



# VISION 管略

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**Understand more about ISO 9001:2015 and ISO 14001:2015**  
**加深了解ISO 9001:2015和ISO 14001:2015**

**Kickoff of "HKQAA Hong Kong Registration – Eco-friendly Series"**  
**「香港品質保證局香港註冊—生態友善服務」啟動**

**Presentation Ceremony of "HKQAA Hong Kong Registration - Recycling Services" Pilot Program**  
**「香港品質保證局香港註冊—環保回收服務」先導者計劃頒授典禮**

**An interview with HKQAA's Chairman, Ir Dr Hon Lo Wai Kwok**  
**專訪香港品質保證局主席盧偉國議員博士工程師**

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

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## Staying ahead of international trends, tailoring new registration services to local industries

International standards need periodic revision to ensure that they keep pace with the fast-changing business world and are always practical in reality. To meet these challenges ISO released their new versions of ISO 9001 and ISO 14001 in the middle of September 2015, and thus began a new page in the history of management systems.

Staying ahead of international trends, HKQAA is pleased to be the **FIRST** certification body to provide HKCAS (Hong Kong Certification Body Accreditation Scheme) accredited certification services for ISO 9001:2015 and ISO 14001:2015 standards, beginning in early October 2015. This fully affirms the professionalism and efficiency of our team.

Apart from introducing advanced international management systems to the business community, HKQAA strives to develop new services to cope with market needs and social development in our city. Since 2013, we have been tailoring various registration services to promote good practice among different industries, thus marking another milestone in the development of HKQAA. Our aim is to assist organisations to improve performance in terms of integrity, environmental protection and social responsibility so as to benefit businesses and the community.

We previously launched a registration service for wine and another for cooking oil. This year, the scope of registration is further extended to recycling services, eco-friendly products and services, and more services are in the pipeline. These initiatives recognise Hong Kong organisations' commitment and performance based on traceable evidence of what they have done. We intend to help them boost their reputations and add value to their brands, consequently increasing their long term competitiveness. Additionally, we believe our prominently-displayed marks will help the public identify registered organisations and "Companions" conveniently so that they can make wise consumption choices.

We are glad that HKQAA's registration services have been enthusiastically supported by stakeholders, including industrial and professional associations, government departments, academic institutes and environmental groups. The initiatives have also received a positive response from industry and many enterprises have taken the lead to join as registered organisations or companions. We believe their actions will encourage other industry players to do the same, and thus facilitate the improvement of industry as well as the betterment of society.

## 帶領企業走在前端 開發嶄新註冊服務

現今營商環境瞬息萬變，國際標準亦與時並進，定期作出修訂以切合實際應用。今年九月中，國際標準化組織 (ISO) 便正式推出了新版本的 ISO 9001 及 ISO 14001 標準，為管理體系的發展歷史掀開新一頁。

本局一直帶領企業緊貼國際步伐，走在市場前端；在十月初已成為首間可以發出香港認可處認可之 ISO 9001:2015 和 ISO 14001:2015 證書的認證組織，充分體現了本局團隊的效率和專業能力。

除了致力引入國際管理體系外，本局亦配合本地市場和社會發展，積極開發嶄新的服務。自 2013 年開始，我們率先制訂不同類型的註冊服務，推動本地機構實踐良好做法，銳意協助它們提高誠信、環保和社會責任的表現，為商界和社會創優增值；成為本局發展的重要里程碑。

除了葡萄酒註冊、食油註冊之外，本局今年將註冊範圍進一步擴展至環保回收服務、生態友善產品及服務等，並計劃推出更多不同系列的註冊服務，透過確認可追溯的憑據，表揚參與機構的承諾和表現；協助它們提升商譽，為品牌增值和增強競爭力。同時，市民亦可以通過形象鮮明的標誌，輕易地識別出已註冊或成為「同行者」的機構，從而作出明智的消費選擇。

本局的註冊服務，很榮幸得到業界組織、專業協會、政府部門、學術機構和環保團體等持份者的鼎力支持；業界的反應亦十分踴躍，不少企業都率先參與成為註冊機構或同行者。期望參與機構所實踐的良好做法，可鼓勵其他業界人士借鏡仿效，進一步提升整個行業的水平，從而令社會大眾受惠。

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# Understand more about ISO 9001:2015 and ISO 14001:2015 加深了解 ISO 9001:2015 和 ISO 14001:2015



**An interview with Dr Nigel Croft,  
Chairman of ISO Technical Subcommittee on Quality Systems (ISO/TC176/SC2)  
專訪國際標準化組織質量體系技術委員會 (ISO/TC176/SC2) 主席倪國夫博士**

**New versions of the ISO 9001 & ISO 14001 were officially launched on 15 September, 2015.** ISO and the IAF have agreed that there will be a three-year transition period, where organisations currently certified to the standards can make necessary adaptations to their quality and environmental management systems. In order for organisations to have a better understanding of the new versions, VISION invited Dr Nigel Croft, Chairman of ISO Technical Subcommittee on Quality Systems (ISO/TC 176/SC2), to share with us the rationale behind this conversion.

新版 ISO 9001 和 ISO 14001 已於 2015 年 9 月 15 日正式生效。ISO 與國際認可論壇 (IAF) 已同意現有的認證客戶將可在三年過渡期內，就其質量和環境管理體系作出適當的調整。為讓機構對這次改版有更深入的了解，今期《管略》邀得國際標準化組織質量體系技術委員會主席倪國夫博士，與我們分享這次改版的背後理念。

**VISION (V): What are the changes between final versions and FDIS of ISO 9001: 2015 and 14001: 2015?**

**Dr Nigel Croft (N):** There are no technical differences between the FDIS and the final version of each standard. According to ISO rules, the FDIS ballot is a “YES/NO” ballot, and there is no opportunity for comments to be submitted or addressed.

**管略 (管) : ISO 9001:2015 和 ISO 14001:2015 最後版本與最終草案的內容有什麼改變？**

**倪國夫博士 (倪) :** 兩項管理體系的最後版本與最終草案的內容沒有任何更改。根據 ISO 規則，最終草案的投票只需成員投以「贊成」或「反對」票，有關技術內容則不接受任何意見或作任何更改。

**(V): In the new version of ISO 9001, the eight Quality Management principles change to seven. Why has there been such a change?**

**(N):** The general review of the quality management principles was actually undertaken before work started on the revision of ISO 9001. Whilst the majority of the original eight principles were maintained, with some additional clarifications or changes in emphasis, it was decided to combine the principles of the “Process Approach” and “System Approach” into a single principle, thereby reducing the number from eight to seven. The rationale for this was that some users were confused by the fact that having two separate principles implied that these were totally different concepts. The way in which the new single principle “Process Approach” is described in ISO 9000:2015 makes it clear that this is not the case: “Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.”

**(管) : 為什麼新版 ISO 9001 將八個基本質量管理體系原則減至七個？**

**(倪) :** 對質量管理體系原則的基本評估，早於改版工作開始前已經進行。改版後，我們保留了大部分的質量管理體系原則，只在原有的原則中，額外作澄清或重點更改。我們最後決定把「過程方法」和「管理的系統方法」這兩項原則，合二為一，令總數減至七個。這樣做的原因，是由於有些使用者誤以為這兩項原則是完全相異的概念。因此，改版後的「過程方法」將變成單一原則，讓它更為清晰：「在實現其預期結果的過程中，系統地理解和管理相互關聯的過程有助提高組織的有效性和效率。」







**(V): “Risk-based thinking” is incorporated into the new ISO 9001 and 14001 standards, why has it become the focus of the new standards?**

**(N):** This relates to the whole concept of preventive action; how to identify things that might go wrong and how to prevent or minimize the chance of that happening. Traditionally, the requirements of ISO 9001 and ISO 14001 had an implied link between “corrective action” and “preventive action”. The very positioning of the “Preventive action clause” of ISO 9001:2008 right at the end of the standard really gave the wrong impression. Prevention should be (and now will be) at the very heart of the quality management system, and starts with the planning of the system and its processes. The new clause on “Risks and Opportunities” near the beginning of both ISO 9001:2015 and ISO 14001:2015 aims to create that preventive “risk-based” approach to the whole system.

**(V): Which parts of the new standards are closely related to the concept of “risk-based thinking”?**

**(N):** There are in fact two parts of the new standard that are closely related to the concept of “risk-based thinking”. The first is the new Clause 4.1 which requires organisations to define the context in which they operate. This includes both internal factors such as the organisation’s culture, know-how and resources, and external factors such as the socio-economic, and legal framework in which it operates, including local, regional and national infrastructure. No two organisations will be identical, and the potential consequences of a failure associated with, for example a manufacturer of critical aircraft components will be much more serious (and therefore “higher risk” than a small corner shop selling office supplies.)

The second is determining the needs and expectations of the relevant interested parties. In the case of ISO 9001, this will focus on the direct customer, but may need to take into consideration the end-user of the product or service, regulators and others. A classic example would be a school, where the student has certain needs and expectations that must be addressed, but there are other relevant interested parties such as the student’s parents, future employers, those responsible for setting a national curriculum (if applicable), and society as a whole. All have their needs and expectations and the organisation is expected to determine which of those are relevant to the quality management system.

A similar rationale might apply to environmental management if a chemical plant is to be built in an industrial zone, a semi-rural area or close to an area of virgin rain forest. In all cases, the organisations are very similar, but the contexts in which they operate and the relevant interested parties may mean that the risks associated with the business are very different.

By adopting “risk-based thinking” organisations are required to think about the relative importance of their business processes in terms of the objectives to be achieved (recognising that not all processes have the same level of impact or potential consequences), and then take actions to address the risks and opportunities involved. There may, for example, be opportunities to improve processes and reduce costs, to develop new and innovative products or enter into new markets. These are opportunities that an organisation should of course seek out, but this needs to be done in a way that recognises and addresses the potential risks involved.

**(管): 為什麼將「基於風險的思維」納入新版的ISO 9001 和 ISO 14001，並成為這些新標準的焦點？**

**(倪):** 這跟「預防措施」的概念有關，即如何去識別會出錯的地方和減低出錯的機率。傳統上，ISO 9001 及 ISO 14001 的要求把「糾正措施」和「預防措施」互相關連；而 ISO 9001: 2008 亦把「預防措施章節」放在整個標準的尾段，給用家帶來錯誤的印象。事實上，「預防措施」應該（而現在將會）是質量管理體系的核心部分，並應在計劃階段開始籌備。新的「風險和機遇章節」將放在標準的開始部分，旨在為整個管理體系建立具預防性的基於風險的做法。

**(管): 新標準的哪些部分和「基於風險的思維」有關？**

**(倪):** 新標準有兩方面與「基於風險的思維」有關。首先是新的 4.1 章節，指定機構需要界定其經營環境。這包括內在因素如機構文化、行業技術和資源；外在因素如社會經濟及營運所受規管的法律框架，當中包括本地、地區和國家層面上的基礎設施。所有管理體系都是獨一無二的，以飛機零件生產商為例，所承受出錯的風險後果，會比小型文具商店更為嚴重。

第二是界定利益相關者的需求和期望。以 ISO 9001 為例，雖然重點放在直接顧客上，但同時亦需要顧及商



品或服務的最後用家、監管機構等。學校是其中一個典型的例子，需要處理學生不同的需要和期望，但同時亦要顧及其它利益相關者，如家長、未來僱主、負責規劃國家課程的部門（如適用），甚至整個社會。他們全部都有本身的要求和期望，機構需要界定哪一方是和質量管理體系有關的。

如果分別在工業區、半鄉村地區或接近原始熱帶森林的地方興建化學

工廠的話，類似的概念亦可應用在環境管理體系上。雖然機構性質非常相似，但它們所在的不同營運環境和不同利益相關者，都會帶來不同的營商風險。

機構應用基於風險的思維時，必須考慮到其業務流程對達成目標的相應重要程度（意識到並不是所有流程都有相同程度的影響和潛在後果），並採取行動去處理相關風險和機遇。例如機構可能找到機會改善業務流程和減少成本，發展創新的產品或進入新市場，但它們必須同時認清和處理當中的潛在風險。





**(V): In the new standards, why is stronger management required in all levels?**

**(N):** We all know that leadership from the top is vital for the success of any initiative. Unfortunately, we also know from experience that some organisations have implemented their quality or environmental management system under pressure from customers, with little, if any, true leadership from top management, or a deeper understanding of the underlying principles on which the standards are based. In some cases, the management system has been perceived to be “a system of documents” (a “necessary evil”) rather than “a documented system” that will help the organisation to manage its business better and achieve its short- and long-term objectives. The new ISO 9001 standard makes it very clear - “Top Management shall ensure the integration of the quality management system requirements into the organisation’s business processes.”

**(V): Why has the role of “Management Representative” been removed? Who will then be the “project owner” or person in charge of the ISO certification?**

**(N):** It’s true that there is no longer any prescriptive requirement for the organisation to designate a specific person as the “Management Representative”. There is, however, a requirement for top management to define the responsibilities and authorities for ensuring that the management system meets the requirements of ISO 9001 or ISO 14001, and to report back to them on the system’s performance.

That can still be done by a single person, if that is the way the organisation chooses to do it and it’s effective for the organisation’s particular context (in which case, the “Management Representative” role could continue unchanged - there is nothing in the new standards to say that an organisation can’t have a single management representative to fulfill these requirements!), but it gives the organisation the flexibility to meet the requirements in other ways (by designating more than one person, or a committee, or different individuals in different parts of the organisation) to suit their particular circumstances. One of the main reasons that the prescriptive requirement was eliminated, though, was to avoid the possibility that top management could simply abdicate their responsibility and delegate everything to the “MR”.

**(V): In the new standard, there is less documentation, and the “Quality Manual” has been eliminated, why has there been such a change?**

**(N):** Again, it comes back to the question of context, usefulness, and the need to be prescriptive in requiring “a quality manual”. We know from experience that some “traditional” quality manuals can be very useful (and are often required by customers in specific industry sectors). Equally, though, in a high-tech world, some organisations may choose to describe their quality management system, its processes and their interactions in, for example, an intranet domain with hyperlinks to the appropriate levels of detail to make this information available by “non-traditional” methods. It is now acceptable for them to do so.

We also know from experience that some organisations have developed quality manuals based on templates “to meet the requirements of the standard” with little or no added value, often merely regurgitating the requirements of the standard without much thought to the way the organisation actually works. The new standard will actually require organisations to think for themselves, rather than adopting such a pro-forma approach.

**(管)：為什麼新標準要求加強各階層的管理？**

**(倪)：**我們都知道，最高管理層的領導對成功推行倡議是非常重要的。可是，經驗亦告訴我們，有些機構是在顧客的壓力下，才實施質量或環境管理體系的；而在過程中，最高管理層都沒有給予適當的領導，更沒有深入地去理解這些原則背後的用意。管理體系亦往往只被視為「文件的系統」，而非一個可協助機構管理業務並達到短期和長期目標的「文件化系統」。新版 ISO 9001 標準清楚界定，「最高管理層需確保質量管理體系的要求能整合成為機構業務流程的一部分」。

**(管)：為什麼取消了「管理代表」？以後由誰去擔任 ISO 認證的「負責人」？**

**(倪)：**新標準的確沒有要求機構指派任何人擔任「管理代表」，但為了確保管理體系能達到 ISO 9001 和 ISO 14001 的要求，規定最高管理層必須界定員工的工作責任和權限，並向他們彙報管理體系的表現。

機構仍可選擇委任一個員工去擔任此角色，假如這是有有效的做法去切合其經營環境（機構在個別情況下可選擇繼續保留「管理代表」一職，新標準並未列明機構不可委任一個管理代表去達到所需要求）。這做法給予機構彈性，可因應個別情況以不同方法去達到要求（委任多於一人、成立委員會、或由機構內不同職位的人擔任）。這項要求被刪去的主要原因之一，是為了避免最高管理層直接將其責任全部委予管理代表處理。

**(管)：為什麼新標準所需的文件較少，亦取消了「質量手冊」？**

**(倪)：**是否需要「質量手冊」都與實際上的營運環境、有用與否以及所需要的規範有關。經驗告訴我們，有些傳統的「質量手冊」是非常有用的（某些行業更往往是因應顧客要求而制訂的）。另一方面，有些機構則會選擇在這個高科技時代，以一個非傳統方法來描繪其質量管理體系、過程和互相影響的關係，例如把一定詳細的相關資料展示於有超鏈結的內聯網上。這個做法是新標準所接納的。

我們亦從經驗得知，有些機構只用範本制訂「質量手冊」，透過很少或沒有任何附加價值的方法去「達到標準制訂的要求」；只懂斟酌標準的條文規範，卻沒有認真思考是否配合機構的營運模式。誠然，新標準要求機構作出實質思考，而非採用徒具形式的做法。





**(V): How can the new ISO standards and management systems help organisations address management problems and improve performance?**

**(N):** I think that all of the above questions and answers point towards the fact that the new ISO 9001 and ISO 14001 are less prescriptive in nature, but focus primarily on the ability of the organisations' processes to be effective (achieve their planned results). How an organisation chooses to manage its business to achieve these results is up to the organisation itself. This is in line with the ISO/IAF strategic plan from a couple of years ago that "Output Matters". Of course it is important to have the right amount of documentation, top management leadership, competent people, calibrated equipment and so on, but we must never forget that customers and other interested parties will judge the organisation on the resulting outputs (conforming products and services in the case of ISO 9001, adequate environmental performance in the case of ISO 14001).

The new standards, by being less prescriptive, will require organisations to think for themselves about what really is important; how to manage their business in order to achieve the planned results (which is the focus of ISO 9001 and ISO 14001), and how to do that efficiently, meaning in the most cost-effective way (which is up to each organisation to decide for itself, so long as there is no negative impact on the system effectiveness).

To summarize, the new standards will help organisations to improve their performance by simultaneously applying a combination of the Process Approach, Risk-based Thinking, and the Plan-Do-Check-Act cycle at all levels throughout the organisation.

**(管)：新ISO標準和管理體系如何協助機構應對管理問題並改善表現？**

**(倪)：**我相信以上的答問討論都讓大家了解到，新版的ISO 9001和ISO14001標準沒有太多指示性要求，反而更重視機構有沒有能力讓過程變得更有效（以達到它們的預期結果），而機構可自行選擇管理業務的做法去達成目標。這符合ISO和IAF幾年前所定的「輸出要緊」策略計劃。當然，適量文件、最高管理層的領導、能勝任的人選和校準的設備等是很重要的，但我們亦不可忘記顧客和其他利益相關者都會以輸出結果去評價一間機構（對ISO 9001來說，是符合要求的產品和服務；而對ISO 14001則是恰當的環境表現）。

新標準在減少了指示性要求的同時，亦要求機構思考什麼才是最重要的，以及如何透過最具成本效益、有效的方法管理業務（機構可在沒有對系統的有效性帶來任何負面影響的情況下自行決定），以達到預期結果（ISO 9001和ISO 14001的重點）。

總括來說，新標準將同時應用過程方法、基於風險的思維和「策劃－實施－檢查－處置」(PDCA)的循環過程，在機構各層面上協助改善其表現。

**HKCAS Accredited Certification Services for ISO 9001:2015 and ISO 14001:2015 Now Offered by HKQAA  
本局率先提供香港認可處認可之ISO 9001:2015和ISO 14001:2015認證服務**

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to be the **FIRST** certification body to provide HKCAS accredited certification services for ISO 9001:2015 and ISO 14001:2015. HKQAA obtained the necessary accreditations on 6 October, 2015 from the Hong Kong Accreditation Service (HKAS) through the Hong Kong Certification Body Accreditation Scheme (HKCAS). This makes us one of the first organisations in the region to be accredited to provide certification services for the new versions of these standards.

In order to ensure that certified organisations can smoothly convert to the new versions, HKQAA also provides a series of support services, including training, seminars and gap assessments, to support the conversion exercise.

香港品質保證局成為**首間**可以發出香港認可處認可之ISO 9001:2015和ISO 14001:2015證書的認證組織。本局於2015年10月6日，透過香港認可處香港認證機構認可計劃(HKCAS)，正式取得此認可資格，並率先在區內為這兩個新版標準，提供獲認可的認證服務。

為讓認證客戶能順利過渡至新標準，本局亦提供相關的培訓課程、研討會和差距評審等一系列的支援服務。

For further details, please contact us 欲知更多詳情，請聯絡：

**Hong Kong Quality Assurance Agency 香港品質保證局**

Email 電郵： [hkqaa.mkt@hkqaa.org](mailto:hkqaa.mkt@hkqaa.org)

Website 網址： [www.hkqaa.org](http://www.hkqaa.org)

Tel 電話： 香港 – (852) 2202 9111  
上海 – (86 21) 6876 9911  
廣州 – (86 20) 8383 3777  
澳門 – (853) 6238 8759



## Leverage Industrial Advantages to Achieve a Better Society

### 發揮優勢 成就社會發展

An Interview with HKQAA's Chairman,  
Ir Dr Hon Lo Wai Kwok

專訪香港品質保證局主席盧偉國議員博士工程師

*Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA, was awarded the Silver Bauhinia Star this July. He was cited for his distinguished public and community services, particularly his dedication and significant contributions to the development of the construction industry, engineering, innovation and accreditation sectors, as well as his strong leadership role in promoting environmental matters. HKQAA would like to take this opportunity to congratulate Dr Lo for being recognised by the government for his contributions towards the industry and the society. VISION is pleased to interview Dr Lo to learn his thoughts on the industry's future development and his reflections on public service.*

Dr Lo actively participates in public service and is also recognised for his work in the engineering, innovation technology and certification sectors. He shares his view on the different roles of these sectors: "They are important economic sectors but they also play the role of assisting other industries so that they mutually support one another. For example, the engineering profession and the development of transportation and housing are interrelated. The certification sector provides professional assessment services for other industries. They are all closely linked together, contributing to Hong Kong's society through their own professional knowledge and competencies." Dr Lo believes that Hong Kong has the advantages of "5Is", namely "Internationalisation", "Integration", "Information", "Innovation" and "Integrity". Internationalisation is the most significant of these, he says.

### Hong Kong's 5Is Advantages

"The academic qualifications of Hong Kong's engineers have long been recognised by the UK, US, Australia and other regions. Universities in Hong Kong have had great achievements in scientific research, and have already reached world class level in many areas," says Dr Lo. "In the certification sector, ISO is internationally recognised for its management system standards, and HKQAA has been accredited by Hong Kong, mainland China and the UK's accreditation bodies for many years. These are examples that demonstrate our strong internationalisation." Dr Lo praises the outstanding integrated management performance of industry. He uses the construction of Hong Kong International Airport as an example: "Aside from project planning for the airport, transportation facilities such as railways and bridges must be considered as well. This involves the coordination of various professionals. Without excellent integrated planning and management, such projects could not happen."

Information and innovation advantages can best be seen in the innovation technology sector. Dr Lo says that Hong Kong is a leader in the international market for many technological products and innovative technology. "Many product technologies, for example, electronic educational toys, electronic dictionaries, batteries, and even the popular aerial photography and toxicity testing technology were originated in Hong Kong. We have top-notch scientific research technology, but the industry is currently facing challenges to commercialize and industrialize these technologies."

When it comes to integrity, HKQAA's conformity assessment service cannot be forgotten. "Not only do our impartial services enable industry to demonstrate management performance and assist them to raise their professional level, but they also act as a promotional tool, enhancing the organisations' recognition locally and internationally. Take Hong Kong Cooking Oil Registration Scheme launched



香港品質保證局主席盧偉國議員博士工程師 SBS, MH, 太平紳士於今年7月榮獲香港特區政府頒授銀紫荊星章，嘉許語為「致力參與公共及社會服務，表現卓越，尤其對發展建造業、拓展工程、創新及驗證的相關行業，竭誠投入，不遺餘力。他亦積極推動環境事宜，貢獻良多」。本局謹此恭賀盧議員獲政府肯定其對本港不同行業及社會所作的貢獻，今期《管略》亦特別邀請盧議員，分享他對業界發展的看法，以及擔任公職為社會服務的點滴。

盧議員積極參與公共事務，在工程、創新科技及認證界的工作備受肯定。對於這幾個不同範疇行業的角色和關係，他有一番見解。「它們既是重要的個別經濟活動，也為其他行業擔當支援角色，互相支持。例如工程專業與交通、房屋發展等息息相關，認證行業則為其他行業提供專業評定服務；彼此環環緊扣，各自透過不同的專業知識與技能，攜手為香港整體社會作出貢獻。」綜合而言，他認為本港業界均擁有「5Is」優勢，分別是國際化(Internationalisation)、綜合管理能力(Integration)、資訊(Information)、創新(Innovation)及誠信(Integrity)，當中尤以國際化優勢最為明顯。

### 香港的5Is優勢

「本港的工程師學歷早已與英、美、澳洲等地的相關學術資格互認，香港的大學科研水平也極高，在不少領域達世界級水準。在認證界，ISO是國際認可的管理體系標準，而香港品質保證局的認證資格亦早已獲得本港、中國及英國等地認可機構之認可，這些都充分體現了業界的國際化優勢。」此外，盧議員亦對業界的優秀綜合管理能力予以高度評價。他以興建赤蠟角機場為例，指出除了機場本身的工程規劃外，也需顧及交通配套，如鐵路和大橋等，牽涉多個行業的互相配合，若缺乏優秀的綜合規劃及管理，是沒法成功的。

至於資訊與創新優勢，最能在科技界展現。盧議員表示本港不少科技產品與創新技術，在國際市場上均佔據領導地位。「不少產品科技，例如電子教育玩具、電子辭典、電池，甚至炙手可熱的航拍和發光魚驗毒技術等，都是源自香港。本港具有頂尖的科研，不過現在業界正面對如何將科研成果商品化、產業化之挑戰。」



by HKQAA last year as an example: it enhances the verification of identifiable sources of cooking oil supply, and the proper approach to collecting and processing waste cooking oil. Additionally, this initiative strengthens consumer confidence and encourages industry and the general public to support the recycling of waste cooking oil,” says Dr Lo.

## Green Business, an International Trend

Aside from the advantages of the “5Is”, Dr Lo believes that it is also important to introduce advanced environmental protection measures to enhance the competitiveness of local organisations. He notes that there is more and more green legislation in the international market and says he is happy to see that the industry is interacting and sharing related news, thus helping organisations to learn more about these new laws and regulations: “For example, local organisations operating in mainland China are highly concerned about the “Environmental Protection Law” and “Action Plan for Water Pollution Protection”. Therefore, the industry has invited the relevant officials and environmental protection experts to Hong Kong to explain the new laws so that organisations can align themselves with the environmental protection requirements of mainland China.”

## Concern for the Public is the Motivation for Serving the Community

Dr Lo holds various positions in which he serves the public. “Just like many Hong Kong citizens, I grew up in a grassroots family. Since my childhood, I have benefited from various public facilities and policies, covering education, infrastructure, housing and medical services, etc, and had opportunities to develop my career, so I want to use my knowledge and experience to contribute to the livelihood of the citizens through different public services.” Dr Lo is a board member of the West Kowloon Cultural District and, as he is fond of arts, he enjoys his job very much. He hopes this ambitious project will provide the best cultural facilities to bring arts into people’s lives in this busy city.

Dr Lo dedicates his award of the Silver Bauhinia Star to his working partners. “In all the positions I served, I was never alone. I worked with my team to serve society. Therefore, I must share this honour with my friends and teammates.” Dr Lo cares a lot for the development of the society. He expresses that, despite his busy working schedule, he will continue to serve the society through public service in the future.

最後談及誠信，則不得不提本局的合格評定服務。盧議員道：「我們誠實公正的服務不僅有助業界展示管理能力，提升專業水平，亦成為一種推廣工具，增加機構在本地和國際市場的認受性。例如本局於去年推出香港食油註冊計劃，不但促進業界供應和使用可識別來源的食油，以及經正確渠道收集和處理廢食油，增強消費者信心，同時亦推動業界和市民支持廢食油循環再造。」

## 環保營商成國際趨勢

除了「5Is」優勢外，盧議員認為引入先進的環保做法，對加強本地機構的競爭優勢也十分重要。他表示，國際間的綠色法例越來越多，很高興看到業界近年都積極交流和分享有關資訊，加深企業對這些新法例的認識。「例如在內地經營業務的港商，便非常關注中國今年新修訂的《環境保護法》及《水污染防治行動計劃》。因此，業界特別邀請了有關官員及環保專家，來港講解新規例，協助港商與國內環保要求接軌。」

## 關心民生成服務社會動力

盧議員熱心服務社會，在不同界別擔任公職，背後的推動力源自對民生的關心。「我和不少香港人一樣出身自基層，在成長的過程中，受惠於本地的教育、基建、房屋及醫療等政策措施，獲得了事業發展的機會。我希望可以運用自己的知識和經驗，透過不同範疇的公職，為民生出一分力，以回饋社會。」盧議員現時亦為西九文化區董事局成員。酷愛音樂藝術的他，十分享受此工作，並期望文化區能在鬧市中，為市民帶來最佳的藝術生活空間。

今次獲頒銀紫荊星章，盧議員將榮譽歸於與他共事的工作夥伴。「一直以來，無論我在任何崗位上都不是單打獨鬥，而是和團隊一起不斷努力，攜手為社會服務。因此，我必須與業界朋友和夥伴分享此殊榮。」心繫民生發展的他表示工作雖然忙碌，未來仍樂意投入各項公共事務，為業界和社會的發展作出貢獻。

### Ir Dr Hon Lo Wai Kwok, SBS, MH, JP 盧偉國議員 博士 工程師, SBS, MH, 太平紳士

Ir Dr Hon Lo Wai Kwok has served for years as a member of the Governing Council of HKQAA and has taken the role as Chairman since 2013. He is currently Member of the Legislative Council of the Hong Kong Special Administrative Region, representing the Engineering Functional Constituency. He also serves as Vice Chairman of the Business and Professionals Alliance of Hong Kong, member of the Housing Authority, the Hong Kong Science Park Board of Directors, Hong Kong Certification and Testing Council, Hospital Authority, Board of the West Kowloon Cultural District Authority and China Association of Science and Technology Committee, etc. He was President of the Hong Kong Institution of Engineers in 2007/08. He was Sha Tin District Councillor for many years, and was member of the Town Planning Board, Council for Sustainable Development and Advisory Council on the Environment. His expertise and areas of service cover infrastructure, town planning, environment, housing, technology, industry, education and community service, etc.

Dr Lo has over 30 years of experience in engineering, industrial management, technology innovation and market development. He has also worked as Asia-Pacific president of multinational technology group, and deputy chairman of listed electronics enterprise. He was awarded “Ten Outstanding Young Persons” and “Young Industrialist Awards of Hong Kong” in 1992, the Medal of Honour by the Chief Executive of the HKSAR Government in 2001, has been a Justice of the Peace since 2004. He received the Bronze Bauhinia Star and Silver Bauhinia Star in 2009 and 2015 respectively.

盧偉國議員博士工程師在香港品質保證局董事局服務多年，並於2013年起接任主席一職。他現任立法會工程界功能界別議員，亦是香港經濟民生聯盟副主席、香港房屋委員會委員、香港科技園董事會成員、香港檢測和認證局委員、醫院管理局成員、西九文化區董事局成員、中國科協全國委員會委員等。他於2007至08年度任香港工程師學會會長，曾擔任沙田區議會委任議員多年，亦曾任城市規劃委員會、可持續發展委員會及環境諮詢委員會等公職。其專業歷練和社會服務，遍及基建、城市規劃、環境、房屋、科技、工業、教育、社區服務等範疇。

盧議員擁有三十多年跨地域的工程專業、工業管理、科技創新及市場開拓經驗，曾擔任跨國科技集團亞太區總裁、上市電子企業副主席等要職。他於1992年獲頒「十大傑出青年」及「香港青年工業家獎」，於2001年獲香港特區政府行政長官頒發榮譽勳章，於2004年獲委任為太平紳士，並分別於2009及2015年獲頒銅紫荊星章及銀紫荊星章。



## Kickoff of "HKQAA Hong Kong Registration – Eco-friendly Series" 「香港品質保證局香港註冊—生態友善系列」啟動

HKQAA kicked off a new initiative, the "HKQAA Hong Kong Registration – Eco-friendly Series" on 8 October 2015, to encourage organisations to integrate environmental aspects into the design, production, delivery, use and disposal of their products and services, so as to improve environmental performance. We are honoured to have Mr Wong Kam Sing, JP, Secretary for the Environment, the Government of the HKSAR, as the officiating guest of the kickoff ceremony.

### Add Value to Brands

There is an increasing awareness of the environmental performance of organisations, as well as the environmental impact of the products and services they deliver. More buyers and retailers now impose green requirements on suppliers and service providers to meet public expectations. These are driving the surge in eco-friendly products and services.

To cope with this market trend, HKQAA has developed the "HKQAA Hong Kong Registration - Eco-friendly Series" which encourages organisations' contribution to promoting environmental protection, based on traceable evidence that they have done so. It aims to enhance industry and public support for eco-friendly products and services and assists manufacturers, suppliers and service providers to showcase their eco-friendly products and services.

### Adopt Eco-friendly Practice from Production to Disposal

This registration service is intended for the manufacturers, importers, traders, retailers and service providers of environmentally-friendly products. It encourages organisations to commit to the environment at different stages of the product life cycle by registering their products or services in the following categories: "Eco-friendly Material", "Eco-friendly Production", "Eco-friendly Product" or "Eco-friendly Service". Organisations which commit to supporting eco-friendly products can join as "Companions". Participating organisations will receive a registration or "companion" mark for promotional purposes.

In addition to boosting an organisation's reputation and adding value to its brand, the new initiative will help the public identify registered organisations and "Companions" using the prominent marks, so that they can make wise consumption choices.

香港品質保證局於2015年10月8日，正式啟動「香港品質保證局香港註冊—生態友善系列」，推動機構在設計、生產、供應、使用及棄置的過程中，將環保元素融入產品和服務，以提升環保表現。本局很榮幸邀得香港特別行政區政府環境局局長黃錦星太平紳士，擔任啟動禮的主禮嘉賓。

### 為品牌增值

隨著公眾日益重視機構的環保表現，以及其產品與服務對環境構成的影響，越來越多買家和零售商向供應商設下環保要求，市場上亦出現了各種生態友善產品與服務。

為配合業界發展趨勢，本局制訂了「香港品質保證局香港註冊—生態友善系列」，透過確認可追溯的憑據，表揚機構促進環境保護的貢獻。此服務旨在促進業界與大眾支持環保的營商消費理念，彰顯生態友善產品及服務的生產商、供應商和服務提供者。

### 由生產到棄置 實踐生態友善做法

「香港品質保證局香港註冊—生態友善系列」適用於生產商、入口商、貿易商、生態友善產品零售商和服務供應商等各類型機構，鼓勵它們在产品生命週期的不同階段支持環保。機構可將旗下的產品或服務註冊成為「生態友善物料」、「生態友善製造」、「生態友善產品」或「生態友善服務」；而承諾支持生態友善產品的機構，可參與成為「同行者」。參與機構將獲得「註冊」或「同行者」標誌，以作宣傳之用。

此嶄新的註冊服務，不但有助機構提升商譽，為品牌增值，亦可以讓市民透過形象鮮明的標誌，輕易地識別出已註冊或成為「同行者」的機構，從而作出明智的消費選擇。



Mr Wong Kam Sing, Secretary for the Environment, the Government of the HKSAR (left 2); Ir Dr Hon Lo Wai Kwok, Chairman (right 2), Ir C. S. Ho, Deputy Chairman (left 1) and Dr Michael Lam, Chief Executive Officer (right 1) of HKQAA officiated the kickoff ceremony of "HKQAA Hong Kong Registration – Eco-friendly Series". 香港特區政府環境局局長黃錦星太平紳士(左二)、香港品質保證局主席盧偉國議員博士工程師(右二)、副主席何志誠工程師(左一)及總裁林寶興博士(右一)主持「香港品質保證局香港註冊—生態友善系列」啟動禮。





## Applicability of "HKQAA Hong Kong Registration – Eco-friendly Series" 「香港品質保證局香港註冊－生態友善系列」適用範圍






### Eco-friendly Material 生態友善物料

Products' raw material / component material / packaging material made from / of the following material such as  
產品原料 / 組成物料 / 包裝物料使用以下物料製作，例如：

-  recycled material 再造物料
-  bamboo 竹
-  FSC certified products FSC 認證產品
-  material free of restricted substance 不含限用物質







### Eco-friendly Production 生態友善製造

Products produced through eco-friendly production process such as  
產品經生態友善生產過程生產，例如：

-  prevention of pollution 減少污染
-  use of sustainable resource 使用可持續資源
-  climate change mitigation and adaption 緩和及應對氣候變化
-  protection of biodiversity and ecosystem 保護生物多樣性及生態系統
-  restoration of natural habitats 保存自然環境



### Eco-friendly Product 生態友善產品

Products of which the use or disposal results in an environmental performance improvement such as  
產品被使用或丟棄時，有助改善環保表現，例如：

-  prevention of pollution 減少污染
-  use of sustainable resource 使用可持續資源
-  climate change mitigation and adaption 緩和及應對氣候變化
-  protection of biodiversity and ecosystem 保護生物多樣性及生態系統
-  restoration of natural habitats 保存自然環境
-  design disassembly 可分拆的設計

### Eco-friendly Service 生態友善服務

Services of which are designed or delivered with the consideration of having less adverse impact to the environment which results in an environmental performance improvement such as  
在設計或提供服務時，加入了減少對環境構成負面影響的考慮，有助改善環保表現，例如：

-  prevention of pollution 減少污染
-  use of sustainable resource 使用可持續資源

### Companion 同行者

Organisations which  
機構

-  intend to show their commitment to supporting and using eco-friendly products 承諾支持及使用生態友善產品





# Presentation Ceremony of "HKQAA Hong Kong Registration – Recycling Services" Pilot Program

## 「香港品質保證局香港註冊—環保回收服務」先導者計劃頒授典禮

HKQAA kicked off the "HKQAA Hong Kong Registration – Recycling Services" in May this year, to encourage organisations to dispose of, collect and treat waste properly. It aims to promote environmental protection and occupational health and safety practices within the recycling industry. There has been an overwhelming response from industry. The Presentation Ceremony for the "HKQAA Hong Kong Registration – Recycling Services" Pilot Program was successfully held on 8 October 2015.

### Over 40 Business Entities Participate to Facilitate Recycling

43 business entities have joined the pilot program, obtaining 61 registration and "companion" marks. 18 organisations have registered as both "Waste Collectors" and "Waste Recyclers". Six have become "Waste Collectors" and 19 have joined as "Companions". The registered organisations and "Companions" were recognised at the presentation ceremony. "We intend to promote appropriate maintenance of downstream records of recyclable material, promote the clean recycling concept, and motivate the public and business community to support source separation and the recycling of waste," Ir Dr Hon Lo Wai Kwok, Chairman of HKQAA said.

Representatives from participating organisations and industry leaders shared good practice in environmental protection, and talked about development prospects, at the ceremony. The guest speakers included Mr Wilson Fung, Executive Director, Corporate Development, Airport Authority Hong Kong; Mr Mick Lai, Property and Facility Manager, Kai Shing Management Services Limited; Mr Morris Chan, Manager, Safety, Health & Environment, Hong Kong Science and Technology Parks Corporation; Ms Katherine Lau, General Manager, Corporate Quality & Sustainability, Fuji Xerox (Hong Kong) Limited; Dr Jacky Lau, Chairman, Hong Kong Recycled Materials & Re-production Business General Association Ltd. and Miss Joanne Lee, Executive Director, The Federation of Environmental and Hygiene Services.

為配合業界和社會發展，本局於今年5月率先啟動「香港品質保證局香港註冊—環保回收服務」，鼓勵機構正確地處理廢物，並提供實務守則，以助回收業界改善在環境及職業安全和健康方面的表現。該服務自啟動以來，得到業界踴躍支持。本局於2015年10月8日，舉行了「香港品質保證局香港註冊—環保回收服務」先導者計劃頒授典禮。

### 逾40間機構單位參與 促進環保回收

目前已有43間機構單位，參與首階段的先導計劃，取得合共61個註冊或「同行者」資格。當中有18間機構同時註冊為「廢物收集商」及「廢物再造商」，6間註冊為「廢物收集商」，以及19間成為「同行者」。香港品質保證局主席盧偉國議員欣然表示：「我們期望透過此註冊服務，促進機構在回收過程中，提供可回收廢物向下流向的記錄能力；同時亦推廣潔淨回收概念，鼓勵商界和社會大眾支持源頭分類及廢物回收。」

本局除了在今日的頒授典禮上，表揚這些機構對廢物回收的貢獻外，亦邀請了當中的機構代表和業界領袖，在活動中分享商界實踐環保的經驗和心得，以及展望業界的未來發展。嘉賓講者包括香港機場管理局企業發展執行總監馮永業先生、啟勝管理服務有限公司物業及設施經理黎振明先生、香港科技園公司安全、健康及環保經理 Mr Morris Chan、富士施樂(香港)有限公司企業優質及可持續發展部總經理劉金蘭女士、香港環保廢料再造業總會會長劉耀成博士及中港澳環衛總商會總幹事李琬婷小姐。



Mr Wong Kam Sing, Secretary for the Environment, the Government of the HKSAR, HKQAA Governing Council members, Stakeholder's Group, supporting organisations, as well as the registered organisations and Companions of "HKQAA Hong Kong Registration – Recycling Services".

香港特區政府環境局局長黃錦星太平紳士、香港品質保證局董事局成員、持份小組、支持機構及一眾「香港品質保證局香港註冊—環保回收服務」之註冊機構及同行者合照。



Ms Freda Wu, Chief Operating Officer (left 4) and Mr Morris Chan, Manager, Safety, Health & Environment (left 6) of Hong Kong Science and Technology Parks Corporation, with HKQAA members. 香港科技園公司首席營運總監胡淑暉女士(左四)及安全、健康及環保經理 Mr Morris Chan (左六)，聯同香港品質保證局成員合照。



Ir Dr Hon Lo Wai Kwok, Chairman of HKQAA (left) presented the "companion" mark to the participating organisation of "HKQAA Hong Kong Registration – Recycling Services".

香港品質保證局主席盧偉國議員博士工程師(左)頒授「香港品質保證局香港註冊—環保回收服務」同行者標誌予參與機構。



Mr Wong Kam Sing, Secretary for the Environment, delivered the Opening Remarks.

環境局局長黃錦星太平紳士致開幕辭。





The event drew over 250 guests from industries, government departments, associations, academies and NGOs.

活動吸引超過 250 名來自業界、政府部門、協會、學術機構及非牟利團體等人士出席。



部份「香港品質保證局香港註冊—環保回收服務」之同行者代表與環境局局長黃錦星太平紳士合照。

Companion delegates of the “HKQAA Hong Kong Registration Recycling Services” and Mr Wong Kam Sing, Secretary for the Environment.

### HKQAA Hong Kong Registration – Recycling Services List of Registered Organisations 香港品質保證局香港註冊—環保回收服務 註冊機構名單

(As of 7 October 2015 截至 2015 年 10 月 7 日)

Waste Collectors 廢物收集商	Waste Recyclers 廢物再造商
<ul style="list-style-type: none"> <li>All Profit International Trading Limited 利多國際貿易有限公司</li> <li>Baguio Waste Management &amp; Recycling Limited 碧瑤廢物處理及回收有限公司</li> <li>Best Result Environmental Services Limited 恒毅環衛服務有限公司</li> <li>C &amp; H Import and Export Company 全興進出口公司</li> <li>Chiho – Tiande (HK) Limited 齊合天地(香港)有限公司</li> <li>Chuen Kee Resources Limited 泉記資源有限公司</li> <li>Hong Kong Hung Wai Wooden Board Company 香港鴻偉人造板公司</li> <li>Hong Kong Telford Envirotech Group Limited – Telford @ ECO Park 香港德福環保科技集團有限公司—德福環保「環保園」工場</li> <li>Hong Kong Ying Cheung (International) Holdings Limited 香港英昌(國際)控股有限公司</li> <li>Hop Sing Environmental Recycling Limited 合成環保回收有限公司</li> <li>Integrated Waste Solutions Group Holdings Limited 綜合環保集團有限公司</li> <li>Kin Xun Metalware Recycling Company 建迅鋼鐵回收有限公司</li> <li>King Wah Environment Recycle Limited 景樺環保回收有限公司</li> <li>Lau Choi Kee Papers Company Limited 劉財記紙業有限公司</li> <li>Li Tong (H.K.) Telecom Company Limited 俐通(香港)有限公司</li> <li>Lik Hsin 力軒環保回收公司</li> <li>Lik Shun Services Limited 力信服務有限公司</li> <li>Man Wah Import and Export Co 文華進出口公司</li> <li>On Kee (HK) Environmental Recycling Limited 安記(香港)環保回收有限公司</li> <li>Perfect Green Supplies Company Limited 綠玲瓏供應有限公司</li> <li>Sun Ngai International Enterprise Limited 新毅國際企業有限公司</li> <li>United Recycle Materials (HK) Limited 聯合再生資源(香港)有限公司</li> <li>Wai Sang Waste Paper &amp; Metal Co Ltd 偉生廢紙五金有限公司</li> <li>World Power Creation Limited</li> </ul>	<ul style="list-style-type: none"> <li>All Profit International Trading Limited 利多國際貿易有限公司</li> <li>Baguio Waste Management &amp; Recycling Limited 碧瑤廢物處理及回收有限公司</li> <li>C &amp; H Import and Export Company 全興進出口公司</li> <li>Chiho – Tiande (HK) Limited 齊合天地(香港)有限公司</li> <li>Chuen Kee Resources Limited 泉記資源有限公司</li> <li>Hong Kong Hung Wai Wooden Board Company 香港鴻偉人造板公司</li> <li>Hong Kong Telford Envirotech Group Limited – Telford @ ECO Park 香港德福環保科技集團有限公司—德福環保「環保園」工場</li> <li>Hong Kong Ying Cheung (International) Holdings Limited 香港英昌(國際)控股有限公司</li> <li>Hop Sing Environmental Recycling Limited 合成環保回收有限公司</li> <li>Integrated Waste Solutions Group Holdings Limited 綜合環保集團有限公司</li> <li>Kin Xun Metalware Recycling Company 建迅鋼鐵回收有限公司</li> <li>King Wah Environment Recycle Limited 景樺環保回收有限公司</li> <li>Lau Choi Kee Papers Company Limited 劉財記紙業有限公司</li> <li>Li Tong (H.K.) Telecom Company Limited 俐通(香港)有限公司</li> <li>Mah Wah Import and Export Co 文華進出口公司</li> <li>Sun Ngai International Enterprise Limited 新毅國際企業有限公司</li> <li>United Recycle Materials (HK) Limited 聯合再生資源(香港)有限公司</li> <li>Wai Sang Waste Paper &amp; Metal Co Ltd 偉生廢紙五金有限公司</li> </ul>

### HKQAA Hong Kong Registration – Recycling Services List of “Companions” 香港品質保證局香港註冊—環保回收服務 「同行者」名單

(As of 7 October 2015 截至 2015 年 10 月 7 日)

- Airport Authority 機場管理局
- A.S. Watson Group (HK) Limited – Watson’s Water 屈臣氏集團(香港)有限公司—屈臣氏蒸餾水
- Fuji Xerox (Hong Kong) Limited 富士施樂(香港)有限公司
- Hong Kong Science and Technology Parks Corporation – Hong Kong Science Park 香港科技園公司—香港科學園
- Hong Kong Science and Technology Parks Corporation – InnoCentre 香港科技園公司—創新中心
- Kai Shing Management Services Limited – Aegean Coast Management Services Office 啟勝管理服務有限公司—愛琴海岸服務處
- Kai Shing Management Services Limited – East Point City (Commercial) 啟勝管理服務有限公司—東港城商場
- Kai Shing Management Services Limited – Grand Central Plaza Tower 啟勝管理服務有限公司—新城市中央廣場
- Kai Shing Management Services Limited – Grand Pacific Views/Heights Management Services Office 啟勝管理服務有限公司—浪琴軒/海琴軒服務處
- Kai Shing Management Services Limited – International Commerce Centre 啟勝管理服務有限公司—環球貿易廣場
- Kai Shing Management Services Limited – Metroplaza 啟勝管理服務有限公司—新都廣場
- Kai Shing Management Services Limited – New Town Plaza III 啟勝管理服務有限公司—新城市廣場3期
- Kai Shing Management Services Limited – New Town Tower 啟勝管理服務有限公司—新城市商業大廈
- Kai Shing Management Services Limited – World Trade Centre 啟勝管理服務有限公司—世貿中心
- Leo Paper Group (Hong Kong) Limited 利奧紙品集團(香港)有限公司
- MegaBox Management Services Limited
- MTR Corporation Limited – Two International Finance Centre 香港鐵路有限公司—國際金融中心二期
- The Hong Kong Jockey Club 香港賽馬會
- Vogue Laundry Service Limited 雅潔洗衣有限公司

We would like to acknowledge the following organisations for their support for the Presentation Ceremony of the HKQAA Hong Kong Registration – Recycling Services Pilot Program. 特此鳴謝以下贊助機構對「香港品質保證局香港註冊—環保回收服務」先導者計劃頒授典禮的鼎力支持。

#### Gold Sponsors 金贊助



#### Supporting Organisations 支持機構





# The 8th My Dream Home Contest Awards Ceremony

## 第八屆「理想家園」比賽頒獎典禮

The 8th HKQAA “My Dream Home” Writing, Photo, Drawing and Poster Design Contest Awards Ceremony was held successfully on 28 August 2015, at the Chiang Chen Studio Theatre of The Hong Kong Polytechnic University.

As in previous years, the Education Bureau and the Guangzhou Youth Cultural Exchange Center co-organised the contest, and this was the fifth year in which Guangzhou and neighbouring region participated. More than 3,000 pieces of artwork were received from Hong Kong and mainland China. The award list is now available at [www.hkqaa.org](http://www.hkqaa.org).

HKQAA also collaborated with the China Quality Certification Centre to launch the “Low-Carbon Exchange Program”, sharing students’ artwork about low-carbon and environmental protection, in both Shanghai and Hong Kong. The Program aims to encourage the younger generation to care about the environment and climate change.

HKQAA has also joined hands with the Education Bureau to hold the “HKQAA Student Ambassador Programme”, allowing secondary students to learn valuable lessons from participating in the preparation and management of large-scale events.

香港品質保證局第八屆「理想家園徵文、攝影、繪畫及海報設計比賽」頒獎典禮已於2015年8月28日晚上，假香港理工大學蔣震劇院成功舉行。

今屆比賽連續第五年邀請廣州及鄰近地區參與，在香港教育局及廣州市團校廣州市青年對外文化交流中心的協辦下，反應熱烈，兩地共收到超過3,000份作品，得獎名單已於本局網站 [www.hkqaa.org](http://www.hkqaa.org) 公布。

本局今年更首次與中國質量認證中心合作，進行低碳交流活動，分別在香港及上海展出兩地同學有關低碳環保的繪畫作品，推動兩地年輕一代思考環保及氣候變化的議題。此外，本局亦繼續聯合香港教育局，舉辦「活動統籌體驗計劃」，讓同學親身參與和體驗大型活動的籌備過程，幫助他們擴闊視野，累積經驗。



Ir Dr Hon Lo Wai Kwok, Chairman of HKQAA presented a flag souvenir to Mr Fred Lam of Education Bureau, the co-organiser of the event.

香港品質保證局主席盧偉國議員致送紀念錦旗予協辦機構香港教育局林健徽先生。

Governing Council members of HKQAA and the guests from the Education Bureau, The Boys' and Girls' Club Association of Hong Kong and Hong Kong School of Design.

香港品質保證局董事局成員與香港教育局、香港小童群益會及香港設計學院嘉賓合照。



Awardees of the 8th “My Dream Home” Contest took a group photo with the guests.

第八屆「理想家園」比賽的得獎者與一眾嘉賓合照。



Students of the Buddhist Ho Nam Kam College (top) and Bethel High School (bottom) brought amazing dancing and magic performances to the audience.

活動邀得佛教何南金中學(上)及伯特利中學(下)的同學，為觀眾帶來精彩的舞蹈及魔術表演。



Dr Michael Lam, Chief Executive Officer of HKQAA, presented certificates to students participating in the “HKQAA Student Ambassador Programme”.

香港品質保證局總裁林寶賢博士頒發證書給參與「活動統籌體驗計劃」的學生。



## Promoting Wine-related Services beyond Hong Kong

### 在國內外推廣本局葡萄酒相關服務

HKQAA is committed to supporting the development of wine-related businesses in Hong Kong, increasing their competitive edge in the international market. In August 2015, Mr Bryan Peng, Assistant Director of HKQAA, joined Mr Gregory So, Secretary for Commerce and Economic Development, the Government of HKSAR, and representatives from the Hong Kong wine industry on a visit to South Australia. The delegation met with the senior management of the Australian Grape and Wine Authority, as well as the South Australian Wine Industry Association, where they heard about the latest industry developments. The delegation presented Hong Kong's business advantages and explored the collaboration projects with Australia.

HKQAA also participated in the Hong Kong Wine Trade Seminar at the "Xi'an-Hong Kong Festival 2015" in September 2015. We introduced our wine-related conformity assessment services to Shaanxi's enterprises, so as to promote collaboration between Hong Kong and Shaanxi.



本局一直致力支援本地葡萄酒相關行業的發展，提升業界在國際市場的競爭力。今年8月，本局助理總監彭文俊先生隨香港特區政府商務及經濟發展局局長蘇錦樑先生，以及多位葡萄酒業界代表到訪南澳，與澳洲葡萄與葡萄酒局及南澳葡萄酒會的高層人員會面，交流兩地葡萄酒業的最新發展，介紹本地業界優勢，並探討合作項目。

此外，本局亦於今年9月，參加「西安香港節2015」的香港葡萄酒貿易研討會，向陝西企業介紹本局葡萄酒相關的合格評定服務，促進陝港兩地的交流合作。



## Summer Internship Programme

### 暑期實習計劃

HKQAA attaches a great deal of importance to nurturing the younger generation. We therefore provide summer internships for students from different tertiary institutions, enabling them to gain practical working experience and have a better understanding of the world of work while they are still studying. These work opportunities help students realise their potential and acquire industry knowledge, which we hope will help them in their future career.

In appreciation of HKQAA's internship offer to the students of the School of Continuing and Professional Studies of The Chinese University of Hong Kong (CUSCS), we were invited to join the Higher Diploma Programmes Inauguration Ceremony and Orientation 2015 on 9 September 2015. We were given a souvenir in recognition of our support for the internship programme 2014-2015.

本局一直致力培育年輕一代。每年暑假，本局也會舉辦暑期實習計劃，讓不同大專院校學生在學期間，可累積實際工作經驗，並加深對職場之了解。實習機會協助他們發揮潛能，增加行業知識，有助其將來事業發展。

為答謝本局向香港中文大學專業進修學院(CUSCS)之學生提供實習機會，CUSCS特邀請本局出席於2015年9月9日舉行的2015年度高級文憑課程開學典禮及迎新日，並向我們致送紀念品，彰顯本局對其2014-2015年度實習計劃的支持。





## Restaurant & Bar Hong Kong and House Wine Awards 2015

### 香港餐飲展及駐店酒大獎2015

HKQAA participated in Restaurant & Bar Hong Kong 2015, a leading fine dining and bar exhibition in the Asia-Pacific region, from 6 to 8 September 2015. The three-day event was held at the Hong Kong Convention and Exhibition Centre and attracted over 20,000 visitors. HKQAA ran a booth and promoted our wine-related conformity assessment services.

### Restaurant & Bar Hong Kong House Wine Awards Joined Hong Kong Wine Registration Scheme for Events

The Restaurant & Bar Hong Kong House Wine Awards 2015, a feature activity in Restaurant & Bar Hong Kong, was the first event ever registered in the "HKQAA - Hong Kong Wine Registration Scheme for Events". The participating distributors had to maintain and provide records of identifiable sources of the submitted wines. Scheme Mark Labels with a unique QR code were attached to the bottles of wine entered for the Awards, enabling the public to scan and read information about the wines online.

Hong Kong Wine Judges Association, the supporting association of Restaurant & Bar Hong Kong House Wine Awards, expressed their support for the "HKQAA - Hong Kong Wine Registration Scheme". Mr Sammy Leung, Chairman of the Hong Kong Wine Judges Association was delighted that HKQAA has launched such scheme. "It aims to recognise an organisation's ability to maintain and retrieve the records of the wines they handle, thus enhancing consumer confidence and bringing advantages to the local wine industry," said Mr Leung.

Ms Amy Au Yeung, Vice Chairman & Treasurer of the Hong Kong Wine Judges Association said, "Wine traders are quite busy doing their daily operations. Acting as a gate-keeper, the 'Hong Kong Wine Registration Scheme' assists the industry to verify wine products with identifiable sources so as to enhance consumer confidence."

Dr Peter Chiu, Judge Member of the Hong Kong Wine Judges Association, said, "The recognition of a third party organisation not only provides confidence to consumers but also indirectly reflects the value of wine. The 'Restaurant & Bar Hong Kong House Wine Awards 2015' campaign obtains the 'Hong Kong Wine Registration Mark', which indeed marks a milestone for the award."

本局於2015年9月6日至8日，參與了假香港會議展覽中心舉行的亞太高端餐飲展覽—香港餐飲展2015，設置宣傳攤位，推廣本局有關葡萄酒的合格評定服務。為期三天的活動吸引了超過20,000名人士入場。

### 香港餐飲展駐店酒大獎參與香港葡萄酒註冊計劃(活動項目)

香港餐飲展駐店酒大獎2015為展覽的主題活動之一，亦是首個獲得「香港品質保證局—香港葡萄酒註冊計劃(活動項目)」註冊資格的活動，參賽的供應商需妥善保存及提供參賽酒的可識別來源記錄。活動上所有葡萄酒酒瓶均貼著印有獨特QR碼的計劃標籤，供公眾在網上查閱產品相關資訊。

香港葡萄酒評審協會為香港餐飲展駐店酒大獎的支持協會，亦大力支持本局的「香港葡萄酒註冊計劃」。香港葡萄酒評審協會主席梁衛民先生對計劃表示歡迎：「它可確認機構能夠妥善保存及翻查可識別的葡萄酒來源記錄，令顧客更有信心，為本地葡萄酒業界帶來了好處。」

香港葡萄酒評審協會副主席兼司庫歐陽佩芬小姐表示：「葡萄酒商的日常工作忙碌，『香港葡萄酒註冊計劃』有助業界把關，以便識別來源記錄清晰的葡萄酒產品，以及增強市民的信心。」

香港葡萄酒評審協會評審會員趙炳權博士亦指出：「第三方機構的確認，不但令用家更有保障，更間接體現了葡萄酒的價值。『香港餐飲展駐店酒大獎2015』成功獲得『香港葡萄酒註冊標誌』，對大獎而言確實是一個里程碑！」



▲ Hong Kong Wine Registration Scheme Mark Labels with a unique QR code were attached to the bottles of the wines in the Awards.  
駐店酒大獎上，所有葡萄酒酒瓶均貼著印有獨特QR碼的香港葡萄酒註冊計劃標籤。



▲ Mr Bryan Peng, Assistant Director of HKQAA was a speaker in the Restaurant & Bar Hong Kong House Wine Awards 2015. 香港品質保證局助理總監彭文俊先生在香港餐飲展駐店酒大獎2015上致辭。



◀ From left: Mr Bryan Peng; Mr Sammy Leung, Chairman, Dr Peter Chiu, Judge Member and Ms Amy Au Yeung, Vice Chairman & Treasurer of Hong Kong Wine Judges Association.

左起：彭文俊先生、香港葡萄酒評審協會主席梁衛民先生、評審會員趙炳權博士及副主席兼司庫歐陽佩芬女士。



◀ HKQAA's services were introduced to the visitors.  
本局同事向參觀人士介紹本局服務。



**Welcome to visit us and learn more about  
The HKQAA Wine Storage Management Systems Certification Scheme and  
Hong Kong Wine Registration Scheme.**

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

Booth No. 展位：3G-F24

The HKTDC Hong Kong International Wine & Spirits Fair is a truly global event that is dynamic and diversified -- here exhibitors can expect the unexpected, and meet everyone who is anyone in the wine and spirits industry.

The partner country for the 2015 edition of the show is Portugal. There will be the Wines of Portugal pavilion and a focus on Portugal in many of the fair's wine events and activities.

The 2014 edition was a great success which featured over 1,000 exhibitors from 38 countries and regions -- including all the major wine-producing areas -- and attracted nearly 20,000 trade visitors from 75 countries and regions.

It is also a meeting place where you can forge new relationships, strengthen existing ones: trade buyers; winery owners; importers & distributors; sommeliers; wholesalers and hoteliers & restaurateurs, gather the latest market intelligence and assess the newest trends, all in a busy, humming atmosphere.



*Dynamic Business Opportunities  
Blend with Bubbly Atmosphere*



*Fabulous Events* 🍷

The event provides a diversified showcase for the entire drinks business, and not just wine. The 2014 edition introduced the Whisky and Spirits Zone and the very popular Whisky and Brandy Bar to cater to the increased demand for spirits in the market, as well as sake, fortified wines and liqueurs.

Visitors can enrich their knowledge through a wide range of events such as fine wine tastings, master classes, wine tastings, cocktail demonstration and seminars. Over 70 events were staged during the 2014 event.

*Public Day* 🍷

The atmosphere is lively and convivial, it is also the place to get down to business in a professional manner. The last day of the fair is the public day which you can exchange the information with the consumers directly.

**HKTDC Hong Kong International  
Wine & Spirits Fair**

Date: 5-7 November 2015 (Thu-Sat)  
Venue: Hong Kong Convention and  
Exhibition Centre, Hong Kong  
Tel: (852) 2240 4203 Fax: (852) 2169 9169  
Email: [hkwinefair.visitor@hktcdc.org](mailto:hkwinefair.visitor@hktcdc.org)  
Website: [www.hktcdc.com/ex/hkwinefair/45](http://www.hktcdc.com/ex/hkwinefair/45)

Remarks:

- Aged 18 or above only.
- No Admission charge for pre-registered trade buyers;
- Admission fee HK\$100 per person for on-site registered trade buyers
- Open to public by ticket admission on 7 Nov 2015

For trade visitors, you can reserve your FREE admission badge through:

Smartphone Info Site –  
download HKTDC Mobile apps; or  
Mobile Info Site – [hktcdc.com/wap/wine/T119](http://hktcdc.com/wap/wine/T119)



# HKQAA Sustainability Rating and Research: Annual Review 2015

## 香港品質保證局可持續發展評級及研究：2015年回顧

### Foreword – Encouraging Trends in Companies' Management of Sustainability Performance

From 2014 onwards, HKQAA was appointed by Hang Seng Indexes Company Limited to conduct the rating and research on the sustainability performance of over 600 eligible companies listed in Hong Kong and mainland China. The annual exercise was completed in August 2015, and we would like to report some encouraging trends of the assessed listed companies in managing their sustainability performance and risks as compared to last year.

- The number of the listed companies that issued stand-alone or integrated sustainability / CSR reports increased by 73%
- The total number of respondents to the HKQAA Sustainability Performance Assessment increased by 23%
- The number of Hong Kong (HK) and China A-Share (CN) listed companies which achieved a moderate/ satisfactory rating of BBB- or above increased by 7% and 22% respectively
- The average total score of all the assessed listed companies increased by 3.5% from 44.2 to 45.8
- The average subject scores on the Environment (Env) and Community Involvement and Development (CID) recorded increases of 14.2% and 4.4% respectively

### Number of Eligible Companies for Assessment

In 2015, HKQAA reviewed the sustainability performance of 685 eligible listed companies for inclusion in the Hang Seng Corporate Sustainability Index series – 455 Hong Kong listed companies (including dual-listed companies, classified as Hong Kong stocks) and 230 China A-Share listed companies. The number of eligible companies increased by almost 10% as compared to 2014.

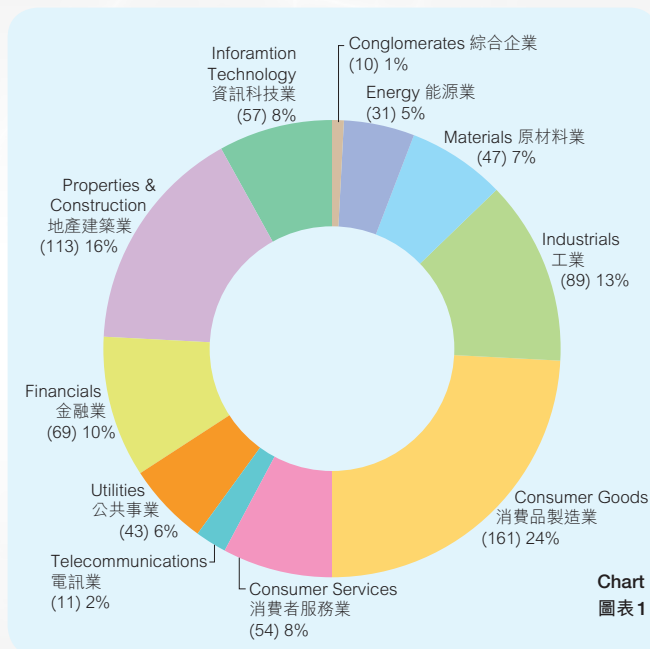
### The Research Project and Company Engagement

In 2015, HKQAA's Assessment Team examined 375 sustainability / CSR reports (including stand-alone and integrated reports) and made reference to over 400 companies' public domain websites, as well as local and international media reports, to assess their sustainability performance as a whole. We also reviewed more than 600 annual reports to understand companies' regulatory compliance and financial performance including revenues and segmental data. All companies were provided with an opportunity to offer feedback and supporting documents to HKQAA in the form of a questionnaire to supplement the publicly-available information. This year, the total number of responding companies increased by 23% compared to 2014. They offered very useful insights into the current management approaches to the sustainability opportunities and risks within businesses.

### 前言—企業的可持續管理表現越見進步

自2014年起，香港品質保證局獲恒生指數有限公司委任，為超過600間於本港及內地上市的合資格公司，進行可持續發展表現的評級及研究，有關工作已於2015年8月完成。與去年相比，獲評估的上市公司在可持續發展的表現及風險管理方面均有所改善，現報告如下。

- 出版獨立或綜合可持續發展/ 企業社會責任報告的上市公司數目上升73%
- 香港品質保證局可持續發展表現評估總回覆增加了23%
- 達到中等/ 良好的BBB-級或以上之香港及內地A股上市公司數目，分別增加7%和22%
- 所有被評級的上市公司平均總分數錄得3.5%的增長，由44.2分上升至45.8分
- 核心指標中的「環境」和「社區參與和發展」項目平均分數分別上升14.2%和4.4%



### 合資格被評估的上市公司數目

2015年度，本局審閱了685間合資格上市公司的可持續發展表現，其中包括455間香港上市公司(包括在中港兩地上市的公司，被列為港股的公司)及230間內地A股上市公司。與2014年度比較，合資格的上市公司增加了約10%。

Chart 1 - Universe by Sector 2015  
圖表1 - 2015年研究之上市公司行業分布

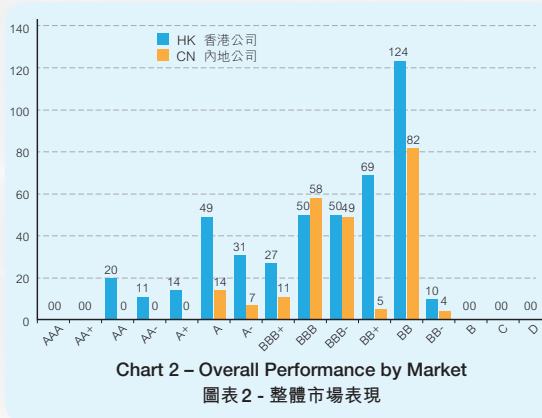
### 研究計劃及參與公司

為全面地評估公司的可持續發展表現，本局今年查考了375份可持續發展/ 社會責任報告(包括獨立和綜合報告)、超過400個公司網站和本地及國際媒體的相關報導；並審閱超過600份公司年報，以了解其遵從規管的情況，以及收益和行業數據等財政表現。此外，所有公司均會收到一份問卷，以便提供公開資訊以外的補充資料及文件。今年回覆的公司總數與去年相比增加了23%，為它們現時的可持續發展機遇和風險管理方針，提供了非常重要的描述。



## Overall Performance by Market

Similar to last year, the sustainability performance of Hong Kong listed (HK) companies was generally stronger than that of China A-Share listed (CN) companies. The highest score among HK companies was AA (20 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A (14 companies). 252 HK companies (55%) and 139 CN companies (60%) achieved a moderate/satisfactory rating of BBB- or above, whereas, in 2014, only 48% of HK companies and 38% of CN companies achieved the same level. The number of companies which received a moderate rating of BB or below also decreased from 45% to 32% as compared to last year. These trends show that more and more companies are willing to go beyond the legal requirements when addressing sustainability issues.

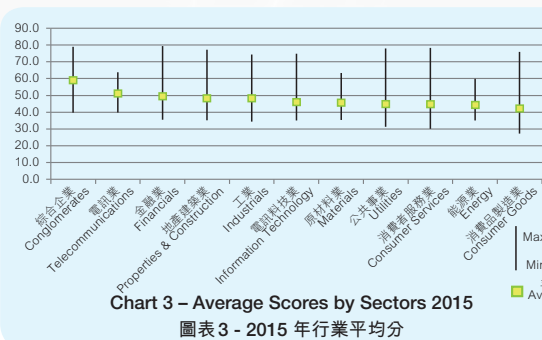


## 整體市場表現

一如往年，香港上市公司（「香港公司」）在可持續發展表現上，普遍較內地A股上市公司（「內地公司」）優勝。香港公司在AAA（最高）至D（最低）的評級中，最高分數為AA（共有20間公司），而內地公司最高分數為A（共有14間公司）。整體而言，共有252間香港公司（55%）和139間內地公司（60%）達到中等/良好的BBB-或以上評級。相比2014年，只有48%的香港公司和38%的內地公司達到相同水平。與去年相比，達到中等水平BB或以下評級的公司從45%下跌至32%。從以上趨勢所見，越來越多公司願意在符合法律法規要求之餘，更進一步應對可持續發展議題。

## Sector-level Performance

Looking at the average scores of all industry sectors in 2015, we can see that Conglomerates, Telecommunications and Financials continued to display the strongest sustainability performance, while the Energy and Consumer Goods sectors obtained the poorest results. The range of scores and ratings in Consumer Goods is the widest among all sectors.



## 行業表現水平

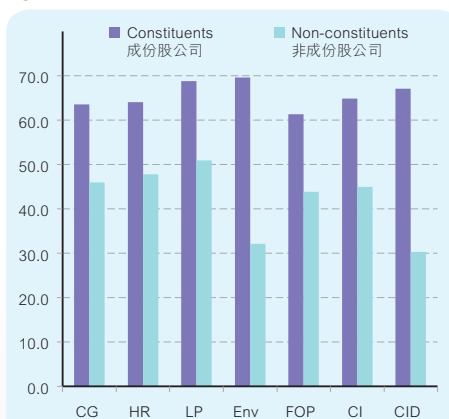
透過分析各行業的整體平均分數，可見今年的綜合公司、電訊業和金融業的可持續發展表現為最佳；而能源業和消費品製造業的表現較為遜色。消費品製造業的分數及評級相差幅度最大。

## Subject Performance

In the current assessment model, all companies are rated against 7 core subjects, Corporate Governance (CG), Human Rights (HR), Labour Practices (LP), The Environment (Env), Fair Operating Practices (FOP), Consumer Issues (CI), and Community Involvement and Development (CID).

If we compare the performance of Constituents to that of Non-constituents, the Constituents outperformed the rest of the universe companies in all subjects as shown in the chart above. Similar to last year, the gaps are especially large in Environment and Community Involvement and Development, reflecting the plentiful resources put into these areas by the top performers. The stronger general performance in Corporate Governance, Human Rights and Labour Practices 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.

這次評估中，所有公司均是根據以下七個核心指標評分：公司管治(CG)、人權(HR)、勞動實務(LP)、環境(Env)、公平營運實務(FOP)、消費者議題(CI)以及社區參與和發展(CID)。



## 核心指標表現

從以上圖表可見，「恒生可持續發展企業指數」成份股公司的核心指標表現比非成份股公司的上市公司為佳。如往年，「環境」及「社區參與和發展」的差距最大，反映獲較高評級的公司在這兩個範疇投入了充裕的資源。另外，上市公司為依從持份者和監管的要求，都會遵守與「公司管治」、「人權」及「勞動實務」相關的法規，因此在這些方面的表現都普遍良好。

## The Way Forward – Incorporation of Sustainability Factors into Companies' Core Business Values

The higher level of company engagement as well as improved sustainable management and reporting in 2015 demonstrated that many companies in Hong Kong and mainland China have started to address sustainability challenges and respond to the needs and expectations of society. In order to achieve better sustainability performance, companies should work to incorporate sustainability factors into their core business values to encourage further positive impact on the environment and stakeholders. Effective sustainability management systems should identify and prioritise sustainability aspects and impacts and ensure that environmental, social, and economic concerns are considered thoroughly throughout a company's decision-making process. We hope that HKQAA's annual research will continue to chart improved performance in future and recognise the efforts of the listed companies in taking steps towards the better alignment of societal and investment values.

## 展望未來—將可持續發展元素融入企業業務核心價值

是次研究可見有更多公司參與可持續發展工作，其可持續發展管理及報告的水平亦有所提升，顯示有更多本地及內地公司都開始應對可持續發展挑戰，回應社會需求和期望。為有更好的表現，企業應把一些可持續發展的元素融入在業務核心價值內，為環境和持份者帶來正面影響。有效的可持續發展管理體系應能辨別可持續發展的範疇和其影響，訂定其優先次序，並能確保在作決定時都能充分考慮有關環境、社會和經濟方面的因素。本局期望在未來的報告中，可看到上市公司的可持續發展表現有所提升，為創造社會和投資的共同利益，攜手作出貢獻。



## International 國際



### Publication of New ISO 9001 and ISO 14001 Standards

The new revisions of ISO's two "flagship" standards were published on September 15th 2015. These will have a significant impact on the ways in which organisations design and implement their quality and environmental management systems, by being more demanding in terms of the results to be achieved, whilst at the same time allowing extra flexibility for organisations to define for themselves how to do that. By aligning the structure and clause sequence of the two standards, it will be easier for organisations that are certified to both standards to incorporate the new requirements in a single, integrated system if they choose to do so. This is also the first time that the two standards have been published simultaneously, thereby facilitating the transition, and making it possible to align certification cycles. The standards have been over three years in the making and are the work of hundreds of experts from industry and commerce, government regulators, end-users, NGOs, certification bodies, accreditation bodies, consultants and academics, representing over 80 countries, as well as many thousands of participants in the national mirror committees who reviewed and commented on the draft standards during their development.

### Guidance on the Application of ISO 9001:2015 Available in Draft Form

As part of its ongoing effort to support the correct application of its standards, ISO/TC176/SC2 recently distributed the Draft Technical Specification DTS 9002 for comment and ballot among ISO member bodies. This Technical Specification includes examples, descriptions and options that should aid both in the implementation of a quality management system and in strengthening its relation to the overall management of an organisation. While its guidelines are consistent with the ISO 9001 quality management system model, they are not intended to provide interpretations of the requirements of ISO 9001 or be used for audit or assessment purposes.

### Requests for Interpretation of ISO 9001:2015

ISO/TC176/SC2 has a specific working group (WG22) that is responsible for issuing interpretations to the ISO 9001 standard. Although the number of requests for interpretation has been low over the last few years (due to the relative maturity of the ISO 9001:2000 and 2008 versions), the group is preparing for a significant increase in demand, now that the new version of the standard has been published in September 2015. Requests for interpretation are not accepted from individuals, but have to be submitted via one of the ISO National Member Bodies (see [http://www.iso.org/iso/about/iso\\_members.htm](http://www.iso.org/iso/about/iso_members.htm)) who conduct an initial review prior to submitting to ISO/TC176/SC2 if needed.



### 新版 ISO 9001 和 ISO 14001 標準正式出版

兩個ISO的旗艦標準已於2015年9月15日正式出版。新標準對於要達到結果的要求更為嚴謹，大大影響了各機構對質量和管理體系設計和實踐，但同時亦給予機構更多彈性，決定如何達到要求。透過統一兩項標準的結構和章節次序，讓同時獲得兩項認證的機構更輕易地把新規定合併成單一的綜合系統。這亦是首次同時出版兩項標準，促進機構過渡至新版本，藉此統一認證週期。兩項標準的改版工作籌備了逾三年，在草擬階段得到來自超過80個國家、數以百計的工商界、政府監管機構、最終使用者、非牟利組織、認證機構、認可機構、顧問和學者專家，以及過千位國家鏡像委員會參與者的審閱和意見。

### ISO 9001:2015 應用指引草擬版

為持續地協助機構正確實施標準，ISO/TC176/SC2最近發出了技術規格DTS 9002的草擬版本予ISO成員組織，供它們提出意見及投票。這技術規格內容包括不同例子、敘述和選項，以協助機構實施質量管理體系，並加強整體管理。雖然指引和ISO 9001質量管理體系模型有一致性，但此指引並不旨在解讀ISO 9001的要求，或用於審核或評審用途。

### ISO 9001:2015 的解讀要求

ISO/TC176/SC2設有專責的工作小組(WG 22)，負責出版ISO 9001標準的解讀。雖然過去幾年，機構對標準的解讀要求甚少(因ISO 9001:2000和2008版本已使用得相當成熟)，但由於新標準剛於2015年9月出版，工作小組已預計此要求明顯增加。解讀要求需先經由其中一個ISO國家成員組織(見[http://www.iso.org/iso/about/iso\\_members.htm](http://www.iso.org/iso/about/iso_members.htm))作初步審閱，方可提交予ISO/TC176/SC2，以個人名義提交的解讀要求將不獲接受。



## New Certified Clients 新認證客戶

May to July 2015  
2015年5月至7月

# Memorable Moments 紀念一刻



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

From May to July 2015, we have been pleased to welcome 17 organisations to our community. Among them, they have obtained 25 certificates of ISO 9001, ISO 13485, ISO 14001, OHSAS 18001, ISO 27001, SA8000, QSPSC and WSMS-FINE. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自1989年成立以來，致力協助工商界實施管理體系，有效地達至機構和營商目標。

香港品質保證局自1989年成立以來，致力協助工商界實施管理體系，有效地達至機構和營商目標。

由2015年5月至7月期間，香港品質保證局共頒發25張證書，包括ISO 9001、ISO 13485、ISO 14001、OHSAS 18001、ISO 27001、SA8000、QSPSC及WSMS-FINE。在此謹祝賀17家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和持份者帶來更大的裨益。



## 特訂服務 Customised Services

# We Customise Services to your Needs 致力開發創新服務 切合客戶獨特需要

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.

作為亞太區內最具規模及領導地位的合格評定機構之一，香港品質保證局持續開發及推出不同類型的創新服務，以回應市場及個別機構的需求。我們樂意為您度身制訂各種服務，範圍遍及驗證、評審、認證、註冊、培訓、調查、研究及其他專業服務。

請與我們的業務部聯絡，我們會摯誠為您制訂切合業務需要的服務。

Tel 電話: (852) 2202 9111

E-mail 電郵: [hkqaa@hkqaa.org](mailto:hkqaa@hkqaa.org)



Mainland China 中国内地

Nov 2015 - Feb 2016 2015年11月至2016年2月

Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) RMB 收費(每人)人民幣	Course Code & Date 課程編號及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
<b>Quality 質量</b>						
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 質量管理体系—理解与应用	P 1	RMB 600	VM1P/SH-11A SH 09 VM1P/GZ-11A GZ 23	VM1P/SH-12A SH 01	VM1P/SH-01A SH 01 VM1P/GZ-01A GZ 11	VM1P/SH-02A SH 01 VM1P/GZ-02A GZ 22
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 質量管理体系—内部質量管理体系審核員培訓	P 2	RMB 1,200	VM3P/SH-11A SH 12-13 VM3P/GZ-11A GZ 24-25	VM3P/SH-12A SH 03-04	VM3P/SH-01A SH 07-08 VM3P/GZ-01A GZ 12-13	VM3P/SH-02A SH 04-05 VM3P/GZ-02A GZ 23-24
"How your QMS will be without Management Representative?" Transition Strategies for ISO 9001:2015 沒有管理者代表的管理体系又会如何? 过渡到 ISO 9001:2015 的策略	P 1	RMB 900	VM6P/GZ-11A GZ 25	VM6P/GZ-12A GZ 24	VM6P/GZ-01A GZ 27	VM6P/GZ-02A GZ 18
ISO 9001:2015 Quality Management Systems Documentation Training ISO 9001:2015 質量管理体系文件課程	P 1	RMB 780	QMS4P/GZ-11A GZ 13	QMS4P/GZ-12A GZ 30	QMS4P/GZ-01A GZ 25	QMS4P/GZ-02A GZ 124
Integrated Management Systems(ISO9001/ISO14001/OHSAS18001)-Internal Auditor Training 綜合管理体系IMS (ISO9001/ISO14001/OHSAS18001) 內審員培訓	P 4	RMB 3,500	IMS4P/GZ-11A GZ 17-20	IMS4P/GZ-12A GZ 15-18	QMS4P/GZ-01A	
<b>Environment 环境</b>						
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系—理解与应用	P 1	RMB 600	EMS2P/SH-11A SH 16 EMS2P/GZ-11A GZ 18	EMS2P/SH-12A SH 07	EMS2P/SH-01A SH 04 EMS2P/GZ-01A GZ 25	EMS2P/SH-02A SH 08 EMS2P/GZ-02A GZ 24
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 环境管理体系—内部环境管理体系審核員培訓	P 2	RMB 1,200	EMS3P/GZ-11A GZ 19-20	EMS3P/GZ-12A SH 10-11	EMS3P/GZ-01A SH 14-15	EMS3P/GZ-02A SH 11-12 EMS3P/GZ-02A GZ 25-26
<b>Occupational Health and Safety 职业健康和安</b>						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系—理解與應用	P 1	RMB 600		OHS8P/GZ-12A GZ 02	OHS8P/GZ-01A GZ 18	OHS8P/GZ-02A GZ 17
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體系—内部职业健康和安全管理體系審核員培訓	P 2	RMB 1,200	OHS9P/SH-11A SH 26-27	OHS9P/SH-12A SH 17-18 OHS9P/GZ-12A GZ 03-04	OHS9P/SH-01A SH 21-22 OHS9P/GZ-01A GZ 19-20	OHS9P/SH-02A SH 18-19 OHS9P/GZ-02A GZ 18-19
<b>Social Accountability 社会责任</b>						
How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	P 1	RMB 1,200	SR01P/GZ-11A GZ 04	SR01P/GZ-12A GZ 18	SR01P/SH-01A SH 07 SR01P/GZ-01A GZ 27	SR01P/GZ-02A GZ 25
BSCI (Business Social Compliance Initiative) Understanding Training BSCI 倡议商界遵守社会责任之条文解读	P 1	RMB 780	BS02P/SH-11A SH 23 BS02P/GZ-11A GZ 05	BS02P/SH-12A SH 30 BS02P/GZ-12A GZ 10	BS02P/SH-01A SH 25 BS02P/GZ-01A GZ 05	BS02P/SH-02A SH 22 BS02P/GZ-02A GZ 23
<b>Telecommunications and Information Service 电讯和资讯服务</b>						
Understanding the Essence of TL 9000 Requirements Handbook R5.5 TL 9000 R5.5 質量管理体系要求手册精要	P 1	RMB 1,300	TL03P/GZ-11A GZ 23	TL03P/SH-12A SH 02 TL03P/GZ-12A GZ 10	TL03P/SH-01A SH 11 TL03P/GZ-01A GZ 28	TL03P/SH-02A SH 29 TL03P/GZ-02A GZ 29
TL 9000 R5.5/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.5/R5.0 質量管理体系—内部審核員培訓	P 3	RMB 3,800	TL04P/GZ-11A GZ 23-25	TL04P/GZ-12A GZ 28-30	TL04P/GZ-01A GZ 20-22	TL04P/GZ-02A GZ 24-26
TL 9000 R5.5/R5.0 Quality Management Systems - Auditing TL 9000 R5.5/R5.0 質量管理体系審核課程 (QuEST 论坛认可课程)	P 3	RMB 9,600	TL02P/GZ-11A GZ 17-19	TL02P/GZ-12A GZ 15-17		TL02P/GZ-02A GZ 24-26
<b>EHS 管理系列课程</b>						
Handling Dangerous Chemicals 危险化学品管理	P 1	RMB 1,200	EH04P/GZ-11A GZ 04	EH04P/GZ-12A GZ 23	EH04P/GZ-01A GZ 13	EH04P/GZ-02A GZ 17
EHS Manager Training EHS 經理人培訓	P 2	RMB 2,200		EH07P/GZ-12A GZ 16-17	EH07P/GZ-01A GZ 06-07	EH07P/GZ-02A GZ 16-17
Identification of EHS Factors and Risk Assessment EHS 因素识别与风险评估	P 2	RMB 1,800	EH01P/GZ-11A GZ 09-10	EH01P/GZ-12A GZ 02-03	EH01P/GZ-01A GZ 14-16	EH01P/GZ-02A GZ 25-26
On-site First Aid Course 企业 EHS 现场急救课程	P 1	RMB 900		EH09P/SH-12A SH 16 EH09P/GZ-12A GZ 17	EH09P/SH-01A SH 18 EH09P/GZ-01A GZ 29	EH09P/SH-02A SH 15 EH09P/GZ-02A GZ 26
<b>Management Tools and Skills 管理工具和技能</b>						
The 5 Core Tools-APQP/PPAP/MSA/FMEA/SPC 五大核心工具 (APQP/PPAP/MSA/FMEA/SPC)	P 5	RMB 4,800	MS01P/GZ-11A GZ 16-20	MS01P/GZ-12A GZ 14-18	MS01P/GZ-01A GZ 18-22	MS01P/GZ-02A GZ 22-26
The 8D Problem Solving Process and 7 QC Tools 解决问题的方法 8D+QC 七大手法	P 2	RMB 1,800		EO07P/GZ-12A GZ 03-04		EO07P/GZ-02A GZ 23-24
Achieving Excellence in Service Quality Management 卓越服务管理质量提升	P 2	RMB 2,000	ES06P/GZ-11A GZ 26-27	ES06P/GZ-12A GZ 08-09	ES06P/GZ-01A GZ 19-20	ES06P/GZ-02A GZ 23-24
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	P 2	RMB 3,000		ES13P/GZ-12A GZ 28-29	ES13P/GZ-01A GZ 27-28	ES13P/GZ-02A GZ 25-26
Outstanding Leadership, Effective Execution 塑造卓越领导力，建立高效执行力	P 1	RMB 3,500	ES16P/GZ-11A GZ 18-19 ES16P/SH-11A SH 24-25	ES16P/GZ-12A GZ 03-04 ES16P/SH-12A SH 14-15	ES16P/GZ-01A GZ 07-08 ES16P/SH-01A SH 05-06	ES16P/GZ-02A GZ 17-18 ES16P/SH-02A SH 16-17
TWI Pursuing Excellence by Top Management TWI 一线管理人员技能提升	P 1	RMB 2,500	EO01P/GZ-11A GZ 24-25		EO01P/GZ-01A GZ 05-06	EO01P/GZ-02A GZ 17-18
TTT Training on Internal Lecturer TTT 内部讲师训练	P 2	RMB 3,500	GM06P/GZ-11A GZ 10-11		GM06P/GZ-01A GZ 07-08	GM06P/GZ-02A GZ 18-19
Staff Coaching and Team Building 员工辅导和团队建设	P 1	RMB 3,000		ES25P/GZ-12A GZ 02	ES25P/GZ-01A GZ 11	ES25P/GZ-02A GZ 22
Analytical Mind to Solve Problems 思维之剑—分析型解决问题	P 2	RMB 2,500	ES26P/GZ-11A GZ 16-17	ES26P/GZ-12A GZ 29-30	ES26P/GZ-01A GZ 19-20	ES26P/GZ-02A GZ 23-24
Job Market-oriented Mind Map 思维之网—职场思维导图	P 2	RMB 2,500		ES27P/GZ-12A GZ 02-03	ES27P/GZ-01A GZ 25-26	ES27P/GZ-02A GZ 17-18
Key to Strong Enterprise - Quality Circle Operation 强企之本—品质圈运作	P 2	RMB 2,500	ES28P/GZ-11A GZ 05-06	ES28P/GZ-12A GZ 08-09	ES28P/GZ-01A GZ 07-08	ES28P/GZ-02A GZ 25-26
Personality Analysis & Team Strength 性格分析与团队力量	P 1	RMB 2,000		CO01P/GZ-12A GZ 24	CO01P/GZ-01A GZ 14	CO01P/GZ-02A GZ 18

For registration and enquiry  
報名及查詢

Hong Kong Office 香港辦事處 • Tel 電話 : (852) 2202 9111 • Email 電郵 : training@hkqaa.org

HKQAA Certification (Shanghai) Ltd. 標準認證服務(上海)有限公司 • Tel 電話 : (86 21) 6876 9911

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務(上海)有限公司廣州分公司 • Tel 電話 : (86 20) 8383 3777

For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名, 請瀏覽香港品質保證局網頁 <http://www.hkqaa.org>



Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Course Code & Date 課程編號及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
<b>Quality and Integrated Management Systems 質量和綜合管理</b>						
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用	1	HKD 1,500	VM1C/HK-11A 06	VM1C/HK-12A 01	VM1C/HK-01A 11	VM1C/HK-02A 01
ISO 9001:2015 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2015 質量管理體系 - 內部質量管理體系審核員培訓	2	HKD 3,200	VM3C/HK-11A 18-19	VM3C/HK-12A 10-11	VM3C/HK-01A 21-22	VM3C/HK-02A 18-19
The Must-know Essentials for Quality System Management Representative 質量管理體系 - 管理者代表的重要須知	1	HKD 1,600/ HKD 1,500*		MT23C/HK-12A 09		
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品質管理體系 - 進階內部審核技巧	2	HKD 3,500/ HKD 3,300*			QMS5C/HK-01A 25-26	
How Your QMS Will Be Without Management Representative? Transition Strategies for ISO 9001:2015	1	HKD 1,600	VM6C/HK-11A 11	VM6C/HK-12A 18	VM6C/HK-01A 15	VM6C/HK-02A 15
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17399) 質量管理體系 - 主任審核員證書培訓課程 (IRCA 註冊編號 A17399)	5	HKD 11,500/ HKD 11,000*			QMS/IRCA/01 11-15	
Integrated Management System Set up and Audit Approach 綜合管理體系 - 建立與審核方法	2	HKD 3,500/ HKD 3,300*		IMS2C/HK-12A 10-11		
<b>Environmental Conservation 環境保育</b>						
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 環境管理體系 - 理解與應用	1	HKD 1,650/ HKD 1,550*	EMS2C/HK-11A 30		EMS2C/HK-01A 07	
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 環境管理體系 - 內部環境管理體系審核員培訓	2	HKD 3,300/ HKD 3,200*		EMS3C/HK-12A 03-04		EMS3C/HK-02A 02-03
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective ISO 14001:2015 Environmental Management Systems - Implementation and Documentation ISO 14001:2015 環境管理體系 - 實施及文件指引	1	HKD 1,600/ HKD 1,500*	EM19C/HK-11A 13	EM19C/HK-12A 16	EM19C/HK-01A 18	
Environmental Management Systems Auditor/Lead Auditor Training (IRCA Registration No. A17400) 環境管理體系 - 主任審核員證書培訓課程 (IRCA 註冊編號 A17400)	5	HKD 11,500/ HKD 11,000*	EMS/IRCA/11 23-27		EMS8C/HK-01A 12	
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理體系 - 理解與應用	1	HKD 1,200/ HKD 1,080*	EM07C/HK-11A 06			
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理體系 - 內部審核員培訓	2	HKD 3,500/ HKD 3,300*			EM08C/HK-01A 05-06	
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course ISO 50001:2011 能源管理系統 - 主任審核員證書培訓課程	5	HKD 9,000/ HKD 8,000*	EM10C/HK-11A 09-13			
<b>Occupational Health and Safety Management 職業健康和安</b>						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 - 理解與應用	1	HKD 1,650/ HKD 1,550*	OHS8C/HK-11A 30		OHS8C/HK-01A 08	
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系 - 內部職業健康和安全管理體系審核員培訓	2	HKD 3,300/ HKD 3,200*		OHS9C/HK-12A 29-30		OHS9C/HK-02A 16-17
OHSAS 18001 Occupational Health and Safety Management Systems Auditor/Lead Auditor Training Course OHSAS 18001 職業健康和安全管理體系 - 主任審核員證書培訓課程	5	HKD 9,000/ HKD 8,000*	OH06C/HK-11A 28-30 Oct & 02-03 Nov			
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	1	HKD 1,600/ HKD 1,500*		OH04C/HK-12A 11		
<b>Hygiene, Food Safety &amp; Wine Storage 衛生、食品安全及酒貯存</b>						
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	2	HKD 3,500/ HKD 3,200*	HA10C/HK-11A 18-19			
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理體系 - 理解與應用	1	HKD 1,600/ HKD 1,500*			HA5C/HK-01A 18	
ISO 22000 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理體系 - 內部審核員培訓	2	HKD 3,500/ HKD 3,300*	HA7C/HK-11A 16-17			HA7C/HK-02A 24-25
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程	2	HKD 3,700/ HKD 3,500*			HA9C/HK-01A 28-29	
FSSC 22000 Auditor/Lead Auditor Course (IRCA Reg.#17512) FSSC 22000 主任審核員證書培訓課程 (IRCA 註冊編號 A17512)	5	HKD 11,500/ HKD 11,000*			IRCA/FSMS/01 18-22	
<b>Personal Enrichment &amp; Certification (M501) 個人提升和專業資格</b>						
顧問式銷售天才證書課程 (ISNS Certified Selling Genius)	2	HKD 1,980/ HKD 1,680*				M047C/HK-02A 24-25
Strategic Planning in LEGO® SERIOUS PLAY®	1	HKD 2,400/ HKD 2,200*	M502C/HK-11A 20			
九型人格心理學~管理篇(進階)	4	HKD 5,800	M040C/HK-11A 05-08		M040C/HK-01A 14	
Mind Map® 思維導圖輕鬆提升工作效率	1	HKD 2,300/ HKD 1,980*	M504C/HK-11A 09			
Mind Map® 思維導圖激發創造力及創意解難	1	HKD 2,300/ HKD 1,980*				M505C/HK-02A 18
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change 掌管人生的法則 - 改變的法則	2	HKD 1,100/ HKD 980*			M506C/HK-01A 07-08	
彼得·德魯克 Peter Drucker 管理課程系列 - 經理人與組織	1 or 2	HKD 2,400/ HKD 4,800*	M509C/HK-11A 06 & 07			
Appreciative Internal Auditing : Creating Positive Changes	2	HKD 4,000/ HKD 3,600*				PC510C/HK-02A 24-25
The 7 Habits of Highly Effective People Signature Program	2	HKD 10,000/ HKD 9,000*		PC01C/HK-12A 15-16		
Hogan Assessment Certification Workshop 2015	2	HKD 18,500	PC06C/HK-11A 25-26			
<b>中國傳統智慧課程</b>						
易經與領導藝術	1	HKD 1,500/ HKD 1,400*	M004C/HK-11A 09			
孟子讀心說話技巧	1	HKD 1,500/ HKD 1,400*	M006C/HK-11A 10			
諸葛亮教練技術	1	HKD 1,500/ HKD 1,400*	M008C/HK-11A 16			



Hong Kong 香港

Nov 2015 - Feb 2016 2015年11月至2016年2月

Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Course Code & Date 課程編號及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
<b>Law and Legislation (Hong Kong, Macau &amp; China)</b>						
NEW 最新課程 Negotiation and Mediation Skills for Managers and Professionals	1	HKD 1,500			M911C/HK-01A 15	
NEW 最新課程 Essential Laws for Business Start-up in Mainland China	1	HKD 1,500				M912C/HK-02A 26
NEW 最新課程 依法計算香港僱員的薪酬	1	HKD 1,400/ HKD 1,150*	M903C/HK-11A 19			
NEW 最新課程 Fundamentals of Negligence for Managers and Professionals	1	HKD 1,500	M907C/HK-11A 05			
NEW 最新課程 Safety and Environmental Offences in Construction Projects	1	HKD 1,500	M908C/HK-11A 16			
<b>Management Tools, Skill for Improvement 管理工具和技巧</b>						
NEW 最新課程 處理負面新聞工作坊	1	HKD 2,400	EW58C/HK-11A 19			
NEW 最新課程 ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 理解與應用	1	HKD 1,500/ HKD 1,300*			SM04C/HK-01A 04	
Workshop on Performance Management through KPI Setting	1	HKD 1,080/ HKD 980*			M021C/HK-01A 20	
Workshop on Business Process Improvement	1	HKD 1,080/ HKD 980*			M024C/HK-01A 07	
Workshop on Strategic Compensation System Design	1	HKD 1,080/ HKD 980*	M023C/HK-11A 06			
Workshop on Effective Project Management	1	HKD 1,080/ HKD 980*				M025C/HK-02A 27
Workshop on Effective Performance Appraisal	1	HKD 1,080/ HKD 980*				M026C/HK-02A 02
Workshop on Effective Communication & Influencing Skills	1	HKD 1,080/ HKD 980*	M028C/HK-11A 28			
NEW 最新課程 Business Process Management - Lean Sigma and Business Management Process Green Belt	5	HKD 9,000/ HKD 8,300*	M018C/HK-11A 05, 12, 19, 26 Nov, 03 Dec			
NEW 最新課程 Waste Reduction & Lean Application in Office Environment Workshop	1	HKD 1,700/ HKD 1,500*	M017C/HK-11A 18			
RT 詠春 + 迅形拳® 行政人員自衛術速成班	16 Hours	HKD 4,800/ HKD 4,500*			M046C/HK-01A 09, 16, 23 & 30	
成功管理人員必經的培訓師之路	1	HKD 1,800/ HKD 1,600*			M014C/HK-01A 07	
NEW 最新課程 實用企業及活動司機培訓 (週六或晚間課程)	6 Hours	HKD 1,600/ HKD 1,380*	M020C/HK-11A 14			
NEW 最新課程 Basic Verbal Skills for Communicating with Foreigners	1	HKD 1,400/ HKD 1,150*	M001C/HK-11A 16			
NEW 最新課程 Email Etiquette and Business Writing: Good Behavior Online	1	HKD 1,400/ HKD 1,150*	M003C/HK-11A 14			M003C/HK-02A 17
NEW 最新課程 Women In Leadership - Leadership Breakthrough's For Women	1	HKD 1,100/ HKD 980*	M036E/HK-11A 20			
<b>Business Continuity Management, Risk and Crises Management 營運持續管理體系、風險及危機管理</b>						
NEW 最新課程 ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系 - 理解與應用	1	HKD 1,600				RM01C/HK-02A 26
NEW 最新課程 Business Continuity Planning and Management	3	HKD 6,000/ HKD 5,800*	RM03C/HK-11A 18-20			
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 - 理解與應用	1	HKD 1,600				RM04C/HK-02A 26
NEW 最新課程 Strategic Crisis Management Workshop 危機管理工作坊	1	HKD 4,000/ HKD 3,600*				RM06C/HK-02A 04
<b>Customer Service: From Good To Great 顧客服務：邁向優越</b>						
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 理解與應用	1	HKD 1,600/ HKD 1,500*			MT14C/HK-01A 12	
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	2	HKD 3,200/ HKD 3,000*				MT56C/HK-02A 22-23
<b>Corporate Social Responsibility 企業社會責任</b>						
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	1	HKD 1,600	SR01C/HK-11A 23			
<b>Telecommunications, Information Security and Management 電信、資訊保安與管理</b>						
ISO 27001:2013 Information Security Management Systems - Internal Auditor Training ISO 27001:2013 信息安全管理体系 - 內部審核員培訓	2	HKD 3,200/ HKD 3,000*			ISE7C/HK-01A 13-14	
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 - 主任審核員證書培訓課程 (IRCA 註冊號 A17321)	5	HKD 13,000/ HKD 12,000*	ISE6E/HK-11A 02-06			

Remarks  
備註

\* Please refer the early bird payment deadline to our website 請於本局網頁參看優先報名之付款詳情  
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請參看本局網頁  
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services  
聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

<b>C</b> Conducted in Cantonese 以廣東話授課	<b>E</b> Conducted in English 以英語授課	<b>P</b> Conducted in Putonghua 以普通話授課
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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 : 12 Oct 2015



# Innovation & Communication in **LEGO® SERIOUS PLAY®** “LEGO® SERIOUS PLAY®” 內部培訓工作坊



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LEGO® SERIOUS PLAY® (LSP) 是一套促進企業、團隊及個人思考、溝通、解難的輔助工具。

LEGO® SERIOUS PLAY®是由廣泛的商業、組織發展、心理學及成人學習中相關的研究結果轉化而成。透過揉合遊戲、組織發展、系統思考及策略制定，LEGO® SERIOUS PLAY®可以改善會議質量，加快創新過程，促進團隊成長，以及強化相互溝通。

Language 語言：Cantonese with English materials 廣東話附英語教材

## Enquiry 查詢

Mr Anson Wong 黃先生  
Tel 電話：2202 9395 / 6111 3855  
Email 電郵：anson.wong@hkqaa.org

### Hong Kong 香港

☎: (852) 2202 9111  
☎: (852) 2202 9222  
✉: hkqaa@hkqaa.org

### Shanghai 上海

☎: (86 21) 6876 9911  
☎: (86 21) 6876 9922  
✉: info.sh@hkqaa.org

### Guangzhou 廣州

☎: (86 20) 8383 3777  
☎: (86 20) 8382 3066  
✉: info.gz@hkqaa.org

### Macau 澳門

☎: (853) 6238 8759  
✉: info.mo@hkqaa.org