



VISION 管略

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nears Completion**

ISO最新可持續採購指引標準接近完成

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

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Sustainable Procurement – Influential Means to Sustainability

Procurement plays an essential role in the daily operations of an organisation and represents a significant portion of its budget. In public sector alone, procurement accounts for around 12% of GDP and 29% of government expenditure in the member countries of the Organisation for Economic Co-operation and Development (OECD). If money is spent on sustainable goods and services, it can help drive the market towards a sustainable economy.

Sustainable procurement has been recognised as one of the main ways to achieve sustainability, according to the Johannesburg Plan of Implementation produced at the World Summit on Sustainable Development in 2002. Today, more and more organisations are taking sustainability into account when they make a purchase. The 2014 Annual Statistical Report on United Nations Procurement stated that the number of organisations in the UN system providing information on their sustainable procurement profile increased about threefold from 2010 to 2014. In 2014, the organisations that reported on their sustainable procurement profile comprised 75% of total UN procurement volume, forming a significant purchasing power for sustainability.

To address the trend of sustainable procurement, the International Organisation for Standardisation (ISO) is developing a new ISO 20400 guidance standard on sustainable procurement which is expected to be published in early 2017. It will provide guidelines for organisations intending to integrate environmental, social and economic considerations into their procurement processes, to enhance productivity, innovation and stakeholder communications. The guidelines will complement the ISO 26000 Guidance on Social Responsibility, specifically in the procurement context.

HKQAA is committed to introducing the latest international management concepts and assisting local industry to keep abreast of sustainability trends. To enable organisations to be aware of the importance of sustainable procurement, Dr Nigel Croft, Chairman of the ISO Technical Subcommittee on Quality Systems, introduces the ISO 20400 sustainable procurement guidance in this issue of VISION. With reference to the guidance, organisations will be able to manage sustainable procurement in a systematic way.

Many enterprises have incorporated social responsibility into their operations, and we believe that sustainable procurement will become a common practice, especially among stakeholders engaging in internal and external purchasing processes. With industry and public support for sustainable procurement, a brighter future awaits.

可持續採購——促進可持續發展的重要動力

採購是機構日常運作中不可或缺一環，乃財務預算之重要部分。以經濟合作與發展組織 (OECD) 的成員國為例，單是公營部門的採購比例，已佔國民生產總值 12%，亦佔政府開支 29%。如果將這些開支花在可持續產品及服務上，無疑可推動社會邁向可持續的經濟模式。

根據 2002 年可持續發展世界高峰會議上達成的《約翰內斯堡執行計劃》，可持續採購被視為達至可持續發展的主要途徑之一。時至今日，愈來愈多機構在進行採購時，都會考慮可持續發展的因素。《2014 聯合國年度採購統計報告》亦指出，在聯合國系統轄下機構之中，有提供資料表示正推行可持續採購的機構數目，於 2010 至 2014 年間增加了近三倍，佔 2014 年聯合國總採購量 75%，成為促進可持續發展的重要採購力量。

為應對可持續採購的趨勢，國際標準化組織 (ISO) 正制訂全新的 ISO 20400 可持續採購指引標準，預計於 2017 年初完成。ISO 20400 為有意把環境、社會及經濟考慮納入採購流程的機構，提供適切指引，以助提升生產力、鼓勵創新和加強持份者溝通。此外，標準亦可以在採購的範疇，作為 ISO 26000 社會責任指引的補充。

香港品質保證局一直致力引進國際先進的管理概念，協助本地業界緊貼可持續發展趨勢。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，介紹 ISO 20400 可持續採購指引，以助機構了解可持續採購的重要性，並進行系統化的管理。

現時不少機構已將社會責任納入營運之中，因此我們相信，可持續採購亦將會成為業界的普遍做法，尤其是參與內部及外部採購流程的持份者。期望在業界與大眾的支持下，可持續採購能發揮影響力，推動社會更進一步，啟向可持續發展的未來。

New ISO Guidance Standard for Sustainable Procurement nears Completion

ISO 最新可持續採購指引標準接近完成

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In the past, many organisations have based their purchasing decisions on price alone, without even considering the quality of the products and services being acquired or the “total life cycle cost”. Today, most organisations recognise that achieving the right balance between cost and quality is important, but in the current sustainability-focused business environment, we need to look beyond these economic factors and include social and environmental aspects of the so-called “triple bottom line” approach into the purchasing decision-making process. These decisions can have a very broad impact on topics ranging from the carbon or water footprint associated with raw materials, manufacture and transport of the products and services being purchased, to the quality of life of the workers involved throughout the supply chain.

The new ISO 20400 guidance standard on Sustainable Procurement is currently at the second Draft International Standard (DIS) stage, and is forecast to be published in 2017. It will provide guidelines for organisations wanting to integrate sustainability into their procurement processes, and will complement ISO 26000 (“Guidance on Social Responsibility”) specifically in the procurement context. Sustainable procurement is an opportunity to provide more value to the organisation by improving productivity, assessment of value and performance, better communication between purchasers, suppliers and all stakeholders, and encouraging innovation.

Procurement in the public sector alone accounts for around 12% of GDP and 29 % of government expenditure in OECD member countries, so the impact of sustainable procurement practices can have a significant effect on the ability of nations to meet their overall goals and targets under the UN's 2030 Agenda for Sustainable Development. Sustainable procurement should not only be the domain of governmental purchasing policies, though. Any organisation can maximise its positive social, environmental and economic impact by making smart choices with all its purchases, including everything from raw materials, energy providers, outsourced call centres, caterers and building materials to mention only a few.

過往，很多機構在規劃採購決策時，只側重於產品及服務的價格，較為忽略其品質或「整體生命週期成本」。時至今日，大多數企業都認識到適當地平衡成本和品質的重要性。可是，在現時這個強調可持續發展的營商環境，我們必須把目光放遠，除了這些經濟因素外，更要考慮到對社會和環境這兩方面的影響，將「三重底線」經營方針應用到採購決策流程。這些採購決策對供應鏈所涵蓋的各個項目均影響深遠，當中包括從購買原材料、產品和服務的生產運輸過程中所留下的碳足跡或水足跡，以及工作人員的生活質素等。

最新的 ISO 20400 可持續採購指引標準正處於國際標準草案 (DIS) 的第二草稿階段，預計於 2017 年正式發布。此標準為期望將可持續發展應用到採購流程的機構，提供適切指引，並可在採購的範疇，作為 ISO 26000 社會責任指引的補充。可持續採購為企業帶來效益契機，不但能提高生產力，有效評估採購價值和表現，更能加強採購人員、供應商和各持份者之溝通，鼓勵創新。

在經濟合作與發展組織的成員國，單是公營部門的採購比例，已佔國民生產總值 12%，亦佔政府開支 29%。

換言之，實踐可持續採購的影響力將很大，甚至有助成員國符合聯合國 2030 年就可持續發展議程所訂明的全面目標和成績。當然，可持續採購不僅局限於政府採購政策，任何機構進行採購時，亦應作出明智選擇，積極達至社會、環境和經濟最大效益。這些採購決策包括選購原材料、能源供應商、外判商、食品供應商及建材等。





Development of ISO 20400

ISO 20400 will standardise guidelines and principles for all stakeholders working with internal and external purchasing processes – including contractors, suppliers, buyers, and local authorities – as part of an effort to demonstrate good practices for sustainable purchasing. Work on the new standard began in 2013 and is being coordinated by an ISO Project Committee (ISO/PC277) with active participation from 36 countries, and 14 observer members. ISO 20400 is currently in its final stages of development, with the 2nd DIS (Draft International Standard) being circulated for approval among ISO member bodies.

Structure and content of ISO 20400

It is important to recognise that ISO 20400 will only provide guidelines – it is not a Management Systems standard, nor does it specify any mandatory requirements. This means that its structure and content does not align with the ISO “Annex SL” criteria that have been adopted by standards such as ISO 9001, ISO 14001 and others. Its aim is to help organisations to meet their sustainability responsibilities and objectives by providing an understanding of what sustainable procurement means; what the sustainability impacts and considerations are in terms of an organisation’s procurement policy, strategy, organisation, and processes; and how to implement sustainable procurement in practical terms.

Clauses 1 - 3 of ISO/DIS2 20400 explain that the scope of the standard is to provide guidance to organisations, independent of their activity or size, on how to integrate sustainability within their procurement activities, as described in ISO 26000 - Guidance on social responsibility. The standard is intended for stakeholders involved in or impacted by procurement decisions and processes. It includes no formal normative references, and the terms and definitions used in the standard are mentioned in Clause 3.

Some examples of definitions that are relevant for sustainable procurement include the following:

- **procurement** - activity of acquiring goods or services from suppliers (internal and external)
Note: The procurement process considers the whole life cycle from identification of needs through to the end of a services contract or the end of the life of goods, including disposal.
- **sustainable procurement** - procurement that has the most positive environmental, social and economic impacts on a whole life basis
- **sphere of influence** - range/extent of political, contractual, economic or other relationships through which an organisation has the ability to affect the decisions or activities of individuals or organisations
- **supply chains** - sequence of activities or parties that provides goods or services to the organisation
- **local supplier** - provider that offers goods or services to the organisation and that is based in the same geographic market
- **stakeholder engagement** - activity undertaken to create opportunities for dialogue between an organisation and one or more of its stakeholders with the aim of providing an informed basis for the organisation’s decisions
- **fair operating practices** - practices that concern ethical conduct in an organisation and with other organisations, such as suppliers, with which it has relationships

Note: In a sustainable procurement context, fair operating practices can potentially extend to include the relationships between organisations, their suppliers and organisations and others that interact with the suppliers. These include interactions with government agencies, partners, suppliers, sub-contractors, and communities, with the aim of promoting a healthy relationship between the companies that buy goods or services and those providing them.

ISO 20400的發展

ISO 20400 將為內部及外部採購流程的所有持份者，包括承包商、供應商、採購人員和當地政府人員，提供標準化的指引和原則，以展示可持續採購的良好做法。自2013年起，新標準的籌備工作便已開展，由ISO計劃委員會(ISO/PC277)負責協調，並獲得來自36個國家和14個觀察成員國積極參與。ISO 20400 現正處於最後發展階段，其國際標準草案第二草稿現正由ISO成員傳閱審批。

ISO 20400的架構和內容

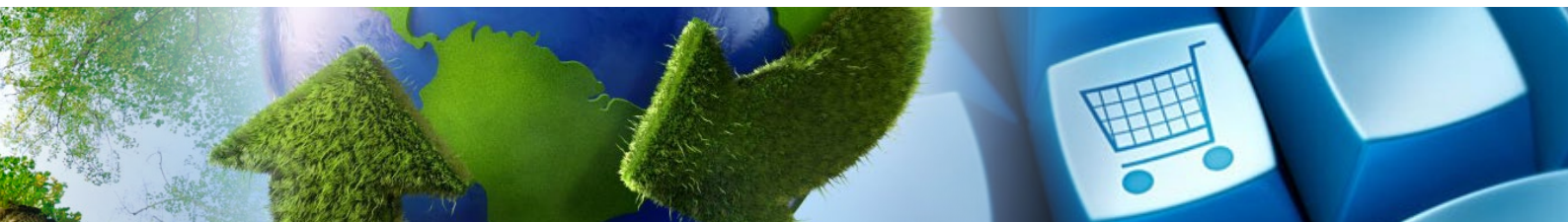
ISO 20400 只提供指引，並不是管理體系標準，更不會訂明強制性要求，這點一定要認清。換言之，它的架構和內容並不對應 ISO「附件SL」的準則，與其他已採用此準則的ISO標準如ISO 9001和ISO 14001等有所不同。ISO 20400旨在透過協助企業了解何謂「可持續採購」；了解企業的採購策略、方針、組織和流程，會帶來哪些可持續影響和考慮；以及了解如何切實可行地實踐可持續採購，讓企業達至可持續發展的責任和目標。

條款 1- 3 ISO/DIS2 20400 條款 1- 3 闡明標準的適用範圍，為不同業務性質或規模的機構，就如何將可持續發展納入採購活動中，提供相應指引。正如ISO 26000 社會責任指引一樣，此標準為採購決策及流程所牽涉或影響的持份者而設，不能作為正式的規範性引用文件。而本標準所運用的詞彙和釋義則詳載於條款3。

以下為與可持續採購相關的詞彙定義例子：

- **採購** – 從供應商獲取產品或服務的活動（內部或外部的）
備註：採購流程會考慮整體生命週期，由認清需求，至服務合約終止或產品生命完結，當中包括產品棄置。
- **可持續採購** – 以整體生命週期而言，對環境、社會和經濟帶來最正面影響的採購。
- **影響範圍** – 企業對個人或機構的決策或活動具有影響力的範圍，涉及政治、契約、經濟或其他方面的交往關係。
- **供應鏈** – 提供產品或服務予機構的一系列相關活動或單位。
- **本地供應商** – 處於相同地區市場，為機構提供產品或服務的供應商。
- **持份者參與** – 製造機會予機構與單一或更多持份者對話的活動，旨在讓各方獲悉機構的決策。
- **公平營運實務** – 在機構內奉行符合道德操守的做法，亦應用於其他有交往關係的機構如生產商。

備註：在可持續採購環境下，公平營運實務可延伸至機構與機構之間的關係、機構與供應商的關係，以及供應商與其交往機構的關係。這些亦包括與政府部門、合作伙伴、供應商、分包商和社區的交往關係，目的是促進服務和產品之買方與賣方的健康關係。



- life cycle - consecutive and interlinked stages of a product system, from raw material acquisition or generation from natural resources to final disposal
- circular economy - an economy that is restorative and regenerative by design, and which aims to keep products, components and materials at their highest utility and value at all times, distinguishing between technical and biological cycles

Clause 4 (“Understanding the Fundamentals”) provides an overview of the concept of sustainable procurement. It describes the principles, core subjects, drivers and key considerations, how to manage risks and opportunities; how to set priorities, exert influence on suppliers and avoid complicity.

Clause 5 (“Integrating sustainability into the organisation’s procurement policy and strategy”) provides guidance, in particular to top management, about how sustainability considerations should be integrated at a strategic level within the procurement function of an organisation to ensure that the intention, direction and key sustainability priorities are documented and understood by all parties involved in sustainable procurement.

Clause 6 (“Organising the procurement function towards sustainability”) describes the organisational conditions and management techniques needed in order to successfully implement and continually improve sustainable procurement. Procurement management should ensure that such conditions and practices are in place in order to help individuals with responsibility for procurement of goods or services integrate sustainability considerations into the procurement and management of contracts. Topics addressed include:

- Governance of procurement processes
- Enabling people within the procurement process
- Identifying and engaging stakeholders
- Setting sustainable procurement priorities
- Measuring and improving performance
- Establishing grievance mechanisms

Clause 7 (“Integrating sustainability into the procurement process”) addresses the details of the procurement process and is intended for individuals who are responsible for the actual procurement carried out within their organisation. It addresses topics that include:

- Building on the existing procurement process
- Planning
- Integrating sustainability requirements into specifications
- Selecting suppliers
- Managing contracts
- Reviewing and learning from the contract

Annex A of ISO/DIS2 20400 provides additional guidance on issues that are important for sustainable procurement. It emphasises the need for organisations and their procurement functions to look at sustainability issues holistically. This means that when developing a sustainable procurement policy, the organisation should consider the seven core subjects of ISO 26000 as a foundation – governance; human rights; labour practices; the environment; fair operating practices; consumer issues, and the involvement and development of the community.

- 生命週期 – 產品生命的各個連續和緊扣的階段。從獲取原材料或開發天然資源，到最終產品棄置，都包括在內。
- 循環經濟 – 一個可復原和可再生的經濟體系，旨在讓產品、部件和材料時刻都物盡其用，發揮最大價值，並區分了技術性循環和生物性循環。

條款 4（「認識基本原理」）提供可持續採購總體概念，並詳述其原則、核心主題、推動力和主要的考慮因素、怎樣管理風險和機遇、怎樣釐定優先項目、對供應商構成影響，以及避免串通行為。

條款 5（「將可持續發展納入機構的採購方案和策略」）就如何將可持續發展納入採購工作的決策層面，提供指引予機構及最高管理層，以確保其目標、方針和可持續發展的優先事項，均記錄在案，讓各個涉及到可持續採購的單位都能了解清楚。

條款 6（「組織符合可持續發展的採購功能」）簡述若要成功實踐和不斷改善可持續採購，機構應有的條件和管理層必須具備的技能。採購部管理層須確保這些條件和做法已準備就緒，以協助個別負責採購產品和服務的員工，將可持續發展考量納入採購和合約管理事宜中。處理的議題包括：

- 採購流程的管治
- 讓採購流程工作人員具備相關能力
- 識別各持份者，並促使他們一起參與
- 設定可持續採購的優先事項
- 評估和改善相關表現
- 建立申訴機制

條款 7（「將可持續發展納入採購流程」）詳述採購流程細節，為機構裏真正負責採購工作的人員而設。針對的議題包括：

- 建基於現有採購流程
- 規劃
- 將可持續發展要求納入規格中
- 選擇供應商
- 管理合約
- 檢討合約並從中汲取經驗

附件 A ISO/DIS2 20400 的附件 A 對可持續採購的重要議題，提供附加指引，並強調機構與其採購部門須要對可持續發展議題作全面探討。換言之，在制訂可持續採購方針時，機構應考慮到 ISO 26000 提到的七個核心主題——管治、人權、勞動實務、環境、公平營運實務、消費者議題，以及社區參與和發展。

Hygiene Performance in Pre-schools

學前機構之校園衛生表現

Foreword - Creating a Clean Learning Environment

HKQAA launched Hygiene Control System (HKQAA-HCS) certification services in 2004 to encourage the industry to manage health risks associated with public hygiene in a systematic manner. To foster the hygiene performance of schools, HKQAA has developed School Hygiene Management System (SHMS), with reference to the "Recommended International Code of Practice - General Principles of Food Hygiene", and the document, "The Physical School Environment" by World Health Organisation.

In 2015 – 2016, under the support of the Quality Education Fund, HKQAA coordinated with Hong Kong Council of Early Childhood Education and Services (HKCECES) to provide information and guidance for pre-schools to develop good hygiene practices. HKQAA acted as the executor to provide training and assessment of hygiene for pre-schools. The assessment was conducted according to the SHMS requirements and completed in April 2016. To allow the industry to understand the hygiene performance of kindergartens and kindergarten-cum-child care centres in Hong Kong, we analysed the assessment results and developed the Pro-school Hygiene, Health and Safety Index.

Participating Pre-schools

HKQAA (supported by Quality Education Fund) assessed the hygiene performance of 19 qualified kindergartens and kindergarten-cum-child care centres, three in Tuen Mun District, four in Shatin District, two in Kwun Tong District, four in Yuen Long District, one in Eastern District, two in Wong Tai Sin District, two in Sai Kung District and one in Kowloon City District. A total of 4,737 students were involved, as well as 325 teachers and principals.

Assessment Elements and Results

To comprehensively evaluate the hygiene performance of pre-schools, on-site assessments were carried out by HKQAA auditors, based on the six essential categories within the SHMS framework of requirements: Management Responsibility, Operational Hygiene, Structural Hygiene, Food Storage and Transportation, Personal Hygiene and Hygiene Management System. The categories are divided into 11 assessment elements and 107 evaluation elements, evaluating a series of aspects, from management to frontline cleaning staff, from classroom to playground and kitchen to toilet.

The overall performance of the 19 kindergartens and kindergarten-cum-child care centres was encouraging. All the pre-schools scored over 770 marks (out of 1000 marks). The average was 816.4 marks and the best school scored 890.4 marks. Most pre-schools met the passing requirements on the 11 assessment elements in the SHMS on-site assessment but some schools did not pass in Pest Control and Hygiene Management System. An organisation passes if it obtains at least 60% of average score on each assessment element and not less than two out of four marks on each evaluation element.

Performance on 11 Assessment Elements

The participating pre-schools were assessed according to the 11 assessment elements, covering Top Management Commitment, Competency, Awareness and Training, Sanitary Facilities, Overall Building Hygiene, Washroom, Ventilation and Drainage System, Water (Ice) Supply / Swimming, Pest Control, Food Storage and Transportation, Staff Facilities and Personal Hygiene, and Hygiene Management System.

前言—創造健康衛生學習環境

香港品質保證局自2004年起推出了衛生監控體系(HKQAA-HCS)認證服務，旨在推動業界系統化地進行與公共衛生相關的健康風險管理。同時，本局參考世界衛生組織發出的《國際推薦規範—食品與衛生總則》及《學校物理性環境》文件，特別推出為學校而設的學校衛生管理體系(SHMS)，以促進學校的衛生水平。

2015至2016年，香港品質保證局與香港幼兒教育及服務聯會合作，獲優質教育基金資助，以執行機構身份為本港學前機構提供有關SHMS的培訓，並提供校園衛生評審服務。評審工作根據SHMS的要求進行，已於2016年4月完成。為讓業界了解香港幼稚園及幼兒園的衛生水平，本局分析參與之學前機構的評審結果後，制定了首個關於本港學前機構衛生表現的「校園衛生健康安全指數」。

參與校園概況

在優質教育基金的支持下，本局評審了19間合資格的幼稚園及幼稚園暨幼兒中心的衛生表現，當中屯門區有三所、沙田區四所、觀塘區兩所、元朗區四所、港島東區一所、黃大仙區兩所、西貢區兩所、九龍城區一所，遍及4,734位學童，以及325位教師和校長。

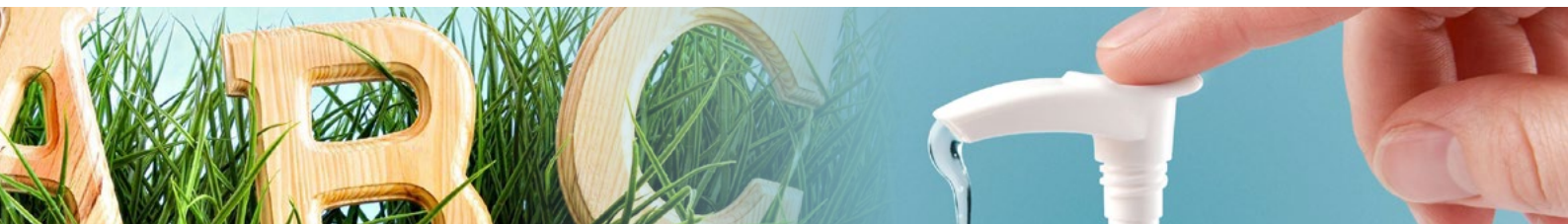
評審項目與結果

為全面地評估校園的衛生表現，本局派出審核員進行現場評審，並按SHMS框架的六大要求類別，包括管理責任、運作衛生、結構性衛生、食品的儲存和運輸、個人衛生、衛生管理體系，細分成11項項目指標，共107個評估要素作評審，務求從機構管理層到前線清潔工友、課室到遊樂場、廚房到洗手間等，作一個深縱並齊的評估。

綜觀19間參與評審的幼稚園及幼稚園暨幼兒中心的衛生水平，整體有不錯表現。每所校園整體得分均超過770分(滿分為1000分)，平均總分為816.4分，而表現最佳的校園更達890.4分。在11個項目指標中，大部份校園均達到SHMS現場評審合格要求。惟在蟲害控制及衛生管理體系兩個項目中，有個別校園未能達到合格要求(即在每一類項目指標的平均得分百分比取得至少60%，並且在每一項以四分為滿分的評估要素中，取得不低於兩分才為合格)。

11項目指標的表現水平

這次評估中，所有學前機構均是根據11個項目指標評分，包括最高管理層責任、能力、意識和培訓、衛生設施、建築物衛生、洗手間、通風/排水/處理系統、水(冰)供應/游泳池、蟲害控制、食品儲存和運輸、員工設施與個人衛生，以及衛生管理體系。



The assessment elements under each category are listed as follows:
以下是各項指標的所屬類別：

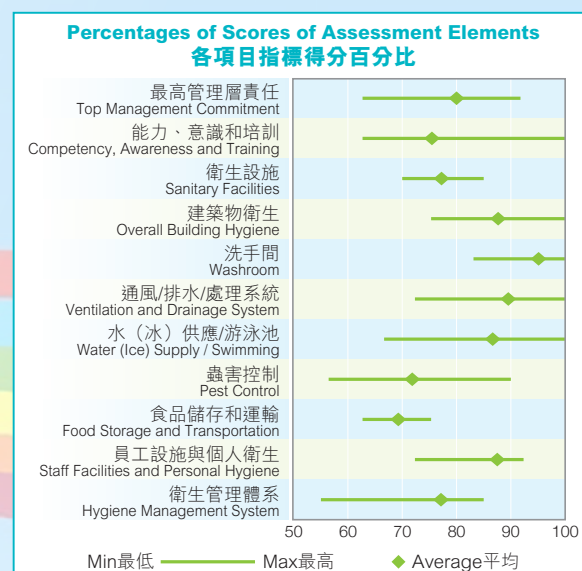
Six Essential Categories of Requirements 六大要求類別	Assessment Elements 項目指標
Management Responsibility 管理責任	Top Management Commitment 最高管理層責任
Operational Hygiene 運作衛生	Competency, Awareness and Training 能力、意識和培訓
	Sanitary Facilities 衛生設施
Structural Hygiene 結構性衛生	Overall Building Hygiene 建築物衛生
	Washroom 洗手間
	Ventilation and Drainage System 通風 / 排水 / 處理系統
	Water (Ice) Supply / Swimming 水 (冰) 供應 / 游泳池
	Pest Control 蟲害控制
Food Storage and Transportation 食品的儲存和運輸	Food Storage and Transportation 食品儲存和運輸
Personal Hygiene 個人衛生	Staff Facilities and Personal Hygiene 員工設施與個人衛生
Hygiene Management System 衛生管理體系	Hygiene Management System 衛生管理體系

From the chart above, we can find out that pre-schools performed best in the areas of Washroom and Ventilation and Drainage System. The percentages of overall average scores (average/full marks x 100%) were 95.3% and 89.5% respectively. This was followed by Staff Facilities and Personal Hygiene, with overall average of 87.6%. The average of Overall Building Hygiene, Water (Ice) Supply / Swimming, and Top Management Commitment were 87.5%, 86.9% and 80.3% respectively. The percentages of the average scores of the above assessment elements all reached or exceeded 80%.

There was room for improvement in other assessment elements. The overall average scores on Sanitary Facilities and Hygiene Management System were 77% and 77.1% respectively. The average score on Competency, Awareness and Training was 75.7% while that of Pest Control was 71.9%. The average score on Food Storage and Transportation was 69.1%.

The Way Forward – Managing Hygiene in Schools Systematically

The participating pre-schools gave positive feedback on SCMS and the funded project which was felt to have helped increase the awareness of both cleaning and teaching staff about hygiene. The assessment helped the pre-schools to review and understand their own hygiene performance in different areas, protecting the health of students and staff. More than 95% of the responding kindergartens and kindergarten-cum-child care centres said that they would make reference to or continue to use the SHMS assessment checklist to evaluate their hygiene condition and would also encourage other kindergartens to join similar project. We hope that more pre-schools will adopt SHMS to enhance hygiene level and further protect children's health and safety.



從以上圖表可見，各校園在洗手間和通風 / 排水 / 處理系統這兩個項目表現突出，整體平均分百分比（即項目平均分 / 滿分 x 100%）分別達95.3%及89.5%，其次是員工設施與個人衛生項目，其整體平均分百分比為87.6%，建築物衛生項目整體平均分別為87.5%，水（冰）供應 / 游泳池項目平均分為86.9%，最高管理層責任項目則取得80.3%。上述各項目的整體平均分均達到項目總分八成或以上。

其他項目表現相對遜色。衛生設施整體平均分百分比為77%，衛生管理體系為77.1%，能力、意識和培訓則為75.7%，蟲害控制及食品儲存和運輸的整體平均分分別為71.9%和69.1%。

展望未來—有系統地管理校園衛生

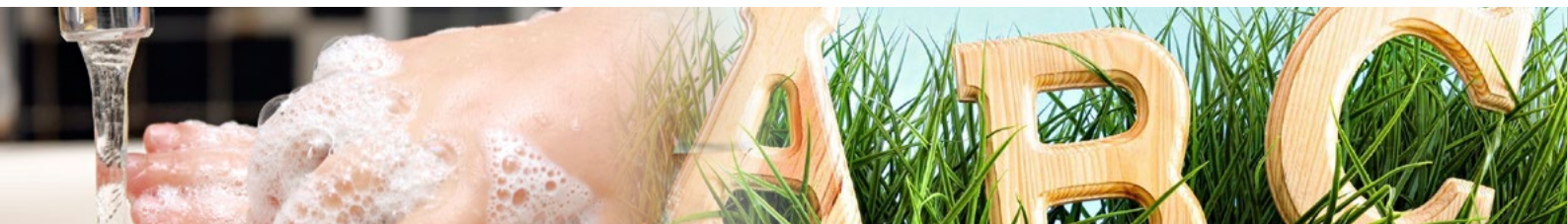
參與的校園均對是次計劃及SHMS有非常正面的評價，認為有助提升清潔工友及教職員的衛生意識，亦幫助校園檢視及了解不同範疇的衛生表現，對保障學童及教職員的健康起了實質的貢獻。超過九成受訪的幼稚園及幼稚園暨幼兒中心表示會參考或持續應用本局所提供SHMS的評審清單，以評估校園的衛生情況，並會鼓勵其他幼稚園一同參加類同計劃。本局期望有更多學前機構能應用SHMS，提升衛生表現，進一步保障學童的健康安全。

HKQAA-HCS is applicable to any organisation with intention to exercise hygiene management systematically, such as pre-schools, schools, shopping arcades, restaurants, hotels and club houses. Please contact HKQAA for more information (tel.: 852-2202 9111; email: hkqaa.mkt@hkqaa.org).

香港品質保證局衛生監控體系適用於任何有志進行系統化衛生管理的機構，包括學前機構、學校、購物商場、餐廳、酒店、會所等。詳情可與本局聯繫（電話：852-2202 9111；電郵：hkqaa.mkt@hkqaa.org）。



Kindergartens receiving HKQAA-HCS certification
獲頒衛生監控體系認證的幼稚園



Sharing by Participating Pre-schools

參與評審的學前機構代表分享

Ms Fung Pui Shan
Principal of TWGHs Lions Club of
Metropolitan Hong Kong Kindergarten
東華三院香港華都獅子會幼稚園
馮佩珊校長



"Evaluation elements are comprehensive and cover all situations in schools. They have helped raise staff awareness of the need to meet the school's requirements, keep improving and ensure service quality."
「評估因素表內容詳盡，能全面關顧學校各情況，並有效提升教員的意識以配合學校的要求，持續優化及確保服務質素。」

Ms Hilda Pang
Principal of Yan Chai Hospital Yim Tsui
Yuk Shan Kindergarten
仁濟醫院嚴徐玉珊幼稚園
彭美玲校長



"The training has helped us to review and strengthen our hygiene management performance in a systematic way. It is encouraging that we have attained the HKQAA -HCS Certification, which affirms our competence."
「培訓課程內容有助學校有系統地繼續全面自我檢視，提高學校環境衛生管理，讓學校持續進步。此外，本校亦獲得香港品質保證局頒發的衛生監控體系認證，對學校有鼓舞作用。」

Ms Chu Lai Yip
Principal of Homantin Baptist Church
Kindergarten
何文田浸信會幼稚園
朱麗葉校長



"Thanks to HKQAA for providing training on safety and practical information about hygiene. It has also shared with us some economical and effective ways to review our hygiene level that will be helpful to our work."
「感謝香港品質保證局除了提供安全培訓與衛生實踐知識外，亦分享一些經濟而有效的檢視方法，這些經驗分享將有助學校在實踐中更實幹。」

Mr Wan Chi Lun, Alvin
Principal of Po Leung Kuk Lek Yuen
Kindergarten-Cum-Nursery
保良局瀝源幼稚園暨幼兒園
溫志倫校長



"Food safety and hygiene conditions at school are important. Launched by HKCECES and HKQAA, this project gives the public confidence."
「校園食物好重要，環境衛生更放心，幼聯課程有保證，品質保證最權威。」

Ms Cindy Wong
Principal of TWGHs Chan King Har
Kindergarten
東華三院馬陳景霞幼稚園
黃倩雲校長



"This project is a useful and comprehensive review platform for making the school cleaner and safer."
「此計劃是一個很好及全面的檢視平台，讓本校更安全更衛生。」

Ms Wong Shu Pik
Principal of Choi Ha Estate Kit Sum
Kindergarten
天主教彩霞邨潔心幼稚園
黃書碧校長



"The training was useful and catered to school needs. It improved staff awareness of meal handling and hygiene management. The on-site guidance helped us a lot."
「培訓課程之內容充實，能針對校園的需要及加強職工處理膳食和環境衛生管理的意識，而且透過親臨指導，使本園獲益良多。」

Ms Lee Mei Kwan Margaret
Principal of Tsing Yi Trade Association
Tin Shui Wai Kindergarten
青衣商會天水圍幼稚園
李美群校長



"The training and assessment of this project are useful to the school."
「計劃對學校非常有幫助，無論培訓、評審也很好。」

Ms Tang Mei Yuk Daisy
Principal of Melody Anglo-Chinese
Kindergarten (Prime View Garden Branch)
美樂中英文幼稚園（景峰分校）
鄧美玉校長



"The arrangement is appropriate. The speaker of the training is professional, which helps us establish the SHMS."
「是次安排合理，培訓講者也很專業，對本校建立學校衛生管理體系很有幫助。」

Ms Ng Wah Man
Principal of First Assembly of God Church
Tin Chak Nursery
神召會禮拜堂天澤幼兒園
吳華敏校長



"We appreciated this project, which has helped enhance management knowledge, skills and attitude to food safety and hygiene management. The on-site evaluation has helped improve our food safety and hygiene conditions. The professional comments are valuable."
「整體評價是正面的，這計劃能優化學校管理層對校園食物及環境衛生安全管理的知識、技巧及態度，專家來校評估可逐點改善本校食物及環境衛生安全，他們的專業意見十分寶貴，值得參考。」

HKQAA Sustainability Rating and Research: Annual Review 2016

香港品質保證局可持續發展評級及研究：2016年回顧

Foreword – Continuing the Qualitative Analysis of Companies' Sustainability Management

In the recent decade, HKQAA has always been the advocate in promoting sustainability, corporate social responsibility (CSR), and environment management, so as to further the sustainable development of Hong Kong's economy, environment and society. The third annual year of the HKQAA Sustainability Rating and Research once again assessed the quality of companies' sustainability management using the scoring methodology based on ISO 26000 and GRI G4. The key findings of the research are provided below.

The Research Project and Company Engagement

In 2016, HKQAA reviewed the sustainability performance of 699 eligible listed companies for inclusion in the Hang Seng Corporate Sustainability Index Series (the Index Series) – 464 Hong Kong listed (HK) companies (including dual-listed companies, classified as Hong Kong stocks) and 235 China A-Share listed (CN) companies. HKQAA's Assessment Team examined 355 sustainability / CSR reports (including stand-alone and integrated reports) and made reference to over 430 company websites as well as local and international media reports, to assess their sustainability performance as a whole. We also reviewed more than 650 annual reports to understand companies' regulatory compliance and financial data. All companies were given an opportunity to offer feedback and supporting documents to HKQAA in the form of a questionnaire to supplement the publicly-available information. This year, the total number of responding companies increased by over 10% compared to 2015.

Overall Performance by Market

As in the previous two years, the sustainability performance of HK companies was generally stronger than that of CN companies. The highest score among HK companies was AA (21 companies) on a scale of AAA (highest) to D (lowest), while the highest score among CN companies was A+ (1 company). 274 HK companies (59%) and 146 CN companies (62%) achieved a moderate/satisfactory rating of BBB- or above. This compares favourably to 2015, when 55% of HK companies and 60% of CN companies achieved these ratings. The proportion of companies which received a moderate rating of BB or below were further decreased this year, from 32% in 2015 to 29%.

Industry-level Performance

An analysis of average scores of all industries shows that Conglomerates, Telecommunications and Properties & Construction display the strongest sustainability performance, while Consumer Goods lags behind all other industries.

前言—定性分析公司的可持續管理表現

過去十年，本局作為推動可持續發展、社會責任以及環境管理之先驅，積極協助本港經濟、環境及社會的可持續發展。「香港品質保證局可持續發展評級及研究」踏入第三年，繼續參考 ISO 26000 及 GRI G4，去評估公司的可持續管理水平。本年度研究結果重點報告如下。

研究計劃及參與公司

2016 年，本局審閱了 699 間具有被納入「恒生可持續發展企業指數系列」(「指數系列」) 候選資格的上市公司之可持續發展表現，其中包括 464 間香港上市公司(包括在香港及內地上市的公司，被列為港股的公司)及 235 間內地 A 股上市公司。為了全面地評估公司的可持續發展表現，本局今年查考了 355 份可持續發展/社會責任報告(包括獨立和綜合報告)、超過 430 個公司網站和本地及國際媒體的相關報導；並審閱超過 650 份公司年報，以了解其遵從規管的情況，以及財務數據。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超過 10%。

整體市場表現

一如過去兩年，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 21 間公司)，而內地公司最高分數為 A+(有 1 間公司)。整體而言，共有 274 間香港公司(59%)和 146 間內地公司(62%)達到中等/良好的 BBB- 或以上評級，而 2015 年，則只有 55% 的香港公司和 60% 的內地公司達到相同水平。與去年相比，達到中等水平 BB 或以下評級的公司則由 32% 進一步下跌至 29%。

行業表現水平

透過分析各行業的整體平均分數，可見今年的綜合企業、電訊業和地產建築業的可持續發展表現為最佳；而消費品製造業的表現與其它行業相比則較為遜色。

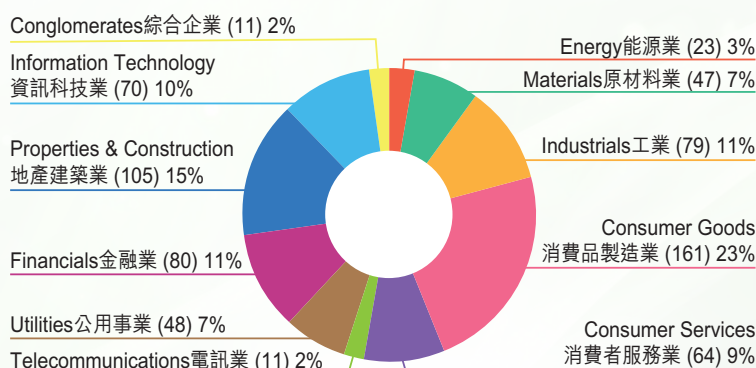


Chart 1 — Universe by Industry 2016
圖表1 — 2016年研究之上市公司行業分布

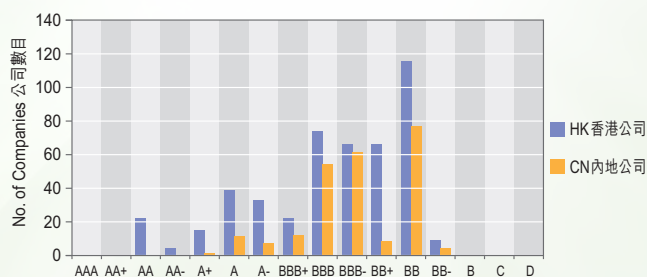


Chart 2 — Overall Performance by Market
圖表2 — 整體市場表現

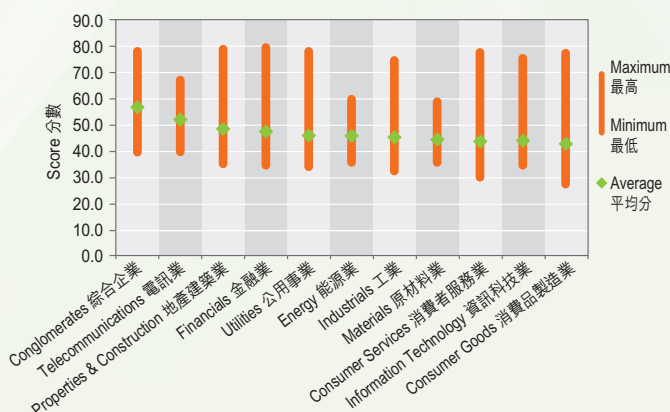


Chart 3 — Average Score by Industries 2016
圖表3 — 2016 年行業平均分



Subject Performance

In the current assessment model, all companies are rated in 7 core subjects, i.e. 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).

The performance in Corporate Governance, Human Rights and Labour Practices is generally stronger than in other subjects. The gaps between Index Series Constituents and non-constituents are especially large in The Environment and Community Involvement and Development. More details on their environmental management will be provided in the following sections.

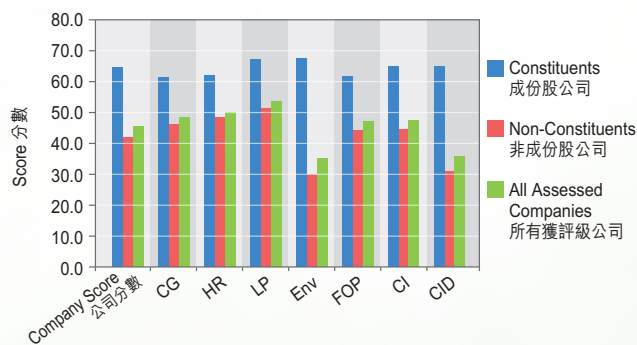


Chart 4 — Subject Performance of Assessed Companies
圖表4 — 獲評級公司的核心指標分數比較

核心指標表現

根據現行的評估模式，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)。

在七個核心指標評分當中，公司管治、人權和勞動實務的表現最佳，而指數系列成份股公司和非成份股公司在環境，以及社區參與和發展的差距最大。以下將提供更多有關它們的環境管理詳情。

Conclusion – Company engagement is on the rise

The higher level of company engagement as well as the improved overall sustainability performance of companies in 2016 demonstrates that more and more companies in Hong Kong and the Mainland are becoming more proactive in addressing sustainability challenges and responding to the needs and expectations of society. We anticipate that HKQAA's annual research will continue to chart improved performance in future.

總結 — 公司的參與度正在上升

本年度的研究可見，有更多公司參與以及整體市場的可持續發展表現有所提升，顯示有更多本地及內地公司變得更積極，主動應對可持續發展挑戰及回應社會需求及期望。本局期望在未來的報告中，可看到上市公司在可持續發展方面有更好表現。

Companies' Quality of Carbon Reporting and Implementation of the Recommended Environmental Practices

In view of the growing interest from stakeholders in companies' environmental performance and the elevation of Hong Kong Stock Exchanges and Clearing Limited (HKEx) reporting standards that require the disclosure of environmental KPIs to 'comply or explain' in 2017. We therefore, report below the overall performance of the assessed companies with respect to the quality of their carbon reporting and the implementation of the recommended environmental practices:

- 14% of the assessed HK and CN companies identify climate change and carbon as material issues and report on carbon emissions
- 57% of the Index Series Constituents report on carbon while only 7% of the Non-Constituents do likewise
- 17% of the HK companies report on carbon while only 9% of the CN companies do likewise
- 40% of the companies that report on carbon report on their direct and indirect emissions; fewer companies (18%) report on emissions in their value chains
- Only 4% of companies publish targets to reduce their carbon emissions
- 38% of companies that report on carbon, engage a third party assurance provider for their carbon data

As HK companies will be mandated to report on environmental performance indicators in 2017, this year's research focuses not only on the quality of carbon reporting but also on whether and how they implemented the recommended environmental practices.

- 48% of HK companies implemented measures to prevent pollution and minimise waste
- 40% promoted the sustainable use of resources, including reducing the use of energy, water and replacing non-renewable resources
- 31% implemented measures to adapt to climate change and mitigate its impact
- Only 16% of HK companies in high carbon industries, i.e. Utilities, Properties and Constructions, Industrials, Consumer Goods and Materials report on carbon
- 24% acted to protect the environment and restore natural habitats and the various functions and services that ecosystems provide

Way Forward – Need for Improvement with Initiatives Underway

Research this year reveals a clear need for improving the companies' preparedness for a low-carbon economy and their accountability for communicating their carbon performance with their stakeholders. The initiatives including the upgrading of the reporting obligation to cover all environmental indicators are underway. We would like to witness the efforts made by the listed companies in taking steps towards the better alignment of environmental sustainability and investment goals.

公司的碳表現報告水平與建議環保做法的實踐

由於持份者越趨關注公司的環保表現，以及香港交易及結算有限公司 (香港交易所) 2017 年提升上市公司的披露責任，至「不遵守就解釋」，包括披露其環境關鍵績效指標 (KPIs)，本報告列出被評估的公司，在碳表現報告及實踐建議環保做法方面的整體水平。

- 14% 獲評級的香港及內地公司均認同氣候變化及碳排放為重要議題，並有報告碳排放量
- 57% 的指數系列成份股公司有作碳表現報告，而只有 7% 非成份股公司作此報告
- 有 17% 的香港公司作碳表現報告，而只有 9% 內地公司作有關報告
- 有 40% 的公司報告其直接和間接的碳排放量，相對較少公司 (18%) 報告其價值鏈的排放量
- 只有 4% 的公司為減少碳排放量訂立目標
- 有報告碳表現的公司中，38% 表示有聘用第三方機構驗證碳數據

由於香港公司於 2017 年必須提交有關環保表現指標報告，今年的研究除了針對它們的碳表現報告之水平外，亦著重其有否及如何實施建議環保做法。

- 48% 香港公司均有實施防止污染及減少廢物的相關措施
- 40% 的香港公司推動可持續資源的使用，包括減少使用能源和水，以及取替不可再生資源
- 31% 的公司實施相關措施，以應付氣候變化及緩和其帶來的影響
- 只有 16% 屬高碳排放行業的香港公司，包括公共事業、地產建築業、工業、消費品製造業及原材料業作出碳表現報告
- 24% 公司有為保護環境、保存自然生態及生態系統運作作出行動

展望未來 — 優化現行的倡議

今年的研究顯示，公司在營造低碳經濟，以及就碳表現與持份者進行溝通的準備工作尚有改善空間。隨著政府及業界推出更多環保倡議，例如香港交易所提升上市公司的披露責任，以包含所有環境指標，本局期望未來可看到上市公司在實踐環境的可持續發展及投資目標時，能取得更佳的平衡。

Upgrading and Restructuring the Toy Manufacturing Industry with Eco-friendly Products

玩具製造業升級轉型之契機 — 生態友善產品



Mr Calvin Wu
General Manager, Shing Hing Plastic Manufacturing Limited
胡力恆先生
成興塑膠製品有限公司總經理

Vision is pleased to interview Mr Calvin Wu, General Manager of Shing Hing Plastic Manufacturing Limited, an organisation participating in the HKQAA Hong Kong Registration – Eco-friendly Series. He shares with us how eco-friendly products offer new opportunities for the industry.



今期《管略》很高興請來參與「香港品質保證局香港註冊－生態友善系列」計劃的成興塑膠製品有限公司總經理胡力恆先生，與我們分享生態友善產品為其帶來的機遇。

Finding Opportunities in Risks

With the increase in the costs of raw materials and labour, the plastic toy manufacturing industry in Mainland is currently facing unprecedented challenges. Mr Wu explained, "Once the advantage of low production cost is no longer available, not only will we face production risks, but also the risk of not surviving at all. Therefore, the industry must upgrade and restructure, and increase technology, as well as move from being an original equipment manufacturer (OEM) for toys, to developing private labels and patents, allowing more independence and creativity in the development of the business."

The environment and sustainability have long been the focus of the global community. With the European Union, the United States, Japan and Mainland implementing stricter environmental legislation, Mr Wu believes that toy manufacturers must undergo environmental reform. Green production and the ecological design of products is the first step to take if the industry is to upgrade and restructure to fulfill the requirements of law and market needs.

Implementation of Eco-design

"We started with the procurement of raw materials by selecting environmentally-friendly materials, and then we analyzed the production process in a few areas, such as energy consumption, the ability to recycle and reuse, the flexibility in storage and the influence on human health. We have tried to extend the product life, reduce the waste of resources and demonstrate our ecological responsibility in product design and production."

At the initial stage of developing eco-design products, the responsible management representatives faced many challenges. They had to first provide training to product engineers, allowing them to understand the concept and advantages of eco-design, to stimulate their creativity and change their old perceptions, so as to execute eco-design concepts. In order to promote and execute the concept effectively, it is important to gain the support of management as well as the participation of staff at all levels. We also tried strengthening our staff's knowledge and recognition for new manufacturing equipment and eco-design products through visits to our factory."

Enhancing Consumer Confidence through Third-Party Assessment

To enhance the performance of the eco-friendly products, Shing Hing participated in the HKQAA Hong Kong Registration – Eco-friendly Series. Mr Wu said, "The third party assessment body is independent of the manufacturers, retailers and consumers, with a reliable assessment mechanism; it ensures that the results are reliable and fair. This increases the confidence of our clients and consumers, enhances our competitiveness and helps the products enter the international market."

Mr Wu concluded, "We hope that eco-friendly products can be promoted within the industry, so as to address the environmental requirements for toy manufacturing in the national and international community, as well as enhance the green image of the industry."

業界前景 危中有機

由於原材料及人工成本上漲，國內塑膠玩具製造業當前正面臨前所未有的挑戰。胡先生表示：「一旦低成本的比較優勢消失，我們不僅面對生產危機，更可能是生存危機。因此，業界必須進行升級轉型，提高產品的技術含量，同時由玩具貼牌加工，走向擁有自營品牌及專利，讓玩具製造業能邁向自主創新發展之路。」

環保與可持續發展議題早已成為環球社會關注焦點，加上歐盟、美國、日本，甚至內地的環保法例要求越趨嚴格，玩具製造業必須進行環保改革，綠色生產、產品的生態化設計正好作為業界升級轉型的第一步，以滿足法例法規和市場需求。

生態設計的具體推行

胡先生道：「我們從原材料採購入手，選用環保物料；再分析產品生產過程中的能源耗用、循環再用、空間收納、對人體健康的影響等情況，盡力延長產品的使用壽命，減少資源浪費，在產品設計和生產上體現生態責任。」

胡先生續說：「在推行產品生態設計的初期，負責的管理人員需面對不少挑戰。他們先要向產品工程師進行相關培訓，讓其了解生態設計的概念、好處，啟發他們的創新思維，改變舊有觀念，才可有效貫徹生態設計的執行。另一方面，管理層的支持亦非常重要，通過全體人員參與，積極推動實踐生態化設計。我們透過組織員工到廠房參觀，加深他們對新舊設備及生態設計產品的認知及認同。」

第三方評審 增強客戶信心

為了不斷改善有關工作，成興塑膠參加了「香港品質保證局香港註冊－生態友善系列」。胡先生表示：「第三方評審機構獨立於製造廠、銷售商和用家，擁有可靠的評審機制，確保結果之客觀與公正，從而增強客戶、消費者和社會的信心，提升競爭力，有助產品打入國際市場。」

胡先生總結道：「期望生態產品在業界能得到大力推廣，回應國家及國際社會對玩具生產的環保要求之餘，亦藉此提升業界的綠色形象。」

HKQAA Hong Kong Registration – Identifiable Source Products 香港品質保證局香港註冊 — 確源產品

There are numerous merchants and products in the market. When a consumer makes purchase decision, a merchant who can tell the source of its products is more reliable than one which cannot provide information of its products' source.

The HKQAA Hong Kong Registration - Identifiable Source Products aims to recognise an organisation's capability to maintain and retrieve identifiable source records of products so as to enhance consumers' confidence. Consumers can scan the unique QR code on product with their smartphones to confirm that the product is supplied by a registered organisation. It enables businesses to demonstrate their commitment to providing products with identifiable sources to their customers. It also helps raise public awareness of the importance of combating counterfeit products.

市場上有無數的商戶和產品。在消費者作出購買決定時，能提供產品來源的商戶相對於不能提供產品來源資料的商戶更為可靠。

「香港品質保證局香港註冊 — 確源產品」旨在確認機構有能力妥善保存及翻查產品的可識別來源記錄，以提升顧客的信心。合資格的註冊機構會獲局方發出印有獨特QR碼的標籤，消費者可以手機掃描產品上的標籤，確認該產品的供應商已參與註冊計劃。計劃一方面讓機構彰顯提供可識別來源的產品之承諾，另一方面，亦有助提升公眾對防範假冒產品的意識。

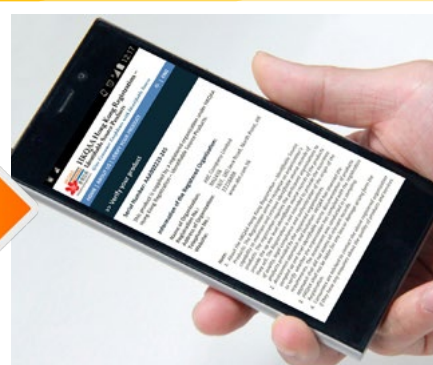
Verify the Product Supplied by a Registered Organisation 確認產品供應商已參與註冊計劃



Find the Registration Label on the product
在產品上找到註冊標籤



Scan the QR code with a smartphone
以智能手機掃描產品上的QR碼



Confirm the product supplied by a registered organisation
確認產品供應商已參與註冊計劃

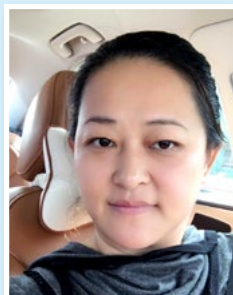
Clients' Sharing 客戶分享



Mr Kai Man Fok,
Founder and CEO of Hang Fung (Hong Kong)
e-Commerce Limited;
Vice President of Fok Ying Tung Group
恒豐(香港)跨境電商有限公司創辦人及
首席執行官、霍英東集團副總裁
霍啟文先生

"Our company registered in the HKQAA Hong Kong Registration – Identifiable Source Products and got the labels with a unique QR code which are attached to all of our products. This can enhance consumer confidence as they can scan the labels to verify our products online."

「公司取得香港品質保證局香港註冊 — 確源產品的註冊資格，並獲發印有獨特QR碼的標籤，供貼在產品上。消費者可使用智能手機掃描產品上的標籤，確認機構已參與註冊計劃，藉此增加他們對產品的信心。」



Ms YoYo Chan,
Managing Director
of Yoyo Shopping
E-commerce (Overseas)
Co., Limited
悠遊購電子商務(海外)
有限公司董事總經理
陳慧蓉女士

"The recognition of a third party organisation provides confidence to our consumers. The registration scheme requires the registered organisation to maintain product records with identifiable sources that encourages the industry to perform better."

「第三方機構的確認，讓消費者對本公司更有信心。註冊計劃要求註冊機構保存產品的可識別來源記錄，推動業界做得更好。」

HKQAA Enhancing Recycling Industry Performance Project

香港品質保證局提升回收業運作表現項目

由回收基金撥款資助
Funded by the Recycling Fund
回收基金
Recycling Fund

The Recycling Fund was launched by the Hong Kong Government in October 2015, and HKQAA's application for the "Industry Support Programme" under the Recycling Fund was approved this April. HKQAA is developing a practice note for the recycling of food waste, waste cooking oil, waste textile, waste rubber tyres and waste wood. Training will be provided to the local recycling industry in order to promote good practices and enhance the long term development of the industry.

Boosting Industry Level through Developing a Practice Note

Our aim is to develop a practice note that suits the needs of the local industry and community, and can also enhance the professional level of the recycling industry. The practice note will reference international standards, experience and practices of the overseas recycling industry. Through on-site visits and interviews, the practice note will record the industry good practices and collect different views from stakeholders, to give a balanced picture of the various issues.

The Sino-Forest Applied Research Centre for Pearl River Delta Environment, Hong Kong Baptist University (ARCPE) will be responsible for the development of operational guidelines for recycling waste paper, plastic, metals and glass. HKQAA will then combine and issue the practice note for the reference of local industry and community.

The practice note is expected to be finished in mid-2017 and promoted through a variety of channels, including seminars, exhibitions, electronic newsletters, websites and publications. Industry members and other stakeholders may refer to this practice note in enhancing the industry's operational performance. The practice note will be free of charge and distributed to the recycling industry and the soft copy will be uploaded to the web.

Encouraging Self-improvement through Training Courses

HKQAA will provide training courses to the local recycling industry through the project, with the aim to strengthen their knowledge towards the industry and encourage them to implement good practices. The training enables the industry to have a better understanding of the practice note, encouraging them to improve their performance in environmental protection, occupational health and safety as well as promoting appropriate maintenance of downstream record of recyclable materials. HKQAA intends the training sessions to be "Train-the-Trainer" courses, so that the participating top and middle managers can later transfer what they have learnt to their colleagues.

The course consists of a number of modules covering the background of the Hong Kong recycling industry, the sorting and maintenance of operational records, environmental management and occupational health and safety management. Participants who finish all modules will receive a recognition letter in the presentation ceremony in mid-2017. A subsidy from the Recycling Fund will be provided to each participant for each module, to encourage self-improvement and professional performance. It is expected that the training will benefit more than 1,200 participants.

We believe that through developing an objective, standardised practice note, and providing training courses, we can help strengthen the knowledge and performance of recycling industry practitioners, and enhance their public image.

由香港政府設立的回收基金已於2015年10月正式啟動，而香港品質保證局申請回收基金資助的行業支援計劃亦於今年4月底通過審批。本局已著手籌備有關回收廚餘、廢置食用油、紡織物廢料、廢輪胎及廢木料作業守則的制訂工作，以及提供本地回收業界人士參與的培訓課程，推動業界實踐良好做法，促進行業長遠發展。

制訂作業守則 提高業界水平

本局的目標是制訂一份既切合本地業界和社會需求，而又能推動回收業提升整體專業水平的作業守則。制訂作業守則時，本局會參考研究國際標準、海外回收業界的經驗和做法，同時又會進行實地視察及訪問，輯錄本地回收業界的良好做法，並收集相關持份者的意見，以平衡不同方面的考慮。

此外，香港浸會大學嘉漢林業珠三角環境應用研究中心亦會負責制定回收廢紙、塑膠廢料、廢棄金屬及廢玻璃運作指引。本局將把該指引，連同本局制訂的作業守則合輯成冊，以供本地回收業和社會參考使用。

預計整本作業守則將於2017年年中完成。屆時，本局將會透過一連串宣傳活動，包括研討會、參加有關環保的展覽會、電子通訊、網頁及印刷刊物等，向本地業界推廣及介紹作業守則。業內人士和不同持份者均可參考守則，協助業界提升營運表現。守則將免費分發予本地回收業界，電子檔亦會上載到網站，讓回收業界、其他相關行業、任何有意從事回收業之人士、持份者及公眾免費下載，相信可以惠及整個業界。

提供培訓課程 鼓勵自我增值

此外，本局將向本地回收業界提供一系列的培訓課程，加強他們的行業知識，及鼓勵實踐良好做法，讓業界更能明白作業守則，推動他們改善在環境、職業安全 and 健康方面的表現，以及促進管理可回收廢物流向記錄的能力。本局銳意將這些培訓課程設計成「培訓導師」(Train-the-Trainer)課程，把專業知識傳授給高層及中層管理人員的同時，亦讓他們有能力將這些知識轉移給所有員工。

課程分為數個單元，涵蓋香港回收業概覽、分類及營運記錄管理、環境管理，以及職業安全 and 健康管理等內容。完成所有單元課程的參加者，將於2017年年中舉行的典禮上獲頒嘉許信。由於回收業普遍欠缺資源讓員工接受培訓，本局將透過回收基金的資助，提供培訓津貼予報讀各個單元課程的每位參加者，鼓勵他們自我增值，提升專業表現，估計受惠人次超過1,200人。

本局相信透過制訂客觀、標準化的作業守則，以及提供專業培訓課程，能加強回收從業員的行業知識，並促進業界長遠地優化水平，提升公眾形象。

Signing MOU with Shaanxi Province Quality and Technology Supervision Bureau 與陝西省質量技術監督局簽訂合作備忘錄

The Shaanxi-Hong Kong Branding and Quality Forum was successfully held on 17 October 2016. A Memorandum of Understanding (MOU) was signed between HKQAA and Shaanxi Province Quality and Technology Supervision Bureau (Shaanxi QTS) to jointly facilitate the industrial and economic development in both Hong Kong and Shaanxi.

Support from Government and Industry

The MOU was signed by Dr Michael Lam, Chief Executive Officer of HKQAA, and Mr Qiao Jun, Director of Shaanxi QTS. Witnesses at the signing ceremony included Mr Zhang Xiaoning, Deputy Secretary-General of the People's Government of Shaanxi Province; Mr Xue Hua, President of China Council for the Promotion of International Trade, Shaanxi Sub-Council; Mr Li Wei, Deputy Minister of the Shaanxi Provincial Committee Propaganda Department; Mr Kan Kaipei, Deputy Director-General of Shaanxi Province Foreign Affairs (Overseas Chinese) Office; and Mr Jing Quiquan, Assistant Counsel of the Department of Commerce of Shaanxi Province. Witnesses from HKQAA were its Chairman, Ir Dr Hon. Lo Wai Kwok; Deputy Chairman, Ir C. S. Ho; Governing Council members, Ir Edmund Leung and Mr Johnny Yeung; and Chief Operating Officer, Mr P. C. Chan. Senior government officials and corporate representatives from both regions also attended this special event. Business leaders shared their insights on the future development of the regions during the forum.

Utilising Complementary Advantages to Foster Economic Development

Hong Kong is not only an international financial centre, but also a trade hub for brands around the world, in the words of Mr Zhang Xiaoning. The Hong Kong Government highly values the role of conformity assessments and has enjoyed significant success in brand building and quality management. By utilising their respective advantages, HKQAA and Shaanxi QTS can jointly preserve and extend the success of Shaanxi-Guangdong-Hong Kong-Macao Economic Cooperation.

Under the framework of the Belt and Road Initiative, the relationship between Shaanxi and Hong Kong will be much closer. Ir Dr Hon. Lo Wai Kwok said that the strategic partnership between the two organisations can foster cooperation in four key areas: quality certification, assessment, training and branding. The partnership will stimulate the development of regional industries and promote professional practices to improve business performance and enhance the publicity of Shaanxi and Hong Kong brands, and will support the Belt and Road Initiative.

With the support of various sectors, it is believed that the cooperation will bring synergistic effects and showcase the importance of conformity assessment services in promoting economic development and creating a sustainable future for businesses and society in Hong Kong and Shaanxi.

本局與陝西省質量技術監督局，在2016年10月17日舉行的陝港品牌建設與質量合作交流會上簽訂合作備忘錄，攜手促進企業的質量、誠信和社會責任水平，深化質量管理專才的技術交流，提升兩地品牌的影響力，以配合「一帶一路」的建設，為陝港社會經濟作出貢獻。

陝港各界鼎力支持雙方合作

本局總裁林寶興博士，以及陝西省質量技術監督局局長喬軍先生，代表雙方簽署合作備忘錄。見證是次簽署儀式的包括陝西省政府副秘書長張小寧先生、省質促會會長薛華先生、省委宣傳部副部長李偉先生、省外辦（港澳辦）副主任關開沛先生、省商務廳副巡視員井貴泉先生；香港方面則包括本局主席盧偉國議員博士工程師、副主席何志誠工程師、董事局成員梁廣灝工程師、楊志雄先生、運營總監陳沛昌先生。此外，不少陝港政府高層人員及企業代表蒞臨出席是次交流會。兩地的商界領袖亦於會上分享業界概況與未來展望。

結合雙方優勢 發揮促進商貿角色

張小寧先生在致辭時表示，香港不僅是國際金融貿易中心，也是世界品牌的亞洲交易中心。香港特區政府高度重視質量工作，在質量管理和品牌建設方面取得了顯著成就。他期望陝西省質量技術監督局和香港品質保證局能夠充分發揮自身的專業優勢，共同維護和拓展陝粵港澳經濟合作的交流與成果，提升兩地質量發展和企業品牌建設水平。

在國家「一帶一路」的發展藍圖下，陝港兩地的夥伴關係將越來越密切。盧偉國議員表示，這次香港品質保證局與陝西省質量技術監督局的策略性合作，進一步加強陝港兩地在質量認證、評審、培訓和品牌建設四大方面的合作，本著互惠互利的精神，促進地方產業轉型升級，協助提升企業的專業水平和員工的知識技能，擴大兩地品牌的宣傳推廣工作，以支持「一帶一路」的建設和配合國家的發展策略。

在各界的支持下，相信這次合作將可以產生協同效應，充份發揮合格評定行業在推動商貿發展的重要角色，為陝港兩地的社會和經濟創優增值，帶來更大的裨益。

◀ Shaanxi officials meet with HKQAA Governing Council members and top management.
陝西省政府官員與本局董事局成員及高層人員會面。



▲ Mr Zhang Xiaoning, Deputy Secretary-General of the People's Government of Shaanxi Province, delivering the opening address.
陝西省政府副秘書長張小寧先生於會上致辭。

▼ Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, gives a speech at the forum.
本局主席盧偉國議員博士工程師致辭。



▲ MOU Signing Ceremony 各嘉賓在《陝港品牌與質量合作備忘錄》簽署儀式上合照。

Congratulations to Ir Dr Hon Lo Wai Kwok on his Election to LegCo 祝賀盧偉國主席連任立法會議員

We would like to extend our warmest congratulations to Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, HKQAA's Chairman, for being re-elected on 4 September 2016 Member of the Hong Kong's Legislative Council in the Engineering Functional Constituency.

Dr Lo also serves as Chairman of the Business and Professionals Alliance of Hong Kong, member of the Housing Authority, the Hong Kong Science Park Board of Directors, the Hospital Authority and the West Kowloon Cultural District Authority, Chairman of the Hong Kong Green Strategy Alliance, and member of the China Association of Science and Technology Committee, etc. He was President of the Hong Kong Institution of Engineers in 2007/08, and was the Sha Tin District Councillor for many years. He also served in the past the Town Planning Board, the Council for Sustainable Development, the Advisory Council on the Environment and the Hong Kong Certification and Testing Council.

Dr Lo's expertise and areas of service cover infrastructure, town planning, environment, housing, technology, industry, education and community service. He 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. Dr Lo was awarded "Ten Outstanding Young Person" 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.

HKQAA believes that, with his rich professional knowledge and experience in community service, Dr Lo will continue to contribute to the industry and society in his term of office of LegCo.

2016年9月4日立法會選舉圓滿結束，本局謹此祝賀主席盧偉國議員博士工程師，SBS, MH, 太平紳士，連任功能界別議員，代表工程界。



盧議員現擔任香港經濟民生聯盟主席、香港房屋委員會委員、香港科技園董事會成員、醫院管理局成員、西九文化區董事局成員、香港綠色策略聯盟主席、中國科協全國委員會委員等。他於2007至2008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、香港檢測和認證局委員等公職。

盧議員的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。他擁有30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」，在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，分別於2009及2015年獲頒銅紫荊星章及銀紫荊星章。

相信盧議員憑藉豐富的專業知識及社會服務經驗，定能在新一屆立法會中，為業界及社會帶來更大貢獻。

HKQAA Successfully Extended the Scope of Accreditation with HKCAS for ISO 50001:2011 Energy Management Systems Certification 本局獲香港認可處認可之ISO 50001:2011 能源管理體系認證服務範圍現已擴展

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce that the scope of accreditation with HKCAS for ISO 50001:2011 Energy Management Systems (EnMS) has been extended to two new technical areas, construction and engineering services.

HKQAA successfully extended the scope of accreditation on 26 September 2016 from the Hong Kong Accreditation Service (HKAS) through the Hong Kong Certification Body Accreditation Scheme (HKCAS). ISO 50001 certification is applicable to all types and sizes of organisations, ranging from commercial to industrial or institutions. For further details on HKQAA's certification and supporting services, please contact us at:

香港品質保證局獲香港認可處認可之ISO 50001:2011 能源管理體系認證服務的認可範圍現已擴展至兩個新的技術領域，分別是建築及工程服務。

本局於2016年9月26日透過香港認可處香港認證機構認可計劃(HKCAS)，正式取得擴展範圍的認可資格。ISO 50001 認證適用於各類型及規模的商業、工業或公共機構。欲知更多有關本局所提供的認證和支援服務，請聯絡我們：

Hong Kong Quality Assurance Agency 香港品質保證局

Email 電郵: hkqaa.mkt@hkqaa.org

Tel 電話: Hong Kong 香港 – (852) 2202 9111
Macau 澳門 – (853) 6238 8759

Shanghai 上海 – (86 21) 6876 9911
Guangzhou 廣州 – (86 20) 8383 3777

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-E23

A World of Fine Wine & Spirits

Hong Kong Int'l Wine & Spirits Fair 2016

HKTDC Hong Kong International Wine & Spirits Fair is a truly global event offering a wide range of high-quality wine and spirits, beer, and other alcoholic beverages, as well as wine accessories & equipment and other services including wine logistics and training. The fair will be presenting its ninth edition from 10-12 November at the Hong Kong Convention and Exhibition Centre, expecting over 1,000 exhibitors from all the major wine-producing areas. The final day of the fair is the Public Day which welcomed around 30,000 visitors last year.

Spirits and Beer

The offerings of wine fair blossom. The widely acclaimed **"Ice Bar"**, **"Whisky and Spirits Zone"**, **"The Whisky and Brandy Bar"** and the **"Beer Zone"** will return, giving visitors a chance to enrich the knowledge about whisky, spirits, beer and many more.

Fabulous Events

Over 70 events will take place during the three-day fair, including grand tasting, master classes, wine tasting, cocktail demonstration, conference and seminar. It will be an excellent opportunity for visitors to soak up the latest market intelligence and enrich their knowledge of this vibrant industry.

Fair information

Date : November 10-12, 2016 (Thu-Sat)
Venue : Hong Kong Convention and Exhibition Centre,
Hong Kong
Tel: (852) 2240 4203 Fax: (852) 2169 9169
Email: hkwinefair.visitor@hktcdc.org

Remarks:

- For trade visitors aged 18 or above only
- No admission charge for pre-registered trade buyers
- Admission fee HK\$100 per person for on-site registration

Reserve your
FREE admission badge now

Website —
www.hktcdc.com/ex/hkwinefair/27

Mobile app —
download HKTDC Mobile

Mobile Info Site —
www.hktcdc.com/wap/wine/T119



Restaurant & Bar Hong Kong 2016 香港餐飲展2016

HKQAA participated in the Restaurant & Bar Hong Kong 2016, a leading fine dining and bar exhibition in the Asia-Pacific region, from 6 to 8 September 2016. The three-day event held at the Hong Kong Convention and Exhibition Centre attracted over 20,000 visitors. HKQAA ran a booth and promoted our wine-related conformity assessment services.

Renowned Wine Awards Joined “Hong Kong Wine Registration Scheme for Events”

In the Restaurant and Bar Hong Kong, the award winning wines of the Asia Wine and Spirits Awards by Sommeliers 2016 (AWSA) were featured and tasted. As AWSA joined the “HKQAA – Hong Kong Wine Registration Scheme for Events”, all the wine entries have attached the Scheme Labels with a unique QR code, enabling the visitors to scan and read information about the wines online.

The Restaurant & Bar Hong Kong House Wine Awards 2016 also joined the “HKQAA – Hong Kong Wine Registration Scheme for Events”. The Scheme Labels were stuck to the bottles of wine entered for the Awards.



Visitors were tasting the award winning wine of AWSA which joined the Hong Kong Wine Registration Scheme for Events. 入場人士可一嘗參加了香港葡萄酒註冊計劃（活動項目）的「亞洲酒類大賞冠軍侍酒師評審」之得獎酒。

本局於2016年9月6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2016，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。

知名酒類大獎參與「香港葡萄酒註冊計劃（活動項目）」

展覽上，參加者可一嘗「亞洲酒類大賞冠軍侍酒師評審」的得獎酒。該大獎參加了「香港品質保證局—香港葡萄酒註冊計劃（活動項目）」，參賽酒均貼上印有獨特QR碼的計劃標籤，供大眾在網上查產品相關資訊。



「香港餐飲展駐店酒大獎2016」亦獲得「香港葡萄酒註冊計劃（活動項目）」的註冊資格，活動上的參賽酒都貼有計劃標籤。

HKQAA ran a booth and promoted the wine-related conformity assessment services.

本局設置宣傳攤位，推廣有關葡萄酒的合格評定服務。

Seminar on the Management and Relations with Public Officers and Introduction to ISO 37001 Anti-bribery Management Systems 管理與公職人員的關係及ISO 37001 防貪管理體系簡介研討會

HKQAA held a Seminar on the Management and Relations with Public Officers, and ISO 37001 Anti-bribery Management Systems, in August 2016. In the seminar, Mr C. K. Cheung, the Chief Corruption Prevention Officer from the Independent Commission Against Corruption (ICAC), shared the legal requirements for dealing with public officers, the regulations that deal with conflict of interest for public officers, as well as integrity management and the implementation of moral practices. HKQAA also provided information on the latest developments in ISO 37001 Anti-bribery Management Systems and explained the keys to understanding the requirements of the standard.



Mr C. K. Cheung, Chief Corruption Prevention Officer of ICAC, addressed the topic on “Management and Relations with Public Officers”.

廉政公署總防貪主任張展杰先生講解「管理與公職人員關係」。



香港品質保證局於2016年8月舉辦了「管理與公職人員關係及ISO 37001 防貪管理體系簡介」研討會。研討會邀得廉政公署總防貪主任張展杰先生擔任講者，講解有關監管與公職人員進行事務往來時的法例要求、處理涉及公職人員的利益衝突之規例、誠信管理及道德實踐等範疇。此外，本局亦有介紹有關ISO 37001 防貪管理體系的最新發展及條文理解重點。

ISO 37001 Anti-bribery Management Systems Standard Officially Launched ISO 37001 防貪管理體系標準現已正式出版

The ISO 37001 Anti-bribery Management Systems standard was officially launched by the International Organization for Standardization (ISO) on 15 October, 2016. It is the first international standard designed to help organisations to combat bribery risks in operations and throughout global value chains.

HKQAA will provide certification and a series of support services, including training, seminars and gap assessments. For further details, please contact us at (852) 2202 9111.

國際標準化組織 (ISO) 已於2016年10月15日正式出版ISO 37001 防貪管理體系標準。這是首個國際防貪標準，旨在協助機構在營運和整個全球價值鏈中，應對貪污風險。

本局將提供一系列的相關認證、培訓課程、研討會和差距評審等支援服務。欲知更多詳情，請致電 (852) 2202 9111 與我們聯絡。

The 9th My Dream Home Contest Awards Ceremony 第九屆「理想家園」比賽頒獎典禮



The 9th HKQAA "My Dream Home" Writing, Photo, Drawing and Poster Design Contest Awards Ceremony was held successfully on 26 August 2016, 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 sixth year in which Guangzhou and neighbouring area participated. More than 4,000 pieces of work were received from Hong Kong and the Mainland, including some from special schools. The contest allows children to depict their dream homes in a spirit of social integration and harmony.

Hong Kong School of Design, The Photographic Society of Hong Kong, The Boys' and Girls' Clubs Association of Hong Kong, Hong Kong PHAB Association and Friends of Earth (HK) are the supporting organisations of the contest, jointly promoting social responsibility in order to deliver our dream home. Students from Huanhu Primary School and Yuanjia Primary School, Foshan also gave a dance performance during the ceremony. Their beautiful dancing was dazzling.

The awards list is now available at www.hkqaa.org.

香港品質保證局第九屆「理想家園徵文、攝影、繪畫及海報設計比賽」頒獎典禮已於2016年8月26日晚上，假香港理工大學蔣震劇院圓滿舉行。

今屆比賽連續第六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4,000份作品，並得到特殊學校的積極響應，讓接受特殊教育的學生，也可將心目中的理想家園面貌，透過作品表達出來，將社會共融精神充分地體現在理想家園活動中。

是次比賽獲得香港設計學院、香港攝影學會、香港小童群益會、香港傷健協會和香港地球之友擔任支持機構，攜手向年青一代，宣揚社會責任理念，建設理想家園。此外，本局亦邀請了佛山市禪城區環湖小學及佛山市元甲學校的學生專程來港，於典禮上表演群舞，令活動生色不少。

「理想家園」比賽之得獎名單已於本局網站www.hkqaa.org公布。

▼ Awardees of the 9th "My Dream Home" Contest with the guests.
第九屆「理想家園」比賽的得獎者與一眾嘉賓合照。



▲ Mr C.S. Ho, Deputy Chairman of HKQAA, presented the flag souvenir to Dr Chan Shui Kin of Education Bureau (photo left); and Ms Xie Yan of Guangzhou Youth Cultural Exchange Center (photo right); the co-organisers of the event.

香港品質保證局副主席何志誠工程師致送紀念錦旗予協辦機構香港教育局代表陳瑞堅博士(左圖); 以及廣州市團校廣州市青年對外文化交流中心代表謝艷老師(右圖)。



▲ Ms Candy Tam, Governing Council member of HKQAA (right), presented the certificate to an awarded student.

香港品質保證局董事局成員譚麗轉女士(右)頒發予得獎學生。



▲ Students of the Huanhu Primary School (left) and Yuanjia Primary School (below) from Foshan performed dancing.

佛山市禪城區環湖小學(左)及佛山市元甲學校(下)的學生，為觀眾帶來精彩的歌舞表演。



▲ Dr Michael Lam, CEO of HKQAA (left), presented the flag souvenir to the Most Active Participation School – Special School.

香港品質保證局總裁林寶興博士(左)頒發最積極學校參與獎—特殊學校。



Tropical Biodiversity and Conservation

熱帶雨林之生物多樣性和保育政策



Dr Tang Chin Cheung
Chairman of Ecobus
生態巴士主席
鄧展翔博士

HKQAA Business and Community Supporting Fund sponsored the field trip to Brunei under Greengoer Student Environmental Protection Leader Training Scheme 2015/16 organised by Ecobus, to exchange the conservation policies with local organisations. VISION invited Dr Tang Chin Cheung, Chairman of Ecobus, to share his views on the field trip.

Extraordinary Experience in Brunei

In this summer, Ecobus organised a field trip to Brunei. Participants include four tertiary students from the Greengoer Student Environmental Protection Leader Training Scheme 2015/16 and one secondary student who was the winner of a competition in our Bag-to-Bag programme. The Brunei trip was undoubtedly a rewarding and eye-opened experience to the team.

Brunei is a small country located on the Island of Borneo with a relatively low population density compared to Hong Kong. Because of its tropical climate, rescheduling and delays happened few times due to heavy rains, but this is what allows the rainforest and wildlife flourishing in there. More than 70% of the land is covered by forest.

In addition, the team was still grateful to see diverse wildlife there, from small mammals like Prevost's Squirrel and Least Pygmy Squirrel, to primate like Slow Loris during the night walk and large birds like Hornbill. Wildlife in Brunei is not only more diverse, but also more abundant than Hong Kong. Most of the Hong Kong forests were rebuilt after World War I by plantation, which caused a loss in the plant biodiversity. While walking in the tropical forest in Brunei, we imagined that if Hong Kong was not damaged during the war, it could be similar to the forests in Brunei, or the trees could be much taller and stronger and the wildlife would also be more diverse. However, we cannot rewrite the history.

Challenges in Protecting Wildlife

Looking far towards the border on the mountain at Bukit Patoi of Temburong, a clear-cut area on the Malaysia's side created a great contrast to the dense forest on Brunei's side. The intense deforestation is not only limited in Malaysia, the team encountered an old tree in the Project Habitat being cut and leaving a big hollow there. It was believed that illegal immigrants from Malaysia was targeting to collect the valuable Black Honey from the hive of stingless bees. The team was shocked since the hollow left behind was so large that there must be a large group of criminals to remove the entire hive without being discovered. This scary scene clearly reveals the serious challenge wildlife and conservation in Brunei are now facing.

The trip to Brunei gives the team a chance to admire how a intact forest looks like, and to experience the excitement when we saw those endemic animals which are regarded as endangered status by International Union for Conservation of Nature (IUCN). Seeing Proboscis Monkey and Bornean Gibbon was so unforgettable. At the same time, it reminds us the importance of researches and study on wildlife because they provide all the information on conserving these fascinating wild animals.

於文萊達魯薩蘭大學交流
Exchange with Universiti Brunei Darussalam



香港品質企業社區支援基金贊助了推廣生態教育之生態巴士舉辦的「Greengoer 學生環境領袖訓練計劃 2015/16 之汶萊考察團」，與當地機構交流保育政策。今期《管略》邀請了生態巴士主席鄧展翔博士，分享考察成果。

與想像不一的汶萊：會呼吸的國土

今個暑假，生態巴士與聯同四位參與本組織舉辦的 Greengoer 學生環境領袖訓練計劃 2015/16 的大專生和一位在「袋袋相傳」計劃中勝出的中學生，到汶萊進行了一次生態考察活動。提起汶萊，腦海中立即浮現「石油大國」和「小杜拜」等字眼。但當我們踏入汶萊機場的一刻，我忽然心動，因為這裏並沒有華而不實的感覺，反而是簡單樸素。這是我們所認識的汶萊嗎？從那一刻起，我們生態巴士的每位成員都把所有「已知」放下，用心感受這未知的旅途。

汶萊婆羅洲的一大特點就是崇山峻嶺的自然景觀。原來，這小片的土地上坐擁 70% 以上的森林，而且人口密度較少，完全保留了一個高聳入雲的原始森林面貌。在這個變幻莫測的熱帶多雨國度，眼前風影湖光的景象震撼著我們。

在這我們看到數以萬計的生物，包括小型哺乳類動物如松鼠；靈長類如長臂猿和夜行時在大樹上發現的懶猴；大型鳥類如犀鳥。汶萊的野生動物不僅多樣化，而且數量也比香港多。香港的樹林大多都是一次大戰後的植林，令香港樹林的植物多樣性沒有原來的完整，間接導致生物種類也戰前減少，加上香港地少人多的發展壓力，野生動物的生存空間變得更少。我們在汶萊雨林中探索期間，也有一刻想像如果香港的樹林未曾被砍伐或破壞，現今也可能與汶萊的樹林相似。幸好踏上了這生態之旅，讓我們增加畢生難忘的體驗，難怪大自然被喻為萬物之母。

快樂王子的眼淚

當我們登上邊境旁的山嶺遠眺馬來西亞與汶萊的邊境時，除了古木參天的美景，我們還看到一片被大量砍伐的土地與茂密的森林形成強烈對比。可惜的是伐林活動並不單限於馬來西亞，由於邊境相連，不法分子亦能從較偏遠的馬來西亞邊境到達汶萊。除了聽說在 Bukit Patoi 區有樹林，特別是大樹被伐的情況外，考察團於 BruWILD 的「計劃生境」(Project Habitat) 森林中亦看到一幕令人傷心的景象：一棵只是板根已接近兩個成人高度的大樹上，出現一個明顯是人為整齊鋸出來的大洞，足以讓任何一位隊員爬進樹幹裏。原來不法分子的目標是無針蜂 (stingless bee) 在樹幹的巢，因為巢中充滿其製造的蜜糖，而且這種野生蜜糖特別珍貴，所以體積較大的無針蜂蜂巢都很可能成為不法之徒的目標。雖然樹並沒有就此倒下，但破洞對樹的傷害絕對不少，還可能面臨傷口被真菌感染的風險。當時 BruWILD 的成員也正苦思如何令樹木重新生連連接斷開的部份。站在那棵樹前，我想起了「快樂王子」的故事，大自然一直都是快樂王子，它把身上最珍貴的「寶石」奉獻給我們，而我們對王子又付出了什麼？誰又在乎過快樂王子的眼淚？

New Certified Clients 新認證客戶

May to July 2016
2016年5月至7月

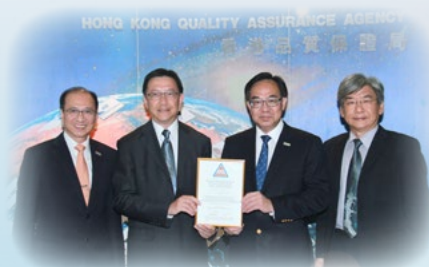
Memorable Moments 紀念一刻

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 2016, we have been pleased to welcome 26 organisations to our community. Among them, they have obtained 34 certificates of ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, ISO 50001, ISO 55001, GB/T 28001, SA 8000, SQM-ES, TL-V 5.5/5.0, HACCP, HCS, QSPSC, WSMS-COMM 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。

由2016年5月至7月期間，香港品質保證局共頒發34張證書，包括ISO 9001、ISO 14001、OHSAS 18001、ISO 22000、ISO 50001、ISO 55001、GB/T 28001、SA 8000、SQM-ES、TL-V 5.5/5.0、HCS、HACCP、QSPSC、WSMS-COMM及WSMS-FINE。在此謹祝賀26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。

Mainland China 中国内地

Nov 2016 - Feb 2017 2016年11月至2017年2月

Course Title 课程名称		Duration (Day) 课程长度 (天)	Fee (per head) RMB 收费 (每人) 人民币	Course Code & Date 课程编号及日期			
				Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Standard & Systems Training 标准体系培训							
ISO9001:2015 Quality Management System - Internal Auditor Training ISO 9001:2015 质量管理体系内部审核员培训		3	RMB 1,800	VM3P/SH11A SH 28-30	VM3P/GZ12A GZ 19-21	VM3P/GZ01A GZ 09-11	VM3P/SH02A SH 01-03
ISO9001:2015 Documented Information - Document Structures and Document System Establishing Training ISO 9001:2015 质量管理体系文件化信息之文件结构与编制培训		1	RMB 1,200	QMS4P/SH11A SH 25			QMS4P/GZ02A GZ 10
ISO 31000:2009 Risk Management System - Internal Auditor Training ISO 31000:2009 风险管理体系内部审核员培训		2	RMB 2,500		RM15P/GZ12A GZ 01-02		
TL9000 R6.0/R5.0 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.0 电信业质量管理内审员培训		3	RMB 3,800	TL04P/GZ11A GZ 28-30	TL04P/SH12A SH 13-15		
IATF 16949:2016 Automobile Industry Quality Management System - Internal Auditor Training IATF 16949:2016 汽车行业质量管理体系内审员培训		3	RMB 2,500	MT68P/GZ11A GZ 21-23			MT68P/GZ02A GZ 13-15
IATF 16949:2016 Automobile Industry Quality Management System Conversion Training IATF 16949:2016 汽车行业质量管理体系转版培训		1	RMB 1,500		MT71P/SH12A GZ 21		MT71P/GZ02A GZ 24
VDA 6.3 Process Audit VDA 6.3 过程审核		1	RMB 1,200	ES29P/GZ11A GZ 10			
ISO 14971 Risk Management System for Medical Device ISO 14971 医疗器械行业风险管理体系内部审核员培训		2	RMB 2,400		RM16P/GZ12A GZ 05-06		RM16P/SH02A SH 08-09
ISO/IEC 20000:2011 Information Technology Service Management System - Internal Auditor Training ISO/IEC 20000:2011 IT信息技术服务体系内部审核员培训		2	RMB 2,500			ISE9P/GZ01A GZ 12-13	
ISO 55001:2014 Asset Management System - Implementation ISO 55001:2014 资产管理体​​系实施工作坊		6	RMB 9,000	SM03P/GZ11A GZ 14-16	SM03P/GZ12B GZ 12-14		
SA8000:2014 Social Accountability Management Systems - Internal Auditor Training SA 8000:2014 社会责任管理体系内部审核员培训		2	RMB 1,500	SA01P/SH11A SH 17-18	SA01P/GZ12A GZ 22-23		
ISO14001:2015 Environmental Management Systems - Internal Auditor Training ISO 14001:2015 环境管理体系内部审核员培训		2	RMB 1,200	EMS3P/GZ11A GZ 24-25		EMS3P/SH01A SH 11-12	MT68P/GZ02A GZ 16-17
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal Auditor Training OHSAS 18001:2007 职业健康安全管理体系内部审核员培训		3	RMB 1,800		OHS9P/GZ12A GZ 28-30		OHS9P/SH02A SH 15-17
ISO 50001:2011 Energy Management Systems -Internal Auditor Training ISO 50001:2011 能源管理体系 - 内部审核员		2	RMB 1,500				EM08P/GZ02A GZ 20-21
Production/Quality/Supply Chain/Customer Service Management 生产 / 质量 / 供应链 / 客服管理							
5S现场管理 5S Site Management		1	RMB 1,200	GP09P/GZ11A GZ 14			GP09P/SH02A SH 27
JIT (Just In Time) of Lean Production 精益生产之JIT (准时生产)		2	RMB 2,500		GM21P/GZ12A GZ 08-09		
Waste Elimination in Lean Production 精益生产之浪费消除		1	RMB 1,500	GM17P/GZ11A GZ 11			
Lean Production-IE Technology 精益生产之IE手法		2	RMB 2,500				GM22P/GZ02A GZ 22-23
Flexie Production Planning Management 柔性生产计划与排程管理		2	RMB 2,500		EC08P/SH12A SH 06-07		EC08P/GZ02A GZ 08-09
TPM - Total Productive Maintenance TPM-全面生产管理实战		2	RMB 2,500		GM15P/GZ12A GZ 22-23		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理		2	RMB 2,500	GM13P/GZ11A GZ 09-10			GM13P/SH02A SH 21-22
Key to Strong Enterprise — Quality Circle Operation 强企之本——品质圈QCC运作		2	RMB 1,800		ES28P/GZ12A GZ 26-27		
Total Quality Management TQM全面质量管理		2	RMB 2,400			MS15P/GZ01A GZ 05-06	
Quality Problem Analysis and Solving 质量问题分析		1	RMB 1,500	EO10P/GZ11A GZ 08			
Statistical Process Control SPC统计过程控制		1	RMB 1,000		MS20P/SH12A SH 29		MS20P/GZ02A GZ 01
Failure Mode and Effects Analysis FMEA潜在失效模式分析		1	RMB 1,000			MS04P/GZ01A GZ 16	
Total Quality Management TQM全面质量管理		2	RMB 2,400	MS15P/GZ11A GZ 03-04			
Seven QC Tools (Traditional & New) QC七大手法		2	RMB 2,400				GM12P/GZ02A GZ 14-15
Handling Dangerous Chemicals 危险化学品管理		1	RMB 1,200		GM12P/GZ12A GZ 16		
Project Management 项目管理		2	RMB 3,000		MS17P/GZ12A GZ 07-08	ES17P/SH01A SH 16-17	
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班		2	RMB 2,500				MS19P/GZ02A GZ 02-03
360° Complaint Management Workshop 360° 投诉管理工作坊		2	RMB 2,500	GM09P/SH11A SH 14-15			GM09P/GZ02A GZ 06-07
Management Development Training 管理发展培训							
Communication Skills 沟通技巧		2	RMB 2,400	GM07P/GZ11A GZ 10-11			
Employee Motivation 员工动力驱动器——员工激励		2	RMB 2,800		GM23P/GZ12A GZ 22-23		
TTT Training on Internal Lecturer - Professional Presentation Skill TTT 内部培训师培训之专业演示技巧		2	RMB 2,800		GM06P/SH12A SH 22-23		GM06P/GZ02A GZ 27-28
Manufacturing workshop Management practices - Group Leader Management 制造车间管理实战 - 班组长工作篇		2	RMB 2,400	MT33P/GZ11A GZ 15-16			
Management Skills for Middle Management 中层管理人员管理技能培训		2	RMB 2,400		MS14P/GZ12A GZ 28-29		
Meeting Management with High Efficiency 高效会议管理		1	RMB 1,500		GM24P/GZ12A GZ 12	GM24P/SH01A SH 06	
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理		2	RMB 2,500			GM25P/GZ01A GZ 17-18	
Countdown@ : 为项目工作团队而设的战略游戏工作坊		1	RMB 1,500	M520P/GZ09A GZ 18			



































For registration and enquiry
報名及查詢

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

Course Title 課程名稱		Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
				Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Quality and Integrated Management Systems 質量和綜合管理							
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系 - 理解與應用		1	HKD 1,580			VM1C/HK-01B 03	
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系 - 內部質量管理體系審核員培訓		2	HKD 3,300			VM3C/HK-01B 09-10	
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-11A 09			MT23C/HK-02A 21
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用		1	HKD 1,580	VM1C/HK-11A 01	VM1C/HK-12A 06	VM1C/HK-01A 04	VM1C/HK-02A 06
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 3,300	VM3C/HK-11A 14-15	VM3C/HK-12A 14-15	VM3C/HK-01A 19-20	VM3C/HK-02A 16-17
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 質量管理體系文件		1	HKD 1,600			QMS4C/HK-01A 05	
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-12A 06-07		
Integrated Management Systems Set Up & Audit Approach 綜合管理體系 - 建立與審核方法		2	HKD 3,500/ HKD 3,300*			IMS2C/HK-01A 23-24	
Understanding and Application of an Integrated Management System 綜合管理體系 - 理解與應用		2	HKD 3,500/ HKD 3,300*			IMS5C/HK-01A 23-24	
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 1,730/ HKD 1,630*	EMS2C/HK-11A 07		EMS2C/HK-01A 17	
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 3,400/ HKD 3,300*		EMS3C/HK-12A 13-14		EMS3C/HK-02A 20-21
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		EMS8C/HK-12A 22		
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective		1	HKD 1,680			EM19C/HK-01A 12	
IRCA Certified ISO 14001:2015 Auditor / Lead Auditor Training Course (EMS) (IRCA Reference A18040)		5	HKD 11,500/ HKD 11,000*		EMS/IRCA/12 12-16		
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)							
IRCA Certified ISO 14001:2015 Auditor Transition Training Course (IRCA Reference: A17967)		2	HKD 4,300/ HKD 3,800*		EM20E/HK-12A 19-20		
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-01A 13	
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-11A 17-18			EM08C/HK-02A 23-24
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 1,730/ HKD 1,630*			OHS8C/HK-01A 23	
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 3,400/ HKD 3,300*		OHS9C/HK-12A 29-30		OHS9C/HK-02A 09-10
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&I(U)SM)R) for OHSAS 18001 Practitioners		1	HKD 1,500			OH15C/HK-01A 24	
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors		2	HKD 3,200				OH16C/HK-02A 13-14
Occupational Health and Safety Management Systems Auditor/Lead Auditor Training Course (IRCA Registration No. A17436)		5	HKD 11,500/ HKD 11,000*		OHS/IRCA/12 19-23		
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-11A 28-29			
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-11A 04		HA5C/HK-01A 06	
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-02A 27-28
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 實施食品安全管理體系課程		2	HKD 3,700/ HKD 3,500*	HA9C/HK-11A 17-18			
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施		1	HKD 1,600				GP02C/HK-02A 08
Nutritious Soft Meals Course 營養軟餐課程		2	HKD 2,500	M064C/HK-11A 10 & 17			
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-11A 04			
Countdown®：為項目工作團隊而設的戰略遊戲工作坊		1	HKD 1,800	M520C/HK-11A 18			
Mind Map® 思維導圖激發創造力及創意解難		1	HKD 2,300/ HKD 1,980*		M504C/HK-12A 08		
Breakthrough in Mind and Self Awareness - Level 3 - Genius Program (ISNS Certified NLP Practitioner) 改變的法則 - 天才課程		2	HKD 3,580/ HKD 3,300*	M508C/HK-11A 19-20			
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*	PC01E/HK-11A 17-18	PC01C/HK-12A 05-06		
Hogan Assessment Certification Workshop 2016		2	HKD 18,500	PC06C/HK-11A 23-24			

Hong Kong 香港

Nov 2016 - Feb 2017 2016年11月至2017年2月

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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
Team Building						
Countdown®: A Strategy Game for Project Teams / Zodiac: The Game of Business Finance and Strategy Strategy		1 to 2	我們專為企業提供度身定造的培訓，詳情可與本局課程經理洽談。 Mr. Anson Wong (2202 9395 / 6111 3855) / anson.wong@hkqaa.org			
Change Management / Team Collaboration in LEGO® SERIOUS PLAY®		1 to 2				
Team Collaboration in Meaningful Micro-Film Production		1 to 2				
Law and Legislation (Hong Kong, Macau & China) 法律與法規 (香港, 澳門及中國)						
Negotiation and Mediation Skills for Managers and Professionals		1	HKD 1,500	M911C/HK-11A 10		M911C/HK-02A 08
Legal Aspects of Patents and Copyrights - Uses and Protection		1	HKD 1,500	M921C/HK-11A 03		M921C/HK-02A 27
Fundamental Law for Office Administrators 行政人員基礎法律知識		1	HKD 1,500		M920C/HK-01A 19	
Product Liability Essentials for Managers and Professionals		1	HKD 1,500	M913C/HK-07A 24		
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必須認識的香港競爭法		1	HKD 1,500		M914C/HK-01A 26	
Legal Fundamentals of Tendering		1	HKD 1,500		M909C/HK-12A 20	
Fundamental Contract Law for Managers and Professionals 管理者必須認識的合同法		1	HKD 1,500		M906C/HK-12A 15	M906C/HK-02A 23
Fundamentals of Negligence for Managers and Professionals 與疏忽有關的基礎法律、承擔責任及賠償風險		1	HKD 1,500		M907C/HK-01A 16	
Safety and Environmental Offences in Construction Projects 「知法守法」課程系列－解構違反安全及環保法例事故		1	HKD 1,500	M908C/HK-11A 17		
香港食物安全管理法律實務		1	HKD 1,500	M922/HK-11A 28		
場所與設施管理必用法律		1	HKD 1,500		M923C/HK-12A 14	
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-12A 30	
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 理解與應用		1	HKD 1,600/ HKD 1,500*		SM04C/HK-12A 30	SM04C/HK-02A 10
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA 5S 在工作間的營運		1	HKD 1,600/ HKD 1,500*			GP03C/HK-02A 22
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培訓工作坊		1	HKD 1,080/ HKD 980*		M063C/HK-01A 11	
Workshop on Developing Supervisory Skills & Leadership Charisma 強勢督導管理培訓工作坊		1	HKD 1,080/ HKD 980*		M022C/HK-01A 20	
Workshop on Performance Management through KPI Setting 企業及部門績效管理培訓工作坊		1	HKD 1,080/ HKD 980*		M021C/HK-01A 24	
Workshop on Business Process Improvement 業務流程改善培訓工作坊		1	HKD 1,080/ HKD 980*	M024C/HK-11A 21		
Workshop on Effective Project Management 有效項目管理培訓工作坊		1	HKD 1,080/ HKD 980*	M025C/HK-11A 11		M025C/HK-02A 21
Workshop on Effective Performance Appraisal 個人績效管理工作坊		1	HKD 1,080/ HKD 980*		M026C/HK-12A 14	
Workshop on Effective Communication & Influencing Skills 有效溝通及影響技巧培訓工作坊		1	HKD 1,080/ HKD 980*		M028C/HK-12A 09	M028C/HK-02A 09
Professional Written Replies to Complaints Workshop		1	HKD 1,400/ HKD 1,150*		M028C/HK-12A 08	
Report Writing Workshop		1	HKD 1,400/ HKD 1,150*	M066E/HK-11A 18		
Effective Proposal Writing Workshop		1	HKD 1,400/ HKD 1,150*			M068E/HK-02A 09
Logical Thinking for Problem Solving Workshop 邏輯思考解決問題工作坊		1	HKD 1,700/ HKD 1,500*		M069C/HK-12A 09	
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-01A 18	
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-01A 18	
Customer Service: From Good To Great 顧客服務：邁向優越						
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 1,280			MT14C/HK-02A 23
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-01A 21	
Telecommunications, Information Security and Management 電信、資訊保安與管理						
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2013 信息安全管理体系 - 理解與應用		1	HKD 1,600/ HKD 1,500*			ISE3C/HK-02A 15
Implementation of ISO 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 實踐信息安全管理体系		2	HKD 3,500/ HKD 3,300*		ISE5C/HK-12A 28-29	
HKQAA Sustainable Building Index (HKQAA SBI) 樓宇可持續發展指數 (HKQAA SBI)						
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 - 理解與驗證		1	HKD 1,550			SBI1C/HK-02A 07

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 : 11 Oct 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

Corporate Team Building Training Programme 團隊協作及企業培訓課程

LEGO Serious Play 樂高



Proven as an effective adult learning method, twenty thousand LEGO bricks proliferate a variety of flexible and vivid team building activities. LEGO turns abstract ideas into tangible and manipulative prototypes for reviewing, restructuring, and fine-tuning.

兩萬多塊樂高積木，驗證有效的成人教育方法，衍生靈活多變的團隊建造活動。

Microfilm 微電影



Inside a multimedia centre of forty thousand square feet with 6 shooting scenes, participants will play the role of screenwriter, director, actor, lighting, film shooting and editing, sound tracking as a team to produce a microfilm with a corporate theme.

四萬多平方呎學習中心，六個不同拍攝實景，讓參加者化身編劇、導演、演員、燈光、拍攝、剪接、配樂，攜手製作企業主題微電影。

Business Simulation Board Game 桌上模擬實戰遊戲



Allocated with million dollar money and assets, participants act as investors to raise capital to buy a company, bring changes to this company and increase its shareholders' value. Participants will learn operation management and financial knowledge in this team building event.

數百萬元虛擬貨幣資產，參加者扮演投資者，籌組資金進行企業收購，為新購企業帶來改變，提高股東價值。參加者從中學習重要的業務管理及財務技巧。

Enquiry 查詢
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