



VISION 管略

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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

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Enhance Drinking Water Services Management

Water is a worldwide challenge for the 21st century and is addressed as an important component of the 17 UN Sustainable Development Goals for 2030 approved by all Heads of State at the end of 2015. According to World Health Organization, in 2015, 663 million people worldwide still lacked improved drinking water sources. Though many developed countries and big cities enjoy a reliable water supply, increasing pollution causes public concern about the safety, quality and sustainable supply of drinking water. Therefore, the international community has committed itself to improving the overall governance and management of drinking water utilities and services.

The International Organization for Standardization (ISO) recently published ISO 24518:2015, which provides guidance for developing and implementing a crisis management system for water utilities. There are also a number of ISO standards for drinking water services management, such as ISO 24510 *Activities relating to drinking water and wastewater services - Guidelines for the assessment and for the improvement of the service to users* and ISO 24512 *Guidelines for the management of drinking water utilities and for the assessment of drinking water services*, applicable to stakeholders including public authorities and agencies of water supply utilities. The standards were developed to help meet user expectations, and promote health protection and sustainable development.

HKQAA has been dedicated to introducing advanced international management concepts through technology sharing and knowledge transfer, to help enhance organisations' management performance, and benefit to the society. To address the rising public concern on drinking water, in this issue of VISION, Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, introduces different ISO standards related to management of drinking water utilities and services.

Sound water management will contribute to the enhancement of water supply services. We believe that applying ISO guidelines on drinking water management will become common practice in water utilities and service providers in the long-run. With the concerted effort of different sectors, quality drinking water is possible.

優化飲用水服務的管理

水資源是廿一世紀的全球挑戰，也是聯合國成員於2015年末通過，銳意在2030年達成的17個可持續發展目標項目的重要元素之一。根據世界衛生組織的數字，於2015年，全球有6.63億人缺乏已改善的飲用水源。即使大部分已發展的國家及大城市，都享有穩定可靠的水源供應，但隨著環境污染日益嚴重，公眾亦越趨關注飲用水的安全、質素及可持續供應。因此，近年國際社會都十分重視提升飲用水設施和服務的整體管治和管理。

國際標準化組織 (ISO) 近期出版了 ISO 24518:2015，為制定和執行水設施的危機管理體系提供指引。此外，ISO亦制定了不少與管理飲用水相關之標準，例如ISO 24510《有關飲用水及廢水服務活動—評估及改善使用者服務的指引》及ISO 24512《飲用水設施管理及飲用水服務評估的指引》等，讓政府機關、供水設施機構等持份者應用，協助它們達到使用者期望，保障公眾健康，促進可持續發展。

香港品質保證局一直致力透過技術轉移、知識分享及提供保證，引入國際先進的管理概念，幫助機構提升營運表現，從而造福社會。為應對大眾對飲用水的關注，今期《管略》便邀請了ISO質量體系技術委員會主席倪國夫博士，向讀者介紹各個有關飲用水設施和服務管理的標準。

良好的水管理，為持續改善供水服務的基石。相信長遠而言，ISO有關飲用水管理的指引，將成為供水設施及服務供應者的普遍做法；並期望在各界的共同努力下，可以為市民帶來更優質的飲用水。

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ISO Guidelines for the Management of Drinking Water Utilities and Services

有關飲用水設施及服務管理的ISO 指引

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We do not always realise how valuable water, and in particular clean, potable water, really is - until we do not have it, or our access to it is somehow threatened! Its management is a classic example of the old saying "Think globally; act locally". We all have a role to play. Water is a worldwide challenge for the 21st century, and is addressed as an important component of the 17 UN Sustainable Development Goals for 2030, recently approved by all Heads of State at the end of 2015. Goal 6 includes targets aimed at ensuring the availability and sustainable management of water and sanitation for all; to improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, reducing significantly the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally. At the local level, Goal 6 foresees the support and strengthening of the participation of local communities in improving water and sanitation management.

The Overall Role of ISO Standards

Over the years, ISO has developed and published a large number of standards that can be used to bring safe water to millions. For example, long-established standards for pipes and valves increase the efficiency of water distribution services and reduce leakages, preventing unnecessary water losses. Metering and hydrometry standards help monitor and measure water conservation, and testing standards address topics such as the physical, chemical, biochemical, biological, and microbiological properties of water. These technical standards are of course important, but over recent years the international community has also committed to improving the overall governance and management of drinking water and wastewater services and, to this effect, has made it a priority to build capacity with local governments.

ISO has therefore been developing standards that provide guidelines for service activities relating to drinking water supply systems and wastewater sewerage systems. These standards are designed to help water authorities and their operators to achieve a level of quality that best meets the expectations of consumers and the principles of sustainable development.

在一般情況下，我們都不會意識到水的珍貴，尤其是潔淨的飲用水。直到我們不再擁有，或用水受到威脅時，才會意識到要珍惜此資源。誠然，水的管理是需要「環球思維，地方實踐」，我們全都從中擔當一定角色。水資源是21世紀的全球挑戰，也是聯合國成員於2015年末通過，期望在2030年達成的17個可持續發展目標項目的重要元素之一。當中第六目標包括確保供水和衛生環境的可持續管理；以及透過減少污染、廢物傾倒、有害化學品和物料排放，以及未經處理的廢水比例，同時實質地提高全球廢物回收和安全再用的表現，以改善水的質素。於地區層面上，該目標預視了社區對水和環境衛生管理的支持及更大參與度。

ISO 標準的整體角色

過去多年，ISO 制定並出版了大量有關供水安全的標準，例如針對水管及水閥的標準，以加強配水服務的效率和減少漏水，避免造成不必要的浪費；計量和水文測量標準則協助監察和量度貯水量；而測試水的標準則涵蓋物理、化學、生物化學、生物學和微生物學等範疇。這些技術標準固然重要，惟近年國際社會亦著重提升飲用水和廢水服務的整體管治與管理，並與各地政府合作，以加強水管理為首要工作。

ISO 亦因此推出不同標準，為飲用水供應系統和廢水處理系統的相關服務提供指引。這些標準旨在協助水務機構和其經營者達到一定質素，以符合消費者的期望及可持續發展的原則。

ISO Guidelines for Drinking Water and Wastewater Services

Three specific standards provide guidelines for the various activities relating to drinking water and wastewater management:

ISO 24510 — “Guidelines for the assessment and for the improvement of the service to users”, which addresses the following topics:

- a brief description of the components of the service relating to the users;
- core objectives for the service, with respect to users’ needs and expectations;
- guidelines for satisfying users’ needs and expectations;
- assessment criteria for service to users in accordance with the provided guidelines;
- examples of performance indicators linked to the assessment criteria that can be used for assessing the performance of the service.

ISO 24511 — “Guidelines for the management of wastewater utilities and for the assessment of wastewater services”, which covers:

- a brief description of the physical/infrastructural and managerial/institutional components of water utilities;
- core objectives for water utilities, considered to be globally relevant at the broadest level;
- guidelines for the management of the water utilities;
- guidelines for the assessment of the water services with service assessment criteria related to the objectives, and performance indicators linked to these criteria.

ISO 24512 — “Guidelines for the management of drinking water utilities and for the assessment of drinking water services”

The objective of ISO 24512 is to provide the relevant stakeholders with guidelines for assessing and improving the provision of drinking water services to users, with guidance for managing water utilities, consistent with the overarching goals set by the relevant authorities. It is intended to facilitate dialogue between the stakeholders, enabling them to develop a mutual understanding of the functions and tasks that fall within the scope of water utilities.

Examples of such stakeholders include:

- governments or public agencies (international, national, regional or local) acting with legal or legislative authority;
- associations of the utilities themselves (e.g. international, regional/multinational and national drinking water or wastewater associations);
- autonomous bodies seeking to play an overview role (e.g. non-governmental organisations);
- users and associations of water users.

The aim of water utility companies is to offer services to everybody and to provide users with a continuous supply of drinking water under economic and social conditions that are acceptable to the users and to the utility. As water is considered a “social good”, it is expected that the management of water utilities be transparent to and inclusive of all stakeholders identified in accordance with the local context.

有關飲用水及廢水服務的ISO指引

為飲用水及廢水管理活動而提供指引的三項特定標準如下：

ISO 24510 — 《評估及改善使用者服務的指引》，包括以下議題：

- 簡介與使用者有關的服務組成部分
- 服務的核心目標，須把使用者的需求和期望都加入考慮之中
- 達到使用者需求和期望的指引
- 依據指引的使用者服務評估準則
- 提供與評估相關，可用作評估服務表現的表現指標例子

ISO 24511 — 《廢水設施管理及廢水服務評估的指引》，包括：

- 有關水設施的物理/基礎建設及管理/機構組成的簡介
- 將水設施核心目標廣泛定為與全球相關
- 水設施管理的指引
- 水服務評估指引，並附有與目標、表現指標相關的評估準則

ISO 24512 — 《飲用水設施管理及飲用水服務評估的指引》

ISO 24512 旨在為持份者提供飲用水服務評估與改善指引，以及水設施管理的指引，並與相關機構所定的總體目標保持一致，以促進和持份者的溝通，讓他們就水設施的功能及工作範圍建立共識。

持份者包括：

- 政府或與法律或立法機關相關的公共機構（國際、國家、地區和本地）
- 設施組織（例如：國際、地區/跨國及國家的飲用水或廢水協會組織）
- 擔任監察角色的獨立機構（例如：非政府機構）
- 使用者及使用者協會組織

水設施公司的目標是為大眾提供服務，在使用者及機構都接受的經濟和社區條件下，提供持續的飲用水供應。由於水被視為社會產品，其設施的管理應根據當地環境保持透明度，並讓所有已識別的持份者參與。

In a context of scarcity of resources, including financial resources, ISO 24512 recommends that water tariffs generally aim at meeting cost-recovery principles and at promoting efficiency in the use of the resources, while striving to maintain affordable basic access to water services. Consistent with this principle, it suggests that appropriate investments need to be made in installations and that necessary attention be paid to proper maintenance and effective use of the installations. Another ISO management system standard (ISO 55001 Asset Management) can be very useful in this respect.

ISO 24512 uses the principle of the “plan-do-check-act” (PDCA) cycle: it proposes a step-by-step process, from identifying the components and defining the objectives of the water utility, to establishing performance indicators, with a loop back to the objectives and to the management, after having assessed the performance. Although the implementation of ISO 24512 does not require a water utilities organisation to have a quality or environmental management system that meets ISO 9001 or ISO 14001, such systems can facilitate the implementation of the ISO 25412 guidelines and conversely, the ISO 25412 guidelines can help to achieve the technical provisions of ISO 9001 and ISO 14001 for organisations choosing to implement them.

ISO 24512 addresses drinking water systems in their entirety and is applicable to systems at any level of development (e.g. on-site systems, distribution networks, treatment facilities), and includes:

- definition of a language common to different stakeholders;
- definition of the components of drinking water supply systems;
- guidelines for the management of drinking water utilities;
- guidelines for objectives, service assessment criteria and related performance indicators, appropriate for the assessment of drinking water services.

Other Relevant ISO Standards

The recently-published **ISO 24518:2015** addresses the crisis management of water utilities, for example in situations where the normal supply of potable water or collection and treatment of wastewater are interrupted because of a crisis situation. It suggests steps that should be taken in preparing for a crisis situation (the pre-crisis phase), how a crisis should be dealt with (the crisis phase), guidelines on re-establishing services (post-crisis phase) and on drawing conclusions and revising procedures for the future. It emphasises the need for effective communications with the public to mitigate or prevent panic and to establish trust by disclosing important information appropriately in the area affected by a crisis or in neighbouring areas.

Another important standard in the ISO portfolio is **ISO 14046**, for calculating water footprints, promoting efficient measurement and management of this scarce resource, helping organisations to harmonize reporting, and setting an international benchmark for water use.

A further standard (**ISO 24526**) “**Water efficiency management systems — Requirements with guidance for use**” is under development, and scheduled for publication in 2017.

These various ISO technical and management system standards, taken together, can be applied in the developed and developing economies; in big cities or small towns, and irrespective of whether the utility operator is public or private. They can help to promote better dialogue among stakeholders (including consumers, local or national water authorities, public or private water utilities, laboratories etc), a mutual understanding of responsibilities and tasks, provide methods and tools to define objectives and specifications at a local level, and assess performance.

在資源匱乏的環境下，包括財政資源，ISO 24512 建議收取水費時，一般應以達到收支平衡為原則，以及在提供基本實惠的水服務之同時，亦能促進有效善用資源。在這原則下，此標準建議在設備上投放合適資源，並注意正確保養和有效使用設備。另一個 ISO 管理體系標準 (ISO 55001 資產管理) 非常適用於此範疇。

ISO 24512 使用「策劃—實施—檢查—處置」(PDCA) 循環的原則，提倡使用循序漸進的過程，由識別各部分及定義水設施目標，到建立表現指標，在完成表現評估後，再檢視目標和管理。雖然執行 ISO 24512 的水設施機構不一定要實行 ISO 9001 質量管理體系或 ISO 14001 環境管理體系，但這些標準可有助實施 ISO 25412 的指引；相反地，ISO 25412 指引可協助一些實行 ISO 9001 和 ISO 14001 的機構，達到其技術規定。

ISO 24512 針對整個飲用水系統，可應用在不同的發展程度 (例如現場系統、配水網絡、處理設施)，並包括：

- 為不同持份者定義共同語言
- 定義飲用水供應系統的組成部分
- 飲用水設施管理的指引
- 適用於飲用水服務評估的指引，包括目標、服務評估準則及相關表現指標

其他相關的 ISO 標準

最近推出的 **ISO 24518 : 2015** 標準針對水設施的危機管理，例如應對一般食水或廢水收集及處理系統，因緊急情況而受到干擾的事件。這標準建議了預防危機時應採取的步驟 (危機前期階段)，如何處理危機 (危機階段)，重新建立服務的指引 (危機後期階段)，以及作出總結和修改程序，以應對將來發展。為減輕或避免恐慌，標準強調與公眾有效溝通的需要，在受危機影響的地方或鄰近地區，正確地提供重要資訊，以建立誠信。

ISO 系列中另一個重要的標準 **ISO 14046**，旨在計算水足跡，以推廣有效量度和管理此珍貴資源，協助機構統一化報告，為用水建立國際基準。

另一個標準 **ISO 24526《水效率管理體系—要求及使用指引》**正在籌備當中，預計於2017年推出。

這些不同的 ISO 技術及管理體系標準，均可應用於已發展或發展中的經濟環境，大城市或小市鎮，公營或私營設施營運商。這些體系能促進持份者之間的溝通 (包括消費者、本地或國家的水管理機構、公營或私營的水設施、實驗室等)，了解互相的責任和工作，並提供方法和工具，以定義本地層面的目標和規格，以及評估表現。

Implications of the Paris Climate Change Forum

巴黎氣候變化峰會的啟示

An Interview with Ir Dr Otto Poon, BBS, OBE
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Co-founder and Immediate Past Chairman of Hong Kong Climate Change Forum
專訪香港品質保證局董事、香港氣候變化論壇創始人兼前任主席
潘樂陶博士工程師, BBS, OBE



Ir Dr Otto Poon has been a member of the Governing Council of HKQAA for many years. He has a wide knowledge of climate change and is the Co-founder and Immediate Past Chairman of Hong Kong Climate Change Forum. Last year, he attended 21st Conference of the Parties to the United Nations Framework Convention on Climate Change (COP21) in Paris. VISION is pleased to interview Dr Poon, who shares his views on the Conference and its implications for businesses.

'The "Fifth Assessment Report" (AR5) by the Intergovernmental Panel on Climate Change (IPCC) states that anthropogenic greenhouse gas emissions have increased since the industrial revolution, causing climate change,' Dr Poon said. 'Increase in global temperatures and sea levels have been observed. Extreme weather events are on the increase with significant impact on economies and communities.'

Countries Agree to Cut Carbon Emissions in COP21

It is realised that climate change is unequivocal and has to be dealt with jointly by the community of nations. "The United Nations Framework Convention on Climate Change" (UNFCCC) came into force in 1994, with the ultimate objective of stabilising greenhouse gas concentrations in the atmosphere at a level that will prevent dangerous human interference with the climate system. However, little progress was made in the past 20 years due to the disagreement between developed and developing countries, until COP21. I am delighted to see an agreement reached by 195 participating countries in December 2015. They agreed to make Intended Nationally Determined Contributions (INDC) on carbon reduction. They aim to keep a global temperature rise well below 2 degrees Celsius and to drive efforts to limit the temperature increase even further to 1.5 degrees Celsius.'

Dr Poon said that there was little doubt that an agreement was reached through the admirable diplomatic efforts of China, US, EU and in particular France. 'Instead of inviting the heads of states to come at the end of the Convention, France invited them to open COP21. The heads of State said lots of nice things and charged their ministers and delegation to iron out their differences. In addition, France offered generous hospitality to delegates and observers which was also conducive to the success of COP21.'



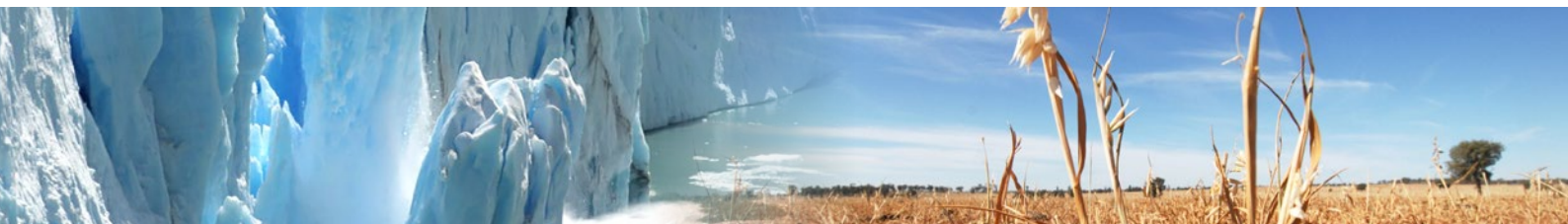
潘樂陶博士工程師擔任香港品質保證局董事多年，也是香港氣候變化論壇創始人兼前任主席，對氣候變化議題有深切了解，去年亦有份參與巴黎氣候變化峰會。本期《管略》特意專訪潘樂陶博士工程師，分享他出席氣候峰會的感受及峰會成果對商界之影響。

潘博士道：「政府間氣候變化專門委員會 (IPCC) 之《第五次評估報告》(AR5) 明確指出自工業革命以來，人類活動令溫室氣體排放量不斷增加，導致氣候變化，全球氣溫與海水水位上升，帶來極端天氣，世界各地頻繁出現水災、乾旱等現象，以致股市停市、交通癱瘓，對經濟、民生造成嚴重影響。」

巴黎氣候變化峰會達成減排共識

各國政府均意識到氣候變化已不能逆轉，必須共同應對。「《聯合國氣候變化框架公約》(UNFCCC) 早於 1994 年生效，目標是穩定溫室氣體濃度，避免人類活動對氣候的影響，只可惜發展國家與發展中國家一直未能就減排目標達成共識，經過多年討論不果。很高興到了 2015 年，在這次巴黎峰會上，195 個締約國家終於就控制溫室氣體排放達成共識，提交『自主減碳承諾』(INDC)，目標是把全球平均氣溫升幅控制在攝氏 2 度內，並以升幅不超過攝氏 1.5 度的目標而努力。」

是次會議能達成共識，潘博士認為主辦國法國功不可沒。「過往各國的元首都是在峰會閉幕時才出席，這次法國特意安排元首出席開幕禮，期間他們表示了積極減碳之決心，並責成轄下官員務必在會議上取得成果，令官員受到一定壓力，促使他們竭盡所能達成共識。此外，法國在會場提供高質素的餐飲膳食及休憩設施，成功營造舒適友善的會議氣氛，憑著出色的外交手腕，令會議得到突破性共識。」



Opportunities and Challenges Faced by Industry

The Paris Agreement shows clearly the way forward, providing challenges and opportunities and a framework for businesses to make sensible investment decision.

Dr Poon expressed the hope that the government would put more effort into promoting energy saving and emission reduction. He also urged tertiary institutions to nurture environmental experts so as to foster the continued development of the environmental industry.

Dr Poon concluded, 'We cannot expect the Paris Agreement to provide a complete answer to the problem but it must be a big step forward in the right direction. Despite Hong Kong being such a small city, we have obligations to de-carbonise. I hope that with the joint efforts of the government, industry and society, the aims of the Paris Agreement will be achieved.'



商界面對之機遇和挑戰

各國落實減排的時，亦為商界帶來發展機遇。潘博士道：「企業可投放資源在國內發展再生能源，所產生的能源也可讓香港受惠；另外，一些節能產品和工程的需求將有所提升，如電動車、屋宇節能工程等，為業界締造不少商機。」

潘博士亦剖析了商界在減排所面對的挑戰。他指出：「發展再生能源為一項長線投資，並不是一朝一夕可成，這可能令部分企業卻步。加上市民大眾對減排了解不多，很多時只考慮到個人方便，未必予以支持，令商界推行減排時遇到一定阻力。」他期望政府進一步加強宣傳節能減排，鼓勵商界及社會積極響應有關做法；亦建議大學加強培訓環保人才，讓環保行業得以持續發展，迎合社會需要。

潘博士總結說：「雖然巴黎協議不可能圓滿地解決氣候變化問題，但絕對是緩和氣候變化的一大步。香港即使是彈丸之地，也有責任為減碳出一分力。期望政府、業界與社會共同努力，向巴黎協議的目標邁進。」

UKAS Accredited Certification Services for ISO 9001:2015 and ISO 14001:2015 Now Available in HKQAA

本局現已提供英國認可局認可之 ISO 9001:2015 及 ISO 14001:2015 認證服務

HKQAA Updates

本局快訊

HKQAA is pleased to announce the attainment of the United Kingdom Accreditation Service (UKAS) accreditation for ISO 9001:2015 Quality Management Systems (QMS) and ISO 14001:2015 Environmental Management Systems (EMS). HKQAA received the above accreditations in January and February 2016 respectively from UKAS. Together with the accreditation from Hong Kong Accreditation Service (HKAS), HKQAA now offers UKAS and HKAS accredited certification services for ISO 9001:2015 and ISO 14001:2015.

To ensure certified clients can smoothly convert to the new standards, HKQAA also provides a series of certification support services, including training, seminars and gap assessments. For further details, please contact us at:

香港品質保證局現提供英國認可局 (UKAS) 認可的 ISO 9001:2015 質量管理體系及 ISO 14001:2015 環境管理體系認證服務。本局分別於 2016 年 1 月和 2 月正式從 UKAS 取得以上兩項認可資格，連同早前獲得香港認可處 (HKAS) 的認可，本局現可提供 UKAS 及 HKAS 認可的 ISO 9001:2015 與 ISO 14001:2015 認證服務。

為協助獲認證機構順利過渡至新標準，本局亦提供相關的培訓課程、研討會和差距評審等一系列支援服務。欲知更多詳情，請聯絡我們：

Hong Kong Quality Assurance Agency 香港品質保證局

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 Macau 澳門 - (853) 6238 8759

Introduction of New Council Members 新董事局成員介紹



Ir Paul K. M. Chung
鍾冠文工程師

Ir Chung K. M. Paul is a qualified engineer, registered construction manager and accredited mediator with abundant experiences in construction engineering and management, property development and management, and corporate management. Paul has been taking the directorate positions with overseas and local corporations which widely cover industrial, residential and commercial construction and development. Over the years, he has been actively serving the community and construction industry by participating in different Councils, Boards and Committees in regards to education, training, and green and sustainable construction. Paul is currently serving Hong Kong Polytechnic University, Vocational Training Council, Green Building Council, Institution of Hong Kong Construction Managers and others.

鍾冠文工程師是專業工程師、營造師、及調解員。自畢業後投身建設工作，為本地及海外的企業服務，在建築工程和管理、房產策劃和管理及企業管治，擁有豐富經驗。鍾先生多年來積極服務社會，以建築專業為主，就教育、培訓和綠色持續發展不遺餘力，參與各方機構，其中如香港理工大學、職業訓練局及香港綠色建築議會等。



Prof K. C. Ho, BBS, JP
何建宗教授, BBS, 太平紳士

Prof Ho Kin Chung, BBS, JP is the Dean of School of Science & Technology and Ng Chun Man Professor in Environmental Science and Conservation of The Open University of Hong Kong. His public and social services includes Chairman of the Advisory Committee for the Quality of Drinking Water, member of the Advisory Council on the Environment (ACE), Deputy Chair of the EIA Sub-committee, member of the Town Planning Appeal Board, member of the Town Planning Board, member of the Advisory Committee for Red Tides, member of the Transport Advisory Committee, Lantau Development Advisory Committee Aviation and 3rd Runway Advisory Committee, Chairman of the Association on Harmful Algal Blooms in the South China Sea, Council Member of the Chinese Environmental Science Society, Vice Chairman of the China Polar Museum Foundation, Supervisor of the Hong Kong Pui Ching Primary & Secondary Schools and President of Green Power.

With regard to polar research, Prof Ho visited the Arctic eight times and Antarctica three times. His research interests in the polar region include the global distribution and biogeography of harmful algae, change of water resources and water quality in Polar Regions and, the ecological significance of lichens in the coastal areas of polar region.

Prof Ho was awarded the Bronze Bauhinia Star (BBS) badge by the Chief Executive of HKSAR to honour his outstanding contributions to environmental protection and environmental research in 2004. In 2009, Prof Ho was awarded the “Excellent Worker in Environmental Science & Technology Award” three times by the Chinese Society of Environmental Sciences which is one of the most authoritative environmental institutions in China. In addition, Prof Ho was also awarded the “President’s Awards for Distinguished Achievements” by the Open University of Hong Kong in 1997, 2001 and 2004. In 2010, he received the National Character Environment Achievement Award. In 2011, he was honored as “Scientific Chinese (2010), People of the Year”. In 2013, he received the award of “Leader of Times”.

何建宗教授, BBS, 太平紳士為香港公開大學科技學院院長兼伍振民環境科學及生態保育教授。曾任或現任公職和服務包括香港特區政府食水水質事務諮詢委員會主席、環境諮詢委員會委員、環境影響評估小組副主席、城市規劃上訴委員會委員、城市規劃委員會委員、紅潮專家委員會委員、大嶼山發展諮詢委員會委員、航空業及機場第三跑道諮詢委員會委員、交通諮詢委員會委員、南中國海紅潮學會主席、中國環境科學學會理事、中國極地博物館基金副主席、香港培正中、小學校監及綠色力量會長等。

何教授亦積極於極地研究，曾八訪北極及三赴南極進行環境及生態調查。他在極地的主要研究興趣為赤潮藻類的全球生物地理分佈、極地的水資源和水質變化、冰區海岸的地衣類生態等。

何教授於2004年獲香港特別行政區政府頒授「銅紫荊星」勳章，以表揚他在環境保護和環境研究的卓越成就。於2006年至2009年間，何教授三次獲中國最高層次環境學術機構「中國環境科學學會」頒授「優秀環境科技工作者獎」。何教授亦於1997年、2001年及2004年三獲香港公開大學頒發「校長傑出成就獎」，並於2010年獲「全國人物環保成就」，2011年獲「科學中國人(2010)年度人物」，2013年獲選「時代領袖」。



Ir Edmund K. H. Leung, SBS, OBE, JP
梁廣灝工程師, SBS, OBE, 太平紳士

Ir Edmund Leung, SBS, OBE, JP is a professional mechanical engineer with a strong construction background. He was the President of The Hong Kong Institution of Engineers for 1995/1996.

He had worked in the power sector, construction sector (both as a consultant and a contractor). He was the Managing Director of Hsin Chong Construction Group (2008-2012). After retirement, he was appointed as the Chief Officer of Kowloon-Canton Railway Corporation on 1st January 2013.

Ir Leung was previously a Deputy Chairman of the Hong Kong Council of Academic Accreditation, and he recently received an Honorary Fellowship from The Lingnan University and the University of Hong Kong.

He had served as a Member of the Town Planning Board, Board Member of Airport Authority Hong Kong, Chairman of Energy Advisory Committee and the Chairman of the Process Review Panel of the Financial Reporting Council.

Ir Leung was awarded OBE in 1996, JP in 1997 and SBS in 2010.

梁廣灝, SBS, OBE, 太平紳士是專業工程師, 曾參與規劃、設計和建造樓房、鐵路和隧道工程項目。他於2008至2012年期間擔任新昌營造集團董事總經理, 於2013年被委任為九廣鐵路公司總裁。

梁工程師曾任香港工程師學會〈1995至1996年度〉會長、香港學術評審局副主席及嶺南大學校董會成員。近年更獲頒授香港大學和嶺南大學榮譽院士。

梁工程師其他前任公職包括城市規劃委員會成員、機場管理局董事局成員、能源諮詢委員會主席和財務匯報局程序覆檢委員會主席。

梁工程師於1996年獲頒英國官佐勳章, 1997年被委任為太平紳士, 並於2010年獲頒銀紫荊星章。



Ir Poon Wai Yin Paul
潘偉賢工程師

BSc(Eng.), FIET, FIMechE, FHKIE, FIEAust, FHKEng, CEng, CPEng

Ir Paul Poon is the Managing Director of CLP Power Hong Kong Limited and holds overall responsibility for the operations of the Hong Kong business, which includes a vertically integrated electricity utility serving over 5.9 million people in Kowloon, the New Territories and Lantau of Hong Kong.

Ir Poon has over 38 years' experience in the power industry. He joined CLP Power Hong Kong in 1981. Since then, he had held various management positions in CLP Power. He was the Chief Operating Officer before assuming his current position in September 2013. He is also the Chairman or a Director of various subsidiary companies and affiliated companies of the CLP Group.

Ir Poon has been appointed as a Co-opted Member of Council for the year 2015/2016 of The Hong Kong Management Association, a Member of the Council and Deputy Chairman of the Campus Development and Facilities Management Committee of the Hong Kong Baptist University.

潘偉賢工程師擔任中華電力有限公司總裁, 負責香港業務的整體營運, 包括經營縱向式綜合電力業務, 為九龍、新界及大嶼山超過590萬名市民提供電力服務。

潘工程師在電力行業累積了超過38年的豐富經驗。他於1981年加入中華電力, 曾於多個營運部門擔任管理職位。於2013年9月擔任現職前, 潘先生為中華電力營運總裁。他同時是中電集團多家附屬公司及聯屬公司的主席或董事。

潘工程師獲委任為2015/2016年度香港管理專業協會理事會委員、香港浸會大學校董會成員及校園拓展及設施管理委員會副主席。

Introduction of New Council Members

新董事局成員介紹



Mr Johnny C. H. Yeung, MH
楊志雄先生, MH

Mr Yeung Chi Hung Johnny, MH is a co-founder of Fujikon Industrial Holdings Limited. He has been the Chairman and the executive Director since 2000 and was appointed as Chief Executive Officer on 1 October 2011. Mr Yeung is responsible for the overall strategic planning and business development of Fujikon Industrial Holdings Limited. He is

also instrumental in the formulation and implementation of the business policies. Mr Yeung was elected the Honorary Fellowship 2004 by The Professional Validation Council of Hong Kong Industries, Directors of The Year Awards 2007 (executive Director): Listed Companies (SEHK – Non Hang Seng Index Constituents) by The Hong Kong Institute of Directors. In 2014, he was awarded the University Fellow of The Hong Kong Polytechnic University, re-elected the Industrial Fellow of Warwick University and the Medal of Honour (“MH”) at the Seventeenth Anniversary of the Establishment of the HKSAR. Mr Yeung has over 40 years of experience in the electronics and acoustics industry.

In addition, Mr Yeung is the Vice President of the Chinese Manufacturers' Association of Hong Kong, the Honorary Chairman of Hong Kong Electronics Industries Association and the Vice Chairman of Dongguan Electronics Industries Association, the Deputy Supervisor and the President of Human Branch of Dongguan City Association of Enterprises with Foreign Investment respectively, the Chairman of Electronics and Telecommunications Training Board of the Vocational Training Council, the director of the Yan Oi Tong Board of Directors and the Current Advisor of the Yan Chai Hospital Board Office.

楊志雄先生, MH為富士高實業控股有限公司聯合創辦人。自2000年出任本集團主席及執行董事,並於2011年10月1日委任為行政總裁。楊先生負責有關整體策略性規劃及業務發展,並對制訂及業務政策上作出重大貢獻。楊先生於2004年獲香港工業專業評審局頒發榮譽院士、2007年獲香港董事學會頒發傑出董事獎(執行董事);上市公司(香港交易所—非恆生指數成分股)、2014年獲香港理工大學頒發院士及英國華威大學再度頒發工業院士及香港特別行政區成立十七周年獲授榮譽勳章(「MH」)。彼於電子及音響行業積逾40多年經驗。

此外,楊先生為中華廠商聯合會副會長、香港電子業商會名譽會長及東莞電子業商會副會長、東莞市外商投資企業協會副監事長及虎門分會會長、職業訓練局電子業及電訊業訓練委員會主席、仁愛堂總理及仁濟醫院董事會當年顧問。

新聞搜索 News & Trends

International 國際

Innovation Management

The new ISO Technical Committee ISO/TC 279 on Innovation Management will meet in Milan, Italy in April, to begin the drafting work on its future ISO 50501 guidance standard for Innovation Management. This will be one of a suite of new standards addressing innovation, including:

- ISO 50500 - Terms and definitions relating to Innovation
- ISO 50502 - Guidance on Assessment of Innovation-related initiatives
- ISO 50503 - Guidance on tools and methods for collaborative innovation

Work Progresses on Updating the ISO Handbook on the “Integrated use of management system standards”

A task group of ISO's Joint Technical Coordination Group (which oversees all ISO management systems standards development) met in Buenos Aires, Argentina, in March 2016, and developed a first working draft of this new handbook, aimed at organisations who wish to address the requirements of multiple management system standards in a single, harmonized system. The handbook is expected to be made available towards the end of 2016, or early 2017.

創新管理

新的ISO創新管理技術委員會ISO/TC 279將於四月在意大利米蘭會面,開始為未來的ISO 50501創新管理指引標準作起草。這將是針對創新而制定的一系列新標準之一,包括:

- ISO 50500 – 有關創新的辭彙和定義
- ISO 50502 – 有關創新倡議的評估指引
- ISO 50503 – 創新協作的工具和方法指引

更新ISO手冊《管理體系標準之綜合使用》的工作進程

ISO的聯合技術協調組的工作小組(負責所有ISO管理體系標準發展)在2016年三月於阿根廷布宜諾斯艾利斯開會,制定新手冊的首個工作草案,協助欲使用一個統一體系,以應對多個管理體系標準要求的機構。預期手冊將於2016年末或2017年初出版。

2016 MIECF Successfully Held 2016年澳門國際環保合作發展論壇及展覽圓滿結束



2016 Macao International Environmental Co-operation Forum & Exhibition (MIECF), organised by the Government of the Macao Special Administrative Region, was held in The Venetian Macao – Resort – Hotel from 31 March to 2 April 2016. Its strategic aim was to nurture environmental business, technology and information exchange between the Pan-Pearl River Delta Region of southern Mainland China and international markets.

This year, the theme of the event was “Green Economy – Opportunities for Waste Management”. Specialists and academics shared their experience in controlling waste streams. The activities cover forums, exhibitions, business matching, seminars, networking sessions, and technical visit. The Green Showcase brought more than 460 exhibitors from 20 countries and regions, from well-known regional enterprises of environmental industry, to showcase the latest environmental products and services. Exhibitors include government departments, public utilities and environmental associations. HKQAA also ran a seminar and an exhibition booth to promote the HKQAA Hong Kong Registration - Recycling Services and Eco-friendly Series. To find out more about the registration schemes, please contact Mr Carson Yeung (tel: 852-22029317; email: carson.yeung@hkqaa.org) or Mr Adams Wong (tel: 852-2202 9392; email: adams.wong@hkqaa.org).

由澳門特別行政區政府主辦的2016年澳門國際環保合作發展論壇及展覽(MIECF)，已於2016年3月31日至4月2日，假澳門威尼斯人—度假村—酒店圓滿舉行。其策略性定位在於促進泛珠三角地區與國際市場間的環保商務、技術及資訊的交流。

今年MIECF以「綠色經濟新動力 廢物管理創商機」為主題，並邀請專家學者分享其管理廢棄物的技術與經驗。大會活動包括論壇、展覽、商業配對、座談會、行業交流會、技術參觀等。展覽場蒼萃超過460家來自20個國家及地區的著名環保企業參加，展出最新環保產品及服務，其中包括政府部門、公共事業機構和環保團體等。本局亦有參與主講洽談會及設置展位，推廣香港品質保證局香港註冊—環保回收服務及生態友善系列。有關註冊計劃的詳情，請聯繫楊先生(電話：852-2202 9317; 電郵：carson.yeung@hkqaa.org)或黃先生(電話：852-2202 9392; 電郵：adams.wong@hkqaa.org)。



New Certified Clients 新認證客戶

November 2015 to January 2016
2015年11月至2016年1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 November 2015 to January 2016, we have been pleased to welcome 43 organisations to our community. Among them, they have obtained 61 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, ISO 20000, ISO 27001, ISO 50001, ISO 55001, SA8000, BFA, HKQAA-5S, HKQAA-HCS, QSPSC, SQM and SQM-ES. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

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

由2015年11月至2016年1月期間，香港品質保證局共頒發61張證書，包括ISO 9001、ISO 10002、ISO 14001、OHSAS 18001、ISO 20000、ISO 27001、ISO 50001、ISO 55001、SA8000、BFA、HKQAA-5S、HKQAA-HCS、QSPSC、SQM及SQM-ES。在此謹祝賀43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

Mainland China 中国内地

May - Aug 2016 2016年5月至8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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Quality and Integrated Management Systems 质量与综合管理						
Effective Audit Skills 高效審核技能提升	P 2	RMB 1,800	AC03P/SH05A SH 17-18			AC03P/GZ08A GZ 23-24
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	P 3	RMB 1,800	VM3P/GZ05A GZ 17-19	VM3P/GZ06A GZ 15-17	VM3P/SH07A SH 13-15	VM3P/GZ08A GZ 17-19
Environment 环境						
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO14001:2015 环境管理体系内部审核员培训	P 3	RMB 1,800		EMS3P/SH06A SH 22-24	EMS3P/GZ07A GZ 20-22	
Handling Dangerous Chemicals 危险化学品管理	P 1	RMB 1,200	EH04P/GZ05A GZ 10		EH04P/SH07A SH 06	
Occupational Health and Safety 职业健康和安						
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	P 3	RMB 1,800	OHS9P/SH-05A SH 23-25	OHS9P/GZ-06A GZ 20-22		
Telecommunications and Information Service 电讯和资讯服务						
TL 9000 R5.5/R5.0 Quality Management Systems - Internal Auditor Training TL 9000 R5.5/R5.0 电信质量管理内审员培训	P 3	RMB 3,800		TL04P/SH06A GZ 13-15		TL04P/GZ08A GZ 15-17
TL 9000 R5.5/R5.0 Quality Management Systems - Auditing 电信质量管理体系审核员 (QuEST Forum 授权课程)	P 3	RMB 9,600	TL02P/GZ-05A GZ 10-12			TL02P/SH-08A SH 09-11
TS16949 汽车行业质量管理体系						
TS16949 Internal Auditor Training TS16949 内审员培训	P 3	RMB 2,800			MT68P/GZ07A GZ 26-28	MT68P/SH08A SH 29-31
TS16949 Five Core Tools TS16949 五大核心工具	P 3	RMB 2,800		MS01P/GZ06A GZ 27-29		
ISO27001&ISO20000 信息安全管理体系						
ISO/IEC 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course ISO/IEC 27001:2013 信息安全管理体系主任审核员课程	P 5	RMB 10,000			ISE6P/SH07A SH 18-22	
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系内审员培训	P 3	RMB 2,800			ISE7P/GZ07A GZ 18-20	
ISO22000 食品安全管理体系						
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施	P 1	RMB 1,000	GP02P/SH05A SH 19			
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training ISO22000:2005 食品安全管理体系内部审核员课程	P 3	RMB 1,800	HA7P/GZ05A GZ 23-25			HA7P/SH08A SH 15-17
ISO50001 能源管理体系						
ISO 50001:2011 Energy Management Systems -Internal Auditor Training ISO 50001:2011 能源管理体系-内部审核员	P 3	RMB 3,000			EM08P/GZ07A GZ 11-13	
ISO55001 管理体系						
Principles & Good Practices of Corporate Asset Management 企业资产管理的原理和良好实践	P 1	RMB 1,500	SM01P/GZ05A GZ 10			SM01P/SH08A SH 31
ISO 55001:2014 Asset Management System - Implementation ISO 55001:2014 资产管理体系实施工作坊	P 6	RMB 9,000		SM03P/SH06A SH 27-29	SM03P/SH07A SH 25-27	
Handling Risks in Assets 处理资产危机的领导力	P 1	RMB 1,500	SM05P/SH05A SH 10			M05P/GZ08A GZ 11
ISO31000 企业风险管理系列						
Risk Based Thinking in Internal Control System 构建风险导向的企业内控体系	P 2	RMB 3,000			RM14P/SH07A SH 19-20	RM14P/GZ08A GZ 10-11
ISO22301 业务持续管理系列						
Business Continuity Management System (ISO 22301) - Understanding & Application 业务持续管理体系 (ISO 22301) - 理解与应用	P 1	RMB 1,500	RM01P/SH05A SH 18			
Management Tools and Skills 管理工具和技能						
5S 现场管理 5S Site Management	P 1	RMB 1,200			GP09P/GZ07A GZ 14	GP09P/SH08A SH 11
Measurement System Analysis MSA 测量系统分析	P 1	RMB 1,000	MS06P/GZ05A GZ 13		MS06P/SH07A SH 13	MS06P/GZ08A GZ 22
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	P 1	RMB 1,000	MS04P/GZ05A GZ 12	MS04/SH06A SH 23		
Measurement Management 计量管理与仪器效验管理实务培训	P 1	RMB 1,000	MS10P/SH05A SH 25	MS10P/GZ06A GZ 29		
Total Quality Management TQM 全面质量管理	P 2	RMB 2,400		MS15P/SH06A SH 02-03		MS15P/GZ08A GZ 04-05
Key to Strong Enterprise — Quality Circle Operation 强企之本——品质圈QCC运作	P 2	RMB 1,800	ES28P/GZ05A GZ 26-27			ES28P/GZ08A GZ 25-26
Design of Experiment DOE 试验设计	P 2	RMB 2,400		MS16P/SH06A SH 21-22	MS16P/GZ07A GZ 20-21	
Project Management 项目管理	P 2	RMB 3,000		MS17P/GZ06A GZ 22-23	MS17P/SH07A SH 20-21	
TTT Training on Internal Lecturer TTT 内部培训师	P 2	RMB 2,800	GM06P/GZ05A GZ 04-05	GM06P/SH06A SH 01-02		
Time Management 时间管理	P 1	RMB 1,000			MS18P/GZ07A GZ 27	MS18P/SH08A SH 24
Manufacturing workshop Management practices - Group Leader Management 制造车间管理实战 - 班组长工作篇	P 2	RMB 2,400	MT33P/GZ05A GZ 25-26		MT33P/SH07A SH 12-13	
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,400	MS14P/SH05A SH 09-10			MS14P/GZ08A GZ 29-30

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>

Hong Kong 香港

May - Aug 2016 2016年5月至8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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Quality and Integrated Management Systems 質量和綜合管理						
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-05A 03	VM1C/HK-06A 06	VM1C/HK-07A 04	VM1C/HK-08A 02
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-05A 30-31	VM3C/HK-06A 13-14	VM3C/HK-07A 07-08	VM3C/HK-08A 22-23
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-08A 03
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 質量管理體系文件	1	HKD 1,600/ HKD 1,500*			QMS4C/HK-07A 22	
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-06A 23-24		
How Your QMS Will Be Without Management Representative? Transition Strategies for ISO 9001:2015	1	HKD 1,600	VM6C/HK-05A 11			
IRCA Certified ISO 9001:2015 Auditor/Lead Auditor Training Course (QMS) (IRCA Reference A18030) ISO 9001:2015 質量管理體系 - 主任審核員證書培訓課程 (IRCA 註冊編號A18030)	5	HKD 11,500/ HKD 11,000*			QMS/IRCA/07 18-22	
ISO 9001:2015 Series - QMS Auditor/Lead Auditor Transition Training Course (IRCA Approved)	2	HKD 4,300/ HKD 3,800*			QM06E/HK-07A 11-12	
Environmental Conservation 環境保育						
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-05A 10		EMS2C/HK-07A 15	
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-06A 13-14		EMS3C/HK-08A 15-16
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective	1	HKD 1,600		EM19C/HK-06A 03		
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*	EMS8C/HK-05A 16			
IRCA Certified ISO 14001:2015 Auditor / Lead Auditor Training Course (EMS) (IRCA Reference A18040) ISO 14001:2015 環境管理體系 - 主任審核員證書培訓課程 (IRCA 註冊編號 A18040)	5	HKD 11,500/ HKD 11,000*		EMS/IRCA/06 20-24		
IRCA Certified ISO 14001:2015 Auditor Transition Training Course (IRCA Reference: A17967)	2	HKD 4,300/ HKD 3,800*		EM20E/HK-06A 27-28		
Occupational Health and Safety Management 職業健康和安全管理						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系 - 理解與應用	1	HKD 1,650/ HKD 1,550*	OHS8C/HK-05A 05		OHS8C/HK-07A 28	OHS8C/HK-08A 26
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-06A 27-28		OHS9C/HK-08A 04-05
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&U(SM)R) for OHSAS 18001 Practitioners	1	HKD 1,500			OH15C/HK-07A 29	
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors	2	HKD 3,200				OH16C/HK-08A 24-25
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-05A 09			
Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存						
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-06A 20-21		
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-05A 16			
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-07A 12-13	
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-07A 21-22	
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/07 11-15	
Personal Enrichment & Certification (M501) 個人提升和專業資格						
Zodiak® : 商業策略、決策及財務遊戲工作坊	1	HKD 1,800			M519C/HK-07A 05	
Countdown® : 為項目工作團隊而設的戰略遊戲工作坊	1	HKD 1,800			M520C/HK-07A 29	
九型人格心理學 ~ 管理篇 (進階)	1	HKD 1,680		M040C/HK-06A 02		
Mind Map® 思維導圖輕鬆提升工作效率	1	HKD 2,300/ HKD 1,980*	M504C/HK-05A 27			
Breakthrough in Mind and Self Awareness - Level 3 - Genius Program (ISNS Certified NLP Practitioner)	2	HKD 3,580/ HKD 3,300*	M508C/HK-05A 7-8			
Appreciative Internal Auditing : Creating Positive Changes	2	HKD 4,000/ HKD 3,600*	M511C/HK-05A 16-17			
The 7 Habits of Highly Effective People Signature Program	2	HKD 10,000/ HKD 9,000*				PC01C/HK-08A 9 & 16
Hogan Assessment Certification Workshop 2015	2	HKD 18,500		PC06C/HK-06A 21-22		

Hong Kong 香港

May - Aug 2016 2016年5月至8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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
"Care your Employees" Series						
如何與青春期子女並肩同行工作坊	1	HKD 1,500/ HKD 1,350*	M052C/HK-05A 07			
從中醫角度打造健康辦公室工作坊	1	HKD 980	CE01C/HK-05A 18			
Law and Legislation (Hong Kong, Macau & China)						
Negotiation and Mediation Skills for Managers and Professionals	1	HKD 1,500	M911C/HK-05A 09			
Essential Laws for Business Start-up in Mainland China	1	HKD 1,500		M912C/HK-06A 07		
Legal Aspects of Tendering for Education Sectors	1	HKD 1,500	M916C/HK-05A 27			
管理者必須認識的香港競爭法	1	HKD 1,500	M914C/HK-05A 26			
Fundamental Contract Law for Managers and Professionals	1	HKD 1,500		M906C/HK-06A 23		
Fraud Awareness Detection and Investigation	1	HKD 2,300/ HKD 1,980*	M915C/HK-05A 11			
Fundamentals of Negligence for Managers and Professionals	1	HKD 1,500		M907C/HK-06A 13		
Safety and Environmental Offences in Construction Projects	1	HKD 1,500	M908C/HK-05A 05			
Management Tools, Skill for Improvement 管理工具和技巧						
ISO 37001 DIS Anti-Bribery Management Systems - Introduction	1	HKD 1,600/ HKD 1,500*	A001C/HK-05A 04			
ISO 55001:2014 Asset Management System - Understanding & Application	1	HKD 1,500/ HKD 1,300*	SM04C/HK-05A 04		SM04C/HK-07A 05	
提升演講續航力工作坊	1	HKD 1,800/ HKD 1,500*	M055C/HK-05A 09			
Data & Knowledge Management (DKM) in Marketing	1	HKD 2,000/ HKD 1,800*	M057C/HK-05A 20			M507C/HK-08A 30
IT Governance & Management – COBITs & Process Assessment – ISO 15504	1	HKD 2,000/ HKD 1,800*		M058C/HK-06A 08		
Essentials of Evaluating Mobile Apps Applicability for non-IT Managers	1	HKD 2,000/ HKD 1,800*		M059C/HK-06A 29		
Mobile Cloud Computing Application Strategy	1	HKD 2,000/ HKD 1,800*			M060C/HK-07A 15	
Workshop on Transforming HR Role as Strategic Partners	1	HKD 1,080/ HKD 980*		M055C/HK-05A 16		
Workshop on Business Process Improvement	1	HKD 1,080/ HKD 980*	M024C/HK-05A 19			
Workshop on Effective Project Management	1	HKD 1,080/ HKD 980*	M025C/HK-05A 10			
Workshop on Effective Performance Appraisal	1	HKD 1,080/ HKD 980*		M026C/HK-06A 01		
Workshop on Effective Communication & Influencing Skills	1	HKD 1,080/ HKD 980*		M028C/HK-06A 04		
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-06A 24		
成功管理人員必經的培訓師之路	1	HKD 1,800/ HKD 1,600*		M014C/HK-06A 25		
Email Etiquette and Business Writing: Good Behavior Online	1	HKD 1,400/ HKD 1,150*		M003C/HK-06A 03		
Business Continuity Management, Risk and Crises Management 營運持續管理體系、風險及危機管理						
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-07A 21	
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-07A 21	
Corporate Social Responsibility 企業社會責任						
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告	1	HKD 1,600			SR01C/HK-07A 14	
Telecommunications, Information Security and Management 電信、資訊保安與管理						
ISO/IEC 20000:2011 Information Technology Service Management Systems - Understanding & Application ISO/IEC 20000:2011 信息技術服務體系 - 理解與應用	1	HKD 1,600/ HKD 1,500*		ISE9C/HK-06A 10		
Implementation of ISO 27001:2013 Information Security Management Systems ISO 27001:2013 實踐信息安全管理体系	2	HKD 3,200/ HKD 3,000*	ISE5C/HK-05A 23-24			
ISO 27001:2013 Information Security Management Systems - Internal Auditor Training ISO 27001:2005 信息安全管理体系 - 內部審核員培訓	2	HKD 3,200/ HKD 3,000*		ISE7C/HK-07A 19-20		
ISO 27001:2013 Information Security Management Systems Auditor/Lead Auditor Course (IRCA Reg.#17321) (English) 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-06A 20-24		
TL 9000 R5.5/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R5.5/R5.0 質量管理体系審核課程 (QuEST Forum 認可課程)	3	HKD 9,700/ HKD 9,100*	TL02E/HK-05A 25-27			

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

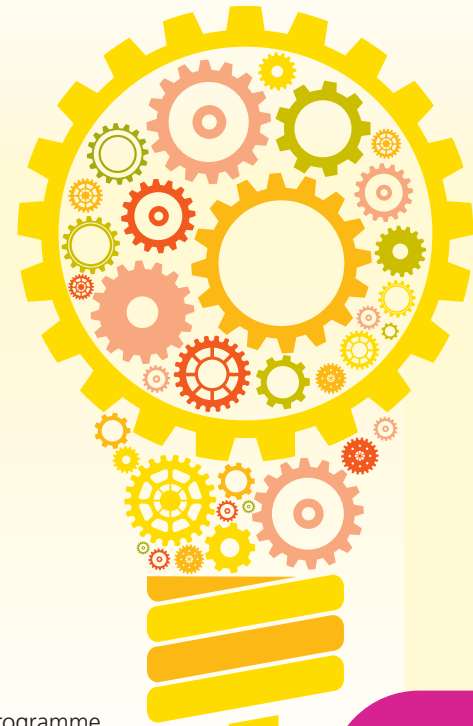
Last Updated Date : 06 Apr 2016

C Conducted in Cantonese 以廣東話授課
E Conducted in English 以英語授課
P Conducted in Putonghua 以普通話授課

For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : http://training.hkqaa.org Email : training@hkqaa.org

Strengthen Business Resilience with Innovative Perspectives

創新管理視野 · 引領企業遠航



PROGRAMME 焦點專題

Morning Session (9:15am – 12:00pm)

上午專題環節 (早上9時15分至中午12時正)

Language: English

語言: 英語

- Driving Innovations for Sustainable Public Housing Developments
建設可持續發展公共房屋的嶄新模式
- Strategic Collaboration to Foster Business Ventures in the Turbulent Market
應對市場挑戰 – 促進創新業務的策略性合作
- A New Thinking in Supply Chain Management: Customs-to-Business Partnership - HKAE0 Programme
供應鏈管理新思維: 海關商界協作倡議 – 香港認可經濟營運商計劃
- Cross-border E-commerce: A Paradigm Shift in Management Practice & Business Development
跨境電貿: 業務管理與拓展的範式轉移
- Risk Capital Investment: What is the Key to Long-term Success?
風險資本投資: 長遠成功的關鍵
- Innovate Visionary Strategies to Address Diverse Challenges
開創前瞻策略, 應對多元挑戰

Afternoon Session (2:00 – 4:45pm)

下午專題環節 (下午2時正至4時45分)

Language: English

語言: 英語

- Strengthen ESG Guide on Listing Rules, Intensify Risk Management with Enhanced Disclosure
加強上市規則的ESG指引: 提升風險管理, 改善透明度
- Embracing Digital Solutions in Corporate Sustainability Strategies
善用數碼科技的可持續發展策略
- Paris Climate Change Conference: Implications for Businesses
巴黎氣候峰會: 對企業的啟示
- Stay Ahead of the Challenges of Sustainable Consumption – Local and International Perspectives
緊貼可持續消費的挑戰: 國際與本地趨勢
- Practical Strategies for Competition Law Compliance
遵守競爭法之實用策略
- Towards a Sustainable Economy: Challenges and Opportunities
邁向可持續發展經濟之挑戰和機遇

Breakout Session (3:00pm-4:10pm)

分場環節 (下午3時正至4時10分)

Shanghai Room, 8/F

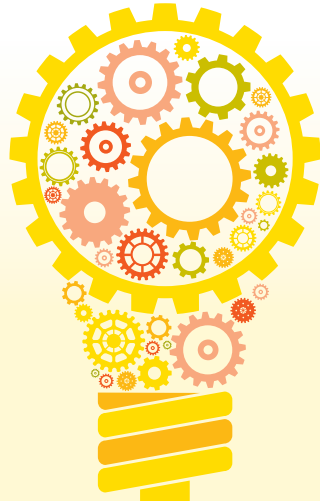
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13/05/2016

9:15am - 4:45pm

The Ballroom 7/F,

Cordis, Hong Kong at Langham Place,
Mongkok, Hong Kong

旺角上海街五五五號

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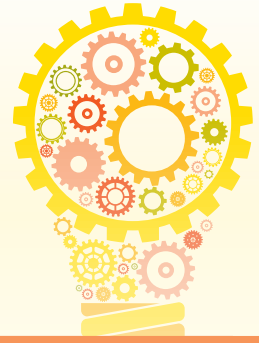
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