



VISION 管略

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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
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Mobilising Industry to Engage in Food Waste Recycling

As the Chinese saying goes, "One should know that every single grain on the plate is the fruit of hard work". Treasuring food is a traditional Chinese virtue. As society becomes more prosperous, people develop wasteful habits and generate more food waste. Food waste disposal then becomes a challenge to an affluent city like Hong Kong. According to the Environmental Protection Department, Hong Kong people threw away 3,382 tonnes of food waste every day in 2015, which constituted 33% of municipal solid waste. That means each person threw away about 0.5 kg of food waste each day. Recycling is one of the approaches to minimising waste disposal and reducing the strain on landfills. It also enables our city to move towards a circular economy so that resources are used efficiently throughout their life cycle.

HKQAA is dedicated to helping organisations adopt good management practices and promoting the sustainable development of the business community and society. To facilitate food waste recycling, HKQAA has been subsidised by the Recycling Fund of the Government to develop the "HKQAA Hong Kong Registration – Food Waste Recycling" which fosters the proper maintenance of records of food waste during the recycling process. It encourages source separation and food waste recycling in the commercial and industrial sectors, and among the general public. The scheme also promotes good practice in food waste recycling to the industry so as to help enhance its operations and increase the amount of food waste which is recycled.

Apart from this scheme, HKQAA has launched various initiatives to support the recycling industry, including the "HKQAA Hong Kong Registration – Recycling Services", "HKQAA-Hong Kong Cooking Oil Registration Scheme", and the Enhancing Recycling Industry Performance Project subsidised by the Recycling Fund. These registration schemes help strengthen public confidence in recycling industry based on traceable evidence. Through promoting industry good practice, we intend to help organisations to improve their environmental performance and boost the professional level of the recycling industry.

We hope that the industry and society can jointly put efforts into recycling, with the common goal of contributing to a sustainable city.

推动业界实践厨余回收

「谁知盘中餐，粒粒皆辛苦」。自古以来，中国人早已养成珍惜食物的美德。可是，随著社会越趋富裕，人们容易变得浪费，不自觉地制造剩食，厨余弃置亦成了香港面对的重大挑战。根据环境保护署的数字，2015年，香港每天的厨余弃置量达3,382公吨，占堆填区的都市固体废物量33%，即每天人均弃置近半公斤厨余。厨余回收成为减少厨余的出路之一，有助减少废物弃置，长远可纾缓堆填区压力，促进循环经济，让资源在生命周期中得以善用。

香港品质保证局一直致力推动业界实践良好的管理做法，促进工商界与社会的可持续发展。为鼓励厨余回收，本局获得政府回收基金的资助，正制订「香港品质保证局香港注册 — 厨余回收」，促进业界在回收的过程中，妥善保存厨余流向记录；同时推动商界及公众支持源头分类及厨余回收。此计划旨在向业界提倡厨余回收的良好做法，改善运作水平，以助提高厨余回收量。

除了上述计划外，本局亦已经推出了多项支援回收业界的计划，包括香港品质保证局香港注册 — 环保回收服务、香港食油注册计划，以及同样获回收基金资助的提升回收业运作表现项目；透过确认可追溯的凭据，加强社会对机构进行环保回收的信心，并协助商界改善环保表现，提升回收业的专业水平。

期望业界和社会各界能携手实践废物回收，一同打造可持续发展的城市。

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由回收基金拨款资助
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HKQAA Hong Kong Registration – Food Waste Recycling 香港品质保证局香港注册 – 厨余回收

As a bustling city, Hong Kong generates thousands of tonnes of waste every day. According to the Environmental Protection Department, food waste constitutes the largest source of Municipal Solid Waste (MSW) in Hong Kong, in the commercial and industrial sectors and for households. In 2015, 10,159 tonnes of MSW were disposed of at landfills every day and about 3,382 tonnes (33%) of this was food waste. The current practice of disposing of biodegradable food waste at landfills is not sustainable and is environmentally undesirable. It reduces the limited landfill space, creates an odour nuisance, and generates leachate and landfill gases that require further mitigation measures to deal with. Food waste recycling is one of the approaches to avoiding food waste disposal in landfills.

To encourage food waste recycling, HKQAA is developing a registration scheme, the HKQAA Hong Kong Registration - Food Waste Recycling, to provide good practices for enhancing the operation of food waste recycling in the commercial sector. Under the aegis of the Recycling Fund launched by the Government, the scheme will promote the maintenance of appropriate records of food waste during the recycling process. It will help encourage source separation and proper food waste handling processes.

Developing the Scheme with Reference to International Standards

In developing this registration scheme, we reference to international standards and regulations, such as ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, OHSAS 18001:2007 Occupational Health and Safety Management, the Business Social Compliance Initiative (BSCI), Global Recycled Standard, Recycling Industry Operating Standard (RIOS), Cap 139N Public Health (Animals and Birds) (Chemical Residues) Regulation, and Agriculture, Fisheries and Conservation Department fish feed safety reference level. We will also conduct on-site visits and interviews to understand the needs of the relevant stakeholders, namely food waste collectors and recyclers, recycling associations, green groups, Government, food and beverage enterprises and property management companies.

Additionally, a Project Steering Committee will be set up to provide comments and reviews on the project. The Committee members will include representatives from HKQAA, academia, the food and beverage industry, waste collectors, recycling associations, green groups and the Government. It will have regular meetings to monitor the progress of the project.

Upon completion of the studies, visits and interviews, we will consolidate all the useful information and best practices into the registration criteria. We will develop a comprehensive registration handbook for the participating food waste recycling industry and food waste generating enterprises in the commercial sector, so as to help facilitate their operations and social responsibilities performance.

在香港这个繁忙的国际都市，每日产生数千公吨废物。根据环境保护署的资料，不论是工商业还是家居固体废物，均以厨余所占的比重最高。2015年，每天有10,159公吨都市固体废物弃置于堆填区，当中约3,382公吨(33%)为厨余。现时把这些有机废物弃置于堆填区的做法，并不符合可持续发展的原则，亦对环境构成影响。它们不但占用了有限的堆填空间，而且会产生气味、污水及温室气体，需要进一步处理。

为促进厨余回收，本局正在制订「香港品质保证局香港注册 – 厨余回收」，并获得政府回收基金的资助。此计划旨在向业界提供厨余回收的良好做法，以提升其运作水平。该计划鼓励业界在厨余回收的过程中，妥善保存厨余流向记录；同时推动源头分类及正确处理厨余的程序。

参考国际标准以制订注册计划

本局制订计划时，参考了多项国际标准及条例，包括ISO 9001：2015质量管理体系、ISO 14001：2015环境管理体系、OHSAS 18001：2007职业安全健康管理体系、倡议商界遵守社会责任组织(BSCI)条文、全球回收标准、回收行业经营标准(RIOS)、第139N章《公众卫生(动物及禽鸟)(化学物残余)规例》及渔农自然护理署鱼类饲料安全参考水平等。我们亦会考察和访问不同业界持份者，如厨余收集商及再造商、回收业协会、环保团体、政府、饮食业机构，以及物业管理公司等，了解他们的需要。

此外，本局将成立项目督导委员会，以检视项目及提供意见，并透过定期会议监察项目进度。委员会成员将涵盖本局、学术机构、饮食业、废物收集商、回收业协会、环保团体及政府代表。

完成有关研究、考察及访问后，我们将把所有相关资讯与良好做法，转化为注册要求。我们将制订完善的注册手册给参加计划的厨余回收业和产生厨余的商业机构，目的在于协助其提升运作及社会责任表现。





Encouraging Good Practice in Food Waste Management

Prior to the official launch of the scheme, a pilot programme will be held. Food waste collectors and recyclers which are able to demonstrate the traceability of waste by maintaining operation records, and which fulfill environmental as well as occupational health and safety requirements, can register as Food Waste Collector or Food Waste Recycler in the scheme.

Organisations involved in food waste collection, such as restaurants, food manufacturing factories, food processing plants, property management companies and facility management companies, may join the scheme as "Companions". They should fulfill the "Companion" requirements, such as having source separation facilities for food waste and maintaining relevant records.

Promoting the Scheme to Industry

Registered Food Waste Collectors, Recyclers and Companions will receive the registration mark and companion mark respectively, for ease of public recognition and to enhance their brand image. A presentation ceremony will be held in 2017 to recognise their efforts in facilitating food waste recycling.

To inform the industry about the registration scheme, HKQAA will invite associations, environmental groups, academies and others to be supporting organisations. With their support, we can further promote the good practice in food waste management. HKQAA will also publicise the scheme through a variety of channels, such as seminars, environmental exhibitions, newsletters and publications.

HKQAA will continue to promote good practice in food waste recycling to the industry and the community. We believe that the scheme will encourage source separation of food waste and foster a behavioural change in organisations. It will help enhance their performance in recycling and reduce food waste disposed to landfills in the long run.

鼓励厨余管理的良好做法

在注册计划正式推出前，本局将先推出试行计划。若厨余收集商及再造商能够妥善保存厨余回收运作的相关记录，以展示厨余下游流向的可追溯性，并符合环境及职业安全健康之要求，可参与成为注册厨余收集商或厨余再造商。

若参与集合厨余的机构，例如餐厅、食品制造或加工工场、物业管理公司和设施管理公司，能符合「同行者」要求，如提供厨余源头分类设施及保存相关记录，则可参与计划成为「同行者」。

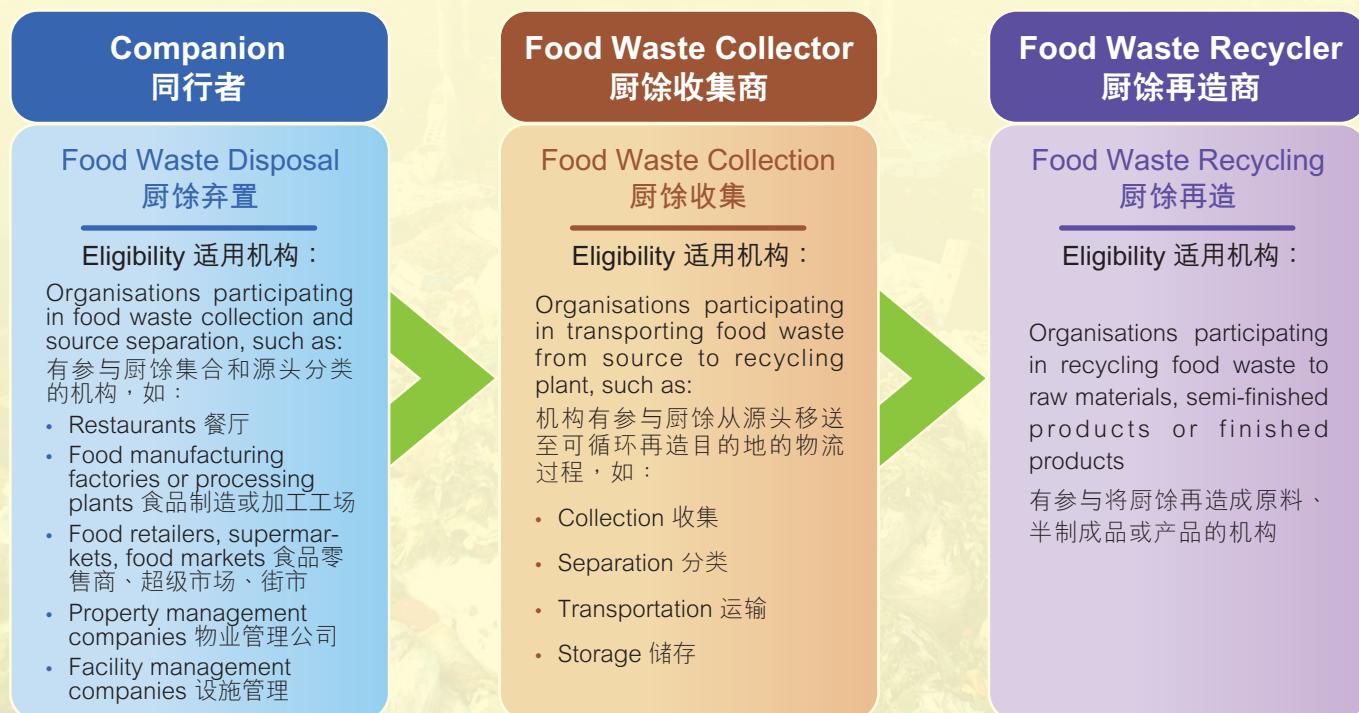
向业界推广注册计划

注册厨余收集商、再造商及「同行者」将获本局颁发注册标志及同行者标志，让公众以兹识别，从而提升品牌形象。颁授典礼将于2017年内举行，以嘉许参与机构对促进厨余回收的贡献。

为了让业界更了解计划，本局将邀请不同协会、绿色团体、学术机构等成为支持机构，协助进一步推广厨余管理的良好做法。我们亦会透过研讨会、环保展览、通讯及刊物等各种途径，加强宣传计划。

本局将继续致力推动工商界和社区实践厨余回收的良好做法，深信计划将鼓励更多机构改善处理厨余的习惯，实行源头分类，提升回收表现，长远地减少在堆填区的厨余弃置。

Diagram of "HKQAA Hong Kong Registration - Food Waste Recycling"
「香港品质保证局香港注册 — 厨余回收」简示图



Cherishing Food, Recycling Food Waste into Energy 惜食回收 转废为能

An Interview with the Secretary for the Environment, Government of the HKSAR
Mr Wong Kam-sing, GBS, JP
专访香港特区政府环境局局长黄锦星先生, GBS, 太平绅士

The Government of the HKSAR has been putting enormous efforts into promoting food waste management or reduction in recent years. To promote reduction at source to various sectors in the community, the Government has implemented the Food Wise Hong Kong Campaign for food waste avoidance. The first Organic Waste Treatment Facility (OWTF), which can treat hundreds of tonnes of food waste per day, will also be commissioned soon and will foster food waste recycling. VISION is honoured to talk to the Secretary for the Environment, Mr Wong Kam-sing, about the Government's strategy for food waste.

香港特区政府近年大力推动减少厨餘弃置，推行「惜食香港运动」，鼓励工商

界及市民实践源头减废，避免产生剩食；而能够处理每天以百吨计厨餘的首座有机资源回收中心亦即将落成，促进厨餘回收。今期《管略》很荣幸邀请环境局局长黄锦星太平绅士，分享政府处理厨餘的策略。



Mobilising the Community to Reduce Waste at Source

To encourage food waste reduction, the Government launched the Food Wise Hong Kong Campaign in 2013, to mobilise the public to prevent and reduce food waste at source. The Government also facilitates food donations for the purposes of caring for the disadvantaged and for waste reduction. Secretary Wong said, "We are committed to promoting good practices in food waste reduction to commercial and industrial establishments. For example, we have launched the 'Food Wise Eateries' Scheme to encourage restaurants to offer food portioning options for customers. The participating eateries should be able to reduce the generation of food waste, which will result in a cost saving benefitting both the restaurants and the customers. We are glad that more than 750 eateries have joined the Scheme. We also work with schools and non-governmental organisations to engage different sectors to reduce food waste."

With the extensive promotion of the Government, the Food Wise Hong Kong Campaign is showing initial results. In 2014, the daily quantity of food waste disposed of in Hong Kong was 3,640 tonnes. That means each person threw away 0.5 kg of food waste every day, making up 36% of Municipal Solid Waste (MSW) disposed of in landfills. There was an improvement in 2015, when the daily quantity was 3,382 tonnes, meaning 0.46 kg of food waste was disposed of per capita per day. This shows a yearly decrease of 7% but it still accounted for 33% of MSW in landfills. "Our goal is to reduce our food waste disposal to landfills by 40% by 2022 through foodwise at source and food waste recycling etc.," Secretary Wong said.

Enterprises Participating in Food Waste Recycling First

Food waste can be reduced but not totally eliminated. To better utilise the capacity of landfills, food waste that cannot be avoided should be recycled if possible. The separation and collection of food waste is a critical aspect of any food waste recycling system. Secretary Wong said, "To prepare for large-scale food waste recycling and acquire local experience in the collection of source-separated food waste from commercial and industrial organisations, we commissioned a pilot biodegradable waste treatment plant at the Kowloon Bay Recycling Centre a number of years ago. Industries are in a better pioneering position to effectively separate food waste at source for subsequent collection and transport for treatment than households are, since many of them produce a substantial amount of food waste and have more space." Besides the pilot biodegradable waste treatment plant operated by the Government, private enterprises like recycling organisations at EcoPark in Tuen Mun and some housing estates have set up food waste treatment facilities to convert food waste into fish feed and compost. Despite these efforts, the food waste recycling rate in Hong Kong is still only 1%.

源头减废 全民参与

为推广减少厨餘，政府自2013年起启动「惜食香港运动」，推动全民从源头避免产生及减少厨餘，亦鼓励市民捐赠过剩的食物，达至关顾基层和惜物减废的双赢成果。黄局长解释：「我们积极向工商界宣扬良好作业方式，例如推出『咪咗嘢食店』计划，鼓励餐厅可让顾客选择食物的份量，减少厨餘之餘，餐厅与食客都受惠，现时已有超过750间食店成为『咪咗嘢食店』。我们亦与学校和非政府机构合作，动员各界参与减少厨餘。」

在政府大力宣传下，「惜食香港运动」已初见成效。2014年，香港每日的厨餘弃置量达3,640公吨，即每人每日约弃置0.5公斤厨餘，占堆填区的都市固体废物36%。2015年，情况已有所改善，每日厨餘弃置量为3,382公吨，下跌了7%，每日人均弃置降至0.46公斤厨餘，但仍占堆填区生活垃圾33%。「我们的目标是在2022年或以前，透过源头惜食及厨餘回收等，把弃置于堆填区的厨餘量减少40%。」黄局长道。

厨餘回收 商界先行

即使各界均积极减少制造厨餘，但厨餘总不可能完全消失。为纾减堆填区压力，不能避免的厨餘应尽量回收再造，而适当的厨餘分类和收集，是厨餘回收系统的关键一环。黄局长表示：「过去几年，为准备未来加大厨餘回收规模，我们透过九龙湾厨餘试验处理设施，取得工商业厨餘源头分类的经验。由于个别工商机构一般产生较大量的厨餘及拥有更多空间，因此较家居可更有效先行厨餘源头分类及收集运送。」现时除了政府营运的厨餘试验处理设施，私营机构如位于屯门环保园的回收公司，以及一些屋苑都设有厨餘处理设备，将厨餘转为鱼粮及堆肥。虽然如此，现时香港的厨餘回收量仅为1%。

为扩大厨餘回收，政府现正于大屿山小蚝湾兴建有机资源回收中心第1期，预计于2017年中完工，年底正式投入服务，届时每天可处理200公吨来自工商机构已作源头分类的厨餘，令厨餘回收量提升至约5%。此外，政府正筹备兴建位于北区沙岭的有机资源回收中



To further promote food waste recycling, the Government is developing the first OWTF in Siu Ho Wan, Lantau. This is expected to be completed in the first half of 2017 and operational by the end of 2017. It will cater for 200 tonnes of food waste each day and will increase the food waste recycling rate to about 5%. OWTF Phase 2 will be established at Sha Ling, the Northern District, with a capability to treat 300 tonnes of food waste a day. After the operations of the two OWTFs, 500 tonnes of food waste from the commercial and industrial sectors can be treated daily, which is about half the current amount of food waste from these sectors.

OWTFs use anaerobic digestion as the core technology to treat the city's food waste and produce renewable energy. Secretary Wong explained, "Our goal is to turn waste into energy as Hong Kong has limited use for compost and fertiliser but consumes much more energy." This process will produce residue which can become compost or fertiliser as side-products.

Providing Support and Bringing Opportunities to Industry

When the OWTFs become operational in phases, the collection and delivery of food waste will generate business opportunities for the recycling industry. Secretary Wong said, "We welcome private sector participation in the development of food waste recycling facilities. The Government has been actively supporting the recycling industry to further develop through land and funding policies, and an example is to provide them with the recycling funding support to upgrade and expand their recycling operations."

HKQAA is also developing the "HKQAA Hong Kong Registration – Food Waste Recycling", with a subsidy from the Recycling Fund. The scheme will promote good food waste management practices in the industry so as to help boost its performance and enhance its public image. Secretary Wong believes that the scheme will encourage the industry to participate in food waste source separation, collection and records maintenance, and assist them to implement food waste management efficiently so as to improve their food waste quality.

Secretary Wong stated that reduction at source is the most effective way to reduce food waste. To further influence the public to adopt behavioural changes with regard to food waste generation, the Government is preparing to implement a quantity-based MSW charging scheme. This will help people rethink their consumption and disposal behaviour and become much more conscious about environmental consequences. He believes that with the joint efforts of the industry and the community to reduce at source, separate at source and recycle food waste, the established goal of local food waste reduction can be attained in the near future. This will also help reduce carbon footprints to combat global climate change.

心第2期，落成后每天可处理300公吨厨余。两个中心同时运作后，共可处理500公吨工商业厨余，占现时工商业厨余量约半。

有机资源回收中心将以厌氧分解技术，作为处理厨余的核心技术，转化成能源。黄局长解释：「本港使用堆肥和肥料的需求有限，但能源使用量相对高，因此政府处理厨余的大方向在于转废为能为本。」不过，将厨余转化为能源的过程中会产生残渣，经处理后，亦可作堆肥或肥料等副产品。

支援业界 带动机遇

随著有机资源回收中心的相继落成，收集及运送厨余将可为回收业界带来更多发展机遇。黄局长说：「我们欢迎私营机构参与发展厨余回收设施。政府亦积极支援回收业发展，包括土地及基金等，例如透过回收基金，资助多样回收业提升及扩充业务。」

香港品质保证局亦获得回收基金资助，制订「香港品质保证局香港注册 — 厨余回收」，为工商业界提供厨余管理的实务守则，协助提高其厨余回收的运作水平及公众形象。黄局长相信此计划可推动业界实践厨余源头分类、收集和记录，更有效率地推行厨余管理，并提升回收厨余的质素。

长远而言，黄局长认为源头减废始终为最有效益去减少厨余的做法。为加强市民养成惜食减废的习惯，政府积极筹备推出废物按量徵费，助大家重新反思其消费及弃置垃圾行为，更深入关注对环境造成的影响。他期望业界与社区共同努力，从源头减废、厨余分类，以及回收等各方面著手，多管齐下，达到减少本地厨余的既定目标，同时有助减少碳足印，应对全球气候变化。

Secretary Wong explains the Food Wise Hong Kong Campaign.
黄局长介绍惜食香港运动。



In-vessel composting unit in Kowloon Bay Pilot Composting Plant can handle 2-4 tonnes of biodegradable waste daily.
九龙湾厨余试验处理设施的密封式堆肥装置每日可处理二至四吨生物可降解废物。



Source separated food waste is delivered to the pilot plant for treatment.
已在源头分类的厨余被运送到试验设施作处理。

International 国际

ISO Technical Committee for Quality Meets in Rotterdam

ISO/TC176 met from 28th November to 2nd December 2016 in Rotterdam, Holland, to coincide with the 100th anniversary of NEN, the Dutch National Standards Body. Work progressed on the development of the new revisions of ISO 9004, ISO 10005 (Quality Plans) and ISO 10006 (Quality Management in Projects), all of which are on target to be published towards the end of 2017/early 2018. ISO 10007 Quality management systems – Guidelines for configuration management will be published shortly (beginning of 2017). Other work involved the harmonisation of the consumer-facing standards ISO 10001, 2, 3 and 4, due to be published in 2018, and the revision of ISO 18091 (Quality management in Local Government), to align with the new ISO 9001:2015.

Development of the New ISO 45001 Standard Is Further Delayed

Work on ISO 45001, the new Occupational Health & Safety management system standard that is scheduled to replace OHSAS 18001 suffered a further setback recently. The Project Committee ISO/PC 283 responsible for its development, met in Lithuania in November 2016, but was unable to resolve all the comments that had been received at the DIS ballot stage (which had resulted in a negative vote). A further meeting is now scheduled for February 2017 in Vienna, after which it is hoped that a "DIS2" will be made available for a second ballot. That means that the DIS2 is not likely to be published until later in 2017, and there is virtually no chance that the standard itself will be published before 2018.

New ISO Project Committee Begins Work on Revision of ISO 19011

ISO's Project Committee PC 302 met for the first time in Orlando, USA, in November 2016, to begin work on a relatively minor revision to ISO 19011, the guidance standard aimed at auditing all kinds of management systems.

ISO Plans Workshop for Integration of ISO 26000 into Management Systems

ISO 26000 (Social Responsibility) is neither a requirements standard nor a management system standard, but its effective deployment can be facilitated when it is implemented as part of a management system. ISO is organising two workshops early in 2017, with the aim of publishing an International Workshop Agreement ("IWA") to help users to understand better how that can be done.

Publication of ISO/TS 9002 & the ISO 9001 Small Business Handbook

Both these publications were published in November 2016, in order to support the effective implementation of ISO 9001:2015. ISO/TS 9002 Quality management systems — Guidelines for the application of ISO 9001:2015 provides generic guidance and examples that will help any kind of organisation to understand better the intent of the requirements of ISO 9001:2015 and how to apply them, whilst the ISO Handbook "ISO 9001:2015 for Small Enterprises - What to do? Advice from ISO/TC 176" focuses specifically on small businesses, and includes the full text of ISO 9001.

国际标准化组织质量体系技术委员会于鹿特丹会面

适逢荷兰国家标准化组织—荷兰标准化协会(NEN)百周年纪念, 国际标准化组织质量体系技术委员会(ISO/TC 176)于2016年11月28日至12月2日, 在荷兰鹿特丹举行会议。新版ISO 9004、ISO 10005(质量计划)及ISO 10006(项目质量管理)的制定工作正在进行中, 目标于2017年下旬至2018年上旬出版, 而ISO 10007质量管理体系—建构管理指引则将于2017年初出版。此外, 其他与消费者有关的标准, 当中包括于2018年出版的ISO 10001、2、3、4, 以及ISO 18091(本地政府质量管理)的修订版将会统一化, 与ISO 9001:2015新标准保持一致。

延迟制定ISO 45001新标准

原定取代OHSAS 18001的职业安全健康管理体系新标准—ISO 45001, 近日正面对颇大挑战。负责发展此项目的委员会ISO/PC 283于2016年11月在立陶宛举行会议, 但未能悉数解决在国际标准草案(DIS)投票阶段收到的意见, 而导致被投否决票。下次会议将于2017年2月在维也纳举行, 期望会后能确定供第二次投票的国际标准草案第二版(DIS2)。这意味著DIS2似乎到2017年下旬方可发布, 其标准在2018年前出版的机会亦不大。

新ISO项目委员会开始修订ISO 19011

ISO项目委员会PC 302于2016年11月在美国奥兰多举行第一次会议, 并开始ISO 19011的改版工作。此指引标准旨在审核各类型的管理体系。

ISO筹备将ISO 26000融入管理体系之工作坊

现时ISO 26000(社会责任)并不是一个要求标准或管理体系标准, 但如果作为管理体系的一部分来推行, 可促进其有效实践。ISO现正筹备于2017年初举办两个工作坊, 旨在发布《国际工作坊协议》(IWA), 让使用者更清楚了解如何实践ISO 26000。

ISO/TS 9002及ISO 9001小型企业手册出版

这两本刊物于2016年11月出版, 以便有效实施ISO 9001:2015。《ISO/TS 9002质量管理体系—ISO 9001:2015应用指引》提供了通用的指引及例子, 以助各类型机构了解ISO 9001:2015要求之目的和应用方法。而ISO手册《ISO/TC 176对小型企业如何实施ISO 9001:2015的建议》特别为小型企业而设, 亦包含ISO 9001全文。

Sustainable Development of Skyscrapers in Hong Kong: Take Care of Different Interests

香港摩天大厦之可持续发展：平衡各方需求



Mrs Irene Wai
General Manager (Property Management),
Kai Shing Management Services Limited
韦韩淑贞女士
启胜管理服务有限公司总经理（物业管理）

The high density of buildings in Hong Kong has consequences for many stakeholders. To build a sustainable city, it is essential to pay attention to building management, maintenance and safety, and balance economic, societal and environmental concerns.

香港楼宇密集，在社区中亦牵涉多方持份者，如何维持楼宇的管理、保养和安全等质素，以及平衡对环境和社会的影响，都是实践楼宇可持续发展的元素。

International Commerce Centre (ICC) is the tallest building in Hong Kong. After the design and construction stages, a building's operations are sustained with the help of a management company. In the case of ICC, it is Kai Shing Management Services Limited which has the important job of taking care of the building's sustainable development.

Align with the Design Intention and Implement Best Practices

According to Irene Wai, General Manager (Property Management) of Kai Shing Management Services Limited, "We must ensure the design intention of the building remains unchanged, the occupants are satisfied and the operations have a minimal impact on the environment and contribute the highest social value. ICC stands for 'Intelligence', 'Collaboration' and 'Continuity'."

Intelligence encompasses all the intelligent feedback systems that monitor and adjust the building's operations. Technology helps give greater energy efficiency and reduce carbon emissions. Collaboration means working with people in different professions to derive a high level of synergy. As for continuity, "Implementing established management systems and third party assessment can promote continuous improvement and sustainable building practices," said Irene Wai. "We have been certified by HKQAA to implement ISO 50001 Energy Management Systems and ISO 22301 Societal Security – Business Continuity Management Systems, to ensure that we maintain service quality."

Maintain Effective Communication and Respond to Stakeholders' Needs

ICC is a composite building which has many different stakeholders, each with different needs and expectations. The company therefore has to consider a number of factors if they are to deliver programmes appropriately. "Communication is the key to reducing risks and taking good care of different needs. For instance, when we implement energy optimisation programmes as part of ISO 50001, we must consider that some of our tenants are international banking institutions which have round-the-clock business operations. If we cannot completely meet the demands of stakeholders, we provide workable alternatives to fulfill their needs as far as possible. This helps to close the gap between the requirements of our occupants and the actual deliverables," Irene Wai said.

The company provides tenants with easy ways to join eco-friendly programmes. For example, it has helped food and beverage tenants to process food waste inside the building with a decomposer. ICC has also registered with the Environmental Protection Department as a waste producer and handles fluorescent tubes in a responsible manner by transferring the faulty tubes to a designated facility.

Irene Wai concluded that running the building with sustainable practices matches Government objectives. Implementing energy saving measures reduces operation costs and helps reduce energy intensity. Cost reduction and sustainable practices therefore work hand in hand to increase the competitiveness of the building, which is beneficial to occupants and owners in the long run. "We hope more companies will adopt sustainable building practices and make Hong Kong a better city," Irene Wai said.



环球贸易广场 (ICC) 作为香港最高的大楼，与世界上其他地标一样，在完成设计和施工阶段后，便交由物业管理团队维持运作。启胜管理服务有限公司便肩负起此重任，为 ICC 提供物业管理服务，并促进其可持续发展。

贯彻设计原意 采纳最佳实务方法

「我们必须保留物业的设计原意，使大厦使用者满意，同时减低物业对环境的影响及扩大其社会价值。」启胜管理服务有限公司总经理（物业管理）韦韩淑贞女士道：「ICC 的三个字母代表著智能 (Intelligence)、协作 (Collaboration) 和可持续性 (Continuity)。」

智能是指充份利用建筑物中的智能及反馈系统，监察及调节大厦的整体运作；利用科技来提升能源效益，减少碳排放。协作是指与不同的专业人员一起工作，以产生更大的协同效应。「另外，遵循成熟的管理体系及进行第三方评审更有助维持可持续的营运模式，推动物业持续改善。我们透过实施不同的国际标准及采纳最佳实务方法，如获香港品质保证局颁发的 ISO 50001 能源管理体系认证和 ISO 22301 社会安全—营运持续管理体系认证等，以确保服务质素。」

保持良好沟通 关注持份者需要

ICC 是一个综合建筑项目，当中包含了不同界别的持份者，各方都有个别的需求和期望，因此，启胜须充分考虑到各种风险及因素。Irene 指出：「与持份者保持良好的沟通是减少风险及平衡各方需要的首要条件。例如，当我们筹划将能源优化计划融入 ISO 50001 体系时，须考虑执行计划时，如何令部份全天候运作的国际银行业务不受影响。即使我们未必能完全满足不同人士的所有要求，也会为他们提供可行的替代方案，缩减业户的要求和实际成果之间的差距，最终达至共赢。」

此外，启胜提供了各种便利措施，如在物业内设置厨余分解装置，协助提供餐饮的租户处理厨余；ICC 亦于环境保护署注册为废料产生者，协助租户收集故障的荧光灯管，转移到指定的设施来处理，藉此鼓励租户实践环保。

Irene 认为，利用可持续发展做法来营运物业，不单可配合政府相关政策，持续节能，也有助降低营运成本，减低能源耗用。因此，可持续发展和成本监控可携手进行，以增强物业的竞争力。长远而言，业户亦可从其中获益。Irene 说：「希望越来越多公司采纳可持续的物业管理方法，使香港成为更美好的城市。」

Sustainable Development of Skyscrapers in Hong Kong: Enhancement of Risk Management

香港摩天大厦之可持续发展：优化风险管理

Two International Finance Centre (Two ifc) is an iconic skyscraper in Hong Kong, and represents the city's global financial position. Not only many tenants' profiles are related to international finance businesses, but also Hong Kong International Monetary Authority stations and owns some of the floors there. Since 2003, Premier Plus, under the Property Management Department of MTR Corporation Limited, has been providing management services for the building.

Proper Management to Ensure Business Continuity

"All-round building management is crucial to the business operations of our tenants," said Ms Emily Ip, Chief Property Manager of MTR Corporation Limited. "So we have not adopted a conventional management model but a combination of facility management knowledge and a hotel management style. The facilities team stationed at Two ifc provides prompt and personalised services. We have 24-hour Duty Manager and Duty Engineer who can provide assistance to our customers at any time, ensuring every building system is in the best condition." Comprehensive preventive maintenance and continuously planned improvements help keep the reliability and efficiency of all the services at a satisfactory level. Ms Ip said that proper asset management would bring financial benefits in the long run.

To enhance security, Two ifc is the first commercial building to install turnstiles as part of its visitor management system, and with bomb detection dogs stationed. Premier Plus enhanced its risk management in 2016. In addition to the existing management systems, it has received ISO 22301 Business Continuity Management Systems Certification from HKQAA. It aims to provide more prompt responses and minimise disturbance to tenants, under any contingencies.

Paying Attention to Environmental Protection and Sustainability

Over the years, Two ifc has demonstrated its care for the environment. It has been given awards by several international and local bodies and recognised as one of Hong Kong Green Organisations by the Environmental Campaign Committee and the Environmental Protection Department. It is committed to saving around 2% of its energy consumption annually, and has implemented a series of green measures and recycling programmes. Two ifc is the first office building to provide hand-towels in tenant washrooms so as to minimise the use of paper napkins. During daily cleaning services, only environmentally friendly cleaning products are used. The whole building is certified under the Indoor Air Quality Certification Scheme, not just the common areas.

"Times change. The industry must anticipate and adapt to the changing needs of customers," Ms Ip said. "These sustainable building practices could not be implemented successfully without the support of tenants and stakeholders. Listening and responding to our tenants' concerns pushes us to innovate and find solutions." The key to sustainability lies in the staff being confident of overcoming challenges and delivering excellent services," she added. Thus they encourage everyone to take pride in providing caring services for customers and the community.



Ms Emily Ip
Chief Property Manager,
MTR Corporation Limited
叶雅雯女士
香港铁路有限公司总物业经理

国际金融中心二期(国金二期)为香港最具代表性的摩天大厦之一，象征著本港作为全球经济中心的地位。事实上，这座大厦的租户背景亦与国际金融息息相关，香港金融管理局更驻扎及拥有国金二期部份楼层。自2003年起，香港铁路有限公司物业管理部旗下的Premier Plus，便一直为此摩天大厦提供物业管理服务。

妥善管理 确保持续营运

「完善的楼宇管理对租户的业务运作非常重要。」香港铁路有限公司总物业经理叶雅雯女士道：「因此，我们屏弃传统管理模式，揉合设施管理知识及酒店式管理风格，驻有专业团队，为租户提供快捷及个人化服务，如设有24小时当值经理及当值工程师，随时为客户提供协助，并确保设施运作良好。」此外，全面的预防性设施保养，以及持续的改善计划，亦有助其服务保持在理想水准。叶女士认为，长远而言，妥善之设施管理带来财务裨益。

在保安措施方面，国金二期是首幢安装设有访客管理系统出入闸机，及驻守爆炸品搜索犬的商业大厦。Premier Plus于2016年更将大厦的风险管理质素优化，获得香港品质保证局颁发ISO 22301营运持续管理体系认证，配合既有的综合管理体系，即使遇到危机，亦能快速应变及减低对客户的影响。

关注环保 促进可持续发展

多年来，国金二期积极关注环保，不但取得多个国际及本地机构的肯定，也获环境运动委员会及环境保护署嘉许为绿色机构。大厦采取不同绿色措施及参与各项环保回收计划，承诺每年减少耗电量2%，亦是首幢于租户洗手间提供抹手毛巾的商业大厦，大幅减少纸巾的使用；在日常清洁服务之中，亦尽量采用环保的清洁产品。另一方面，国金二期将「室内空气质量检定」计划的范围由大厦公共地方，扩展至整座大厦，以进一步提升室内空气质量。

「时代转变，面对瞬息万变的客户需要，业界无时无刻都须作出准备及适应。」叶女士说：「事实上，没有持份者及客户鼎力支持，楼宇可持续发展是不能成功的。聆听与回应客户的需求推动我们向前创新，积极找寻解决方案。」她补充，可持续发展的成功，关键在于团队具有克服困难及追求卓越的恒心。所以，他们鼓励同事在满足客户需要的同时，以心出发，为客户以至社区提供贴心服务。

2016 Hong Kong Wine Registration Scheme and Wine Storage Management Systems Certification Scheme Presentation Ceremony 2016 香港葡萄酒注册计划暨葡萄酒储存管理体系认证计划颁授典礼

HKQAA held the 2016 Hong Kong Wine Registration Scheme and Wine Storage Management Systems Certification Scheme Presentation Ceremony at the Hong Kong International Wine & Spirits Fair on 11 November 2016. Mr David Wong, JP, Deputy Secretary for Commerce & Economic Development (Commerce & Industry), the Government of the HKSAR, was the officiating guest.

Giving Consumers Confidence with Identifiable Sources

The HKQAA - Hong Kong Wine Registration Scheme aims to recognise an organisation's ability to maintain proper records of the wine they handle. Registered organisations can attach Scheme Labels with a unique QR code to bottles of their wine. Consumers can easily scan the QR code with a smartphone to verify the wine online and get more information about it, thus enhancing their confidence in their purchase. 36 organisations have registered for the Scheme and so committed to the provision of identifiable sources.

Systematic Storage Management to Protect Wine Quality

Another of our wine-related schemes, the Wine Storage Management Systems Certification Scheme, is the first of its kind in the world. It provides a framework for every party along the supply chain to deliver proper wine storage and transportation. The objective is to maintain industry standards and protect wine quality. 57 certifications have been issued. In the ceremony, we recognised the certified companies participating for three and five consecutive years for their continuous dedication.

Ir Dr Hon Lo Wai Kwok, Chairman of HKQAA, said, "We are delighted that these two schemes have received positive responses from the government and industry members. A significant number of organisations have joined the schemes over the years. We are pleased to recognise the sustained commitment of our current clients and welcome all new joiners. With favourable feedback from industry stakeholders, they will exert a positive influence and further encourage other industry members to enhance their professional level. This will definitely help improve the competitive edge of the Hong Kong wine business."

香港品质保证局于2016年11月11日，假香港国际美酒展上，举行「2016香港葡萄酒注册计划暨葡萄酒储存管理体系认证计划颁授典礼」，并邀得香港特区政府商务及经济发展局副局长（工商）黄福来太平绅士担任主礼嘉宾。

葡萄酒来源记录妥当 提升顾客信心

香港葡萄酒注册计划旨在确认机构能够妥善保存可识别的葡萄酒来源记录。注册机构可将印有独特QR码的计划标签张贴在酒瓶上，让消费者在选购酒酿时，能以智能手机扫描QR码，在网上平台确认该机构已注册，并获取该瓶葡萄酒的相关资讯，藉此增强消费信心。计划至今已有36间公司取得注册资格，承诺提供可识别来源之葡萄酒。

系统化地保护葡萄酒品质

本局另一葡萄酒相关计划—「葡萄酒储存管理体系认证计划」是世界首个同类计划，为葡萄酒供应链提供管理框架，以确保储存与运送葡萄酒的方法达到专业标准，有助保护酒的品质。自计划推行以来，迄今共发出57张证书。而取得认证超过三年及五年的机构，更在当天的颁授典礼上获得嘉许。

香港品质保证局主席卢伟国议员博士工程师欣然表示：「很高兴两个计划得到政府及业界人士积极响应，不少机构更参与计划多年，我想藉此机会感谢它们一直以来对计划的支持，亦欢迎一众新参与的机构。相信在持份者的鼎力支持下，将会为业界带来正面影响，促进更多机构提升专业水平，长远地加强本地葡萄酒业界之竞争优势。」

Mr David Wong, JP, Deputy Secretary for Commerce and Economic Development (Commerce & Industry), the Government of the HKSAR (6 from left, front row), HKQAA Governing Council members, Technical Committee members, supporting and endorsing organisations, as well as the participating companies.

香港特区政府商务及经济发展局副局长（工商）黄福来太平绅士（前排左6）、香港品质保证局董事局成员、技术委员会成员、支持机构、认许机构，以及一众参与计划的机构合照。





Mr David Wong, JP, Deputy Secretary for Commerce and Economic Development (Commerce & Industry) (right), presents the Confirmation of Registration Letter for the Hong Kong Wine Registration Scheme to the registered company.

商务及经济发展局副局长(工商)黄福来太平绅士(右)颁授「香港葡萄酒注册计划」注册确认信予注册机构。



Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA (right) presents the certificate for the Wine Storage Management Systems Certification Scheme to the certified company.

香港品质保证局主席卢伟国议员博士工程师(右)颁授「葡萄酒储存管理体系认证计划」证书予认证机构。



Ir C.S. Ho, Deputy Chairman of HKQAA (right) recognises the company participating in the Wine Storage Management Systems Certification Scheme for years.

香港品质保证局副局长何志诚工程师(右)嘉许参与「葡萄酒储存管理体系认证计划」多年的机构。



Dr Michael Lam, CEO of HKQAA delivered a speech.

香港品质保证局总裁林宝兴博士致辞。



Over 180 industry practitioners joined the ceremony.
典礼吸引了逾180名业界人士参与。



Clients' Sharing 客户分享



Mr Victor Wong,
Sales and Marketing Manager,
Royal Orchid Wine (Hong Kong)
Company Limited
Registered Client of Hong Kong Wine
Registration Scheme and Certified Client
of Wine Storage Management Systems
Certification Scheme

**君兰酒业(香港)有限公司销售及
市场发展经理黄伟衡先生**
香港葡萄酒注册计划及葡萄酒储存
管理体系认证计划客户

"The Hong Kong Wine Registration Scheme provides us with the recognition of a third party conformity assessment body by verifying that our wines have identifiable sources. It can enhance consumer confidence, especially for the Mainland customers.

「香港葡萄酒注册计划让我们得到第三方评审, 确保我们供应的葡萄酒来源有根有据, 有助提高顾客的信心, 尤其是内地客户。」



Mr Yawata Takeshi,
Deputy Managing Director, Yamato Logistics
(Hong Kong) Limited

Certified Client of Wine Storage Management
Systems Certification Scheme

**雅玛多运输(香港)有限公司董事
八幡健先生**
葡萄酒储存管理体系认证计划客户

"As a transportation service provider, our B2B services also involve wine transportation. To increase customer confidence, we decided to participate in the Scheme. Our company has been certified for the commercial wine standard of wine transportation. We believe the Scheme can foster our positive brand image and reputation in providing professional logistical support."

「作为一家运输服务供应商, 我们的B2B业务亦有涉及葡萄酒运输部份。为了让客户增添信心, 所以今年决定参与这项认证计划, 并成功取得『运输服务供应商葡萄酒储存管理体系认证(商品葡萄酒)』, 相信能为本公司形象带来正面作用, 让服务更具保证。」



Wine Storage Management Systems (WSMS) Certification Scheme - List of Participating Companies 「葡萄酒储存管理体系认证计划」—参与机构名单

Note for Scheme Type 计划类别注释



Company	公司	Scheme Type 计划类别
Acker Merrall & Condit (Asia) Limited	-	1
Certiz Premier Products Limited	天傲(名家)有限公司	1
Chevalier Cold Storage and Logistics Ltd	其士冷藏物流有限公司	1
China Merchants Godown, Wharf & Transportation Co., Ltd.	招商局仓码运输有限公司	1, 2
China Travel (Cargo) Logistics Centre Limited	中旅货运物流中心有限公司	2
CN Logistics Limited	嘉宏物流有限公司	1, 2, 4, 5
Collezione Wine Cellars Limited	佳酿珍藏	1
Crown Wine Cellars Limited	-	1
DCH Logistics Company Limited	大昌行物流有限公司	2
Estate Sky Investments Limited	-	1
GE (LHIL) Lessee Limited T/A Cordis, Hong Kong	香港康得思酒店	2, 3
Grand Wine Cellar	豪酒窖	1
Hecny Wine Cellar Limited	-	1
Hip Cellar Limited	-	1
Hong Kong Wine Vault	美酒窖	1
International Fine Wine Exchange Centre Limited	国际名酒交易中心有限公司	1
JAS Forwarding (HK) Ltd.	捷士国际联运(香港)有限公司	1, 2
Jebsen Logistics Limited	捷成国际物流有限公司	1, 2, 4, 5
Joisen Logistics Limited	骏诚物流有限公司	2
Jones Lang LaSalle Management Services Limited - The Long Beach	仲量联行物业管理有限公司 - 浪澄湾	2
K Cellars (Hong Kong) Limited	-	1
Kerry Logistics (Hong Kong) Limited	嘉里物流(香港)有限公司	1, 4
Kerry Warehouse (Hong Kong) Limited	嘉里货仓(香港)有限公司	1
Madison (China) Limited	麦迪森(中国)有限公司	1
MBL Wine Group Limited	马伯乐集团酒业有限公司	1
Metropolitan Wine Cellar Limited	城市酒窖有限公司	1
Omtis Fine Wines	安天时酒库	1, 2, 5
On Excel Fine Wines Limited	优达酒业有限公司	1
Royal Orchid Wine (Hong Kong) Company Limited	君兰酒业(香港)有限公司	2
Store Friendly Self Storage Group Limited	储存易迷你仓集团有限公司	1
Sun Hing Holdings Limited	新兴集团有限公司	1, 2
Sunfun (China) Ltd.	中正商航(中国)有限公司	2, 5
T-Box Thermal Storage Limited	适恒温储存空间有限公司	1
Toll Global Forwarding (Hong Kong) Limited	拓领环球货运(香港)有限公司	2
Top Spin Wine Logistics Limited	-	1, 2, 4
U-Freight Logistics (HK) Limited	联邦物流(香港)有限公司	2
W Cellar Limited	尚藤酒业有限公司	1
Wai Shing Wine International Co. Limited	伟成洋酒国际有限公司	2
Watson's Wine	屈臣氏酒窖	1
Wine High Club	-	1
Yamato Logistics (Hong Kong) Limited	雅玛多运输(香港)有限公司	5

(As of 11 November 2016 截至2016年11月11日)



Hong Kong Wine Registration Scheme - List of Participating Companies

「香港葡萄酒注册计划」- 参与机构名单

Company	公司
A Plus Wine Cellar Company Limited	-
Abbelio Wines	安贝利尔酒业
Anrise-IMC Limited	安升国际商务拓展有限公司
Australian Wines Wholesale Centre	澳洲酒批发中心
Banny Wines Cellar (Hong Kong) Company Limited	宾利酒世界（香港）有限公司
CBT Wines Company Limited	香贝田酒业有限公司
Corney And Barrow Limited	-
Double S Wine International Limited	名萄酒窖国际有限公司
Emtex Industrial Co. Ltd.	安泰实业有限公司
Excelente Wine Company Limited	超然酒业有限公司
Goya (HK) Limited	戈尔洋行有限公司
Grand International Industries	皇朝国际实业公司
Grand Wine Cellar	豪酒窖
Hong Kong Ningxia Unique & Premium Products Centre Co., Limited	香港宁夏名特优产品中心有限公司
Joisen Logistics Limited	骏诚物流有限公司
Kerry Logistics (Hong Kong) Limited - Kerry Kwai Chung Warehouse	-
MBL Wine Group Limited	马伯乐集团酒业有限公司
Modern Wine Cellar Limited	现代酒窖有限公司
Nanpu Fine Wine & Spirits International Company Limited	南浦酩酒坊国际有限公司
Nu-Health At Culture Homes Limited	文化堂（科技）有限公司
Omtis Fine Wines	安天酒酒庄
Rastignac (HK) Limited	威利来（香港）有限公司

Company	公司
Royal Orchid Wine (Hong Kong) Company Limited	君兰酒业（香港）有限公司
Schmidt Marketing (Consumer Products) Limited	兴华拓展（消费品）有限公司
Sunfun (China) Ltd.	中正商航（中国）有限公司
Superb Wine Company Limited	酒至尊有限公司
VP Gallery	永柏品酒廊
Wai Shing Wine International Co. Limited	伟成洋酒国际有限公司
Watson's Wine	屈臣氏酒窖
Wine High Club	-
WineWorld Limited	酒世界有限公司
Yuen Fat International Limited	源发国际有限公司
-	中山火炬开发区万杯酒行
-	中山市天傲名家贸易有限公司

(As of 11 November 2016 截至2016年11月11日)

List of Hong Kong Wine Registration Scheme for Events

香港葡萄酒注册计划（活动项目）名单

Asia Wine and Spirits Awards by Sommeliers 2016	亚洲酒类大赏冠军侍酒师评审
Restaurant & Bar Hong Kong House Wine Awards 2016	香港餐饮展驻店酒大奖 2016

(As of 11 November 2016 截至2016年11月11日)

We would like to acknowledge the following organisations for their support for the 2016 Hong Kong Wine Registration Scheme and Wine Storage Management Systems Certification Scheme Presentation Ceremony.

特别鸣谢以下赞助及支持机构对2016香港葡萄酒注册计划暨葡萄酒储存管理体系认证计划颁授典礼的鼎力支持。

Diamond Sponsor
钻石赞助



Platinum Sponsor
白金赞助



Gold Sponsor
金赞助



Silver Sponsors
银赞助



Beverage Sponsors
饮品赞助



Supporting Organisations
支持机构



Promoting Wine-related Services in and beyond Hong Kong 在香港及内地推广葡萄酒相关服务

HKQAA is committed to supporting wine-related business in Hong Kong. From 27 to 30 October 2016, HKQAA participated in the CCB (Asia) Hong Kong Wine & Dine Festival organised by the Hong Kong Tourism Board, at the Central Harbourfront Event Space. We also ran a booth in the annual Hong Kong International Wine & Spirits Fair held by the Hong Kong Trade Development Council from 10 to 12 November 2016.

In addition, HKQAA participated in the "Hong Kong Brands in China" Forum at the China Central International Alcoholic Drinks Expo, held at the Wuhan International Expo Centre, on 2 December 2016. We promoted collaboration between Hong Kong and Wuhan by introducing the brand value of the Hong Kong wine business and HKQAA's wine-related conformity assessment services.

本局致力支援本地葡萄酒相关行业的发展。于2016年10月27至30日期间，本局参加了由香港旅游发展局举办，假中环海滨活动空间举行之「建行(亚洲)香港美酒佳肴巡礼」；亦于2016年11月10至12日，在香港贸易发展局举办的香港国际美酒展上参展。向业界推广本局与葡萄酒有关的服务。

此外，本局于2016年12月2日，参加了假武汉国际博览中心举行的中国(中部)国际酒业博览会之「香港品牌中国路」酒业交流论坛，向内地企业介绍香港葡萄酒商的品牌价值，以及本局葡萄酒相关的合格评定服务，促进鄂港两地的交流合作。



HKQAA at Eco Expo Asia 2016 香港品质保证局参展国际环保博览2016

HKQAA participated in Eco Expo Asia, held at the AsiaExpo Hong Kong from 26-29 October 2016. HKQAA exhibited at the Expo, promoting environment-related services and training.

During the exhibition, we introduced details of the Enhancing Recycling Industry Performance project, which is subsidised by the Recycling Fund, and provided information on upcoming seminars and training courses on good practice in the recycling industry. Mr Wong Kam-sing, GBS, JP, Secretary for the Environment, HKSAR Government, visited HKQAA's booth.

The exhibition featured a total of nine thematic zones, with 325 exhibitors from various countries and regions. Eco Expo Asia is a leading trade show for environmental products, technologies and solutions in Asia. The four-day event attracted over 13,400 visitors from 107 countries and regions.

国际环保博览2016于10月26至29日假亚洲国际博览馆顺利举行。本局亦有于展内设置摊位，推广本局与环保相关的项目。

于展览内，本局同事向在场人士介绍由回收基金资助，「HKQAA 提升回收业运作表现」的项目内容，以及相关研讨会和培训课程，推广回收业界的良好做法。开幕礼当天，主礼嘉宾香港特区政府环境局局长黄锦星太平绅士，亦有亲临本局摊位参观。

博览设有九个主题专区，共有325家来自不同国家及地区的参展商。国际环保博览是亚洲区内展示领先环保产品、技术及方案的商贸及交流平台。一连四日活动共吸引了超过1.34万来自107个国家及地区的买家进场。



HKQAA exhibited in the Expo to promote environment-related services and training. 本局于展内设置摊位，推广与环保相关的项目。



Mr Wong Kam-sing, GBS, JP, Secretary for the Environment (2 from left), visited HKQAA's booth. 香港特区政府环境局局长黄锦星太平绅士(左2)亲临本局摊位参观。



The Enhancing Recycling Industry Performance project was introduced to visitors. 本局同事向在场人士介绍「HKQAA 提升回收业运作表现」的项目内容。

Offering Students Work Experience Opportunities 为学生提供工作体验机会

HKQAA attaches great importance to nurturing the younger generation. We have participated in the Work Experience Movement organised by the Education Bureau. This Movement helps secondary school students familiarise themselves with different professions so as to prepare them for the job market, and encourages young people to develop in different areas.

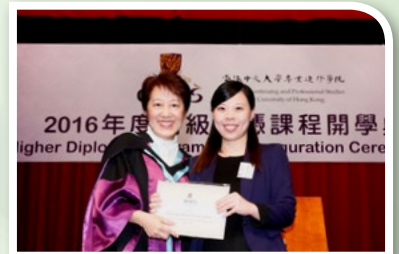
The Kick-off Ceremony for the Movement was held at Hong Kong Science Park on 18 November 2016. Ms Carrie Lam, GBM, GBS, JP, the Acting Chief Executive of the HKSAR, was the officiating guest and presented Certificates of Appreciation to the Movement's business partners. Every year, HKQAA organises the Student Ambassador Programme to align with the Movement. The participating secondary school students then assist in our "My Dream Home" Contest Awards Presentation Ceremony. Through doing this, they obtain practical experience of preparing for a large scale event and understand more about their own abilities and objectives when facing future challenges.

HKQAA also provides internships for tertiary students each summer, enabling them to have a better understanding of the world of work while they are still studying. These work opportunities help students acquire industry knowledge, which we hope will help them in their future career.



本局一直致力培育年青一代。为提供更多探索事业的机会予中学生，扩阔其视野，本局参与了由香港特区政府教育局主办的「工作体验运动」。是次运动的启动礼于2016年11月18日，假香港科学园举行，并由署理行政长官林郑月娥女士，GBM, GBS, 太平绅士，担任主礼嘉宾，颁发感谢状予支持运动的工商伙伴。为响应此运动，本局每年也会举办「活动统筹体验计划」，让中学生参与筹备本局的「理想家园」颁奖典礼，从中发掘潜能和抱负，为未来升学作好准备。

此外，本局亦为大专生提供暑期实习机会，增加他们对职场的了解及行业知识，有助其将来的事业发展。



Extend the Scope of HKCAS Accreditation for Quality Scheme for the Production and Supply of Aggregates for Concrete 扩展香港认可处认可范围至「混凝土用石料生产和供应质量规范」认证

HKQAA is pleased to announce that the accreditation with HKCAS has been extended to Quality Scheme for the Production and Supply of Aggregates for Concrete (QSPS-AC) in accordance with Hong Kong Concrete Institute scheme PCCS-AC.

HKQAA successfully obtained the accreditation on 5 December 2016 from the Hong Kong Accreditation Service (HKAS) through the Hong Kong Certification Body Accreditation Scheme (HKCAS). The QSPS-AC accreditation is applicable to all types and sizes of aggregate suppliers and producers. For further details on HKQAA's certification and supporting services, please contact us at:

香港品质保证局正式获得香港认可处扩展认可范围至按照香港混凝土学会 PCCS-AC 计划的「混凝土用石料生产和供应质量规范 (QSPS-AC)」认证。

本局于2016年12月5日透过香港认可处香港认证机构认可计划 (HKCAS)，正式取得扩展范围的认可资格。QSPS-AC 认证适用于各类型及规模的混凝土用石料的供应商及生产商。欲知更多有关本局所提供的认证和支援服务，请联络我们：

Hong Kong Quality Assurance Agency 香港品质保证局

Email 电邮: hkqaa.mkt@hkqaa.org

Tel 电话: Hong Kong 香港 – (852) 2202 9111
Macau 澳门 – (853) 6238 8759

Shanghai 上海 – (86 21) 6876 9911

Guangzhou 广州 – (86 20) 8383 3777

New Certified Clients 新认证客户

August to October 2016
2016年8月至10月

Memorable Moments 纪念一刻



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

From August to October 2016, we have been pleased to welcome 35 organisations to our community. Among them, they have obtained 51 certificates of ISO 9001, ISO 10002, ISO 14001, OHSAS 18001, ISO 22000, ISO 22301, ISO 27001, ISO 55001, SA 8000, SQM, SQM-ES, HACCP, QSPSC and WSMS-FINE. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

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

由2016年8月至10月期间，香港品质保证局共颁发51张证书，包括ISO 9001、ISO 10002、ISO 14001、OHSAS 18001、ISO 22000、ISO 22301、ISO 27001、ISO 55001、SA 8000、SQM、SQM-ES、HACCP、QSPSC及WSMS-FINE。在此谨祝贺35家机构加入获认证的行列。本局深信，新成员的加入将可为我们的品牌和持份者带来更大的裨益。



特订服务 Customised Services

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

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

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

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

请与我们的业务部联络，我们会竭诚为您制订切合业务需要的服务。

Tel 电话: (852) 2202 9111 | E-mail 电邮: hkqaa@hkqaa.org

Mainland China 中国内地

Feb - May 2017 2017年2月至5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			
Feb 二月							
Mar 三月							
Apr 四月							
May 五月							
Standard & Systems Training 标准体系培训							
ISO 9001:2015 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/SH02A SH 01-03		VM3P/GZ04A GZ 17-19	
ISO 9001:2015 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/GZ02A GZ 10			QMS4P/SH05A SH 24
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务		1	RMB 1,200		QM07P/GZ03A GZ 10		
IECQ HSPM QC080000 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000 有害物质管理体系内部审核员培训		2	RMB 2,400			IE01P/GZ04A GZ 20-21	
TL 9000 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/SH03A SH 15-17		TL04P/GZ05A GZ 08-10
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/GZ02A GZ 13-15		MT68P/GZ04A GZ 05-07	
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/GZ02A GZ 24		MT71P/SH04A SH 28	MT71P/GZ05A GZ 11
VDA 6.3 Process Audit VDA 6.3 过程审核		1	RMB 1,200				EO06P/GZ05A GZ 19
ISO/IEC 27001:2013 Information Security Management Systems - Internal Auditor Training ISO 27001:2013信息安全管理体系内部审核员培训		3	RMB 2,800		ISE7P/GZ03A GZ 20-22		ISE7P/SH05A SH 16-18
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/SH02A SH 08-09	RM16P/GZ03A GZ 02-03		
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/SH04A SH 26-27	
SA 8000:2014 Social Accountability Management Systems - Intenal 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/GZ03A GZ 30-31		
ISO 14001:2015 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/GZ02A GZ 16-17			EMS3P/GZ05A GZ 22-23
OHSAS 18001:2007 Occupational Health and Safely 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/SH02A SH 15-17	OHS9P/GZ03A GZ 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			
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施		1	RMB 1,000				GP02P/GZ05A GZ 24
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/SH02A SH 27		GP09P/GZ04A GZ 24	
JIT (Just In Time) of Lean Production 精益生产之JIT(准时生产)		2	RMB 2,500				GM21P/GZ05A GZ 02-03
Waste Elimination in Lean Production 精益生产之浪费消除		1	RMB 1,500				GM17P/GZ05A GZ 31
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	EO08P/GZ02A GZ 08-09			EO08P/SH05A SH 22-23
TPM - Total Productive Maintenance TPM-全面生产管理实战		2	RMB 2,500		GM15P/SH03A SH 13-14		
Supply Chain Quality and Risk Management 供应链源流质量与风险管理		2	RMB 2,500	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/SH03A SH 06-07		ES28P/GZ05A GZ 25-26
Total Quality Management TQM全面质量管理		2	RMB 2,400			MS15P/SH04A SH 10-11	
Management Practice of Quality Cost 质量成本管理		2	RMB 2,400		EO05P/GZ03A GZ 27-28		
Statistical Process Control SPC统计过程控制		1	RMB 1,000	MS20P/GZ02A GZ 01			
Failure Mode and Effects Analysis FMEA潜在失效模式分析		1	RMB 1,000				MS04P/GZ05A GZ 12
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			EH04P/GZ04A GZ 14	
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施		1	RMB 1,200		OH04P/GZ03A GZ 29		OH04P/SH05A SH 15
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/GZ02A GZ 06-07			
Management Development Training 管理发展培训							
Communication Skills 沟通技巧		2	RMB 2,400			GM07P/SH04A SH 17-19	
Employee Motivation 员工动力驱动器——员工激励		2	RMB 2,800		GM23P/GZ03A GZ 08-09		
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/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/GZ04A GZ 12-13	
Management Skills for Middle Management 中层管理人员管理技能培训		2	RMB 2,400		MS14P/SH03A SH 21-22		MS14P/GZ05A GZ 16-17
Meeting Management with High Efficiency 高效会议管理		1	RMB 1,500			GM24P/GZ04A GZ 25	
Mind Map@ : 思维导图轻松提升工作效率		1	RMB 2,000		M504P/GZ03A GZ 14		
Countdown@ : 为项目工作团队而设的战略游戏工作坊		1	RMB 1,500				M520P/GZ05A GZ 18
Coaching Skills 教练技巧		2	RMB 2,800				GM24P/GZ05A GZ 04-05







































For registration and enquiry
报名及查询

Hong Kong Office 香港办事处 • Tel 电话: (852) 2202 9111 • Email 电邮: training@hkqaa.org

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







































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

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

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) HKD 收费 (每人) 港币	Course Code & Date 课程编号及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Quality and Integrated Management Systems 质量和综合管理						
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 质量管理体系 - 理解与应用		1	HKD 1,580			VM1C/HK-04A 18
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 质量管理体系 - 内部质量管理体系审核员培训		2	HKD 3,300			VM3C/HK-04A 27-28
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用		1	HKD 1,580	VM1C/HK-02A 06	VM1C/HK-03A 08	VM1C/HK-04A 03
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		2	HKD 3,300	VM3C/HK-02A 16-17	VM3C/HK-03A 29-30	VM3C/HK-04A 25-26
The Must-know Essentials for Quality System Management Representative 质量管理体系 - 管理者代表的重要须知		1	HKD 1,680/ HKD 1,580*	MT23C/HK-02A 21		MT23C/HK-05A 15
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 质量管理体系文件		1	HKD 1,680/ HKD 1,580*		QMS4C/HK-04A 24	
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品质管理体系 - 进阶内部审核技巧		2	HKD 3,500/ HKD 3,300*		QMS5C/HK-03A 09-10	
CQI & IRCA Certified ISO 9001:2015 Lead Auditor (Quality Management Systems) Training Course (18030)		5	HKD 12,000/ HKD 11,500*			QMS/IRCA/05 08-12
CQI & IRCA Certified ISO 9001:2015 Auditor Transition		2	HKD 4,800/ HKD 4,300*			QM06E/HK-05A 15-16
Understanding and Application of an Integrated Management System 综合管理体系 - 理解与应用		2	HKD 3,500/ HKD 3,300*		IMS5C/HK-03A 23-24	
Environmental Conservation 环境保育						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 环境管理体系 - 理解与应用		1	HKD 1,730/ HKD 1,630*			EMS2C/HK-04B 12
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 环境管理体系 - 内部环境管理体系审核员培训		2	HKD 3,400/ HKD 3,300*			EMS3C/HK-05B 04-05
ISO 14001:2015 Environmental Management Systems - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用		1	HKD 1,730/ HKD 1,630*		EMS2C/HK-03A 31	EMS2C/HK-05A 31
ISO 14001:2015 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2015 环境管理体系 - 内部环境管理体系审核员培训		2	HKD 3,400/ HKD 3,300*	EMS3C/HK-02A 20-21		EMS3C/HK-04A 18-19
ISO 14001:2015 Environmental Management Systems - Implementation and Documentation ISO 14001:2015 环境管理体系 - 实施及文件指引		1	HKD 1,680/ HKD 1,580*			EMS8C/HK-04A 05
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective		1	HKD 1,680			EM19C/HK-04A 07
ISO 50001:2011 Energy Management Systems - Understanding & Application ISO 50001:2011 能源管理体系 - 理解与应用		1	HKD 1,200/ HKD 1,080*			EM07C/HK-04A 20
ISO 50001:2011 Energy Management Systems - Internal Auditor Training ISO 50001:2011 能源管理体系 - 内部审核员培训		2	HKD 3,500/ HKD 3,300*	EM08C/HK-02A 23-24		
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Training Course ISO 50001:2011 能源管理系统 - 主任审核员证书培训课程		5	HKD 9,000/ HKD 8,000*		EM10C/HK-03A 20-24	
ISO 50001:2011 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2011 能源管理系统 - 主任审核员转证证书培训课程 "		3	HKD 6,000/ HKD 5,500*		EM11C/HK-03A 20-22	
GreenHouse Gas Verifier Training 温室气体验证员		2	HKD 3,500/ HKD 3,300*		EM09C/HK-03A 02-03	
Occupational Health and Safety Management 职业健康和安全						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 职业健康和安全管理体系 - 理解与应用		1	HKD 1,730/ HKD 1,630*		OHS8C/HK-03A 16	OHS8C/HK-05A 19
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 职业健康和安全管理体系 - 内部职业健康和安全管理体系审核员培训		2	HKD 3,400/ HKD 3,300*	OHS9C/HK-02A 09-10		OHS9C/HK-04A 05-06
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&I/SM)R) for OHSAS 18001 Practitioners		1	HKD 1,500			OH15C/HK-04A 03
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors		2	HKD 3,200	OH16C/HK-02A 13-14		OH16C/HK-05A 18-19
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施		1	HKD 1,600/ HKD 1,500*		OH04C/HK-03A 17	
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存						
ISO 22000:2005 Food Safety Management Systems - Understanding and Application ISO 22000:2005 食品安全管理体系 - 理解与应用		1	HKD 1,600/ HKD 1,500*			HA5C/HK-04A 27
ISO 22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理体系 - 内部审核员培训		2	HKD 3,500/ HKD 3,300*	HA7C/HK-02A 13-14		HA7C/HK-05A 08-09
ISO 22000:2005 Food Safety Management Systems Implementation Course ISO 22000:2005 实施食品安全管理体系课程		2	HKD 3,700/ HKD 3,500*		HA9C/HK-03A 06-07	
CQI & IRCA Certified FSSC 22000 Lead Auditor (Food Safety Management Systems based on ISO22000:2005 & ISO/TS22002-1:2009) Training Course (17512)		5	HKD 12,000/ HKD 11,500*			IRCA/FSMS/05 15-19
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施		1	HKD 1,600	GP02C/HK-02A 08		
Implementing HACCP for Food Businesses Programme 实践食物安全重点控制课程		2	HKD 3,500/ HKD 3,200*		HA10C/HK-03A 16-17	
Team Building						
Zodiak: The Game of Business Finance and Strategy		1 to 2	我们专为企业提供度身定造的培训，详情可与本局课程经理洽谈。 Mr. Anson Wong (2202 9395 / 6111 3855) / anson.wong@hkqaa.org			
Team Collaboration in LEGO® SERIOUS PLAY®		1 to 2				
Team Collaboration in Meaningful Micro-Film Production		1 to 2				
Personal Enrichment & Certification (M501) 个人提升和专业资格						
Mind Map® for Creative Problem Solving Workshop Mind Map® 创意解难工作坊		1	HKD 2,300/ HKD 1,980*	M504C/HK-02A 21		M504C/HK-05A 25
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,000*		PC01C/HK-03A 27-28	PC01C/HK-05A 17-18
Hogan Assessment Certification Workshop 2016		2	HKD 18,500		PC06E/HK-03A 22-23	

Hong Kong 香港

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			Feb 二月	Mar 三月	Apr 四月	May 五月
Law and Legislation (Hong Kong, Macau & China) 法律与法规 (香港，澳门及中国)						
Negotiation and Mediation Skills for Managers and Professionals	 1	HKD 1,500	M911C/HK-02A 08			M911C/HK-05A 05
Legal Aspects of Patents and Copyrights - Uses and Protection	 1	HKD 1,500	M921C/HK-02A 27			M921C/HK-05A 17
Fundamental Law for Office Administrators 行政人员基础法律知识	 1	HKD 1,500			M920C/HK-04A 19	
Fundamental Law for Education Administrators 教育行政人员基础法律知识	 1	HKD 1,500		M917C/HK-03A 03		
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必须认识的香港竞争法	 1	HKD 1,500			M914C/HK-04A 05	
Legal Fundamentals of Tendering	 1	HKD 1,500		M909C/HK-03A 22		
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法	 1	HKD 1,500	M906C/HK-02A 23			M906C/HK-05A 29
Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险	 1	HKD 1,500			M907C/HK-04A 28	
Safety and Environmental Offences in Construction Projects 「知法守法」课程系列—解构违反安全及环保法例事故	 1	HKD 1,500		M908C/HK-03A 30		
香港食物安全管理法律实务	 1	HKD 1,500			M922C/HK-04A 07	
Essential of Employment Ordinance	 Half-day	HKD 750	M924C/HK-02A 07			
Management Tools, Skill for Improvement 管理工具和技巧						
ISO 37001 Anti-Bribery Management Systems - Introduction	 Half-day	HKD 980		A001C/HK-03A 08		
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理—理解与应用	 1	HKD 1,600/ HKD 1,500*	SM04C/HK-02A 10			
Implementation of HKQAA 5S in the Workplace Operation 实施 HKQAA 5S 在工作间的营运	 1	HKD 1,600/ HKD 1,500*	GP03C/HK-02A 24			GP03C/HK-05A 31
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培训工作坊	 1	HKD 1,080/ HKD 980*			M063C/HK-04A 12	
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训工作坊	 1	HKD 1,080/ HKD 980*		M022C/HK03A 31		M022C/HK-05A 26
Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训工作坊	 1	HKD 1,080/ HKD 980*			M021C/HK-04A 25	
Workshop on Business Process Improvement 业务流程改善培训工作坊	 1	HKD 1,080/ HKD 980*		M024C/HK-03A 27		
Workshop on Effective Project Management 有效项目管理培训工作坊	 1	HKD 1,080/ HKD 980*	M025C/HK-02A 21			M025C/HK-05A 23
Workshop on Effective Performance Appraisal 个人绩效管理培训工作坊	 1	HKD 1,080/ HKD 980*		M026C/HK-03A 01		
Workshop on Effective Communication & Influencing Skills 有效沟通及影响技巧培训工作坊	 1	HKD 1,080/ HKD 980*	M028C/HK-02A 09		M028C/HK-04A 20	
Professional Written Replies to Complaints Workshop	 1	HKD 1,400/ HKD 1,150*		M065E/HK-03A 03		
Report Writing Workshop	 1	HKD 1,400/ HKD 1,150*			M066E/HK-04A 07	
Effective Proposal Writing Workshop	 1	HKD 1,400/ HKD 1,150*	M068E/HK-02A 09			M068E/HK-05A 04
Logical Thinking for Problem Solving Workshop 逻辑思考解决问题工作坊	 1	HKD 1,700/ HKD 1,500*		M069C/HK-03A 28		
职场管理核心技能课程~未来企业领导者的思维重整之旅~	 1	HKD 1,100/ HKD 980*	M071C/HK-02A 11 & 18			
Business Crisis Management for Managers	 1	HKD 1,800/ HKD 1,500*			M070C/HK-04A 06	
「活学幽默 - 广结人脉」工作坊	 1	HKD 350		M075C/HK-03A 15		M075C/HK-05A 12
Business Continuity Management, Risk and Crises Management 营运持续管理体系、风险及危机管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 - 理解与应用	 1	HKD 1,600	RM01C/HK-02A 10		RM01C/HK-04A 03	
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用	 1	HKD 1,600	RM04C/HK-02A 10		RM04C/HK-04A 03	
Customer Service: From Good To Great 顾客服务：迈向优越						
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application 客户满意度 - 投诉处理指引 - 理解与应用	 1	HKD 1,280	MT14C/HK-02A 23			MT14C/HK-05A 16
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客户满意度 - 投诉处理指引 - 内部审核员培训	 2	HKD 3,200/ HKD 3,000*			MT56C/HK-04A 20-21	
Corporate Social Responsibility 企业社会责任						
How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	 1	HKD 1,600		SR01C/HK-03A 10		
Telecommunications, Information Security and Management 电信、资讯保安与管理						
ISO 27001:2013 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2013 信息安全管理体系 - 内部审核员培训	 2	HKD 3,500/ HKD 3,200*		ISE7C/HK-03A 20-21		
ISO 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2013 信息安全管理体系 - 理解与应用	 1	HKD 1,600/ HKD 1,500*	ISE3C/HK-02A 15			ISE3C/HK-05A 10
Implementation of ISO 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 实践信息安全管理体系	 2	HKD 3,500/ HKD 3,300*		ISE5C/HK-03A 20-21		
TL 9000 R6.0/R5.0 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R6.0/R5.0 质量管理体系审核课程 (QuEST Forum 认可课程)	 3	HKD 10,500/ HKD 10,200**		TL02E/HK-03A 13-15		
HKQAA Sustainable Building Index (HKQAA SBI) 楼宇可持续发展指数 (HKQAA SBI)						
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 楼宇可持续发展指数 - 理解与验证	 1	HKD 1,550	SB11C/HK-02A 09			

Remarks
备注

* Please refer the early bird payment deadline to our website 请于本局网页参看优先报名之付款详情

** For QuEST Forum members QuEST Forum 会员价

The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略有改动，最新详情请参看本局网页
Organisations contracted HKQAA as their management system certification service providers have no obligation to enrol in any HKQAA training services
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

Last Updated Date : 29 Dec 2016

C Conducted in Cantonese
以广东话授课E Conducted in English
以英语授课P Conducted in Putonghua
以普通话授课

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 团队协作及企业培训课程

LEGO Serious Play 乐高



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.

两万多块乐高积木，验证有效的成人教育方法，衍生灵活多变的团队建造活动。

Microfilm 微电影



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.

四万多平方呎学习中心，六个不同拍摄实景，让参加者化身编剧、导演、演员、灯光、拍摄、剪接、配乐，携手制作企业主题微电影。

Business Simulation Board Game 桌上模拟实战游戏



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.

数百万元虚拟货币资产，参加者扮演投资者，筹组资金进行企业收购，为新购企业带来改变，提高股东价值。参加者从中学习重要的业务管理及财务技巧。

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