bottles, and recycle clean areas, and will continue to extend 约等于687万个胶樽，尽量少用，又或重用，最后乾淨回收	0.5% (~40 tonnes 公吨) Foam Containers/ Disposable Cutlery 发泡胶/ 餐具 A take-out breakfast or lunch meal produces around 8 pieces of single-use waste 一份早/午餐外卖，随时产生八件即弃垃圾

Source: Environmental Protection Department 资料来源：环保署

HKQAA Symposium 2015 Held Successfully 香港品质保证局专题研讨会2015圆满举行

HKQAA's annual flagship event, the HKQAA Symposium 2015, was held successfully in the Langham Place Hotel, Mongkok on 29 May, 2015.

This year, the main theme of our Symposium was "Strategic Management of Megatrends to Achieve Sustained Success". We brought together renowned local and overseas speakers from different sectors to share their professional knowledge and experience of good management practices which respond to evolving trends. Topics in the morning session included balancing urban development and environmental concerns, green building, carbon performance, impact investment and the water footprint. In the afternoon session, topics such as big data, innovative business incubation, family business inheritance, latest development of ISO 9001 international management standard, were covered.

Over 700 attendees from different sectors, including government departments, corporations, associations and academics, joined the Symposium. Ir C. S. Ho, Deputy Chairman of HKQAA, said, "We believe our programme will stimulate local organisations to think ahead and craft new management strategies to strengthen their competitive edge and achieve long-term success."

We would like to take this opportunity to thank all the speakers, sponsors and supporting organisations for making the Symposium a success. The presentations of the speakers are now available on our website at: www.hkqaa.org/symposium2015.

本局一年一度的旗舰盛事—「香港品质保证局专题研讨会2015」，已于2015年5月29日，假香港旺角朗豪酒店举行。

今届研讨会以「管理大趋势·迈向持续成功」为主题，汇萃来自各界的本地和海外著名讲者，分享他们的专业知识和实战经验，与管理决策者一起探讨良好的管理模式，以应对各种转变趋势。上午的题目包括城市发展与环境保与的平衡、绿色建筑、碳表现、影响力投资、水足迹等。下午的题目则有大数据、培育创新企业、家族生意传承及ISO 9001国际管理标准的最新发展等。

研讨会反应热烈，共吸引超过七百名来自不同领域的人士参与，包括政府部门、企业、协会组织、学术机构等。香港品质保证局副局长何志诚工程师表示：「我们希望是次研讨会能启迪新思维，推动本地机构放眼长远发展，探索在大趋势下的崭新管理策略，以增强竞争力，持续发展。」

是次研讨会的成功，全赖各演讲嘉宾、赞助商及支持机构的鼎力支持。有关更多研讨会的资讯及演讲内容，请浏览本局网页：www.hkqaa.org/symposium2015。

香港特区政府环境局局长黄锦星太平绅士在研讨会上致辞。

Mr Wong Kam Sing, Secretary for the Environment, the Government of the HKSAR delivered the Keynote Remarks in the Symposium.



香港品质保证局总裁林宝兴博士(左)与讲者嘉宾之一香港特区政府署理政府资讯科技总监林伟乔太平绅士(右)合照。

Dr Michael Lam, CEO of HKQAA (left) and one of the guest speakers, Mr Victor Lam, Acting Government Chief Information Officer, the Government of the HKSAR (right).



香港机场管理局企业发展执行总监冯永业先生为讲者嘉宾之一。

Mr Wilson Fung, Executive Director, Corporate Development, Airport Authority of Hong Kong was one of the guest speakers.



上午专题讨论环节(左起): 香港公开大学科技学院院长、环境学与应用科学课程主任何建宗教授; 心苗亚洲慈善基金行政总裁劳思国先生; 香港赛马会持续发展高级经理郝雪丽工程师; 香港绿色建筑议会主席黄天祥工程师; 国际标准化组织质量体系技术委员会 (ISO/TC176/SC2) 主席倪国夫博士。

Panel discussion in the morning session (from left): Prof Ho Kin Chung, Dean of School of Science and Technology, Programme Leader in Environmental Studies and Applied Sciences, The Open University of Hong Kong; Mr Scott Lawson, Chief Executive Officer of SOW Asia Foundation; Ir Shirlee Algire, Executive Manager, Sustainability, Hong Kong Jockey Club; Ir Conrad Wong, Chairman of Hong Kong Green Building Council; Dr Nigel Croft, Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2).



下午专题讨论环节二(左起): 国际标准化组织质量体系技术委员会 (ISO/TC176/SC2) 主席倪国夫博士; 香港科技园公司首席企业发展总监杨德斌工程师; 大家乐集团有限公司主席、传承学院荣誉主席陈裕光博士。

Panel discussion II in the afternoon session (from left): Dr Nigel Croft, Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2); Ir Allen Yeung, Chief Corporate Development Officer, Hong Kong Science and Technology Parks Corporation; Dr Michael Chan, Chairman of Café de Coral Holdings Limited, Honorary Chairman of Legacy Academy.



下午专题讨论环节一(左起): 华为加拿大IT产品线研究室主任袁曙涛博士; 香港电脑学会副会长(专业发展)湛家扬博士; 中国深圳市质量协会执行会长李榕博士。

Panel discussion I in the afternoon session (from left): Dr Steven Yuan, Director of IT product line, Huawei Canada Research Center; Dr Toa Charm, Vice President (Professional Development) of Hong Kong Computer Society; Dr Li Rong, Chairman of Shenzhen Association for Quality.

香港品质保证局副主席何志诚工程师致闭幕辞。
Ir C. S. Ho, Deputy Chairman of HKQAA delivered the Closing Remarks.



香港品质保证局专题研讨会2015吸引超过700名来自企业、政府部门、协会组织及学术机构等人士参与。
The event drew over 700 participants from corporations, government departments, associations and academies.

Symposium Highlights 研讨会花絮



We would like to acknowledge the following organisations for their support for the HKQAA Symposium 2015.

特别鸣谢以下赞助商及机构对香港品质保证局专题研讨会2015的鼎力支持。

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香港發展一日千里，港燈亦不斷求進，積極提升服務水平，引進現代化設施及拓展服務範圍。時至今日，港燈的供電可靠性在全球首屈一指，高達99.999%的業界最高水平，時刻為香港注入動力，保持城市脈絡運行不息。

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香港賽馬會是世界級賽馬機構，亦是全港最大慈善公益資助機構，以非牟利營運模式，將收益撥捐予慈善及社區項目，回應社會各階層需要。一直以來，馬會致力追求全球卓越成就，並同時秉承「取諸社會、用諸社會」精神，與市民「同心同步同進 共創更好未來」。

The Hong Kong Jockey Club is a world-class horse racing operator and Hong Kong's largest community benefactor. Operating as a not-for-profit organisation, the Club allocates its surplus to sustain charitable and community projects, supporting the different needs of society. Committed to global excellence and giving back to society, the Club has always been "Riding High Together for a Better Future" with the people of Hong Kong.



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Scan the QR code or visit 130.hkjc.com to find out more about the Club's 130th Anniversary activities

Latest Findings of Hong Kong Carbon Performance Survey 最新香港碳表现调查结果

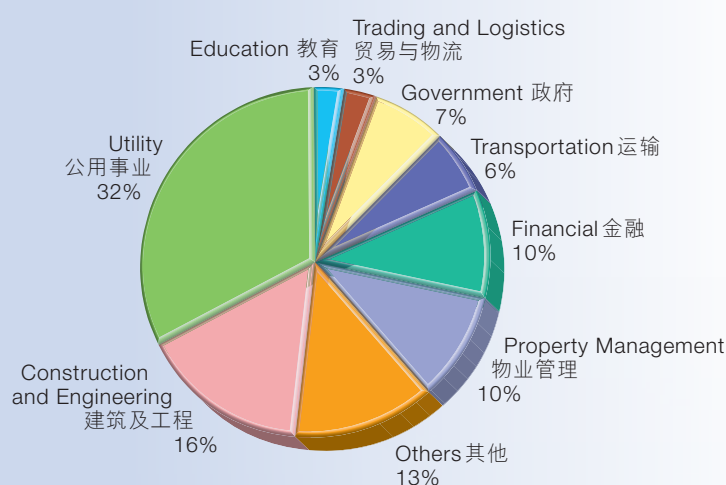
Launched in June 2013, the "HKQAA-HKJC Carbon Disclosure e-Platform (CDeP)" allows Hong Kong organisations to share their performance data and good practices in carbon management. To help organisations to understand their carbon information and report it in a simple, user-friendly and methodical way, the "Carbon Performance Questionnaire" was designed according to a disclosure framework set out by HKQAA. All the responses from the participating organisations gathered in the last two years were analyzed and the findings were announced at the 2015 HKQAA Symposium.

「HKQAA-HKJC 碳披露电子平台」于2013年6月正式推出，让本港不同机构能分享其在碳管理方面的表现及良好做法。为方便参与的机构透过简易的答题方式，提供所需资料，并层次井然地向外界展示其碳管理绩效，香港品质保证局特别制订了一套碳披露框架，用以设计「碳表现问卷」。我们分析了过去两年所收集的问卷答覆，结果已于「香港品质保证局专题研讨会2015」上公布。

Participants

From June 2013 to 30 April 2015, total GHG emissions reported were 130,480,906 tCO₂e. Around half of the submissions were from Utility and Construction and Engineering industries.

Participants by Sector
参与机构行业分布



参与机构

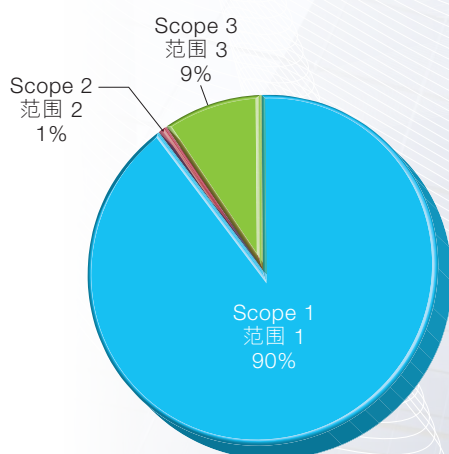
自2013年6月至今年4月30日，在「碳披露电子平台」汇报之温室气体排放量，共达130,480,906公吨二氧化碳当量(tCO₂e)。在提交的问卷当中，接近一半来自公用事业和建筑及工程界。

Reported Annual GHG Emissions from Various Industrial Sectors

65% of the respondents reported all their direct, indirect and other indirect (Scopes 1, 2 and 3) emission footprints. Scope 1 emissions contributed to 90% of the total emissions while Scope 2 and Scope 3 contributed 1% and 9% to the total respectively.

Utility and Transportation industries reported almost 100% of the Scope 1 emissions. With 90% of the respondents captured and reported their annual Scope 2 emissions, Utility and Financial sectors recorded over 50% of the footprints.

Distribution of Scope 1, 2 and 3 Emissions
排放量范围1、2和3的分布



各行业组别汇报的年度总温室气体排放量

65%的受访者均报告了其直接、间接和其他间接(范围1、2及3)的气体排放量。范围1之气体排放占总气体排放九成，而范围2和3则占1%和9%。

接近全部范围1的排放量均来自公用事业和运输业。高达九成的问卷回覆报告了其在范围2的排放量，当中超过五成来自公用事业和金融业。

Major Carbon Emission Sources according to Survey Analysis
从调查分析所得的主要碳排放来源

Scope 1: From Owned & Controlled Sources 范围1：企业拥有及控制的碳排放源

1. Dual fuel generators at production plants
生产工厂的双燃料发电机
2. Company vehicles
公司车辆
3. HFC refrigerants
氢氟碳化物(HFC)制冷剂

Scope 2: From the Generation of Purchased Energy 范围2：企业从购买能源中产生的碳排放源

1. Electricity consumption at production plants
能源生产厂的用电量
2. Use of lighting, HVAC systems, servers, computers, and other electronic devices
使用照明系统、空调系统、伺服器、电脑及其他电子设备
3. Cookers and boilers
瓦斯炉和锅炉

Scope 3: From Sources not Owned or Directly Controlled but related to Corporate Activities 范围3：从事相关活动但不拥有或直接控制的来源

1. Paper waste disposal
废纸处置
2. Sewage processing
污水处理
3. Business travel
商务旅行

Commitment to Reducing Emissions

Carbon reduction policies were established in 48% of the submissions. Around 90% of them had GHG reduction targets ranging from 2% to 31% to be achieved in 3 to 9 years.

The emission reduction measures include renewable energy installation, tree planting projects, fuel switching, LED lighting replacement, HAVC retrofit, office building chillers replacement and carbon credits purchasing. In addition, the following table summarises the good practice found in general and by sector.

Industrial Sector 行业分类	Good Practice 良好做法
In General 一般	<p>Carry out energy audits for premises and implement the identified energy management opportunities 为物业进行能源审计并实行已识别之能源管理的可行方法</p> <p>Implement programmes under ISO 14001 and ISO 50001 management systems for continuous improvement of environmental performance and energy efficiency performance respectively 采用 ISO 14001 及 ISO 50001 管理体系，以持续改善企业的环保表现及能源效益表现</p> <p>Promote environmentally friendly practices among staff, e.g. switching off air conditioning and lighting immediately after use, setting optimal room temperature, recycling waste, double-sided printing/ copying, and avoiding unnecessary printouts 向员工宣传环保做法，如关掉不使用的冷气 and 灯具、调校室温至合适水平、废物回收、双面使用纸张和避免不必要的列印</p> <p>Reduce energy consumption by using timer control and sensors 善用时间掣和感应器，以减少能源浪费</p> <p>Increase the adoption of electric vehicles for corporate fleet 使用电动车作为企业车辆</p> <p>Reduce business trips through teleconferencing 以电话会议取代海外出差</p>
Construction and Engineering 建筑及工程界	<p>Promote the use of environmentally friendly materials and technologies from design, to construction, operation and maintenance of the portfolio 推广在设计、兴建、营运及维修等环节应用环保物料及科技</p> <p>Engage consultants and contractors to implement environmental policies and realise the commitments 雇用顾问检讨环保政策及鼓励承办商执行环保政策，实践环保承诺</p>
Financial 金融业	<p>Promote the disclosure of information about the environmental impact of businesses 鼓励企业披露有关业务对环境影响的资料</p> <p>Utilise the Internet for collecting applications from clients or the public 善用互联网收集客户及公众的申请，以减少浪费纸张</p>
Others 其他	<p>Rainwater recycling for toilet flushing purposes 循环使用雨水作冲水之用</p>
Property Management 物业管理行业	<p>Engage suppliers and contractors regarding environmental management 鼓励其供应商及承办商实施环保管理措施</p> <p>Arouse public awareness of environmental protection and quality living 向公众宣传环境保护讯息和优质生活</p>
Utility 公用事业	<p>Paperless billing 使用电子账单</p> <p>Completely disclose the corporate carbon emission inventory 披露完整的碳排放量数据</p>

减排承诺

48% 的受访公司已实行减碳政策，当中有九成已订立了温室气体减排目标，减排量介乎 2% 至 31%，预计在三至九年内达成。

现有的减排措施包括可再生能源装置、植树计划、燃料替换、LED 照明替代、HAVC 改造、空调机组更换和购买碳信用额。此外，以下列表亦归纳出一般和个别行业的一些良好的减排做法。

The Way Forward

Respondents' progress in GHG reduction is creating competitive advantages, such as reduced costs, increased productivity, stronger brands and reduced risk. However, 71% of the submissions indicated the non-disclosure of their performance data of emissions. We expect to see more carbon-reduction engagement as well as an improved disclosure rate of carbon management through CDeP to better mitigate the effects of climate change.

To learn more about the participating organisations' profile and their disclosures, please visit the CDeP website at <http://cdep.hkqaa.org/>.

展望未来

受访者在温室气体减排的进程上创造了竞争优势，如成本下降、生产力提高、强化品牌与减低风险。但是，71% 的受访机构并未同意公开其碳表现及排放数据。我们期望未来有更多机构积极参与减碳，并愿意经由「碳披露电子平台」公开碳管理资料，以进一步推动本地业界投入应对气候变化的影响。

更多机构资料及其公开资讯，请浏览「碳披露电子平台」的网站：<http://cdep.hkqaa.org/>

New Versions of ISO 9001 and ISO 14001 Reach Final Stages

新版ISO 9001 和 ISO 14001 进入最后阶段

Dr Nigel H. Croft
Associate Technical Director, HKQAA
Chairman, ISO Technical Subcommittee on Quality Systems (ISO/TC 176/SC2)

倪国夫博士
香港品质保证局技术总监
国际标准化组织质量体系技术委员会 (ISO/TC176/SC2) 主席



As this edition of VISION goes to press, the Final Draft International Standards (FDIS) of ISO 9001 and ISO 14001 are about to be published (July 2015), and both will be subjected to a 60-day ballot by the member bodies of ISO. Both standards received a strong positive vote at the previous (DIS) stage, and only relatively small changes have been made to address the comments received. The FDIS ballot is a simple "Yes/No" vote, and no further changes to the technical content are permitted.

Assuming that the FDIS ballots are approved, then the new ISO 9001:2015 and ISO 14001:2015 standards are expected to be available in mid-September 2015. ISO and the IAF (International Accreditation Forum) have already agreed that there will be a three-year transition period during which organisations currently certified to the standards can make the necessary adaptations to their quality and environmental management systems. The formal Transition Plans are available for free download from the IAF website (www.iaf.nu).

The Revision Process

Work on the revision to the two standards began in earnest in 2012, although preliminary work had started before that, to look at the challenges that needed to be addressed in order for the standards to remain relevant for the next decade or more. This included work by a TC176/SC2 Task Group on "Future Concepts for Quality Management Systems" and a TC 207/SC 1 Study Group on "Future Challenges for Environmental Management Systems", both of which evaluated the potential implications of evolving stakeholder expectations and new technological developments since the last major revisions over ten years ago.

Both standards use the new harmonized High Level Structure that has been developed by ISO's Joint Technical Coordination Group, and published in Annex SL of the ISO Directives (available for free download from <http://www.iso.org/sites/directives/directives.html>). This will make life easier for organisations that choose to have a single ("integrated") management system to meet the requirements not only of ISO 9001 and ISO 14001, but also including standards such as ISO 27001 (Information Security), the future ISO 45001 for Health and Safety Management Systems (which is expected to replace OHSAS 18001), and the future Anti-Bribery management systems standard (ISO 37001) among others.



在今期VISION出版之时，ISO 9001 和 ISO 14001 的最终草案也差不多已出版(2015年7月)，并将经由ISO成员组织在60天内投票。两项标准于早前的草案阶段均获得大比数通过，只有小部分需作修改，以回应相关意见。而是次最终草案的投票只需成员授予「赞成」或「反对」票，有关技术内容的部分则不会再作修改。

若最终草案正式通过，新版ISO 9001:2015和ISO 14001:2015预计将于2015年9月中旬生效。ISO与国际认可论坛 (IAF) 已同意现有的认证客户将可在三年过渡期内，就其质量和环境管理体系作出适当的调整。正式的过渡计划现已上载至IAF网站 (www.iaf.nu)，以供公众免费下载。

修订过程

虽然两项标准的改版工作于2012年才正式开始，但为了让新版能在未来10年或以上都适用，相关的准备工作早已开始，去探讨和应对有关挑战，当中包括TC176/SC2工作小组所处理的「质量管理体系的未来概念」和TC207/SC1工作小组所处理的「环境管理体系的未来挑战」。两个小组都评估了自逾十年前改版后，持份者的一些新期望与科技发展所带来的潜在影响。

两项标准均采用由ISO联合技术协调小组所编写，并出版在ISO指引《附件SL》内的「高阶架构」及「相同文本」，以便选择使用单一(综合)管理体系的机构，能更容易达到不同管理体系的标准。当中不只限于ISO 9001 和 ISO 14001，亦包括ISO 27001 信息安全管理体系，以及将会推出的ISO 45001 职业安全健康管理体系(预期将取代OHSAS 18001)和ISO 37001 防止贿赂管理体系标准。

The overall “Annex SL” sequence is as follows:

《附件SL》的章节结构如下：

1. Scope	1. 范围
2. Normative references	2. 引用标准
3. Terms and definitions	3. 词汇和定义
4. Context of the organisation <ul style="list-style-type: none"> Understanding the organisation and its context Understanding the needs and expectations of interested parties Determining the scope Management system 	4. 机构内涵 <ul style="list-style-type: none"> 了解机构及其内涵 了解相关利益团体的需求和期望 决定管理体系的范围 管理体系
5. Leadership <ul style="list-style-type: none"> Leadership and commitment Policy Organisational roles, responsibilities and authorities 	5. 领导 <ul style="list-style-type: none"> 领导与承担 方针 机构职能、职责与权限
6. Planning <ul style="list-style-type: none"> Actions to address risks & opportunities Objectives and planning to achieve them 	6. 规划 <ul style="list-style-type: none"> 应对风险和机会的措施 目标和计划实行
7. Support <ul style="list-style-type: none"> Resources Competence Awareness Communication Documented information 	7. 支援 <ul style="list-style-type: none"> 资源 员工能力 员工意识 沟通 文件记录
8. Operation <ul style="list-style-type: none"> Operational planning and control 	8. 营运 <ul style="list-style-type: none"> 营运规划与监控
9. Performance evaluation <ul style="list-style-type: none"> Monitoring, measurement, analysis & evaluation Internal audit Management review 	9. 绩效评估 <ul style="list-style-type: none"> 监察、测量、分析与评估 内部审计 管理评审
10. Improvement <ul style="list-style-type: none"> Non conformity and corrective action Continual Improvement 	10. 改进 <ul style="list-style-type: none"> 不符合项与纠正措施 持续改进





The publication of the FDIS is a key milestone for the new standards, not only because it provides the opportunity for all interested parties to see the final text and to make the appropriate preparations, but it also allows for certification and accreditation bodies such as HKQAA and HKAS to finalize their auditor training, in preparation for carrying out transition audits to the new standards. The IAF has made it clear that provided there are no changes between the FDIS and the published versions of the standards (which is HIGHLY unlikely), then certificates to ISO 9001:2015 and ISO 14001:2015 can be issued based on audits carried out against the FDIS versions. This is, of course provided the auditors and the certification bodies have demonstrated their competence to carry out such audits.

As Chair of ISO/TC176/SC2, the ISO subcommittee responsible for ISO 9001 and ISO 9004 (among other standards), I am very excited about this revision, and I know from my colleagues in ISO/TC207/SC1 (the equivalent committee that is responsible for ISO 14001) feel the same.

New Key Concepts

Some of the key concepts that are being incorporated into the new standards are as follows:

- Both ISO 9001 and ISO 14001 recognise that no two management systems will be, or should be identical, because organisations operate in different business contexts. Both standards require organisations to think about the external and internal factors that can affect the way in which their systems need to be managed in order to be successful. The external factors may include, for example, issues arising from legal, technological, cultural, social and economic conditions at the international, national, regional or local levels. Also important are the internal factors, such as the values, culture, knowledge and performance of the organisation.
- Both standards include stronger requirements for management at all levels to show their leadership, and to ensure that the quality and environmental management systems are aligned with the strategic direction of the organisation and integrated into the way it does business.
- Both standards put a strong emphasis on managing processes in order to achieve the desired outcomes (which, in the case of ISO 9001, means providing customers with “consistent, conforming products”, and for ISO 14001 means preventing pollution, meeting compliance obligations and improving environmental performance). This approach provides more flexibility for organisations to decide for themselves how much documentation is needed, of course they can demonstrate that the processes are effective.
- Interwoven into the new standards is a focus on “risk-based thinking”, whereby an organisation needs to identify the risks (and opportunities!) associated with its activities, and take actions to mitigate the risks of generating non-conforming products or producing negative environmental impacts. It is not the intention of ISO 9001:2015 or ISO 14001:2015 to require organisations to adopt formal risk management methodologies, but rather to provoke a mentality of “risk-based thinking”. Put simply, this means considering risk qualitatively (and, depending on the organisation’s context, quantitatively) when defining the rigour and degree of formality needed when planning and controlling individual activities and processes.

It is to be hoped that all users will be able to benefit from the new versions of these two important standards, and will take advantage of the changes that are being introduced to ensure that their quality and environmental management systems continue to be relevant in the years to come.

出版最终草案是改版的重要里程碑，不但能让各界人士透过最终草案内容，作出适当的准备，亦可让认证机构如香港品质保证局，以及认可机构如香港认可处（HKAS）落实审核员的训练课程，以便能在过渡期内应用新标准进行审核工作。IAF明确表示，若新标准的最终草案和正式出版的内容并无差异（可能性较低），所有根据最终草案而作的审核，均获采纳作为 ISO 9001:2015 及 ISO 14001:2015 认证之用。但前提是审核员和认证机构必须具备使用新版标准的审核能力。

身为负责 ISO 9001 和 ISO 9004 的 ISO 委员会 (ISO/TC176/SC2) 主席，我非常期待这次改版，而 ISO/TC207/SC1（负责 ISO 14001 的委员会）的同事亦有此同感。

主要新概念

新标准加入了以下主要概念：

- ISO 9001 和 ISO 14001 均认为各个管理体系应是独一无二，不同机构是在不同的商业环境下营运。两项标准都要求机构去考虑一些会影响其管理体系成功与否的外在和内在因素。外在因素可包括国际、国家、地区或本地层面上，有关法律、科技、文化、社会和经济情况。此外，内部因素如价值观、文化、知识和机构表现亦同样重要。
- 两项标准对各阶层的管理人员都有相对较严谨的要求，以展示其领导能力，同时确保其质量和环境管理体系与机构的策略方向一致，且能融入于商业营运中。
- 两项标准都著重管理过程，以达致理想效果（例如 ISO 9001 要求向顾客提供统一和合规的产品，而 ISO 14001 则强调防止环境污染，履行所规定的责任和改善环境表现）。此做法可让机构在更有弹性地决定所需文件量，以显示其有效的管理过程。
- 「风险管理思维」是新标准的一个重点，机构都需于其工作中识别出存在风险（和机会），并作出适当的行动去缓和不符合规格的产品或负面环境影响所衍生的风险。ISO 9001:2015 或 ISO 14001:2015 并不旨在要求机构采用正式的风险管理方法，而是旨在促进机构备有「风险管理思维」的心态。简单来说，根据机构内涵的情况，质化和量化地考虑其风险，而设定该活动及流程的严谨度及相对措施。

期望所有使用者都可受惠于此两个新版标准，透过新引入的改变，对其质量和环境管理体系有所得益，并能在未来日子持续有效推行。

International 国际

Work on Revision to ISO 9004 will Begin in Hong Kong

The first meeting of the newly-formed Working Group ISO/TC176/SC2/WG25 will be held during the TC176 Plenary week of meetings in Hong Kong in November 2015. TC176 members voted to revise the 2009 version of ISO 9004 ("Managing for the sustained success of an organisation — A quality management approach"). The Convener of the Working Group will be Dr Isaac Sheps of Israel. Dr Sheps is a former Vice President of Carlsberg Breweries in Europe, and President of the Baltika Brewery in Russia, where he used ISO 9004 extensively as an integral part of the overall management strategy.

Revisions of ISO 10005, 10006 and 10007

The revision process for these three standards will also begin in November. ISO 10005 provides guidelines for the development of quality plans and was last revised in 2004. ISO 10006 (Guidelines for quality management in projects) should be of particular interest to the construction sector, and ISO 10007 provides guidance for configuration management, providing for identification and traceability, physical and functional requirements, and access to accurate information in all phases of the product life cycle.

Update of other ISO Publications

The imminent publication of the new version of ISO 9001 has stimulated the revision of a number of other ISO guidance documents, as follows:

- ISO's handbook "Integrated Use of Management System Standards" will be revised to reflect the new "Annex SL" High-Level Structure that now applies to all of ISO's management system standards
- The document "ISO 9001 – What does it mean in the supply chain" will undergo some minor updates, to reflect the new ISO 9001:2015, but is not expected to undergo significant changes. The current version of this document is available for free download from http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100304
- The handbook "ISO 9001 for Small Businesses - What to do" (currently available from http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100313 is also being updated, to be consistent with the ISO/TS 9002 standard ("Guidelines for the application of ISO 9001:2015") that is expected to be published later this year

Publication of New Requirements Standard for Management System Certification Bodies

The new revision of ISO/IEC 17021 (Conformity assessment — Requirements for bodies providing audit and certification of management systems) was published in June 2015. This is the standard that is used as a basis for the accreditation of management system certification bodies (for example HKQAA) by accreditation bodies such as HKAS, UKAS, CNAS, and others. The International Accreditation Forum (IAF) has defined a transition period of two years for certification bodies to comply with the new requirements.

ISO 9004 改版工作即将在香港展开

新成立的 ISO/TC176/SC2/WG25 工作小组首个会议将于 2015 年 11 月，在香港举行的 TC176 全体会议上进行。TC176 会员已投票同意展开 2009 年版本的 ISO 9004 (「持续成功之机构管理—质量管理方法」) 之改版工作。工作小组召集人是来自以色列的 Dr Isaac Sheps，他在欧洲担任嘉士伯酒厂副总裁和俄罗斯 Baltika 酒厂总裁时，广泛地应用 ISO 9004 作为整体管理策略之核心。

ISO 10005、10006、10007 改版

这三项标准的改版工作亦将于 11 月展开。ISO 10005 为制定质量计划提供指引，上次改版已是 2004 年。ISO 10006 (项目质量管理指引) 应为建筑行业所关注。而 ISO 10007 则将为建构管理提供指引，包括辨识和可追溯性、实体和功能上的要求，以及在产品生命周期的各个阶段，均能取得正确资讯。

其他 ISO 刊物的最新消息

即将出版的新版 ISO 9001，推动了一系列其他 ISO 指引文件进行改版，如：

- ISO 手册《管理体系标准的综合使用》将进行修订，加入有关现适用于所有 ISO 管理体系标准的新《附件 SL》内的「高阶结构」
- 《ISO 9001 – 供应链内的应用》文件将作少量更改，以配合新版 ISO 9001:2015，但预期文件将不会有大的改动。现有版本可于 http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100304 上免费下载
- 《小型企业如何实践 ISO 9001》手册 (现可于 http://www.iso.org/iso/home/store/publication_item.htm?pid=PUB100313 下载) 亦正进行更新，以配合计划将于今年出版的 ISO/TS 9002 标准《ISO 9001:2015 实用指引》

管理体系认证机构的新要求标准即将出版

新版 ISO/IEC 17021 (合格评定—管理体系审核及认证机构的要求) 已于 2015 年 6 月出版。这标准是供认可机构如 HKAS、UKAS、CNAS 等，对管理体系认证机构如本局，进行认可的标准。国际认可论坛 (IAF) 已公布给予认证机构两年的过渡期，以符合新标准要求。

Seminars on Revisions to ISO 9001 & ISO 14001

新版 ISO 9001 与 ISO 14001 简介研讨会

The revisions to ISO 9001 and ISO 14001 are expected to be published in September this year, bringing about further alignment of the content and structure of management system standards. The revisions have reached the stage of Final Draft International Standard (FDIS). Certified organisations have to prepare for the transition in good time.

To provide the latest information regarding the revisions to our clients and industry, the “Executive Seminar on the Next Generation of Management System Standard – Preparing for ISO 9001:2015” was organised with Macau Productivity and Technology Transfer Center on 30 May 2015 in Macau. Two sessions of “Seminars on ISO 9001 & 14001 Revisions – New Progress” were also held on 1 June 2015 in Hong Kong. Dr Nigel H. Croft, Chairman of the ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2), presented the seminars. Dr Croft is recognised as one of the world’s foremost experts on quality management and the conformity assessment of management systems. The seminars in both cities received an overwhelming response and attracted over 350 participants from various organisations.



新修订版的 ISO 9001 和 ISO 14001 标准预计将于今年 9 月正式推出，修订将令两个管理体系标准的架构和内容更加统一。这次改版已经进入最终草案阶段，获证机构都要适时为这次改版作好准备。

本局于 2015 年 5 月 30 日，与澳门生产力暨科技转移中心在澳门举办了「高级管理人员简报会：ISO 9001:2015 带出的变化、影响和好处」，向客户和业界提供这次改版的最新资讯。此外，本局亦于 6 月 1 日，在香港举行了两场「ISO 9001 和 ISO 14001 最新发展」研讨会。研讨会邀得国际首屈一指的质量管理和合格评定专家——国际标准化组织质量体系技术委员会 (ISO/TC176/SC2) 主席倪国夫博士主讲，反应热烈，两天活动共吸引逾 350 名人士出席。



Promoting HKQAA Services at HOFEX 2015

参与 HOFEX 2015 推广本局服务

HKQAA participated in HOFEX 2015, which was held at the Hong Kong Convention and Exhibition Centre from 6-9 May, 2015. We ran two sessions of seminars and a booth to promote our conformity assessment services for food and wine related business.

On 7 May, 2015, a seminar on “The Latest Development of Food Safety Standards” was given to promote food safety management in the industry. The next day, we held another seminar on the “Wine Storage Management Systems (WSMS) Certification Scheme & Hong Kong Wine Registration (HKWR) Scheme”, to introduce the requirements and benefits of the schemes, which are intended to enhance the brand image and reputation of wine businesses.

HOFEX 2015 is one of the leading food and hospitality trade shows in Asia. The four day event drew a total of 38,053 trade buyers.



本局于 2015 年 5 月 6-9 日，参加了假香港会议展览中心举行的「国际餐饮及酒店设备商贸展览会 2015」(HOFEX 2015)。活动上，我们举办了两场讲座，并设置宣传摊位，推广本局有关食品安全及葡萄酒之合格评定服务。

本局于 5 月 7 日率先举办「食品安全标准的最新发展」研讨会，向业界推广有关食品安全的管理；翌日则举行了「香港葡萄酒注册计划及葡萄酒储存管理体系认证计划」简介会，让入场人士了解计划的要求及好处，以提升其品牌形象和信誉。



HOFEX 2015 是亚太区内最大型的餐饮及酒店设备商贸展览会之一，一连四日的活动共吸引了 38,053 名买家进场参与。

New Certified Clients 新认证客户

February to April 2015
2015年2月至4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 February to April 2015, we have been pleased to welcome 22 organisations to our community. Among them, they have obtained 28 certificates of ISO 9001, ISO 13485, ISO 14001, OHSAS 18001, ISO 50001, ISO 55001, HKQAA HACCP, SA8000, QSPS-TA, WSMS-COMM, WSMS-FINE and WSMST-COM. 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2015年2月至4月期间，香港品质保证局共颁发28张证书，包括ISO 9001、ISO 13485、ISO 14001、OHSAS 18001、ISO 50001、ISO 55001、HKQAA HACCP、SA8000、QSPS-TA、WSMS-COMM、WSMS-FINE及WSMST-COM。在此谨祝贺22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。



特订服务

Customised Services

We Customise Services to your Needs 致力开发创新服务 切合客户独特需要

As one of the leading and most trusted conformity assessment bodies in the region, HKQAA keeps developing and introducing innovative services to meet the needs of the market and individual organisations. We are pleased to tailor a wide range of services to satisfy specific client requirements, including verification, assessment, certification, registration, survey, research, training and other professional services.

Contact our Business Team for customised services that focus on your specific business goals.

作为亚太区内最具规模及领导地位的合格评定机构之一，香港品质保证局持续开发及推出不同类型的创新服务，以回应市场及个别机构的需求。我们乐意为您度身制订各种服务，范围遍及验证、评审、认证、注册、培训、调查、研究及其他专业服务。































请与我们的业务部联络，我们会竭诚为您制订切合业务需要的服务。

Tel 电话: (852) 2202 9111

E-mail 电邮: hkqaa@hkqaa.org

Mainland China 中国内地

Aug - Nov 2015 2015年8月至11月

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) RMB 收费(每人)人民币	Course Code & Date 课程编号及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality 质量						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系－理解与应用	 1	RMB 600	VM1P/SH-08A SH 18 VM1P/GZ-08A GZ 05	VM1P/GZ-09A GZ 21	VM1P/SH-10A SH 19 VM1P/GZ-10A GZ 28	VM1P/SH-11A SH 09 VM1P/GZ-11A GZ 23
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 质量管理体系－内部质量管理体系审核员培训	 2	RMB 1,200	VVM3P/SH-08A SH 19-20 VM3P/GZ-08A GZ 06-07	VM3P/SH-09A SH 10-11 VM3P/GZ-09A GZ 22-23	VM3P/GZ-10A GZ 29-30	VM3P/SH-11A SH 12-13 VM3P/GZ-11A GZ 24-25
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	MT23P/GZ-08A GZ 20		MT23P/GZ-10A GZ 20	
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/GZ-08A GZ 14			QMS4P/GZ-11A GZ 13
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-08A SH 11 EMS2P/GZ-08A GZ 24	EMS2P/SH-09A SH 15 EMS2P/GZ-09A GZ 15	EMS2P/GZ-10A GZ 19	EMS2P/SH-11A SH 16 EMS2P/GZ-11A GZ 18
ISO 14001:2004 Environmental Management Systems－Internal EMS Auditor Training ISO 14001:2004 环境管理体系－内部环境管理体系审核员培训	 2	RMB 1,200	EMS3P/SH-08A SH 12-13 EMS3P/GZ-08A GZ 25-26	EMS3P/SH-09A SH 13-14 EMS3P/GZ-09A GZ 16-17	EMS3P/SH-10A SH 13-14 EMS3P/GZ-10A GZ 20-21	EMS3P/SH-11A SH 13-14 EMS3P/GZ-11A GZ 19-20
Occupational Health and Safety 职业健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems－Understanding & Application OHSAS 18001:2007 职业健康和安全管理体系－理解与应用	 1	RMB 600	OHS8P/SH-08A SH 25 OHS8P/GZ-08A GZ 10	OHS8P/SH-09A SH 25	OHS8P/SH-10A SH 09 OHS8P/GZ-10A GZ 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系－内部职业健康和安全管理体系审核员培训	 2	RMB 1,200	OHS9P/SH-08A SH 26-27 OHS9P/GZ-08A GZ 11-12	OHS9P/SH-09A SH 21-22	OHS9P/SH-10A SH 26-27 OHS9P/GZ-10A GZ 13-14	OHS9P/SH-11A SH 26-27
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	IMS4P/GZ-08A GZ 17-20			IMS4P/GZ-11A GZ 17-20
Identification of EHS Factors and Risk Assessment EHS因素识别与风险评估	 2	RMB 1,800	EH01P/GZ-08A GZ 27-28	EH01P/GZ-09A GZ 10-11	EH01P/GZ-10A GZ 07-08	EH01P/GZ-11A GZ 08-09
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	SA01P/SH-08A SH 27-28 SA01P/GZ-08A GZ 11-12	SA01P/GZ-09A GZ 03-04	SA01P/SH-10A SH 29-30 SA01P/GZ-10A GZ 26-27	SA01P/SH-11A SH 19-20 SA01P/GZ-11A GZ 03-04
BSCI (Business Social Compliance Initiative) Understanding Training BSCI倡议商界遵守社全责任之条文解读	 1	RMB 780	BS02P/SH-08A SH 21 BS02P/GZ-08A GZ 05		BS02P/SH-10A SH 20	BS02P/SH-11A SH 23 BS02P/GZ-11A GZ 05
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	 1	RMB 1,300	TL03P/SH-08A SH 20	TL03P/SH-09A SH 24 TL03P/GZ-09A GZ 16		TL03P/GZ-11A GZ 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	 3	RMB 3,800	TL04P/GZ-08A GZ 26-28	TL04P/GZ-09A GZ 16-18		TL04P/GZ-11A GZ 23-25
TL 9000 R5.5/R5.0 Quality Management Systems－Auditing TL 9000 R5.5/R5.0 质量管理体系审核课程 (QuEST论坛认可课程)	 3	RMB 9,600	TL02P/GZ-08A GZ 11-13			TL02P/GZ-11A GZ 17-19
EHS管理系列课程						
Handling Dangerous Chemicals 危险化学品管理	 1	RMB 1,200	EH04P/GZ-08A GZ 06	EH04P/GZ-09A GZ 01	EH04P/GZ-10A GZ 09	EH04P/GZ-11A GZ 04
EHS Manager Training EHS经理人培训	 2	RMB 2,200	EH07P/GZ-08A GZ 05-06		EH07P/GZ-10A GZ 15-16	
Effective Safety Inspection 高效安全检查	 1	RMB 1,200	EH05P/SH-08A SH 14 EH05P/GZ-08A GZ 04	EH05P/SH-09A SH 15 EH05P/GZ-09A GZ 03	EH05P/GZ-10A GZ 12	EH05P/GZ-11A GZ 09
Management Tools and Skills 管理工具和技能						
The 5 Core Tools-APQP/PPAP/MSA/FMEA/SPC 五大核心工具 (APQP/PPAP/MSA/FMEA/SPC)	 5	RMB 4,800		MS01P/GZ-09A GZ 07-11		MS01P/GZ-11A GZ 16-20
The 8D Problem Solving Process and 7 QC Tools 解决问题的方法8D+QC七大手法	 2	RMB 1,800	EO07P/GZ-08A GZ 03-04		EO07P/GZ-10A GZ 15-16	
Achieving Excellence in Service Quality Management 卓越服务管理质量提升	 2	RMB 2,000		ES06P/GZ-09A GZ 02-03		ES06P/GZ-11A GZ 26-27
BenchMark Management Tool－Quantifying Your Management Level BenchMark管理工具－教您如何量化自身的管理水平	 2	RMB 3,000		ES13P/GZ-09A GZ 07-08	ES13P/GZ-10A GZ 22-23	
Comprehensive Quality Promotion Of Management 管理干部综合素质提升	 2	RMB 2,000	MT37P/GZ-08A GZ 12-13 MT37P/SH-08A SH 18-19	MT37P/GZ-09A GZ 29-30	MT37P/GZ-10A GZ 29-30 MT37P/SH-10A SH 15-16	MT37P/SH-11A SH 24-25
The Internal Structure and Core Strengths of Leaders 领导者的内在架构和核心力量	 1	RMB 3,000	ES23P/GZ-08A GZ 25			ES23P/GZ-11A GZ 06
Communication and Influencing Skills of Leaders 领导者的沟通力和影响力	 1	RMB 3,000		ES24P/GZ-09A GZ 15		ES24P/GZ-11A GZ 13
Staff Coaching and Team Building 员工辅导和团队建设	 1	RMB 3,000			ES25P/GZ-10A GZ 23	
Analytical Mind to Solve Problems 思维之剑－分析型解决问题	 2	RMB 2,500		ES26P/GZ-09A GZ 15		ES26P/GZ-11A GZ 16
Job Market-oriented Mind Map 思维之网－职场思维导图	 2	RMB 2,500	ES27P/GZ-08A GZ 14		ES27P/GZ-10A GZ 12	
Key to Strong Enterprise－Quality Circle Operation 强企之本－品质圈运作	 2	RMB 2,500		ES28P/GZ-09A GZ 11		ES28P/GZ-11A GZ 05
Personality Analysis & Team Strength 性格分析与团队力量	 1	RMB 2,000		C001P/GZ-09A GZ 25	C001P/GZ-10A GZ 28	











































For registration and enquiry
报名及查询

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HKQAA Certification (Shanghai) Ltd. 标准认证服务(上海)有限公司 • Tel 电话: (86 21) 6876 9911

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 标准认证服务(上海)有限公司广州分公司 • Tel 电话: (86 20) 8383 3777

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>








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			
				Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Quality and Integrated Management Systems 质量和综合管理							
ISO 9001 Quality Management Systems - Understanding & Application ISO 9001 质量管理体系－理解与应用		1	HKD 1,500	VM1C/HK-08A 07	VM1C/HK-09A 17	VM1C/HK-10A 05	VM1C/HK-11A 04
ISO 9001 Quality Management Systems - Internal QMS Auditor Training ISO 9001 质量管理体系－内部审核员培训		2	HKD 3,200	VM3C/HK-08A 25-26	VM3C/HK-09A 29-30	VM3C/HK-10A 26-27	VM3C/HK-11A 18-19
ISO 9001 Quality Management Systems Documentation ISO 9001 质量管理体系文件		1	HKD 1,600/ HKD 1,500*			QMS4C/HK-10A 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	HKD 1,600/ HKD 1,500*		MT23C/HK-09A 11		
ISO 9001 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001 质量管理体系－进阶内部审核技巧		2	HKD 3,500/ HKD 3,300*	QMS5C/HK-08A 13-14			
ISO 9001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17779)		1	HKD 1,900	S181E/HK-08A 04			
"How Your QMS Will Be Without Management Representative?" Transition Strategies for ISO 9001:2015	 	1	HKD 1,600	VM6C/HK-08A 10	VM6E/HK-09A 01		
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 11,500/ HKD 11,000*		QMS/IRCA/09 14-18		
Environmental Conservation 环境保育							
ISO 14001 Environmental Management Systems - Understanding & Application ISO 14001 环境管理体系－理解与应用		1	HKD 1,650/ HKD 1,550*		EMS2C/HK-09A 07		EMS2C/HK-11A 20
ISO 14001 Environmental Management Systems - Internal EMS Auditor Training ISO 14001 环境管理体系－内部环境管理体系审核员培训		2	HKD 3,300/ HKD 3,200*	EMS3C/HK-08A 03-04		EMS3C/HK-10A 26-27	
ISO 14001:2015 Interpretation - A Workshop based on DIS (IRCA Registration No.C17778)		1	HKD 1,900	S182C/HK-08A 24			
Are Your EMS Clear of Environmental Responsibilities After Sale in ISO 14001:2015?		1	HKD 1,600	EM19C/HK-08A 12			
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 11,500/ HKD 11,000*				EMS/IRCA/11 23-27
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理体系－理解与应用		1	HKD 1,200/ HKD 1,080*	EM07C/HK-08A 05			EM07C/HK-11A 06
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理体系－内部审核员培训		2	HKD 3,500/ HKD 3,300*	EM08C/HK-08A 13-14			
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course ISO 50001:2011 能源管理系统－主任审核员证书培训课程		5	HKD 9,000/ HKD 8,000*				EM10C/HK-11A 09-13
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 1,650/ HKD 1,550*		OHS8C/HK-09A 16		OHS8C/HK-11A 30
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 职业健康安全管理体系－内部审核员培训		2	HKD 3,300/ HKD 3,200*	OHS9C/HK-08A 03-04		OHS9C/HK-10A 12-13	
Occupational Health and Safety Management Systems Auditor/Lead Auditor Training Course OHSAS 18001 职业健康和安全管理体系－主任审核员证书培训课程		5	HKD 9,000/ HKD 8,000*				OH06C/HK-11A 28-30 Oct & 2-3 Nov
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存							
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*	HA10E/HK-08A 10-11	HA10C/HK-09A 31-Aug, 7, 14 & 21 Sep		
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理体系－理解与应用		1	HKD 1,600/ HKD 1,500*		HA5C/HK-09A 25		
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理体系－内部审核员培训		2	HKD 3,500/ HKD 3,300*				HA7C/HK-11A 16-17
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-08A 17-18			
FSSC 22000 Auditor/Lead Auditor Course (IRCA Reg.#17512) FSSC 22000 主任审核员证书培训课程 (IRCA 注册号 A17512)		5	HKD 11,500/ HKD 11,000*			IRCA/FSMS/10 12-16	
Personal Enrichment & Certification 个人提升和专业资格							
Meeting Facilitation in LEGO® SERIOUS PLAY®		2	HKD 4,800/ HKD 4,500*	M501C/HK-08A 24-25		M501C/HK-10A 09-10	
Strategic Planning in LEGO® SERIOUS PLAY®		1	HKD 2,400/ HKD 2,200*		M502C/HK-09A 24	M502C/HK-10A 31	M502C/HK-11A 20
九型人格心理学～管理篇(初阶)		1	HKD 1,680		M040C/HK-09A 17	M040C/HK-10A 23	
Mind Map® 思维导图轻松提升工作效率		1	HKD 2,300/ HKD 1,980*	M504C/HK-08A 31			M504C/HK-11A 09
Mind Map® 思维导图激发创造力		1	HKD 2,300/ HKD 1,980*		M505C/HK-09A 10		
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change (ISNS Certified Coaching Essential) 掌管人生的法则－改变的法则		2	HKD 1,100/ HKD 980*	M506C/HK-08A 07 & 08			
彼得·德鲁克 Peter Drucker 管理课程系列 - 经理人与组织		1 or 2	HKD 2,400/ HKD 4,800*				M509C/HK-11A 06 & 07
彼得·德鲁克 Peter Drucker 管理课程系列 - 创新与领导变革		1 or 2	HKD 2,400/ HKD 4,800*	PC510C/HK-08A 22 & 29			
Appreciative Internal Auditing : Creating Positive Changes 转化内部审核形式，为员工带来正向改变		2	HKD 4,000/ HKD 3,600*		M511C/HK-09A 10-11		
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*	M512C/HK-09A 25-26			
Hogan Assessment Certification Workshop 2015		2	HKD 18,500		PC06C/HK-09A 15-16		PC06C/HK-11A 25-26
MATRIZ Introduction Workshop – Innovative Ideas Generation Method		1	HKD 1,100/ HKD 980*	M514C/HK-06A 05		M514C/HK-10A 29	
Law and Legislation (Hong Kong, Macau & China)							
Fundamental Contract Law for Managers and Professionals		1	HKD 1,500			M906C/HK-10A 06	
Fundamentals of Negligence for Managers and Professionals		1	HKD 1,500		M907C/HK-09A 02		M907C/HK-11A 05
Safety and Environmental Offences in Construction Projects		1	HKD 1,500		M908C/HK-09A 24		M908C/HK-11A 16
内地劳动法、劳动合同法简介		Half Day	HKD 800/ HKD 700*		M901C/HK-09A 17		



Hong Kong 香港

Aug - Nov 2015 2015 年 8 月至 11 月

NEW
最新课程

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			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
中国传统智慧课程						
易经与领导艺术	 1	HKD 1,500/ HKD 1,400*	M004C/HK-08A 05			M004C/HK-11A 09
道德经生活哲学	 1	HKD 1,500/ HKD 1,400*	M005C/HK-08A 29			
诸葛亮教练技术	 1	HKD 1,500/ HKD 1,400*		M008C/HK-09A 02		M008C/HK-11A 16
香学养生班	 1	HKD 1,500/ HKD 1,400*	M012C/HK-08A 15			
「现代管理帝王术」研习班	 1	HKD 1,500/ HKD 1,400*		M042C/HK-09A 01		
卧龙兵法〈诸葛亮〉	 1	HKD 1,500/ HKD 1,400*			M007C/HK-10A 20	
精读论语行政之道	 1	HKD 1,500/ HKD 1,400*			M009C/HK-10A 28	

Management Tools, Skill for Improvement 管理工具和技巧

NEW
最新课程

Workshop on Developing Supervisory Skills & Leadership Charisma	1	HKD 1,080/ HKD 980*		M022C/HK-09A 05		
Workshop on Performance Management through KPI Setting	1	HKD 1,080/ HKD 980*		M021C/HK-09A 24	M021C/HK-10A 24	
Workshop on Strategic Compensation System Design	1	HKD 1,080/ HKD 980*				M023C/HK-11A 06
Workshop on Business Process Improvement	1	HKD 1,080/ HKD 980*		M024C/HK-09A 24		
Workshop on Effective Project Management	1	HKD 1,080/ HKD 980*			M025C/HK-10A 28	
Workshop on Effective Performance Appraisal	1	HKD 1,080/ HKD 980*	M026C/HK-08A 07		M026C/HK-10A 17	
Workshop on Effective Account Management and Selling Skills	1	HKD 1,080/ HKD 980*		M027C/HK-09A 22		
Workshop on Effective Communication & Influencing Skills	1	HKD 1,080/ HKD 980*				M028C/HK-11A 28
Waste Reduction & Lean Application in Office Environment Workshop	1	HKD 1,700/ HKD 1,500*	M017C/HK-08A 11			M017C/HK-11A 18
Originated from maslow's hierarchy of needs 成就铁三角动力	1	HKD 1,200/ HKD 980*	M042C/HK-08A 14		M042C/HK-10A 20	
中港物业管理行业用语沟通及会话课程 (周六或晚间课程 - 广东话及普通话授课)	24 Hours	HKD 2,980/ HKD 2,780*		M013C/HK-09A 05 / 08 intake		
实用企业及活动司仪培训 (周六或晚间课程)	6 Hours	HKD 1,600/ HKD 1,380*	M020C/HK-08A 29		M020C/HK-10A 07 & 09	M020C/HK-11A 14
成功管理人员必经的培训师之路	1	HKD 1,800/ HKD 1,600*	M014C/HK-08A 22		M014C/HK-10A 23	
Basic Verbal Skills for Communicating with Foreigners	1	HKD 1,400/ HKD 1,150*				M001C/HK-11A 16
Email Etiquette and Business Writing: Good Behavior Online	1	HKD 1,400/ HKD 1,150*	M003C/HK-08A 31			M003C/HK-11A 14

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	1	HKD 1,600	RM01C/HK-08A 13		RM01C/HK-10A 15	
Business Continuity Planning and Management	3	HKD 6,000/ HKD 5,800*	RM03C/HK-08A 10-12			RM03C/HK-11A 18-20
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	1	HKD 1,600			RM04C/HK-10A 15	

Customer Service: From Good To Great 顾客服务：迈向优越

NEW
最新课程

ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2014 客户满意度 - 投诉处理指引 - 理解与应用	1	HKD 1,600/ HKD 1,500*		MT14C/HK-09A 21		
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客户满意度 - 投诉处理指引 - 内部审核员培训	2	HKD 3,200/ HKD 3,000*			MT56C/HK-10A 19-20	
Effective Complaint Handling and Risk Management in the Customer Service Centre 高效投诉管理技巧及客户服务中心风险管理	1	HKD 1,200				EW53C/HK-11A TBC

Corporate Social Responsibility 企业社会责任

How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	1	HKD 1,600				SR01C/HK-11A 23
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Telecommunications, Information Security and Management 电信、资讯保安与管理

NEW
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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	1	HKD 1,600/ HKD 1,500*		ISE3C/HK-09A 29		
ISO 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) ISO 27001:2013 信息安全管理体系 - 主任审核员证书培训课程 (IRCA注册号 A17321)	5	HKD 13,000/ HKD 12,000*				ISE6E/HK-11A 02-06

HKQAA Sustainable Building Index 楼宇可持续发展指数 (HKQAA SBI)

HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 - 理解与验证	1	HKD 1,550	SBI1C/HK-08A 14			
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Remarks 备注

* Please refer the early bird payment deadline to our website 请于本网页参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 课程内容或会略为改动，最新详情请参看本网页
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

Conducted in Cantonese 以广东话授课	Conducted in English 以英语授课	Conducted in Putonghua 以普通话授课
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Available Now

ISO 9001:2015 Training Series

ISO 9001:2015年新版相关课程

The next revision to ISO 9001 has reached the Final Draft International Standard stage and the final version is expected to be published by September this year. We are now ready to prepare a series of transitional courses that help you gain a deep understanding of the core changes and requirements of ISO 9001:2015. It will assist you to develop an action plan in a way that is easily implemented within an organisation.

ISO 9001 改版已步入最终草案阶段〈FDIS〉，预计其正式新版本将于今年九月公布。就此，为了协助您过渡至新版本，我们正在安排一系列相关的培训课程，让您加深了解最关键的转变及 ISO 9001:2015 新版本的要求，以助您发展一个易于在组织内执行的行动计划。

Courses 课程

- ✚ ISO 9001:2015 Quality Management Systems – Introduction
ISO 9001:2015 质量管理体系 – 入门
- ✚ ISO 9001:2015 Quality Management Systems – Understanding & Application
ISO 9001:2015 质量管理体系 – 理解与应用
- ✚ ISO 9001:2015 Quality Management Systems – Internal QMS Auditor Training
ISO 9001:2015 质量管理体系 – 内部质量管理体系审核员培训
- ✚ ISO 9001:2015 Quality Management Systems Documentation
ISO 9001:2015 质量管理体系文件
- ✚ ISO 9001:2015 Quality Management Systems – Advanced Internal Auditing Techniques
ISO 9001:2015 品质管理体系 – 进阶内部审核技巧
- ✚ Quality Management Systems Auditor/Lead Auditor Training Course
质量管理体系 – 主任审核员证书培训课程
- ✚ Integrated Management Systems Set Up & Audit Approach
综合管理体系 – 建立与审核方法
- ✚ “How your QMS will be without Management Representative?” Transition Strategies for ISO 9001:2015
没有管理者代表的管理体系又会如何？过渡往 ISO 9001:2015 的策略

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