VISION 管略

ISO Publishes New Standard on Knowledge Management Systems
ISO發布知識管理體系新標準

Interview with Chairman of Quality Building Award 2020
Organising Committee – Ir Peter K. W. Mok
專訪2020年度「優質建築大獎」籌備委員會主席 ─ 莫國和工程師

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HKQAA
TECHNOLOGY · KNOWLEDGE · ASSURANCE

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From the Editor 編者的話

Strengthen Knowledge Management to Facilitate Effective Decision-making

In many organisations, critical knowledge is held only in the heads of experts, which means there is a risk of loss if they leave. New employees, however competent, may lack the expertise which experienced employees have built up over time. In Hong Kong, some government departments have already established knowledge management units to facilitate knowledge-sharing, and enable employees to make effective decisions and take effective action.

In today's world, knowledge management is taking on an increasingly significant role in many economies. A survey by Cranfield University in the United Kingdom found that the majority of organisations believed much of the knowledge they need exists inside the organisation but have problems identifying and leveraging it. A paper in the international journal MIS Quarterly from the University of Minnesota states that those problems have led to systematic attempts to manage knowledge.

In November 2018, the International Organization for Standardization (ISO) published ISO 30401 Knowledge Management Systems - Requirements. The standard sets out requirements and provides guidelines for knowledge management systems so that organisations can enable value-creation through knowledge.

ISO 30401 focuses on instilling a culture of knowledge management and the sharing of knowledge management solutions in organisations. It is applicable to all types of business, private, public and non-profit. This issue of VISION presents highlights of the ISO 30401 so that readers will have a preliminary understanding of it. We hope that more organisations will utilise knowledge for effective decision-making, enhancing their performance and competitiveness.

As we approach our 30th anniversary, HKQAA will continue to introduce emerging international standards, keeping Hong Kong organisations abreast of global market trends and contributing to the economy and society as a whole.

加強知識管理　促進有效決策

在不少機構內，關鍵知識只存在於專家的腦海中，當他們離職時，這些重要知識便有機會隨之而流失。與此同時，很多新入職的員工，雖然能力勝任，但卻缺乏了資深員工長年累積的豐富經驗，未必能於短期內上手。因此，香港一些政府部門也成立了知識管理小組，加強溝通和促進知識分享，協助員工作出有效的決策及行動。

誠然，知識管理在商業社會的角色日益重要。英國克蘭菲爾德大學一份研究報告顯示，大部分機構相信他們所需的知識早已存在於機構之中，只是難以有效地識別、尋找及利用這些知識。另一份載於美國明尼蘇達大學《MIS季刊》的國際論文則指出，正因為機構面對這些難題，推動他們以系統化的方法來管理知識。

國際標準化組織（ISO）於2018年11月發布《ISO 30401 知識管理體系—要求》，旨在制定知識管理體系的規範和指引，協助機構善用知識，促進效率及創優增值。

ISO 30401 著眼於建立知識管理文化，鼓勵在機構內分享知識管理的方案。此標準除適用於所有類型的商業、私營和公營機構外，亦適用於非牟利組織。今期《管略》將簡介 ISO 30401 的重點內容，讓讀者對這新標準有初步認識，並期望更多機構能善用其知識作出有效的決策，從而提升運作表現及市場競爭力。

在邁向三十周年之際，本局將致力引進更多熱門國際標準，以助業界領先市場趨勢，冀繼續與業界共同進步，攜手為社會和經濟發展作出更大貢獻。

ISO Publishes New Standard on Knowledge Management Systems
ISO 發布知識管理體系新標準

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What is Knowledge Management? We hear about it and talk about it a lot, but do we really understand it? Until now, there has been no single accepted definition and no global standard to address this topic that is so important to all successful businesses. That has now changed with the publication in November 2018 of the new standard ISO 30401 "Knowledge Management Systems – Requirements", in which knowledge is defined as a "human or organisational asset enabling effective decisions and action". The definition goes on to explain that knowledge can be individual, collective or organisational, and is generally acquired through learning or experience. Knowledge management is a discipline focused on ways that organisations create and use that knowledge.

ISO 30401 was developed by ISO's Technical Committee TC 260 (Human resource management) and follows the now-familiar "Annex SL" high-level structure and common text that facilitates the harmonisation of all ISO management system standards. It defines the requirements needed to facilitate the development, sharing and effective use of knowledge in organisations as a means to achieve their objectives. With a broad, holistic and interdisciplinary view, it is intended to support organisations to develop a management system that effectively promotes and enables value-creation through knowledge. It can be used as a stand-alone document to support organisations in their knowledge management activities, or as an integral part of a broader management system that encompasses (for example) quality, environmental and health and safety components.

Rationale for ISO 30401

Knowledge is an intangible asset that needs to be developed, consolidated, retained, shared, adapted and applied so that workers can make effective decisions and take aligned actions, solving problems based on the experience of the past and providing new insights into the future. Organisations can no longer rely on the spontaneous diffusion of knowledge to keep up with the pace of changing technologies and business practices. Instead, knowledge must be deliberately created, consolidated, applied, and reused faster than the rate of change.

For geographically dispersed and decentralized organisations that carry out the same processes and deliver the same services in multiple locations, tremendous advantages can be gained through the sharing of best practices, expertise and learning across organisational boundaries. In some organisations, key knowledge is often kept in "silos" and/or retained by individual employees, at the risk of being lost when the organisation changes or when these individuals leave the company. This is a serious problem in today's increasingly mobile and flexible workforce.

Knowledge management is, however, also becoming increasingly important on a wider scale, with many countries now aspiring to become "knowledge-based economies", where knowledge is their main source of wealth.

何謂知識管理？相信大家平日都有所耳聞，但當中又有多少人真正了解呢？時至今天，知識管理尚未有一個公認的定義，亦沒有一個國際標準，但這卻是對所有成功企業都十分重要的一個課題。不過，隨着 ISO 30401 新標準「知識管理體系一要求」於 2018 年 11 月發布，這一切有了新的轉變。該標準將知識定義為「一種人類或機構的資產，促進有效的決策及行動」，並指出知識可以是屬於個人、群體或機構，往往可以從學習或經驗中獲取。簡單來說，知識管理是機構創造及運用知識的一套方針。

ISO 30401 由國際標準化組織（ISO）技術委員會 TC 260（人力資源管理）制定，並以《附件 SL》（Annex SL）內的高階架構及相同文本為依據，從而加強與其他管理體系標準的融合。是次新標準明確界定了在機構內促進知識的發展、共享及有效使用知識時所需的要求，以實現其目標。透過一個全面、綜合及跨領域的視野，ISO 30401 旨在支持機構開發一個可有效推廣並能通過知識創造價值的管理體系。同時，新標準可作為獨立文件支持機構的知識管理活動，也可作為涵蓋面更廣的管理體系（如涵蓋質量、環境及健康與安全元素的管理體系）不可缺少的一部分。

制定 ISO 30401 的原因

知識作為一種無形資產，需要開發、整合、保留、共享、調整及應用，以便員工可作出有效而一致的決策行動，按照過往經驗進行解難，並對未來提出新見解。今時今日，機構單單依靠自發性擴散知識的形式，不足以趕上技術及業務經營急劇轉變的步伐。相反，他們要率先一步慎重地創造、整合、應用及重用知識。

對分布於不同地區的機構而言，若所有分公司執行同一流程及提供相同的服務，跨地區分享良好做法、專門技術及互相學習，均可帶來莫大裨益。有些機構的重要知識往往只由個別的員工掌握或藏於倉底，一旦機構出現變化或個別員工離職，便有流失知識的危機。現今員工流動性強，令這個問題更顯得嚴峻。

從廣泛的角度來看，知識管理亦變得越來越重要。很多國家都渴望發展「知識型經濟」，令知識成為財富的主要來源。

ISO 30401 Structure and Content

The introductory clauses of ISO 30401 define a number of guiding principles for knowledge management, including:

- **The nature of knowledge:** knowledge is intangible and complex; it is created by people.
- **Value:** knowledge is a key source of value for organisations to meet their objectives. Knowledge management is a means of unlocking the potential value of knowledge.
- **Focus:** knowledge management serves the organisational objectives, strategies and needs.
- **Adaptive:** there is no one knowledge management solution that fits all organisations within all contexts. Organisations may develop their own approach to knowledge management based on their needs and context.
- **Shared understanding:** people create their own knowledge by their own understanding of the input they receive. For shared understanding, knowledge management should include interactions between people, using content, processes and technologies where appropriate.
- **Environment:** knowledge is not managed directly; knowledge management focuses on managing the working environment, thus nurturing the knowledge lifecycle.
- **Culture:** culture is critical to the effectiveness of knowledge management.
- **Iterative:** knowledge management should incorporate learning and feedback cycles.

In addition to the standard clauses for any management system standard (Context, Leadership, Planning, Support, Operations, Performance evaluation and Improvement), ISO 30401 places additional emphasis on the following topics, each representing an important dimension of the knowledge management system:

- Knowledge development through systematic activities and behaviours, supporting the knowledge management system:
  - **Acquiring** new knowledge, as a means to provide the organisation with knowledge that was previously unknown or unavailable. This can include, for example, knowledge discovery and detection, knowledge acquisition from external sources, research, innovation, feedback, lessons learned and the adaptation of existing knowledge to new applications.
  - **Applying** current knowledge, to make knowledge effective, by enabling improved actions and decision making. This can include, for example, knowledge transfer and sharing, knowledge reuse and creative problem solving.
  - **Retaining** current knowledge, as a means to safeguard the organisation from the risks of knowledge loss. This can include documenting knowledge, information backup, succession planning and coaching.
  - **Handling** outdated or invalid knowledge to protect the organisation from making mistakes or working inefficiently, as a result of use of knowledge inappropriate within the current organisational context.
- Activities and behaviours to support all different types of knowledge flows, including:
  - Human interactions: exchange and co-creation of knowledge through conversations and interactions; between individuals, teams and across the organisation.

ISO 30401 的架構及內容

ISO 30401 的簡介條文為知識管理清晰列出了多個指引原則,包括:

- **知識的性質:** 知識是無形的、複雜的;由人類創造。
- **價值:** 知識在機構實現目標的過程中起到關鍵作用。知識管理是發掘知識潛在價值的一種途徑。
- **焦點:** 知識管理根據機構的目標、策略及需求而設。
- **適合度:** 沒有一個知識管理方案適用於所有機構及其經營環境。機構或可因應他們的需要及環境而制定自己的知識管理方法。
- **達成共識:** 各人皆以自己的理解來創造自己的知識。為達成共識,知識管理應經過人與人之間的交流後共同創建,適當時候可應用內容、流程及技術作支援。
- **環境:** 知識並不是直接被管理的;知識管理側重於管理工作環境,令知識不斷循環。
- **文化:** 文化對有效的知識管理至關重要。
- **重複性:** 知識管理應包含學習及反饋循環。

除了各管理體系標準(環境、領導、規劃、支持、運營、績效評估及改進)的標準條文外,ISO 30401 亦強調以下主題,每個主題分別代表知識管理體系中的不同重要維度:

- 透過一系列有系統的活動和行為開發知識,建立知識管理系統:
  - **獲取**新知識,讓機構獲取前所未知或未有的知識的方法,包括:發掘知識、從外部獲取知識、研究、創新、反饋、經驗教訓及把現有知識作嶄新的應用。
  - **應用**現有知識改善行動和決策,成為有效知識,包括:知識轉移及共享、知識重用及創意解難。
  - **保存**現有知識,提防機構流失知識,包括:知識歸檔、信息備份、接任計劃及上司指導。
  - **處理**過時或無效的知識,避免機構於當下的機構環境內,運用不當的知識,導致出錯或工作效率低下。
- 促進不同類型的知識流動的活動及行為,包括:
  - 人際溝通及互動:通過人與人之間的交流與互動,交換及共創知識;透過個人、群體及機構之間的互動。
  - 呈現:透過展示、記錄及/或編纂來締造知識。
  - 合併:將已編纂的知識策展、正規化、構建或分類,令知識易於獲取及尋找。
  - 內化及學習:檢閱、評估及吸收知識;融入實踐之中。

- Representation: making knowledge available through demonstrating, recording, documenting and/or codifying.
- Combination: curating, formalising, structuring or classifying codified knowledge, making the knowledge accessible and findable.
- Internalisation and learning: reviewing, assessing and absorbing knowledge; incorporating it into practice.
- Enablers to create an effective knowledge management system, including:
  - Human capital: clearly defined roles and accountabilities, including all knowledge management system stakeholders; making sure that knowledge management is encouraged within the organisation.
  - Processes: defined knowledge activities applied and embedded within organisational processes, including procedures, instructions, methods and measures.
  - Technology and infrastructure: digital channels, virtual and physical workspace and other tools such as mobile apps; portals; WIKIs; search engines; cloud computing; big data platforms; collaborative workspaces; informal meeting areas.
  - Governance: strategy, expectations and means of ensuring the knowledge management system is working in alignment with the overall business needs.
  - Culture: attitudes and norms regarding sharing and learning from mistakes.
- The need to balance sometimes-conflicting requirements for knowledge sharing with those for confidentiality, intellectual property and/or knowledge protection.

Informative Annexes

In addition to the requirements in the core of the standard, ISO 30401 also includes three informative annexes as follows:

- **Annex A - The knowledge spectrum** explains how knowledge can occur in many types and forms. These range from clearly codified knowledge to uncodified experience and/or action-based knowledge. At one end of the spectrum is knowledge that the individual is not even aware they have, or that they cannot express in words or symbols. At the other extreme is documented or recorded knowledge (such as textbooks, document files or open digital learning content).
- **Annex B - Relationship between knowledge management and adjacent disciplines** explains about the interactions of knowledge management with topics such as Information management, Data management, Business intelligence, Customer relationship management, Learning, organisational development and training, Organisational learning, Human resource management, Innovation management, Risk management, and Quality management.
- **Annex C - Knowledge management culture** provides information about how the behaviours of seeking, sharing, developing and applying knowledge can be encouraged.

Conclusions

The newly-published ISO 30401:2018 is the first standard ever to provide requirements for a consistent, systematic approach to knowledge management. It can be used independently as a basis for certification, or as an important component to support the effective implementation of other management system standards, such as ISO 9001, ISO 14001, or ISO 45001.

- 建立知識管理體系的支柱,包括:
  - 人力資本:清晰定義各人所屬的角色及責任,包括所有知識管理體系的持分者;確保機構的知識管理得到支援。
  - 流程:定義適用於並嵌入至機構流程的知識活動,包括程序、指引、方法及措施。
  - 技術及基礎設施:電子媒介、虛擬與現實工作環境及其他工具,如流動應用程序、門戶網站、維基百科、搜索引擎、雲端運算、大數據平台、協作工作平台及非正式會議室。
  - 管治:制定策略、預期目標及方法,確保知識管理體系能配合整體業務需要。
  - 文化:就分享及從錯誤中學習而形成的態度及規範。
- 需要平衡在知識共享時有可能面對的保密、知識產權及/或知識保護等要求。

資料性附錄

除了標準的核心要求外,ISO 30401 亦有三份資料性附錄如下:

- **附錄 A—知識範疇** 說明知識如何以多種類型及形式出現,從已明確編纂的知識到未經編纂的經驗及/或基於行動的知識。一方面,有些知識是不為人察覺,或不能以文字或符號表達。另一方面,有些知識可以記錄或收錄(如:課本、文檔、開放式的電子學習內容)。
- **附錄 B—知識管理與相關學科的關係** 列出了一系列與知識管理產生相互作用的課題,包括資訊管理、數據管理、商業智能、客戶關係管理、學習、機構發展及培訓、機構學習、人力資源管理、創新管理、風險管理及質量管理。
- **附錄 C—知識管理文化** 提供一系列資訊,說明尋求、共享、開發及應用知識的方法。

總結

最近發布的 ISO 30401:2018 是目前首個針對知識管理要求的標準,提供一致及系統化的要求。新標準可獨立用作認證的準則,也可作為支持有效實施其他管理體系標準(如:ISO 9001、ISO 14001、ISO 45001)的重要一環。

Interview with Chairman of Quality Building Award 2020 Organising Committee – Ir Peter K. W. Mok
專訪2020年度「優質建築大獎」籌備委員會主席 — 莫國和工程師

Ir Peter K. W. Mok
HKQAA Honorary Chairman, Chairman of QBA 2020 Organising Committee
香港品質保證局名譽主席、2020年度「優質建築大獎」籌備委員會主席
莫國和工程師

Hong Kong Quality Assurance Agency (HKQAA) has been elected as the Alternate Chair of the Quality Building Award (QBA) 2020. VISION is pleased to have Ir Peter K. W. Mok, the Chairman of the QBA 2020 Organising Committee, to share with us his insights and expectations for the QBA.

VISION (V): Ir Mok has been serving and contributing to the building industry for many years. You are a former Chairman of the QBA Organising Committee and are taking on this role again this year. How do you feel about this? What is the purpose of the Award?

Ir Peter K. W. Mok (M): Over ten years have passed since I was the Chairman of the QBA Organising Committee. I am glad to see that the building quality in Hong Kong, including the work of QBA awardees, has been improving every year. QBA has been held for nearly 20 years and has received a positive response from the industry. Every year, the work of the awardees is impressive and keeps surprising us.

The QBA aims to give public recognition to buildings of outstanding quality that demonstrate outstanding teamwork. There are many building-related awards in Hong Kong, but QBA is quite different. To achieve success, it requires comprehensive teamwork and involves numerous stakeholders in the building industry, ranging from building design and engineering, to quality management and the construction field. With the joint effort of these professionals, the building process should be the best it can be and there should not be a single mistake throughout each session. We hope the award can promote a collective commitment by the industry to maintaining the highest level of professionalism and competitiveness.

V: In your opinion, what essentials do quality buildings possess?

M: In the past, the buildings were satisfactory as long as they could contain people. Nowadays, we stress people's comfort. We also need to save energy and preserve our environment. Recently, the WELL Building Standard was rolled out by the International WELL Building Institute based on the Green Building Standard. It focuses on people's well-being by integrating mental and physical health into building design, thus providing a comfortable place for them to live. Feature concepts including air quality, light control and comfort are considered in the standard.

One example is staircases, which used to be located in the centre of a building, resulting in insufficient light and air. Nowadays, most buildings have windows and lighting control devices in the staircase to make sure sunlight and fresh air can circulate. This modified design helps professionals conform to feature concepts of the WELL Building Standard.

V: HKQAA has been promoting quality management for years, as well as collaborating closely with the building industry. What do you think about the contribution of the Agency to the industry?

M: I think HKQAA has made a great contribution in advocating quality buildings, and has been a pioneer of the industry in improving the building level in Hong Kong. Soon after its inception, HKQAA brought international quality management systems to local organisations by introducing and promoting the ISO 9001 standard. This was a milestone in our early development. Later on, the Agency introduced Environmental Management Systems, Health & Safety Management

香港品質保證局獲選為2020年度「優質建築大獎」輪任主席，今期《管略》很榮幸邀得本局名譽主席及大獎籌備委員會主席莫國和工程師，與讀者分享對大獎的看法與期望。

管略（管）： 莫工程師服務建築界數十年，貢獻良多，過去亦曾任「優質建築大獎」籌備委員會主席，協助業界推動優質建築；對於2020年度再次擔任大獎籌委會主席有何感受？舉辦大獎的目的是什麼？

莫國和工程師（莫）： 自2008年擔任「優質建築大獎」籌備委員會主席後，不經不覺已過去了十年有多，我喜見香港建築質素十年間進步不少，得獎建築一年比一年有進步。「優質建築大獎」舉辦已近20年，受業界熱烈歡迎，每一屆的作品也有驚喜及令人欣賞的地方。

「優質建築大獎」旨在表揚優質的建築項目及充分發揮團隊精神的項目隊伍。誠然香港已有不少有關建築的獎項，但優質建築大獎與其他比賽不同，講求全面性及團隊合作；得獎關鍵在於需要綜合建築界多個持分者的參與，遍及建築設計、工程、品質管理及承建範疇等等，在集合眾多專業人士努力的建築過程中，每一環節也要力求完善，不能出紕漏。我們期望大獎能促進建築業內人士一同努力，提升專業水平及競爭力。

管： 在閣下的心目中，優質建築需包含什麼重要元素？

莫： 以前的建築只要可居住就可以，現時則注重人於室內的舒適度，要住得健康舒服。而在環保方面，則不可浪費資源及破壞生態。最近國際WELL建築研究院基於綠色建築的體系上，提出了WELL建築標準，建築設計需以人的角度出發，以人為本，將人的身心健康融於建築設計之中，旨在營造舒適的環境。設計當中需留意空氣品質、光線及舒適度等指標。

例如往時樓梯的設計會放進建築中央內部，未能提供足夠的光線及空氣予住戶。現時的設計則會在內設置窗戶，令陽光可滲入樓梯中，新鮮空氣亦能於空間內流通，再加上對光線的調控，有助這類設計達到WELL所提及的建築指標。

管： 香港品質保證局多年來致力推動優質管理，與建築業界亦建立了緊密的合作關係；閣下認為本局在建築業界方面有什麼貢獻？

Systems, and Energy Management Systems, among others. With our best endeavours, the industry has kept improving their performance through systematic management, thus increasing the overall building quality in Hong Kong.

V: HKQAA enters its 30th anniversary. At the same time, the Agency is also the Alternate Chair of QBA 2020 and starts preparing for this. What are your expectations about the Award and the Agency?

M: Many new quality buildings have been completed this year so we are expecting more professionals to enter the competition. By creating more opportunities for the industry to learn from each other, the Award can further foster the development of the building industry. I have suggested many innovative ideas for the betterment of the previous Award. After ten years, I hope we can be flexible and add variations to QBA 2020.

HKQAA is a successful non-profit public organisation. A few years after its foundation, the Agency became financial independent. Later, subsidiaries and offices were set up in Shanghai, Guangzhou, Xian and Macau. Planning and expanding our business in the region has given me great satisfaction. Looking forward, I expect the Agency to continue to lead by example, creating visionary offerings to make a greater contribution to the business industry and society.

Sr Stephen Lai, Chairman of QBA 2018 Organising Committee (right), hands over the chair baton to Ir Mok (left).
2018年度「優質建築大獎」籌備委員會主席賴旭輝測量師(右)與莫工程師(左)攝於輪任主席移交儀式。

莫：我認為香港品質保證局對推動優質建築貢獻良多，花了很大努力協助提升本地建築水平，可謂業界的先驅者。如創局時引入 ISO 9001標準，在建築界大力推廣，將國際品質管理體系帶進業界，便是早期一個重要的里程碑。其後本局繼續引進環境管理體系、職業安全健康管理體系及能源管理體系等，不懈地推動本港建築業界進行系統化管理，從而持續改善及進步，提升整個業界的水平。

管：香港品質保證局踏入30周年，同時本局亦正式接任2020年度「優質建築大獎」輪任主席，開展籌備工作，可謂一個新的里程碑。可否談談閣下對本局及大獎的期望？

莫：今年度有不少落成的優秀建築，期望我們可以盡可能邀請更多業界人士參與比賽，互相切磋交流，透過大獎促進建築業界的水平。我曾於2008年提出不少創新改良的想法，希望在十多年後，「優質建築大獎」能再次運用靈活的思維，為大獎添加新的色彩。

香港品質保證局是一間很成功的非牟利公營機構，創局後幾年便達到了收支平衡，其後更成功擴展業務至內地及鄰近地區，在上海、廣州、西安及澳門設立了分公司及辦事處；我在參與這些規劃過程當中十分有成功感。展望未來，我期望本局繼續成為業界的模範，開展更多具前瞻性的服務，為商界及社會帶來更大的貢獻。

First Organising Committee Meeting of the Quality Building Award 2020
2020年度「優質建築大獎」第一次籌委會會議

The first Organising Committee meeting of the "Quality Building Award (QBA) 2020" was held in HKQAA on 6 December 2018. The award was jointly organised by nine professional organisations in the industry.

Members of the Organising Committee from various professional organisations attended the meeting and discussed the key milestone and working schedule of the QBA 2020. We hope the award can promote a collective commitment by the building industry to maintaining the highest level of professionalism and competitiveness.

Ir Peter Mok, Honorary Chairman of HKQAA and Chairman of the QBA 2020 Organising Committee, speaking at the meeting.
香港品質保證局名譽主席及2020年度「優質建築大獎」籌委會主席莫國和工程師於會上發言。

由本地九大專業團體聯合舉辦的2020年度「優質建築大獎」第一次籌委會會議，已於2018年12月6日在香港品質保證局舉行。

多位來自不同專業團體的籌備委員會成員出席是次會議，商討本年度大獎的重要里程碑及工作日程。我們期望此大獎能促進建築業內人士共同努力，維持專業水平及競爭力。

Representatives from nine professional organisations attended the meeting.
來自九大專業團體的代表出席是次會議。

Interview with New Deputy Chairman —
Mr Simon Wong Ka Wo, BBS, JP
專訪新任副主席 — 黃家和先生, BBS, 太平紳士

Mr Simon Wong Ka Wo, BBS, JP has served on the Governing Council of HKQAA for many years. He joined the Governing Council again in 2017 and became Deputy Chairman of the Agency last November. We are delighted to interview Mr Wong for this issue of VISION.

VISION (V): Why did you join the Governing Council of HKQAA? As the new Deputy Chairman, what are your expectations about HKQAA?

Mr Wong (W): Since I have been in the catering industry for a long time, I deeply understand the importance of food safety and food quality. Over the years, HKQAA has contributed to the development of the industry through its assessment and certification services. It was my honour to be on HKQAA's Governing Council and to become Deputy Chairman two months ago. It is a great opportunity for me to share my past working experience in the food and catering industries with, and provide suggestions for, the Agency, taking its work on assessment and certification to new heights.

In addition, in light of the increasing number of food incidents, I look forward to strengthening the management performance of the industry, as well as boosting the confidence of customers and stakeholders, through a variety of schemes and initiatives.

V: What do you think about today's business environment? How can the companies stay competitive in the market? Also, how can HKQAA cope with the development of local industries?

W: From the business perspective, Hong Kong industries should already be internationally aligned, no matter which industry they are in - food, environmental protection, electronics or innovative technologies. Although many companies perform well and have met international standards, I believe we can go further if we exchange our knowledge and resources with other places and make the most of the advantages of Hong Kong as an international business and financial centre. Also, if companies seize the opportunities offered by the Greater Bay Area and the Belt and Road Initiative, they will definitely go far in their business.

Certainly, HKQAA plays an important role in facilitating the development of local industry. This includes introducing international standards such as ISO 22000 Food Safety Management Systems and ISO 45001 Occupational Health and Safety Management Systems, which help enhance management performance and maintain its competitiveness in the market, encouraging continuous improvement which will benefit the community.

To keep pace with the development of the market and society, HKQAA also developed new services like the Wine Storage Management Systems Certification Scheme. The Scheme has successfully introduced new thinking to the wine industry and encouraged them to promote good practices, as well as upgrading their professional level. Our Green Finance Certification Scheme supported the Hong Kong SAR Government's policy of facilitating the development of green finance and green industry. It helps promote Hong Kong's development into a regional green finance hub and follows the international trend closely.

黃家和先生, BBS, 太平紳士曾服務香港品質保證局董事局多年，2017年再度加入董事局，並於去年11月獲選為副主席。今期《管略》很榮幸邀得他接受專訪。

管略（管）：黃先生當初是甚麼原因加入成為本局一份子呢？作為新任副主席，您有何感想和期望？

黃副主席（黃）：由於我投身飲食業多年，深深明白到食品安全及品質的重要性。一直以來，香港品質保證局在評審及認證方面對業界的發展貢獻良多，我很榮幸能夠加入董事局並擔任副主席，有機會跟大家分享過往在食品業、飲食業工作的經驗，並提供建議予本局，令我們在評審及認證方面的工作更上一層樓。

另外，針對近年與日俱增的食品事故，我期盼能透過不同的計劃及倡議，推動業界提升自身價值，優化管理，加強消費者及持分者的信心。

管：您對現今營商環境有何看法？您認為企業可以如何在市場上保持競爭力？而本局又可如何配合本地業界發展？

黃：從營商角度來看，不論從事哪一個行業，食品、環保、電子或其他創新科技，目前為止，香港的業界都需與國際接軌。雖然很多企業現時的表現不錯，達到國際水平，但若能把我們所擁有的知識和資源與其他地方互聯互通，把握香港作為國際商業及金融中心的優勢，相信未來的發展能更進一步。只要企業能掌握大灣區及一帶一路的機遇，定必大有作為。

誠然，香港品質保證局積極配合本地業界發展，扮演着重要角色，包括引入國際標準，如ISO 22000食品安全管理體系、ISO 45001職業健康安全管理體系等，協助提升不同行業的管理表現，保持企業在市場上的競爭力，推動商界持續進步，從而惠及市民。

同時，本局亦與時並進，配合市場及社會發展，開發嶄新服務，如「葡萄酒儲存管理體系認證計劃」，成功為葡萄酒業界引進新思維，鼓勵他們實踐良好的做

V: You accomplished a lot in the catering industry and were awarded the Bronze Bauhinia Star. What is your motive in taking on public service and serving the community with enthusiasm all these years?

W: Personally, I have a strong passion for catering. I hope Hong Kong's food industry and related sectors can seek self-advancement and enhance competitiveness. Over the years, I have devoted time and effort in liaising closely with the industry and listening to their opinions attentively. I have also actively communicated with the Government to discuss issues such as food safety and environmental protection, in order to improve the business environment. I hope I can make a contribution to the industry and the community.

V: Could you share with readers your personal rules of success?

W: I strongly believe that full commitment and dedication are of the utmost importance. Besides, a successful person should have a full understanding of the field and the industry. Don't give up easily when you encounter difficulties. You should insist on your principles and be fearless in the face of all challenges.

法，展示和提升專業水平。而「綠色金融認證計劃」則能配合政府政策，推動綠色金融及產業發展，支持香港成為區域綠色金融中心，緊貼國際走向。

管：閣下於飲食業成就卓越，建樹良多，更獲頒銅紫荊星章的榮譽；是什麼促使您多年來熱心不懈地參與公職，服務社會呢？

黃：我個人對飲食業一直充滿熱忱，希望香港食品及相關行業能不斷增值及提升競爭力。多年來，我投放了不少時間和精力與業界緊密聯繫，用心聆聽意見，並積極與政府交流溝通，致力改善行業內的營商環境，共同探討食物安全、環保等議題，希望為業界及社會出一分力。

管：最後，可否與讀者分享您的成功之道？

黃：我個人堅信凡事全情投入，並需對該領域或行業有充分的了解，面對困難時切勿輕易放棄，抱着不畏懼任何挑戰的心態，堅持自己的理念及原則才可以成功。

Biography of Mr Simon Wong Ka Wo, BBS, JP

Mr Simon Wong Ka Wo, BBS, JP, is the Chairman of Kampery Group, which specialises in coffee, tea products, red wine, coffee machines and organic food. Major brands include Mocaroma, Kampery F&B Services and Red Dot Dot. The Group is trading with different countries all over the world. In addition, he established Greendotdot in early years, specialising in organic and health products. Mr Wong is also the President of the Hong Kong Federation of Restaurants and Related Trades and Chairman of the Hong Kong Brand Development Council.

黃家和先生, BBS, 太平紳士簡歷

黃家和先生, BBS, 太平紳士現為金百加集團主席，主要從事咖啡、紅茶、葡萄酒、咖啡設備、有機產品及食品。集團旗下品牌包括「樂滿家」、「金百加餐飲」、「点点紅」等，業務遍及全球各地不同市場。此外，黃先生更於早年成立点点綠集團，專門從事有機及健康食品。他亦是香港餐飲聯業協會會長及香港品牌發展局主席。

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

Ms Christine Wai
衛懿欣女士

Ms Christine Wai joined the Trade and Industry Department of the HKSAR Government in August 2018. Ms Wai's duties, as Assistant Director-General of Trade and Industry (Industries Support), include support services and funding schemes for small and medium enterprises (SMEs), regional cooperation on SME matters, brand promotion and development, and liaison and support services to Hong Kong industries.

Before joining the Trade and Industry Department, Ms Wai served in various bureaux and departments, including the Home Affairs Department, the former Education and Manpower Bureau, the Security Bureau, the Chief Secretary for Administration's Office, the Home Affairs Bureau, the Civil Service Bureau and the Administration Wing.

衛懿欣女士於2018年8月加入香港特區政府工業貿易署，現任工業貿易署助理署長(工商業支援部)，其職務範圍涵蓋中小型企業支援服務和資助計劃、中小型企業的區域合作事宜、品牌發展及推廣、聯繫及支援香港工商業等。

衛女士在加入工業貿易署前，曾於多個決策局及部門工作，包括民政事務總署、前教育統籌局、保安局、政務司司長辦公室、民政事務局、公務員事務局和行政署。

MOU Signed with Shaanxi Provincial Office of Finance
與陝西省金融工作辦公室簽署合作備忘錄

HKQAA signed a Memorandum of Understanding (MOU) with Shaanxi Provincial Office of Finance at the Shaanxi-Hong Kong Financial Cooperation Forum on 14 November 2018. The aim of the MOU is to enhance communication among financial institutions, investment organisations and intermediaries, and promote financial investment services in both Hong Kong and Shaanxi. The Forum was held during the 8th Shaanxi-Guangdong-Hong Kong-Macao Economic Cooperation Week. Many senior government officials and financial representatives from both regions attended this significant event.

During the Forum, the MOU was signed by Mr Su Huchao, Office Director of Shaanxi Provincial Office of Finance (front row, left 3) and Dr Michael Lam, Chief Executive Officer of HKQAA (front row, left 2). Witnesses to the signing included HKQAA's Chairman, Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP (back row, right 3), and Deputy Chairman, Ir C. S. Ho (back row, right 2), as well as Ms Loretta Lee, Acting Associate Director General of Investment Promotion, InvestHK (back row, left 4) and Mr Wu Min, Chief Executive of Bank of China (Shaanxi Branch) (back row, left 2). Senior executives from other Hong Kong financial institutions also signed MOUs with Shaanxi Provincial Office of Finance.

本局於 2018 年 11 月 14 日，在「陝西—香港金融合作交流懇談會」上，與陝西省金融工作辦公室簽署合作備忘錄，攜手促進陝港金融機構、投資機構、中介服務機構之間的交流溝通，共同推動兩地金融投資服務。是次金融合作交流懇談會是「第八屆陝粵港澳經濟合作活動周」的活動之一，不少陝港政府高層人員及金融界代表撥冗出席。

會上，陝西省金融辦主任蘇虎超先生（前排，左三）與本局總裁林寶興博士（前排，左二）代表雙方簽署合作備忘錄，並由本局主席盧偉國議員博士工程師, SBS, MH, 太平紳士（後排，右三）、副主席何志誠工程師（後排，右二）、香港投資推廣署署理助理署長李淑菁女士（後排，左四）及中國銀行陝西省分行行長吳敏先生（後排，左二）等嘉賓見證。此外，陝西省金融辦亦分別與多間香港金融機構的高層代表簽署合作備忘錄。

Participating in 25th Pearl River Finance Forum: Green Finance Innovation Development Forum
參與「第25期珠江金融論壇－綠色金融創新發展論壇」

HKQAA attended the 25th Pearl River Finance Forum: Green Finance Innovation Development Forum on 27 December 2018, in Ziweiyuan, Huadu. The Forum was overseen by the People's Government of Guangzhou Municipality, supervised by the Bureau of Financial Affairs of Guangzhou Municipality, jointly organised by the Green Finance Committee of Guangdong Society for Finance, the Guangzhou Finance Association and the People's Government of Huadu, and executed by the Bureau of Financial Affairs, Huadu.

Mr P C Chan, Chief Operating Officer of HKQAA, spoke about current developments in green finance in Hong Kong. He also introduced HKQAA's Green Finance Certification Scheme and the HKSAR Government's Green Bond Grant Scheme. It is hoped that further exchanges and collaboration between Guangzhou and Hong Kong will help facilitate the development of Green Finance in the region.

本局於2018年12月27日參與由廣州市人民政府指導，廣州市金融工作局主管，廣東金融學會綠色金融專業委員會、廣州金融業協會、花都區人民政府主辦及花都區金融工作局承辦，於花都區紫薇苑舉行的「第25期珠江金融論壇－綠色金融創新發展論壇」。

香港品質保證局運營總監陳沛昌先生在會上分享香港綠色金融發展現況，並介紹了本局「綠色金融認證計劃」及香港特區政府「綠色債券資助計劃」。期望穗港的進一步交流合作，可促進區內的綠色金融發展。

Mr P C Chan, Chief Operating Officer of HKQAA, speaks at the Forum.
本局運營總監陳沛昌先生於論壇上演講。

MOU Signed with the Bureau of Finance Affairs of Guangzhou Municipality
與廣州市金融工作局簽署合作備忘錄

HKQAA signed a Memorandum of Understanding (MOU) with the Bureau of Finance Affairs of Guangzhou Municipality in January 2019. The aim of the MOU is to establish a green finance platform to help green industries enhance their external connections, promote the exchange of knowledge and technology between Guangzhou and Hong Kong, and explore green finance opportunities in the Greater Bay Area and in the "Belt and Road Initiative".

The MOU was exchanged between Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA (Left), and Mr Qiu Yitong, Chief of the Bureau of Finance Affairs of Guangzhou Municipality (Right), at the 2019 Guangzhou-Hong Kong-Macao Financial Cooperation and Promotion Conference on 14 January 2019. In addition, Mr K T Ting, Assistant Director, Learning and Development of HKQAA, participated in a panel discussion on "Cooperation, Innovation and Development of Green Finance under the Framework of Greater Bay Area" and promoted Green Finance Certification Scheme.

Mr He Xiaojun, Director General of the Bureau of Financial Supervision of Guangdong Municipality and Mr Chen Zhiying, Standing Member of the CPC Guangzhou Committee, and Vice Mayor of Guangzhou Municipal Government, spoke at the Conference. Many senior government officials and financial representatives also attended this important event.

本局於2019年1月與廣州市金融工作局簽署合作備忘錄，共同構建有利於綠色產業對外連接的綠色金融平台，推動穗港兩地的知識和技術轉移和分享，發掘大灣區和「一帶一路」帶來的綠色金融機遇。

本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士，於2019年1月14日舉行的「2019 穗港澳金融合作推介會」上與廣州市金融工作局局長邱億通先生代表雙方交換合作備忘錄，而本局學習及發展助理總監丁國滔先生則擔任了「粵港澳大灣區框架下綠色金融合作創新發展」討論環節的嘉賓講者，推廣「綠色金融認證計劃」。

廣東省地方金融監督管理局局長何曉軍先生以及廣州市委常委、常務副市長陳志英先生在會上致辭。不少政府高層人員及金融界代表亦出席了活動。

本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士(左)與廣州市金融工作局長邱億通先生(右)代表雙方交換合作備忘錄。
The MOU was exchanged between Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA (Left) with Mr Qiu Yitong, Chief of Bureau of Finance Affairs of Guangzhou Municipality (Right).

本局學習及發展助理總監丁國滔先生(中)參與了討論環節。
Mr K T Ting, Assistant Director, Learning and Development of HKQAA (middle), participated in the panel discussion.

Participating in the "Green Finance in Action" Hong Kong Study Tour
參與「綠色金融・香港機遇」內地企業與金融機構赴港發行綠色債券主題會議

Representatives from HKQAA joined the "Green Finance in Action" Hong Kong study tour on 13-15 January 2019, held in Hong Kong. The tour was co-organised by the Research Bureau of the People's Bank of China (PBoC), the Hong Kong Green Finance Association (HKGFA) and the Hong Kong Money Authority (HKMA). Mr P C Chan, HKQAA's Chief Operating Officer, was one of the guest speakers at the "Hong Kong Green Financing" seminar session, and introduced HKQAA's Green Finance Certification Scheme to potential green bond issuers from Mainland China.

The tour included policy and regulatory briefings by senior representatives from the HKMA, the Financial Services and the Treasury Bureau, the PBoC, the China Banking and Insurance Regulatory Commission and the State Administration of Foreign Exchange, as well as seminars by banks, investors and service providers on the latest market developments. Participating Mainland China issuer representatives also attended the Deal Flow Matchmaking Session at the Asian Financial Forum.

本局代表於2019年1月13至15日，參與由中國人民銀行研究局、香港金融管理局及香港綠色金融協會在香港聯合舉辦的『「綠色金融・香港機遇」內地企業與金融機構赴港發行綠色債券主題會議」，而本局運營總監陳沛昌先生亦擔任「香港綠色融資研討會」環節的嘉賓講者，向內地綠色債券意向發行人介紹「綠色金融認證計劃」。

是次會議包括由來自香港金融管理局、財經事務及庫務局、人民銀行、銀行保險監督管理委員會和國家外匯管理局的高層代表主講的政策及監管座談會；以及由銀行、投資人及服務提供機構介紹最新市場發展情況的研討會。內地發行人代表亦出席了亞洲金融論壇環球投資項目對接會。

Mr P C Chan, Chief Operating Officer of HKQAA, introduces the Green Finance Certification Scheme to potential green bond issuers from Mainland China.
本局運營總監陳沛昌先生向內地綠色債券意向發行人介紹「綠色金融認證計劃」。

MOU Signed with International Finance Corporation (IFC)
與世界銀行集團成員國際金融公司簽署合作備忘錄

Promoting Green Finance and Enhancing its Credibility through International and Regional Collaboration

A Memorandum of Understanding (MOU) was signed between HKQAA and **International Finance Corporation (IFC)** on 16 October 2018. The parties will join hands to facilitate the development of green finance and green projects in the region.

IFC, a member of the **World Bank Group**, is the largest global development institution focused on the private sector in emerging markets. It also supports the development of green buildings and seeks to achieve green building market transformation in different countries.

The strategic cooperation aims to facilitate the development of green finance while ensuring the credibility of green financial instruments and enhancing stakeholder confidence via independent, impartial third-party conformity assessments. As one of the leading certification organisations in the region, HKQAA provides professional certification service for green finance issuers which does not only enhance the credibility of green finance projects, but also promote effective management of environmental risks.

It is believed that the cooperation will bring synergistic effects and utilise the strengths of both parties through the promotion of HKQAA's Green Finance Certification Scheme and IFC's EDGE Green Building Voluntary Certification Program. It will also promote the financing, training, certification and assessment of green development initiatives in China and elsewhere, and will contribute to the social and economic development of the region.

結合國際與地區優勢　提升綠色金融公信力

本局於 2018 年 10 月 16 日與**國際金融公司**簽署合作備忘錄，攜手促進綠色金融及綠色項目在區內的發展。

國際金融公司是**世界銀行集團**成員之一，也是全球最大的專注於新興市場私營部門發展的國際開發機構。國際金融公司同時支持綠色建築發展，務求在不同國家實現綠色建築市場的轉型。

這次策略性合作，旨在促進綠色金融的發展，並通過公正的獨立第三方合格評定服務，確保綠色金融工具的公信性及提升持分者的信心。作為區內最具領導地位的認證機構之一，本局為綠色金融發行人提供專業的綠色金融認證服務，不僅提升了綠色融資項目的公信力，還促進其管理環境風險的能力。

相信這次合作可以產生協同效應，透過推廣本局的綠色金融認證計劃及國際金融公司的 EDGE 綠色建築認證體系計劃，發揮彼此優勢，協助促進中國和其他地區的綠色項目融資，以及有關的 EDGE 綠色認證、評審及培訓工作，為區內社會經濟帶來更多貢獻。

Participation in Developing the ISO Standard for Sustainable Finance
參與制定有關可持續發展金融的 ISO 標準

In December 2018, the expert from HKQAA was nominated by the Innovation and Technology Commission of the HKSAR Government to directly take part in the **technical committee for ISO/TC 322**, which is developing the ISO standard for sustainable finance.

In 2017, our expert was nominated by the Commission and the China National Institute of Standardization respectively to participate in the technical committee for ISO/TC 207/SC 4 and the working group for ISO/TC 207/SC 4/WG 7 to develop ISO 14030 Green bonds – Environmental performance of nominated projects and assets. Since 2018, HKQAA has also been an Observer of the Green Bond Principles (GBP) under the International Capital Market Association (ICMA), and has acted as an approved verifier for the Climate Bonds Standard. All these demonstrate our expertise in the fields of sustainability and responsible investment.

2018 年 12 月，本局專家獲香港創新科技署提名，加入 **ISO/TC 322 技術委員會**，直接參與制定有關可持續發展金融的 ISO 標準。

自 2017 年起，本局已獲該署及中國標準研究院提名加入 ISO/TC 207/SC 4 技術委員會及其工作小組（ISO/TC 207/SC 4/WG 7），參與制定《ISO 14030 綠色債券 – 指定項目及資產的環境表現》；自 2018 年起本局亦成為國際資本市場協會（International Capital Market Association，ICMA）《綠色債券原則》（Green Bond Principles，GBP）的觀察員，以及成為氣候債券標準（Climate Bonds Standard）委員會授權的核查機構，充分展現本局於可持續發展及責任投資領域的專業能力。

International
國際

Revision of "Annex SL"

It is now more than six years since ISO introduced the requirement for all its management system standards to be aligned using the high-level structure and core text that is outlined in Annex SL to the ISO Directives. There are now more than 40 management system standards that use Annex SL, including well-known ones such as ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 27001 to more obscure standards that include ISO 39001 (Road Traffic Safety Management), ISO 18788 (Management system for private security operations) and many more.

At its meeting in Geneva in October 2018, ISO's Joint Technical Coordination Group decided to begin a revision to Annex SL, to build on the lessons learnt by the various Technical Committees that have used it to develop their standards, and appointed Dr Nigel Croft to lead the Task Force that will conduct the revision over the course of 2019 and 2020.

ISO Standards Help People with Disabilities

Over a billion people around the world have some form of disability. Empowerment and inclusiveness of this large section of the population are therefore essential for a sustainable society, and made up the theme of the International Day of Persons with Disabilities, held on December 3rd 2018.

ISO standards help manufacturers, service providers, designers and policy makers to create products and services that meet the accessibility needs of every person. These include standards for assistive technology, mobility devices, inclusivity for aged persons and much more. ISO/IEC Guide 71 "Guide for addressing accessibility in standards", aims to help those who develop standards to consider accessibility issues, especially if these have not been addressed before. Examples include ISO 17049 on the use of braille in accessible design, ISO 23599 on assistive products for blind and vision-impaired persons and the upcoming ISO 21902 on accessible tourism, which all contribute directly to the UN's Sustainable Development Goal SDG 3: Good health and well-being.

New ISO Committee on Sustainable Finance

A new ISO technical committee, ISO/TC 322, sustainable finance, aims to foster a sustainable investment market through the development of new International standards. The first project for the committee will be to develop a framework for sustainable finance, which will consolidate concepts that exist and agree on common terminology. Future work will consider the integration of sustainability into financial decision making, services and products; investment decisions that achieve good social outcomes in addition to financial returns; green finance, which combines "climate finance", in support of concepts such as clean energy, with broader environmental and conservation finance; and investment around specific types of projects such as energy efficiency programmes and sustainable cities.

A consistent approach to sustainable finance is expected to drive confidence and uptake in the market, as well as encourage new initiatives and actions.

修定《附件 SL》

六年前，ISO 指引《附件 SL》內要求所有管理體系標準統一使用高階架構及相同核心內文。現時已有多於 40 個管理體系標準沿用《附件 SL》，包括較為人熟悉的 ISO 9001, ISO 14001, ISO 45001, ISO 22000 及 ISO 27001；亦包括 ISO 39001（道路交通安全管理體系），ISO 18788（私人安保運營管理體系）及更多。

於 2018 年 10 月舉行的日內瓦會議中，ISO 聯合技術協調小組決定開始修訂《附件 SL》。修訂工作將參考多個技術委員會使用高階架構制定標準的經驗，同時任派倪國夫博士領導工作小組於 2019 至 2020 年間開始相關修訂。

ISO 標準幫助傷健人士

全世界擁有超過十億位傷健人士 ，人口眾多，為了促進可持續的社會發展，包容並賦予傷健人士權力非常重要。每年的 12 月 3 日亦定立為國際復康日。

ISO 標準協助製造商、服務供應商、設計師及政策制定者推出符合無障礙需要的產品和服務，包括有關輔助科技、移動設備、長者服務等標準。《ISO/IEC 指引 71 有關在標準內回應無障礙訴求的指引》，便旨在協助標準制定者考慮這些以往被忽略的無障礙議題。例如 ISO 17049 有關於無障礙設計中使用盲文，ISO 23599 有關於盲人及視障人士的輔助工具，以及即將推出的 ISO 21902 有關無障礙旅遊等，將對聯合國的可持續發展目標 3：良好的健康與福祉作出直接貢獻。

新的 ISO 可持續發展金融委員會

新成立的 ISO/TC 322 可持續發展金融技術委員會，旨在透過開發新的國際標準來促進可持續發展的投資市場。小組首項工作將會整合現有的概念及常用術語，以開發可持續發展金融的框架。未來的工作包括：將可持續發展融入金融決策、服務及產品之中；既有投資回報又為社會帶來良好影響的投資決策；結合「氣候融資」的綠色金融項目，以支持潔淨能源的概念，提供更廣泛的環境及保育融資；以及有關特定項目的投資，如能源效益項目和可持續發展城市等等。

期望透過可持續發展金融的不間斷發展，可以提升市場的信心，使其被市場接納，以及鼓勵業界推行新的倡議和行動。

HKQAA Networking Cocktail Reception 2018 for Wine Industry
香港品質保證局葡萄酒業界交流酒會 2018

Hong Kong Quality Assurance Agency (HKQAA) held the "HKQAA Networking Cocktail Reception 2018 for Wine Industry" on 9 Nov 2018 at the Hong Kong International Wine & Spirits Fair.

Third-party Recognition Enhances Confidence in Wine-related Business

The zero-tax environment and well-developed transportation facilities have made Hong Kong one of the most cost-effective and convenient wine hubs in the Asia Pacific region. In response to market needs, HKQAA launched the Wine Storage Management Systems Certification Scheme in 2009 to promote the protection of wine quality and value through systematic storage management. In 2013, HKQAA took a further step and rolled out the Hong Kong Wine Registration Scheme to help companies demonstrate their commitment to providing wines with an identifiable source.

"Wine lovers now look into the source, storage and transportation conditions of wines, besides brands and vintages. There is no doubt that third-party recognition plays a substantial role in giving consumers, collectors and traders confidence in Hong Kong's wine-related businesses." said Dr Ir Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of the HKQAA.

Joining Hands to Foster Wine Business Development

HKQAA has also joined hands with the industry to enhance wine business development in the region. Last year, funded by The Organisation Support Programme under the Dedicated Fund on Branding, Upgrading and Domestic Sales, HKQAA supported the Hong Kong Wine Chamber of Commerce to implement "To Promote Brand of Hong Kong Wine Industry to Become the First Choice of Procurement in the Mainland Market Project 2017-2018". The project aimed to strengthen the brand of Hong Kong in the region and improve the industry.

In the event, Mr Henry Ho, the President of Hong Kong Wine Chamber of Commerce gave an overview of the Project. New participants in the Wine Storage Management Systems Certification Scheme also shared their good practices in wine storage management. The event received positive responses from wine professionals and the industry.

The wine e-Newsletter of 2018 is now published online. Interested parties may visit the website or scan the QR code on the right to view the e-Newsletter and participating organisation list of the Schemes. (http://www.hkqaa.org/WSMS/2018/)

Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA delivered the welcoming speech at the event.
盧偉國議員博士工程師, SBS, MH, 太平紳士於酒會上致歡迎辭。

Mr Henry Ho, President of Hong Kong Wine Chamber of Commerce gave an overview of the project "To Promote Brand of Hong Kong Wine Industry to Become the First Choice of Procurement in the Mainland Market Project 2017-2018".
香港葡萄酒商會會長何耀康先生回顧「推動香港葡萄酒業品牌促使香港葡萄酒貿易及零售商成為內地市場採購之首選」。

香港品質保證局於2018年11月9日的香港國際美酒展上，舉行「香港品質保證局葡萄酒業界交流酒會2018」。

第三方認同助增強用家信心

零酒稅及完善的運輸基建，造就香港成為亞太區最具成本效益及交通便利的葡萄酒樞紐之一。為配合市場需要，本局於2009年推出了「葡萄酒儲存管理體系認證計劃」，協助機構運用系統化儲存管理的框架，保護葡萄酒品質及價值。2013年，本局進一步推出「香港葡萄酒註冊計劃」，旨在協助機構彰顯提供可識別來源的葡萄酒之承諾。

「除了品牌和釀酒年份，葡萄酒愛好者亦會關注葡萄酒的來源、儲存和運輸過程。第三方認同有助建立消費者、收藏家及酒商對香港葡萄酒相關業務的信心。」本局主席盧偉國議員博士工程師, SBS, MH, 太平紳士道。

與業界攜手促進香港葡萄酒行業發展

除了制訂以上計劃外，香港品質保證局亦致力與業界攜手提升香港葡萄酒行業於區內的發展。去年在「發展品牌、升級轉型及拓展內銷市場的專項基金」資助下，本局擔任執行機構協助香港葡萄酒商會推行「推動香港葡萄酒業品牌促使香港葡萄酒貿易及零售商成為內地市場採購之首選」，銳意在區內推廣香港葡萄酒業品牌及展示優勢。

在當天的酒會上，本局邀得香港葡萄酒商會會長何耀康先生回顧項目的重點活動，以及新參與「葡萄酒儲存管理體系認證計劃」的機構代表分享葡萄酒儲存管理的良好做法。是次酒會獲得了酒商及業界的踴躍支持，場面熱鬧。

此外，2018年葡萄酒電子版特刊經已出版，有興趣人士可到以下網址或掃瞄此QR碼瀏覽，並可查閱參與本局葡萄酒相關計劃的機構名單。(http://www.hkqaa.org/WSMS/2018/)

Dr Hon. Lo Wai Kwok (Middle), Mr Henry Ho (Right) and Mr Kevin Chan, Senior Product Promotion Manager of Hong Kong Trade Development Council, one of the supporting organisations of the Project (Left).
盧偉國議員（中）、何耀康先生（右）以及項目的支持機構之一——香港貿易發展局製造業拓展高級經理陳嘉賢先生（左）合照。
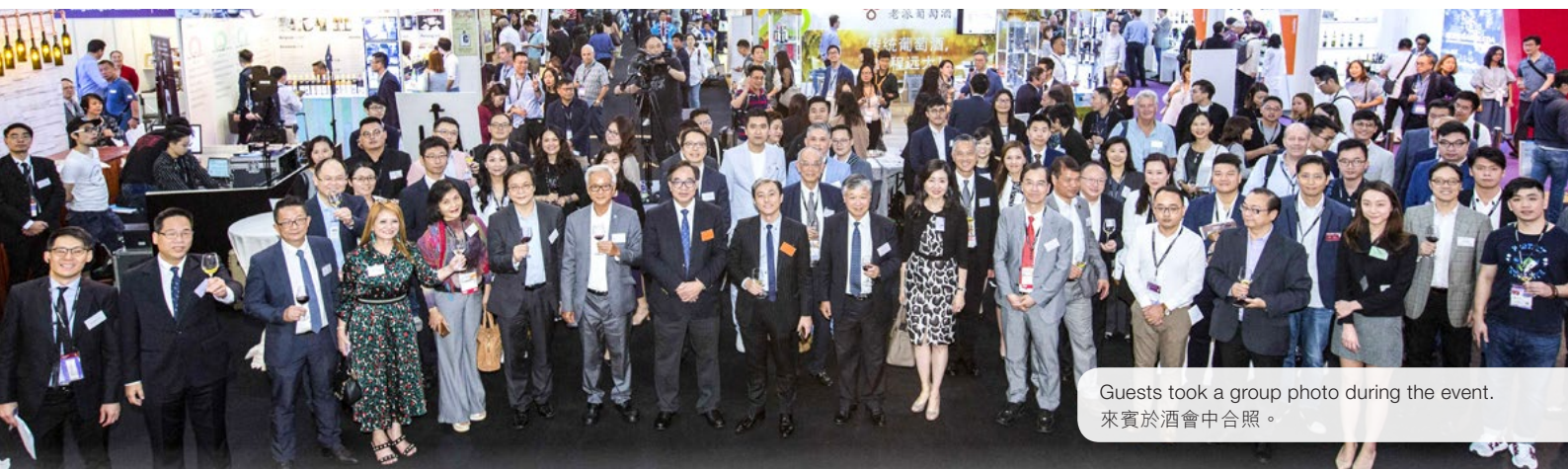
Guests took a group photo during the event.
來賓於酒會中合照。

Partner Sharing 合作夥伴分享

Hong Kong Wine Chamber of Commerce
Mr Henry Ho, President
香港葡萄酒商會
會長 何耀康先生

We are convinced that the cooperation of Hong Kong Wine Chamber of Commerce and Hong Kong Quality Assurance Agency on the BUD-Funded project will have a greater impact on the promotion of the Hong Kong wine brand with identifiable source.

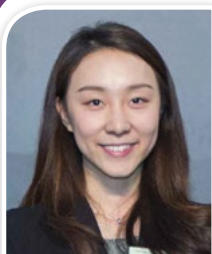我們深信這次香港葡萄酒商會夥拍香港品質保證局合作推行BUD基金資助的項目，將有助提升本港可識別來源之葡萄酒品牌的形象及知名度。

House of Connoisseur
Ms Sophie So,
Marketing Coordinator
House of Connoisseur
市場推廣助理 蘇婉霆小姐

The Scheme provides the standards recognised by wine lovers, who are increasingly demanding trusted and high quality wine storage environments.

葡萄酒愛好者越來越渴求高質素及可信賴的葡萄酒儲存環境，此計劃提供了他們所認同的儲存標準。

Client Sharing 客戶分享

SZ Qianhai Wine Innovative Management Company Limited
Mr Neil Fung, General Manager, Supply Chain BU
深圳前海葡萄酒創新管理有限公司
供應鏈協同事業部總經理
馮冠先生

Qianhai Wine+ Cellar has become the first organisation in the region to be certified by the Wine Storage Management Systems (Mainland) Certification Schemes. The Schemes help us to showcase our professionalism, thus foster our business development.

前海酒庫是內地第一間獲得葡萄酒儲存管理體系（內地）認證計劃的企業，認證有助展示我們的專業水平，促進業務發展。

B and F Wine Cellar
Mr Steven Lai, Company Director
B and F Wine Cellar
董事 黎家俊先生

The Wine Storage Management Certification Scheme makes a significant contribution towards educating customers on wine storage. Also, the Scheme enhances their confidence in wine storage providers.

葡萄酒儲存管理體系認證計劃對業界貢獻良多，加深顧客對葡萄酒儲存的了解，讓他們提高對葡萄酒儲存服務供應商的信心。

We would like to acknowledge the following organisations for their support for "HKQAA Networking Cocktail Reception 2018" for Wine Industry.
特別鳴謝以下贊助及支持機構對「香港品質保證局葡萄酒業界交流酒會2018」的鼎力支持。

Diamond Sponsor 鑽石贊助 — HKTDC 香港貿發局

Gold Sponsor 金贊助 — 招商局紅酒窖 China Merchants Wine Cellar

Silver Sponsor 銀贊助 — OMTIS FINE WINES 安天時酒庫

Beverage Sponsors 飲品贊助 — ROYAL ORCHID 美的·君蘭酒業 / 中正商航 SUNFUN

Supporting Organisations 支持機構 — CMA Testing and Certification Laboratories 廠商會檢定中心 / HAFFA Hongkong Association of Freight Forwarding & Logistics Ltd. 香港貨運物流業協會 / InvestHK

Wine Storage Management Systems (WSMS) Certification Scheme - List of Participating Companies
「葡萄酒儲存管理體系認證計劃」—參與機構名單

Note for Scheme Type 計劃類別注釋

❶ WSMS – Fine Wine
「葡萄酒儲存管理體系認證」（高級葡萄酒）

❷ WSMS – Commercial Wine
「葡萄酒儲存管理體系認證」（商品葡萄酒）

❸ WSMS for Wine Retailers
零售商「葡萄酒儲存管理體系認證」

❹ WSMS – Transportation – Fine Wine
運輸服務供應商「葡萄酒儲存管理體系認證」（高級葡萄酒）

❺ WSMS – Transportation – Commercial Wine
運輸服務供應商「葡萄酒儲存管理體系認證」（商品葡萄酒）

Company	公司	Scheme Type 計劃類別	Company	公司	Scheme Type 計劃類別
Acker Merrall & Condit (Asia) Limited	-	❶	Kerry Warehouse (Hong Kong) Limited	嘉里貨倉（香港）有限公司	❶
B & F Wine Cellar Limited	-	❶	Madison (China) Limited	麥迪森（中國）有限公司	❶
BWL Wine Logistics Limited	-	❶, ❷, ❹	MBL Wine Group Limited	馬伯樂集團酒業有限公司	❶
Certiz Premier Products Limited	天傲（名家）有限公司	❶	Metropolitan Wine Cellar Limited	城市酒窖有限公司	❶
Chevalier Cold Storage and Logistics Ltd.	其士冷藏物流有限公司	❶	Omtis Fine Wines	安天時酒庫	❶, ❷, ❺
China Merchants Godown, Wharf & Transportation Co., Ltd.	招商局倉碼運輸有限公司	❶, ❷	On Excel Fine Wines Limited	優達酒業有限公司	❶
CN Logistics Limited	嘉宏物流有限公司	❶, ❷, ❹, ❺	Royal Orchid Wine (Hong Kong) Company Limited	君蘭酒業（香港）有限公司	❷
Collezione Wine Cellars Limited	佳釀珍藏	❶	Store Friendly Self Storage Group Limited	儲存易迷你倉集團有限公司	❶
Crown Wine Cellars Limited	-	❶	Sun Hing Holdings Limited	新興集團有限公司	❶, ❷
DCH Logistics Company Limited	大昌行物流有限公司	❷	Sunfun (China) Ltd.	中正商航（中國）有限公司	❷, ❺
Estate Sky Investments Limited	-	❶	Toll Global Forwarding (Hong Kong) Limited	拓領環球貨運（香港）有限公司	❷
Grand Wine Cellar	豪酒窖	❶	U-Freight Logistics (HK) Limited	聯邦物流（香港）有限公司	❷
Hecny Wine Cellar Limited	-	❶	W Cellar Limited	尚藤酒業有限公司	❶
Hip Cellar Limited	-	❶	Wai Shing Wine International Co. Ltd.	偉成洋酒國際有限公司	❷
Hong Kong Wine Vault	美酒窖	❶	Watson's Wine	屈臣氏酒窖	❶
House of Connoisseur Limited	-	❶	Wine-World.com Electronic Commerce (HK) Limited	紅酒世界電商（香港）有限公司	❶
JAS Forwarding (HK) Ltd.	捷士國際聯運（香港）有限公司	❶, ❷	Yamato Logistics (Hong Kong) Ltd.	雅瑪多運輸（香港）有限公司	❺
Jebsen Logistics Limited	捷成國際物流有限公司	❶, ❷, ❹, ❺			
Jones Lang LaSalle Management Services Limited – The Long Beach	仲量聯行物業管理有限公司－浪澄灣	❷			
Jovenstars International Logistics (Hong Kong) Limited	駿星國際物流（香港）有限公司	❷			
K Cellars (Hong Kong) Limited	-	❶			
Kerry Logistics (Hong Kong) Limited	嘉里物流（香港）有限公司	❶, ❹			

(As of 10 November 2018 截至 2018 年 11 月 10 日)

Wine Storage Management Systems (Mainland) Certification Schemes - List of Participating Company
「葡萄酒儲存管理體系(內地)認證計劃」—參與機構名單

Company	公司	Scheme Type 計劃類別
SZ Qianhai Wine Innovative Management Company Limited	深圳前海葡萄酒創新管理有限公司	Obtained WSMS (Mainland)- Commercial Wine 獲得「葡萄酒儲存管理體系（內地）認證」（商品葡萄酒）

(As of 10 November 2018 截至 2018 年 11 月 10 日)

Hong Kong Wine Registration Scheme - List of Participating Companies
「香港葡萄酒註冊計劃」– 參與機構名單

Company	公司	Company	公司
Abbelio Wines	安貝利爾酒業	MBL Wine Group Limited	馬伯樂集團酒業有限公司
Anrise-IMC Limited	安昇國際商務拓展有限公司	Nanpu Fine Wine & Spirits International Co. Ltd.	南浦酩酒坊國際有限公司
Australian Wines Wholesale Centre	澳洲酒批發中心	Omtis Fine Wines	安天時酒庫
Best Wine Limited	美酒軒酒業有限公司	Rastignac (HK) Limited	威利來（香港）有限公司
CBT Wines Company Limited	香貝田酒業有限公司	Royal Orchid Wine (Hong Kong) Company Limited	君蘭酒業（香港）有限公司
Corney and Barrow Limited	-		
Double S Wine International Limited	名萄酒窖國際有限公司	Sunfun (China) Ltd.	中正商航（中國）有限公司
Excelente Wine Company Limited	超然酒業有限公司	Superb Wine Company Limited	酒至尊有限公司
GOYA (HK) Limited	戈爾洋行有限公司	Wai Shing Wine International Co. Limited	偉成洋酒國際有限公司
Grand Wine Cellar	豪酒窖	Watson's Wine	屈臣氏酒窖
Hong Kong Ningxia Unique & Premium Products Centre Co., Limited	香港寧夏名特優產品中心有限公司	WineWorld Limited	酒世界有限公司
Jovenstars International Logistics (Hong Kong) Limited	駿星國際物流（香港）有限公司	-	中山市天傲名家貿易有限公司
Kerry Logistics (Hong Kong) Limited – Kerry Kwai Chung Warehouse	-		

(As of 21 December 2018 截至 2018 年 12 月 21 日)

Seminar on ISO 19600 Compliance Management for Banking Sector
銀行業研討會 — ISO 19600 合規管理體系

According to the Chief Executive's Policy Address for 2018, Hong Kong Monetary Authority is now processing the first batch of license applications for virtual banking, which will provide innovative financial services for the public.

In the light of that, HKQAA held a seminar on Compliance Management for the Banking Sector on 21 November 2018 to discuss bank culture reform and the compliance challenges for virtual banks.

In the seminar, Mr Bernard Lee, Co-Chair, Sustainable Business and Management, World Institute of Sustainable Development Planners (WISDP) and Dr Lam Yat Fai, Adjunct Professor of Finance at City University of Hong Kong analysed the latest virtual banking business models and addressed the emerging risks and regulatory requirements. The advantages and limitations of virtual banking, the technical risks of money laundering and due diligence were also discussed.

Mr K T Ting, Assistant Director, Learning and Development of HKQAA spoke about how to implement an effective compliance management system to help enterprises improve governance and prevent compliance risks, so as to support the reform of the banking industry's culture.

The seminar received positive responses from attendees.

根據《行政長官2018年施政報告》，香港金融管理局正在處理第一批虛擬銀行牌照的申請，為市民提供創新的金融服務。

有見及此，香港品質保證局於2018年11月21日舉行了合規管理體系研討會，探討銀行文化改革與虛擬銀行面對的合規挑戰。

研討會當日，本局邀得香港聯合國教科文組織 - 全球可持續發展規劃師學會(WISDP) 可持續商業和管理部聯席主席李本立先生及香港城市大學金融學兼任教授林日輝先生分析最新虛擬銀行的業務模式、新興風險與監管要求；討論虛擬銀行的優點和局限性，解釋虛擬銀行特有的技術風險、洗錢風險和盡職調查風險。

另外，本局學習及發展助理總監丁國滔先生亦分享了如何實踐合規管理體系理論，以幫助企業內提升管理水平，更好防範合規風險，並有助銀行業界推行銀行文化改革。

是次研討會獲業界熱烈支持，場面熱鬧。

Dr Lam Yat Fai, Adjunct Professor of Finance at City University of Hong Kong (Left), Mr Bernard Lee, Co-Chair, Sustainable Business and Management, World Institute of Sustainable Development Planners (WISDP) (Right), were the guest speakers of the seminar.
香港城市大學金融學兼任教授林日輝先生(左)及香港聯合國教科文組織 - 全球可持續發展規劃師學會(WISDP) 可持續商業和管理部聯席主席李本立先生(右)擔任研討會嘉賓講者。

Promoting Sustainability in Guangzhou and Shanghai
於廣州和上海推廣可持續發展理念

HKQAA aims to promote sustainability in the business community and foster social development. In December 2018, seminars on corporate financing "How to Support Corporate Development and Operation through Green Finance" and "GB/T 23331 Energy Management Systems and Policy Interpretation on Green Development and Establishing Green Manufacturing System" were held in Guangzhou and Shanghai respectively. The events were enthusiastically received.

In November 2018, HKQAA was invited by Tianhe Central Business District (Tianhe CBD) Administrative Committee to recognise representatives from Sustainable Building Index (SBI) participating organisations at the 2018 Tianhe CBD Cultural and Art Festival. Since 2015, HKQAA has been appointed by Tianhe CBD Administrative Committee to provide assessment services to help enhance the property management performance and value of buildings. Up to now, 68 buildings have completed assessments.

本局致力向機構推廣可持續發展理念，提升社會價值。2018年12月，本局分別於廣州和上海舉行了企業融資研討會「如何透過綠色金融支援企業發展及營運需要」，及「GB/T 23331能源管理體系及綠色發展與綠色制造體系建設政策解讀」研討會，獲業界踴躍參與。

2018年11月，本局受廣州市天河中央商務區管理委員會 (天河CBD) 邀請，於2018天河CBD文化藝術節展演上，嘉許獲得樓宇可持續發展指數評定項目的樓宇代表。自2015年以來，本局獲天河CBD委任提供樓宇可持續發展指數評定服務，推動各樓宇不斷優化物業管理水平，提升天河 CBD 整體樓宇價值。迄今已評定了68棟樓宇。

Ms Guiru Cai, Assistant General Manager of HKQAA (left 1), recognised representatives from Sustainable Building Index (SBI) participating organisations.
本局助理總經理蔡桂如女士（左一）嘉許參與樓宇可持續發展指數評定項目的代表。

Mrs Ji Hui, Partner of Ji Jeffrey Mak Law Firm (Left), and Mr Wu Qingyuan, Vice Chief of Bureau of Financial Affairs, Huadu, Guangzhou (Right), were the guest speakers at the Corporate Financing seminar in Guangzhou.
廣州企業融資研討會邀得麥振興律師事務所合夥人李輝律師（左）及廣州花都區金融工作局副局長吳清源先生（右）擔任嘉賓講者。

HKQAA Enters Its 30th Anniversary
香港品質保證局踏入 30 周年

2019 marks the 30th Anniversary of HKQAA. Our past and present Governing Council, Technical Committee and staff members gathered to commemorate this milestone in our Annual Dinner on 11 January 2019 at Shatin Clubhouse of Hong Kong Jockey Club. We were honoured to have **The Hon. Chan Mo Po, Paul, GBM, GBS, MH, JP, Financial Secretary of the Government of the HKSAR,** as our Guest of Honour.

Other senior government officials also attended the event, including Mr James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury, Mr Yang Wei Hsiung, Nicholas, GBS, JP, Secretary for Innovation and Technology, Mr Chan Ho Lim, Joseph, JP, Under Secretary for Financial Services and the Treasury, Ms Yan Mei Mei, Salina, JP, Director-General of Trade and Industry, Mr Sit Wing Hang, Alfred, JP, Director, Electrical and Mechanical Services Department and Mr Tong Ka Hung, Edwin, JP, Director of Drainage Services.

為慶祝香港品質保證局踏入 30 周年，本局於 2019 年 1 月 11 日假沙田馬場會所舉行周年晚宴，前任及現任董事局成員、技術委員會成員及員工聚首一堂，共同慶祝本局邁向新里程。本局十分榮幸邀請到**香港特別行政區政府財政司司長陳茂波先生，大紫荊勳賢，GBS, MH, 太平紳士**擔任晚宴的主禮嘉賓。

此外，當日亦有不少政府高級官員出席是次盛會，包括財經事務及庫務局局長劉怡翔先生，太平紳士、創新及科技局局長楊偉雄先生，GBS, 太平紳士、財經事務及庫務局副局長陳浩濂先生，太平紳士、工業貿易署署長甄美薇女士，太平紳士、機電工程署署長薛永恒先生，太平紳士及渠務署署長唐嘉鴻先生，太平紳士。

香港特別行政區政府財政司司長陳茂波先生，大紫荊勳賢，GBS, MH, 太平紳士（前排，左六）、財經事務及庫務局局長劉怡翔先生，太平紳士（右三）、創新及科技局局長楊偉雄先生，GBS, 太平紳士（左四）、財經事務及庫務局副局長陳浩濂先生，太平紳士（右二）、工業貿易署署長甄美薇女士，太平紳士（左二）、機電工程署署長薛永恒先生，太平紳士（右一）及渠務署署長唐嘉鴻先生，太平紳士（左一），與本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士（左七）、副主席何志誠工程師（左五）及黃家和先生，BBS, 太平紳士（右五）、名譽主席莫國和工程師（右四）、總裁林寶興博士（左三）及其他董事局成員祝賀本局踏入 30 周年。

The Hon. Chan Mo Po, Paul, GBM, GBS, MH, JP, Financial Secretary of the Government of the HKSAR (front row, left 6), Mr James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury (right 3), Mr Yang Wei Hsiung, Nicholas, GBS, JP, Secretary for Innovation and Technology (left 4), Mr Chan Ho Lim, Joseph, JP, Under Secretary for Financial Services and the Treasury (right 2), Ms Yan Mei Mei, Salina, JP, Director-General of Trade and Industry (left 2), Mr Sit Wing Hang, Alfred, JP, Director, Electrical and Mechanical Services Department (right 1), and Mr Tong Ka Hung, Edwin, JP, Director of Drainage Services (left 1); Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, HKQAA's Chairman (left 7), Ir C. S. Ho (left 5) and Mr Simon Wong Ka Wo, BBS, JP (right 5), Deputy Chairmen, Ir Peter K. W. Mok, Honorary Chairman (right 4), and Dr Michael P. H. Lam, Chief Executive Officer (left 3) , and Governing Council members toast for the 30th Anniversary of HKQAA.

Ir Dr Hon. Lo Wai Kwok delivers the opening speech.
盧偉國議員博士工程師於晚宴上致開幕辭。

Guest of Honour
The Hon. Chan Mo Po, Paul
陳茂波司長擔任主禮嘉賓

(Top photo, from left to right) Ir Dr Hon. Lo Wai Kwok, Mr Yang Wei Hsiung and Dr Michael P. H. Lam; (Bottom photo, from left to right) Mr James Henry Lau Jr, The Hon. Chan Mo Po, Paul and Ir Dr Hon. Lo Wai Kwok
（上圖，由左至右）盧偉國議員博士工程師、楊偉雄局長及林寶興博士；（下圖，由左至右）劉怡翔局長、陳茂波司長及盧偉國議員博士工程師

Mr Joseph Chan (middle photo, middle), Ms Salina Yan (right photo, middle) and Mr Alfred Sit (right 1), enjoy singing with our Governing Council and staff members.
陳浩濂副局長（中圖，中）、甄美薇署長（右圖，中）及薛永恒署長（右一）與本局一眾董事局成員及員工合唱。

30th Anniversary Sustainability Activities
香港品質保證局30周年可持續發展推廣活動

Since its inception, HKQAA has played an active role in promoting good management practices to local enterprises, developing brand-new services to cope with increasingly diversified market demands and the growing need for sustainable development in society. With the approach of the 30th anniversary, HKQAA will organise promotional events and projects in the areas of sustainable development and social responsibility.

Green Finance Certification Scheme Presentation Ceremony cum Forum

To foster environmentally-friendly investment in the region and recognise the accomplishments of green finance issuers taking part in HKQAA's Green Finance Certification Scheme, HKQAA will hold a presentation ceremony cum forum where investors, environmental experts, and senior representatives from banks and financial institutions, will share about their experiences of developments in green finance in Hong Kong.

HKQAA 30th Anniversary Forum

The Forum will be held in Hong Kong and several Mainland Chinese cities in 2019. Renowned local and overseas speakers will be invited to discuss the latest trends in sustainability management and investment. The 30th Anniversary Cocktail Reception and a recognition ceremony for outstanding organisations will also be held during the Hong Kong session of the Forum.

"My Dream Home" Programme

As in previous years, the Programme is intended to help foster a sense of social responsibility among young people and promote a positive attitude towards life. This year, apart from the contest and presentation ceremony, there will be school seminars and workshops to promote social responsibility, and a charity show which will expand "My Dream Home" from students to our neighbours.

自創局以來，香港品質保證局一直致力為本地企業推廣良好管理做法，並配合市場發展及社會持續發展的需要，開發嶄新服務。邁向30周年，本局將籌劃一連串推廣可持續發展及社會責任的活動及項目。

綠色金融認證計劃頒授典禮暨論壇

為促進環境友善投資，以及嘉許參與「綠色金融認證計劃」的綠色債券發行人，本局將舉辦頒授典禮暨論壇，邀請投資者、環境專家及來自銀行與金融機構的高層代表於論壇上分享香港綠色金融的發展方向。

香港品質保證局30周年論壇

本局將於2019年於香港及內地城市舉行論壇，匯萃本地及海外的專家講者，探討可持續發展管理及投資的最新趨勢，而30周年慶祝酒會及傑出機構嘉許儀式亦將於論壇的香港專場舉行。

「理想家園」計劃

「理想家園」計劃為培育年青一代對社會的責任感及樹立正面的人生觀而設，除創作比賽及頒獎禮外，今年亦會舉辦學校講座、社會責任工作坊以及慈善欣賞會等活動，將接觸面由學生校園擴闊至社區鄰舍。

Memorable Moments
紀念一刻

Since 1989, Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems and good practices so that they can achieve their organisational and business goals.

From August to October 2018, we have been pleased to welcome various organisations to our community. They have obtained the following certificates: BFA MS, GB/T 23331, GFCS-PRE, GFCS-POST, HACCP, ISO 9001, ISO 10002, ISO 14001, ISO 22000, ISO 45001, ISO 55001, OHSAS 18001, SA 8000, QSPSC and WSMS-FINE. Additionally, we have also presented KOL Favored Brand Award to recognise the awarded organisations.

We believe the new members will contribute to the overall success of the brand that prides itself on adding value 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及良好做法，有效地達至機構和營商目標。

由2018年8月至10月期間，香港品質保證局共頒發多張證書，包括 BFA MS、GB/T 23331、GFCS-PRE、GFCS-POST、HACCP、ISO 9001、ISO 10002、ISO 14001、ISO 22000、ISO 45001、ISO 55001、OHSAS 18001、SA 8000、QSPSC 及 WSMS-FINE；此外，亦頒授「網絡紅人喜愛品牌獎」表揚得獎的商戶。在此謹祝賀獲證機構加入我們的行列。

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。

培訓課程 | Training Schedule

Macau 澳門   Feb - May 2019 2019 年 2 月至 5 月

Course Title 課程名稱	Duration (Day) 課程長度（天）	Fee (per head) HKD 收費（每人）港幣	Feb 二月	Mar 三月	Apr 四月	May 五月
Retail, Marketing and Sales 零售、市場及銷售						
Data Management in Education / Learning (Knowledge Management with big data) 數據與知識管理（DME）- 教育／學習行業	1	HKD 2,108				M062 **02**
Social Media Marketing for Startup Co. & Enterprise (Practical Workshop) 社交媒體營銷(實用工作坊)	1	HKD 1,800		M093 **05**		
Workshop on Social Media Marketing 社交媒體新營銷工作坊	1	HKD 1,100	M918 **12**			M918 **07**
Professional Presentation Workshop 專業演講技巧工作坊	1	HKD 1,100		PC44 **07**		PC44 **09**
Business Negotiation Workshop 高效商業談判工作坊	1	HKD 1,100	PC45 **14**		PC45 **09**	
Service Excellence Workshop 邁向卓越服務	1	HKD 1,100		PC46 **12**		PC46 **14**
Complaints Handling Workshop「有效處理難纏客戶及投訴」工作坊	1	HKD 1,100		PC47 **12**		PC47 **16**
Management, Public Administration, Organisational Management, Human Resources and Public Relations 管理、公共管理、機構管理、人事管理及公共關係						
Workshop on Lean Application in Office Environment 辦公室精益管理實踐工作坊	1	HKD 1,700	M017 **28**		M017 **11**	
Workshop on Time & Resource Management 時間及資源管理培訓課程	1	HKD 1,080		M030 **19**		M030 **21**
Originated from Maslow's hierarchy of needs 成就鐵三角動力工作坊	1	HKD 1,200			M043 **16**	
Risk Management Programme on Corporate Public Relations 企業公關危機管理課程系列	2	HKD 2,800	M095 **19-20**			
Secretary and Office Administration 秘書及辦公室工作						
Training for Corporate and Activity Emcee 企業及活動司儀培訓	1	HKD 1,600			M020 **23**	
Sharing Seminar cum Workshop on Human Resources and Customer Relationship Management 人力資源及客戶關係管理交流會暨工作坊	1	HKD 400/session HKD 980/3 sessions	M072 **26**		M072 **25**	
Communication at Workplace 職時應對溝通術	1	HKD 1,400		M073 **26**		M073 **30**
Workshop on Building Your Influencing Power 影響力提升工作坊	1	HKD 1,400		M079 **28**		

Mainland China 中国内地

Feb - May 2019 2019 年 2 月至 5 月

Standard & Systems Training 标准体系培训

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) RMB 收费(每人)人民币	Feb 二月	Mar 三月	Apr 四月	May 五月
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	P 3	RMB 2,120		VM3P/GZ03A GZ 04-06	VM3P/SH04A SH 10-12	VM3P/GZ05A GZ 27-29
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	P 2	RMB 2,120		EMS3P/SH03A SH 25-26		EMS3P/GZ05A GZ 20-21
ISO 45001:2018 Occupational Health and Safety Management Systems - Internal Auditor Training ISO 45001:2018 职业健康安全管理体系内部审核员培训	P 2	RMB 2,120			OHS9P/GZ04A GZ 08-09	
TL 9000 R6.0/R5.5 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.5 电信业质量管理内审员培训	P 3	RMB 3,710				TL04P/SH05A SH 14-16
TL 9000 R6.0/R5.5 Quality Management Systems - Auditing TL 9000 R6.0/R5.5 电信业质量管理体系审核员（QuEST Forum授权课程）	P 4	RMB 16,960	TL02P/GZ02A GZ 18-21			
ISO/IEC 27001:2013 Information Security Management Systems Internal Auditor Training ISO / IEC 27001:2013 信息安全管理体系内审员培训	P 3	RMB 3,710		ISE7P/SH03A SH 20-22		
SA 8000:2014 Social Accountablility Management Systems - Internal Auditor Training SA 8000:2014 社会责任管理体系内部审核员培训	P 2	RMB 2,120			SA01P/GZ04A GZ 11-12	
ISO 50001:2018 Energy Management System - Internal Auditor Training ISO 50001:2018 能源管理体系内部审核员培训	P 3	RMB 3,180				EM10P/SH05A SH 22-24
ISO 13485:2016 Medical Device Industry Quality Management System - Internal Auditor Training ISO 13485:2016 医疗器械行业质量管理体系内部审核员培训	P 3	RMB 3,180		GM20P/GZ03A GZ 11-13		
ISO 22000:2018 Food Safety Management Systems -Internal FSMS Auditor Training ISO 22000:2018 食品安全管理体系内部审核员课程	P 3	RMB 3,180			HA7P/SH04A GZ 15-17	
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	P 3	RMB 3,180	MT68P/GZ02A GZ 25-27			MT68P/GZ05A SH 06-08
VDA 6.3:2016 Process Audit VDA 6.3:2016 过程审核	P 2	RMB 2,650			EO06P/GZ04A GZ 25-26	
IECQ HSPM QC080000:2017 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000:2017 有害物质管理体系内部审核员培训	P 2	RMB 2,650		IE01P/GZ03A GZ 18-19		

Production/Quality/Supply Chain/Customer Service Management 生产/质量/供应链/客服管理

Course Title 课程名称	Duration (Day)	Fee (per head) RMB	Feb 二月	Mar 三月	Apr 四月	May 五月
5S 现场管理 5S Site Managements	P 2	RMB 2,650		GM09P/GZ03A GZ 25-26		
Lean Production 精益生产	P 2	RMB 4,240			GM15P/SH04A SH 08-09	
Six Sigma Green Belt Training 6Sigma 绿带	P 6	RMB 15,900	GM16P/GZ02A-1 GZ 20-22	GM16P/GZ03A-2 GZ 11-13		
Project Management 项目管理	P 2	RMB 4,240		MS17P/GZ03A GZ 14-15		
Five Core Tools (APQP/FMEA/SPC/MSA/PPAP) 五大核心工具 (APQP/FMEA/SPC/MSA/PPAP)	P 3	RMB 3,180				MS01P/SH05A SH 27-29
Geometric Dimensioning and Tolerancing GD&T 几何尺寸和公差	P 2	RMB 4,240	GM14P/SH02A SH 27-28			
Product Reliability Design 产品可靠性设计	P 2	RMB 4,240				GM15P/GZ05A GZ 20-21
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	P 2	RMB 4,240		MS19P/SH03A SH 06-07		
Risk Assessment for Safety Management Implementation 安全管理之风险评估及措施	P 1	RMB 1,590			OH04P/GZ04A GZ 10	
TPM - Total Productive Maintenance TPM - 全面生产管理实战	P 2	RMB 4,240			GM26P/GZ04A GZ 16-17	
Key to Strong Enterprise - Quality Circle Operation 强企之本 — 品质圈QCC运作	P 2	RMB 4,240				ES28P/GZ05A GZ 14-15
8D - Quality Problem Analysis and Solving 8D - 质量问题分析	P 1	RMB 1,590	ES29P/GZ02A GZ 25			
Design of Experiment DoE 试验设计	P 2	RMB 4,240				MS16P/SH05A SH 07-08
Business Etiquette and Occupation Image 商务礼仪与职业形象塑造	P 2	RMB 4,240			GM10P/SH04A SH 23-24	
Seven QC Tools (Traditional & New) QC 七大手法	P 2	RMB 2,650		GM12P/GZ03A GZ 26-27		

Management Development Training 管理发展培训

Course Title 课程名称	Duration (Day)	Fee (per head) RMB	Feb 二月	Mar 三月	Apr 四月	May 五月
Communication Skills 沟通技巧	P 2	RMB 2,544			GM07P/SH04A SH 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	P 2	RMB 3,710	GM06P/SH02A SH 05-06			
Manufacturing Workshop Management Practices - Group Leader Management 制造车间管理实战 — 班组长工作篇	P 2	RMB 2,650		MT33P/GZ03A GZ 28-29		
Management Skills for Middle Management 中层管理人员管理技能培训	P 2	RMB 2,650			MS14P/GZ04A GZ 15-16	
Meeting Management with High Efficiency 高效会议管理	P 1	RMB 1,590		GM08P/SH03A SH 22		
Employee Motivation 员工动力驱动器 — 员工激励	P 2	RMB 3,180				GM23P/GZ05A GZ 22-23
Mind Map@： 思维导图轻松提升工作效率	P 1	RMB 2,120	M504P/SH02A GZ 21			
Zodiak@： 商业策略、决策及财务游戏工作坊	P 1	RMB 1,590		M519P/GZ03A GZ 07		
Human Resource Management for Non-Human Resource Manager 非人力资源经理的人力资源管理	P 2	RMB 2,650				GM25P/SH05A SH 14-15

Hong Kong 香港　　　　　　　　　　　　Feb - May 2019　2019 年 2 月至 5 月

Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Feb 二月	Mar 三月	Apr 四月	May 五月
Quality and Integrated Management Systems　質量和綜合管理						
ISO 9001:2015 Quality Management Systems - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用	C 1	HKD 1,580	VM1C/HK-02A **13**	VM1C/HK-03A **06**	VM1C/HK-04A **01**	VM1C/HK-05A **09**
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	C 2	HKD 3,300	VM3C/HK-02A **18-19**	VM3C/HK-03A **13-14**	VM3C/HK-04A **23-24**	VM3C/HK-05A **14-15**
ISO 9001:2015 Quality Management Systems Documentation ISO 9001:2015 質量管理體系文件	C 1	HKD 1,680/ HKD 1,580*		QMS4C/HK-03A **20**		
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	C 2	HKD 3,500/ HKD 3,300*		QMS5C/HK-03A **28-29**		
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	C 1	HKD 1,680/ HKD 1,580*		MT23C/HK-03A **01**	MT23C/HK-04A **29**	
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	C 1	HKD 1,730/ HKD 1,630*	EMS2C/HK-02A **21**		EMS2C/HK-04A **23**	
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	C 2	HKD 3,400/ HKD 3,300*		EMS3C/HK-03A **18-19**		EMS3C/HK-05A **23-24**
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	C 1	HKD 1,680/ HKD 1,580*				EMS8C/HK-05A **27**
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective	C 1	HKD 1,680	EM19C/HK-02A **27**			
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理體系 - 理解與應用	C 1	HKD 1,200/ HKD 1,080*	EM07C/HK-02A **26**			
ISO 50001:2018 Energy Management Systems - Internal Auditor Training ISO 50001:2018 能源管理體系 - 內部審核員培訓	C 2	HKD 3,500/ HKD 3,300*		EM08C/HK-03A **04-05**		
ISO 50001:2018 Energy Management Systems Transition Training ISO 50001:2018 能源管理體系轉版	C 1	HKD 1,200			EM21C/HK-04A **01**	
ISO 50001:2018 Energy Management Systems Auditor/Lead Auditor Training ISO 50001:2018 能源管理系統 - 主任審核員證書培訓	C 5	HKD 9,000/ HKD 8,000*			EM10C/HK-04A **08-12**	
ISO 50001:2018 Energy Management Systems Auditor/Lead Auditor Conversion Training ISO 50001:2018 能源管理系統 - 主任審核員轉證證書培訓課程	C 3	HKD 6,000/ HKD 5,500*			EM11C/HK-04A **08-10**	
GreenHouse Gas Verifier Training 溫室氣體驗證員	C 2	HKD 3,500/ HKD 3,300*		EM09C/HK-03A **28-29**		
Occupational Health and Safety Management　職業健康和安全						
NEW 最新課程 ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Understanding & Application ISO 45001:2018 職業健康和安全管理體系 - 理解與應用	C 1	HKD 1,730/ HKD 1,630*		OH19C/HK-03A **18**		OH19C/HK-05A **16**
NEW 最新課程 ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Internal Auditor Training ISO 45001:2018 職業健康和安全管理體系 - 內部審核員培訓	C 2	HKD 3,400/ HKD 3,300*	OH20C/HK-02A **27-28**		OH20C/HK-04A **23-24**	
Understanding of Factories and Industrial Undertakings (Safety Management) Regulation (F&IU(SM)R) for OHSAS 18001 Practitioners	C 1	HKD 1,500		OH15C/HK-03A **13**		
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors	C 2	HKD 3,200				OH16C/HK-05A **15-16**
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	C 1	HKD 1,600/ HKD 1,500*		OH04C/HK-03A **19**		
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	C 2	HKD 3,500/ HKD 3,200*	HA10C/HK-02A **13-14**			
ISO 22000:2018 Food Safety Management Systems - Understanding and Application ISO 22000:2018 食品安全管理體系 - 理解與應用	C 1	HKD 1,600/ HKD 1,500*	HA5C/HK-02A **20**			HA5C/HK-05A **07**
ISO 22000:2018 Food Safety Management Systems - Internal FSMS Auditor Training ISO 22000:2018 食品安全管理體系 - 內部審核員培訓	C 2	HKD 3,500/ HKD 3,300*			HA7C/HK-04A **10-11**	
ISO 22000:2018 Food Safety Management Systems Implementation Course ISO 22000:2018 實施食品安全管理體系課程	C 1	HKD 1,600/ HKD 1,500*		HA9C/HK-03A **25-26**		
ISO 22000:2018 Food Safety Management Systems Transition Training ISO 22000:2018 食品安全管理體系轉版課程	C 3	HKD 1,500			HA14C/HK-04A **02**	
食品衛生經理證書課程	C 3	HKD 1,500		M091C/HK-03A **20-21**		
餐飲業食品安全評估員	C 3	HKD 3,500			M092C/HK-04A **24-26**	
食物內除害劑殘餘及蟲害控制課程	C 2	HKD 1,800				M088C/HK-05A **08-09**
Team Building　團隊建設						
Zodiak: The Game of Business Finance and Strategy	C 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. Kerwin Ho (2202 9367 / 6050 6127) / kerwin.ho@hkqaa.org Mr. Calvin MC Chan (2202 9330 / 6050 8153) / calvin.chanmc@hkqaa.org			
Team Collaboration in LEGO ® SERIOUS PLAY ®	C 1 to 2					
Team Collaboration in Meaningful Micro-Film Production	C 1 to 2					
Personal Enrichment & Certification　個人提升和專業資格						
NEW 最新課程 TetraMap® Workshop - 無添加人際溝通與團隊合作工作坊	C 1	HKD 2,800		M524C/HK-03A **01**		
NEW 最新課程 職場必備軟技巧 — 全腦轉數訓練班	C 1	HKD 1,980			M098C/HK-04A **25**	
NEW 最新課程 職場讀心術 — 身體語言訓練班	C 1	HKD 1,980		M099C/HK-03A **22**		
九型人格系列：職位配對及團隊組合	C 2	HKD 1,680	M089C/HK-02A **18**			
NEW 最新課程 優化技術專才的商務禮儀	C 1	HKD 1,800/ HKD 1,600*	M122C/HK-02A **20**			
NEW 最新課程 商務禮儀工作坊	C 1	HKD 1,800/ HKD 1,600*		M123C/HK-03A **22**		
NEW 最新課程 邏輯思考解決問題工作坊	C 1	HKD 2,300/ HKD 1,980*			M069C/HK-04A **17**	
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change 改變的法則	C 1	HKD 2,180	M506C/HK-02A **16-17**		M506C/HK-04A **06-07**	
NEW 最新課程 "博贊®強力記憶法提升工作效率" 工作坊	C 1	HKD 2,300/ HKD 1,980*	M522C/HK-02A **25**			
The 7 Habits of Highly Effective People Signature Program	C 2	HKD 10,000		PC01C/HK-03A **25-26**		PC01C/HK-05A **23-24**

Hong Kong 香港

Feb - May 2019　2019 年 2 月至 5 月

Course Title 課程名稱		Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Feb 二月	Mar 三月	Apr 四月	May 五月
Law and Legislation (Hong Kong, Macau & China) 法律與法規（香港、澳門及中國）							
調解技巧一天培訓課程	C	1	HKD 1,600		M124C/HK-03A 29		
Fundamental Contract Law for Managers and Professionals 管理者必須認識的合同法	C	1	HKD 1,500		M906C/HK-03A 20		
Safety and Environmental Offences in Construction Project 「知法守法」課程系列—解構違反安全及環保法例事故	C	1	HKD 1,500	M908C/HK-02A 28			
Legal Fundamentals of Tendering 招標法律基礎	C	1	HKD 1,500				M909C/HK-05A 07
Negotiation and Mediation Skills for Managers and Professionals 管理者的談判及調解技巧	C	1	HKD 1,500		M911C/HK-03A 15		
(NEW) Fundamental Law for Office Administrators 行政人員基礎法律知識	C	1	HKD 1,500	M920C/HK-02A 20			
Legal Aspects of Patents and Copyrights - Uses and Protection 專利及版權法律精要 - 使用與保護	C	1	HKD 1,500				M921C/HK-05A 17
Legal Aspects of Food Safety Management in Hong Kong 香港食物安全管理法律實務	C	1	HKD 1,500			M922C/HK-04A 29	
Introduction to Company Law for Non-lawyers 公司法律入門 - 非法律人員必讀	C	1	HKD 1,500			M925C/HK-04A 25	
(NEW) Advanced Seminar on False Trade Description and Mis-selling 《商品說明條例》實用法律課程	C	1	HKD 1,500	M926C/HK-02A 25			
(NEW) Legal Essentials for Business Uses of Social Media 商用社交媒體的法律精要	C	1	HKD 1,500			M929C/HK-04A 04	
(NEW) Essentials of MPF Schemes Regulation 強積金計劃條例的精要	C	1	HKD 1,500			M934C/HK-04A 18	
Management Tools, Skill for Improvement 管理工具和技巧							
ISO 37001 Anti-Bribery Management Systems - Introduction	C 9:00am-12:00pm half day		HKD 980	A001C/HK-02A 28			
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA - 5S 在工作間的營運	C	1	HKD 1,600/ HKD 1,500*	GP03C/HK-02A 19			
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 理解與應用	C	1	HKD 1,600/ HKD 1,500*		SM04C/HK-03A 12		
新世代主管秘笈	C	1	HKD 1,600/ HKD 1,500*	EW63C/HK-02A 20			
Workshop on Performance Management through KPI Setting	C	1	HKD 1,080/ HKD 980*				M021C/HK-05A 06
Workshop on Developing Supervisory Skills & Leadership Charisma	C	1	HKD 1,080/ HKD 980*		M022C/HK-03A 14		
Workshop on Business Process Improvement	C	1	HKD 1,080/ HKD 980*			M024C/HK-04A 02	
Workshop on Effective Project Management	C	1	HKD 1,080/ HKD 980*		M025C/HK-03A 20		
Workshop on Effective Communication & Influencing Skills	C	1	HKD 1,080/ HKD 980*		M028C/HK-03A 01		
Workshop on Transforming HR Role as Strategic Partners	C	1	HKD 1,080/ HKD 980*	M063C/HK-02A 13			
(NEW) Introduction to Design Thinking	C	1	HKD 1,800/ HKD 1,500*		M084C/HK-03A 18		
(NEW) 速效建立親和人際關係工作坊	C 2:00-5:00pm half day		HKD 780/ HKD 580*	M526C/HK-02A 18			
(NEW) 服務應對技巧 -「語言的層次」	C 2:00-5:00pm half day		HKD 780/ HKD 580*		M527C/HK-03A 07		
(NEW) 找回你的"時間石" - 高效時間管理技巧	C 2:00-5:00pm half day		HKD 780/ HKD 580*		M528C/HK-03A 29		
(NEW) Retail Strategy Planning with SMART Goal Setting 零售營業策略規劃及目標管理	C	1	HKD 1,200		M096C/HK-03A 07		
(NEW) 高效建設及管理銷售團隊	C	1	HKD 1,200				M119C/HK-05A 09
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	C	1	HKD 1,280	MT14C/HK-02A 20			
ISO 10002:2014 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2014 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	C	2	HKD 3,200/ HKD 3,000*		MT56C/HK-03A 13-14		
Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投訴管理技巧及服務中心風險管理	C	1	HKD 1,200		EW53C/HK-03A 18		
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	C	1	HKD 1,600		SR01C/HK-03A 13		
Telecommunications, Information Security and Management 電信、資訊保安與管理							
ISO/IEC 27001:2013 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2013 信息安全管理體系 - 理解與應用	C	1	HKD 1,600/ HKD 1,500*				ISE3C/HK-05A 23
Implementation of ISO/IEC 27001:2013 Information Security Management Systems ISO/IEC 27001:2013 實踐信息安全管理體系	C	2	HKD 3,500/ HKD 3,300*	ISE5C/HK-02A 21-22			
ISO/IEC 27001:2005 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2005 信息安全管理體系 - 內部審核員培訓	C	2	HKD 3,500/ HKD 3,200*			ISE7C/HK-04A 25-26	
TL 9000 R6.0/R5.5 Quality Management System Auditing (QuEST Forum Sanctioned Training) TL 9000 R6.0/R5.5 質量管理體系審核課程 (QuEST Forum 認可課程)	E	3	HKD 10,500/ HKD 10,200**		TL02E/HK-03A 26-28		
Innovative Technologies and Application 創意科技及應用							
(NEW) 國內營銷學 - 微營銷攻略 (進階)	C	half day	HKD 980		M100C/HK-03A 20		M100C/HK-05A 27
(NEW) 國內營銷學 - 全方位新營銷攻略 (深進)	C	1	HKD 1,800			M101C/HK-04A 23	
HKQAA Sustainable Building Index (HKQAA SBI) 樓宇可持續發展指數							
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 - 理解與驗證	C	1	HKD 1,550		SBI1C/HK-03A 13		SBI1C/HK-05A 30

Last Updated Date : 20 Dec 2018

Remarks 備註

* Please refer the early bird payment deadine to our website 請於本局網頁參看優先報名之付款詳情　　** QuEST Forum member
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

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 ://www.hkqaa.org/training/　Email : training@hkqaa.org

Workshop on Transforming HR Role as Strategic Partners
提升 HR 策略性伙伴地位培訓工作坊

- New positioning of HR managers
  HR 管理人員的新定位
- Challenges faced by HR managers in the new generation
  HR 管理人員在新世代所面對的挑戰
- The difference between traditional human resource management (Traditional HRM) and strategic human resource management (Strategic HRM)
  傳統人力資源管理 (Traditional HRM) 和策略性人力資源管理 (Strategic HRM) 的區別
- New trends and practices in human resource management
  人力資源管理的新趨勢和手法
- How does HR add value to the business? How to measure and demonstrate HR effectiveness?
  HR 怎樣為企業增值? 如何量度及證明 HR 成效?

- Human Resource Management Cycle: Recruiting, selecting, nurturing, managing and retaining talent
  人力資源管理週期: 人才招攬、挑選、培育、管理及挽留
- Use human resource management strategies and systems to assist companies in implementing business strategies
  運用人力資源管理策略及系統協助企業實施業務策略
- 10 tips for managing round tables
  10 個擠身管理圓桌的小貼士
- Cultivate your strategic HR management consulting skills
  培育您的策略性人力資源管理顧問技巧
- Effective HR facilitation skills
  有效 HR 促導技巧
- Communication strategies and impact skills with department heads and CEOs (CEO, CFO, COO, etc)
  與各部門主管及總裁們 (如CEO, CFO, COO) 的溝通策略及影響技巧

Date	日期	13th February 2019 ｜ 2019 年 2 月 13 日（星期三）
Time	時間	9:30am - 5:30pm ｜ 早上9:30 - 下午5:30
Venue	地點	19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language	語言	Cantonese ｜ 廣東話

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TetraMap® Workshop –
Less is more communication for you and your team
TetraMap® Workshop — 無添加人際溝通與團隊合作工作坊

- Nature as Metaphor and understand the power of creating "Synergy"
  大自然的隱喻及了解 "協同效應" 的力量
- Team awareness and team synergy 團隊意識及團隊協同
- Your nature, my nature 知己知彼
- Explore the philosophy of TetraMap and TetraMap in action
  探索什麼是TetraMap及TetraMap 的運用
- Identify your own element 理解你自己的元素
- Understand each element's behaviour preference 明白不同元素的行為特徵
- To experience how to best approach and communicate with each element in different scenarios
  體驗如何與不同元素的團隊成員更好的相處和交流
- Understand how TetraMap applies leadership in your organisation
  明白如何將TetraMap運用於增強團隊合作和提升領導力

Date	日期	1st March 2019 ｜ 2019年 3 月 1 日 (星期五)
Time	時間	9:30am - 5:00pm ｜ 早上9:30 - 下午5:30
Venue	地點	19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong 香港北角渣華道191號嘉華國際中心19樓
Language	語言	Cantonese ｜ 廣東話