

VISION 管 略

Issue 70 第七十期 | 01 • 2019

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ISO发布知识管理体系新标准

Interview with Chairman of Quality Building Award 2020

Organising Committee – Ir Peter K. W. Mok

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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.

加强知识管理 促进有效决策

在不少机构内, 关键知识只存在于专家的脑海中, 当他们离职时, 这些重要知识便有机会随之而流失。与此同时, 很多新入职的员工, 虽然能力胜任, 但却缺乏了资深员工长年累积的丰富经验, 未必能于短期内上手。因此, 香港一些政府部门也成立了知识管理小组, 加强沟通和促进知识分享, 协助员工作出有效的决策及行动。

诚然, 知识管理在商业社会的角色日益重要。英国克兰菲尔德大学一份研究报告显示, 大部分机构相信他们所需的知识早已存在于机构之中, 只是难以有效地识别、寻找及利用这些知识。另一份载于美国明尼苏达大学《MIS季刊》的国际论文则指出, 正因为机构面对这些难题, 推动他们以系统化的方法来管理知识。

国际标准化组织(ISO)于2018年11月发布《ISO 30401 知识管理体系—要求》, 旨在制定知识管理体系的规范和指引, 协助机构善用知识, 促进效率及创优增值。

ISO 30401 着眼于建立知识管理文化, 鼓励在机构内分享知识管理的方案。此标准除适用于所有类型的商业、私营和公营机构外, 亦适用于非牟利组织。今期《管略》将简介 ISO 30401 的重点内容, 让读者对这新标准有初步认识, 并期望更多机构能善用其知识作出有效的决策, 从而提升运作表现及市场竞争力。

在迈向三十周年之际, 本局将致力引进更多热门国际标准, 以助业界领先市场趋势, 冀继续与业界共同进步, 携手为社会和经济发展作出更大贡献。

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ISO Publishes New Standard on Knowledge Management Systems

ISO 发布知识管理体系新标准

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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.

何谓知识管理？相信大家平日都有所耳闻，但当中又有多少人真正了解呢？时至今日，知识管理尚未有一个公认的定义，亦没有一个国际标准，但这却是对所有成功企业都十分重要的一个课题。不过，随着ISO 30401新标准「知识管理体系—要求」于2018年11月发布，这一切有了新的转变。该标准将知识定义为「一种人类或机构的资产，促进有效的决策及行动」，并指出知识可以是属于个人、群体或机构，往往可以从学习或经验中获取。简单来说，知识管理是机构创造及运用知识的一套方针。

ISO 30401由国际标准化组织 (ISO) 技术委员会 TC 260 (人力资源管理) 制定，并以《附件SL》(Annex SL) 内的高阶架构及相同文本为依据，从而加强与其他管理体系标准的融合。是次新标准明确界定了在机构内促进知识的发展、共享及有效使用知识时所需的要求，以实现其目标。透过一个全面、综合及跨领域的视野，ISO 30401旨在支持机构开发一个可有效推广并能通过知识创造价值的管理体系。同时，新标准可作为独立文件支持机构的知识管理活动，也可作为涵盖面更广的管理体系 (如涵盖质量、环境及健康与安全元素的管理体系) 不可缺少的一部分。

制定 ISO 30401 的原因

知识作为一种无形资产，需要开发、整合、保留、共享、调整及应用，以便员工可作出有效而一致的决策行动，按照过往经验进行解难，并对未来提出新见解。今时今日，机构单单依靠自发性扩散知识的形式，不足以赶上技术及业务经营急剧转变的步伐。相反，他们要率先一步慎重地创造、整合、应用及重用知识。

对分布于不同地区的机构而言，若所有分公司执行同一流程及提供相同的服务，跨地区分享良好做法、专门技术及互相学习，均可带来莫大裨益。有些机构的重要知识往往只由个别的员工掌握或藏于仓底，一旦机构出现变化或个别员工离职，便有流失知识的危机。现今员工流动性强，令这个问题更显得严峻。

从广泛的角度来看，知识管理亦变得越来越重要。很多国家都渴望发展「知识型经济」，令知识成为财富的主要来源。



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 的架构及内容

ISO 30401 的简介条文为知识管理清晰列出了多个指引原则，包括：

- **知识的性质：**知识是无形的、复杂的；由人类创造。
- **价值：**知识在机构实现目标的过程中起到关键作用。知识管理是发掘知识潜在价值的一种途径。
- **焦点：**知识管理根据机构的目标、策略及需求而设。
- **适合度：**没有一个知识管理方案适用于所有机构及其经营环境。机构或可因应他们的需要及环境而制定自己的知识管理方法。
- **达成共识：**各人皆以自己的理解来创造自己的知识。为达成共识，知识管理应经过人与人之间的交流后共同创建，适当时候可应用内容、流程及技术作支援。
- **环境：**知识并不是直接被管理的；知识管理侧重于管理工作环境，令知识不断循环。
- **文化：**文化对有效的知识管理至关重要。
- **重复性：**知识管理应包含学习及反馈循环。

除了各管理体系标准（环境、领导、规划、支持、运营、绩效评估及改进）的标准条文外，ISO 30401 亦强调以下主题，每个主题分别代表知识管理体系中的不同重要维度：

- 透过一系列有系统的活动和行为开发知识，建立知识管理系统：
 - **获取**新知识，让机构获取前所未知或未有的知识的方法，包括：发掘知识、从外部获取知识、研究、创新、反馈、经验教训及把现有知识作崭新的应用。
 - **应用**现有知识改善行动和决策，成为有效知识，包括：知识转移及共享、知识重用及创意解难。
 - **保存**现有知识，提防机构流失知识，包括：知识归档、信息备份、接任计划及上司指导。
 - **处理**过时或无效的知识，避免机构于当下的机构环境内，运用不当的知识，导致出错或工作效率低下。
- 促进不同类型的知识流动的活动及行为，包括：
 - 人际沟通及互动：通过人与人之间的交流与互动，交换及共创知识；透过个人、群体及机构之间的互动。
 - 呈现：透过展示、记录及/或编纂来缔造知识。
 - 合并：将已编纂的知识策展、正规化、构建或分类，令知识易于获取及寻找。
 - 内化及学习：检阅、评估及吸收知识；融入实践之中。



- 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 uncoded 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.

- 建立知识管理体系的支柱，包括：
 - 人力资本：清晰定义各人所属的角色及责任，包括所有知识管理体系的持分者；确保机构的知识管理得到支援。
 - 流程：定义适用于并嵌入至机构流程的知识活动，包括程序、指引、方法及措施。
 - 技术及基础设施：电子媒介、虚拟与现实工作环境及其他工具，如流动应用程序、门户网站、维基百科、搜索引擎、云端运算、大数据平台、协作工作平台及非正式会议室。
 - 管治：制定策略、预期目标及方法，确保知识管理体系能配合整体业务需要。
 - 文化：就分享及从错误中学习而形成的态度及规范。
- 需要平衡在知识共享时有可能面对的保密、知识产权及/或知识保护等要求。

资料性附录

除了标准的核心要求外，ISO 30401 亦有三份资料性附录如下：

- **附录 A—知识范畴**说明知识如何以多种类型及形式出现，从已明确编纂的知识到未经编纂的经验及/或基于行动的知识。一方面，有些知识是不为人察觉，或不能以文字或符号表达。另一方面，有些知识可以记录或收录（如：课本、文档、开放式的电子学习内容）。
- **附录 B—知识管理与相关学科的关系**列出了一系列与知识管理产生相互作用的课题，包括资讯管理、数据管理、商业智能、客户关系管理、学习、机构发展及培训、机构学习、人力资源管理、创新管理、风险管理及质量管理。
- **附录 C—知识管理文化**提供一系列资讯，说明寻求、共享、开发及应用知识的方法。

总结

最近发布的 ISO 30401:2018 是目前首个针对知识管理要求的标准，提供一致及系统化的要求。新标准可独立用作认证的准则，也可作为支持有效实施其他管理体系标准（如：ISO 9001、ISO 14001、ISO 45001）的重要一环。



Interview with Chairman of Quality Building Award 2020 Organising Committee – Ir Peter K. W. Mok

专访 2020 年度「优质建筑大奖」筹备委员会主席 — 莫国和工程师

Ir Peter K. W. Mok

HKQAA Honorary Chairman, Chairman of QBA 2020 Organising Committee

香港品质保证局名誉主席、2020 年度「优质建筑大奖」筹备委员会主席

莫国和工程师

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



香港品质保证局获选为 2020 年度「优质建筑大奖」轮任主席，今期《管略》很荣幸邀得本局名誉主席及大奖筹备委员会主席莫国和工程师，与读者分享对大奖的看法与期望。

管略(管): 莫工程师服务建筑界数十年，贡献良多，过去亦曾任「优质建筑大奖」筹备委员会主席，协助业界推动优质建筑；对于 2020 年度再次担任大奖筹委会主席有何感受？举办大奖的目的是什么？

莫国和工程师(莫): 自 2008 年担任「优质建筑大奖」筹备委员会主席后，不知不觉已过去了十年有多，我喜见香港建筑质素十年间进步不少，得奖建筑一年比一年有进步。「优质建筑大奖」举办已近 20 年，受业界热烈欢迎，每一届的作品也有惊喜及令人欣赏的地方。

「优质建筑大奖」旨在表扬优质的建筑项目及充分发挥团队精神的项目队伍。诚然香港已有不少有关建筑的奖项，但优质建筑大奖与其他比赛不同，讲求全面性及团队合作；得奖关键在于需要综合建筑界多个持分者的参与，遍及建筑设计、工程、品质管理及承建范畴等等，在集合众多专业人士努力的建筑过程中，每一环节也要力求完善，不能出纰漏。我们期望大奖能促进建筑业内人士一同努力，提升专业水平及竞争力。

管: 在阁下的心目中，优质建筑需包含什么重要元素？

莫: 以前的建筑只要可居住就可以，现时则注重人于室内的舒适度，要住得健康舒服。而在环保方面，则不可浪费资源及破坏生态。最近国际 WELL 建筑研究院基于绿色建筑体系上，提出了 WELL 建筑标准，建筑设计需以人的角度出发，以人为本，将人的身心健康融于建筑设计之中，旨在营造舒适的环境。设计当中需留意空气品质、光线及舒适度等指标。

例如往时楼梯的设计会放进建筑中央内部，未能提供足够的光线及空气予住户。现时的设计则会在内设置窗户，令阳光可渗入楼梯中，新鲜空气亦能于空间内流通，再加上对光线的调控，有助这类设计达到 WELL 所提及的建筑指标。

管: 香港品质保证局多年来致力推动优质管理，与建筑业界亦建立了紧密的合作关系；阁下认为本局在建筑业界方面有什么贡献？



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「优质建筑大奖」筹备委员会主席赖旭辉测量师(右)与莫工程师(左)摄于轮任主席移交仪式。



莫: 我认为香港品质保证局对推动优质建筑贡献良多, 花了很大努力协助提升本地建筑水平, 可谓业界的前驱者。如创局时引入 ISO 9001 标准, 在建筑界大力推广, 将国际质量管理体系带进业界, 便是早期一个重要的里程碑。其后本局继续引进环境管理体系、职业安全健康管理体系及能源管理体系等, 不懈地推动本港建筑业界进行系统化管理, 从而持续改善及进步, 提升整个业界的水平。

管: 香港品质保证局踏入30周年, 同时本局亦正式接任2020年度「优质建筑大奖」轮任主席, 开展筹备工作, 可谓一个新的里程碑。可否谈谈阁下对本局及大奖的期望?

莫: 今年度有不少落成的优秀建筑, 期望我们可以尽可能邀请更多业界人士参与比赛, 互相切磋交流, 透过大奖促进建筑业界的水平。我曾于2008年提出不少创新改良的想法, 希望在十多年后, 「优质建筑大奖」能再次运用灵活的思维, 为大奖添加新的色彩。

香港品质保证局是一间很成功的非牟利公营机构, 创局后几年便达到了收支平衡, 其后更成功扩展业务至内地及邻近地区, 在上海、广州、西安及澳门设立了分公司及办事处; 我在参与这些规划过程当中十分有成功感。展望未来, 我期望本局继续成为业界的模范, 开展更具前瞻性的服务, 为商界及社会带来更大的贡献。

First Organising Committee Meeting of the Quality Building Award 2020 2020年度「优质建筑大奖」第一次筹委会会议

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.
香港品质保证局名誉主席及2020年度「优质建筑大奖」筹委会主席莫国和工程师于会上发言。

由本地九大专业团体联合举办的2020年度「优质建筑大奖」第一次筹委会会议, 已于2018年12月6日在香港品质保证局举行。

多位来自不同专业团体的筹备委员会成员出席是次会议, 商讨本年度大奖的重要里程碑及工作日程。我们期望此大奖能促进建筑业内人士共同努力, 维持专业水平及竞争力。



Representatives from nine professional organisations attended the meeting.
来自九大专业团体的代表出席是次会议。

Interview with New Deputy Chairman — Mr Simon Wong Ka Wo, BBS, JP 专访新任副主席 — 黄家和先生, BBS, 太平绅士

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.

黄家和先生, BBS, 太平绅士曾服务香港品质保证局董事局多年, 2017年再度加入董事局, 并于去年11月获选为副主席。今期《管略》很荣幸邀得他接受专访。

管略(管): 黄先生当初是什么原因加入成为本局一份子呢? 作为新任副主席, 您有何感想和期望?

黄副主席(黄): 由于我投身饮食业多年, 深深明白到食品安全及品质的重要性。一直以来, 香港品质保证局在评审及认证方面对业界的发展贡献良多, 我很荣幸能够加入董事局并担任副主席, 有机会跟大家分享过往在食品业、饮食业工作的经验, 并提供建议予本局, 令我们在评审及认证方面的工作更上一层楼。

另外, 针对近年与日俱增的食品事故, 我期盼能透过不同的计划及倡议, 推动业界提升自身价值, 优化管理, 加强消费者及持分者的信心。

管: 您对现今营商环境有何看法? 您认为企业可以如何在市场上保持竞争力? 而本局又可如何配合本地业界发展?

黄: 从营商角度来看, 不论从事哪一个行业, 食品、环保、电子或其他创新科技, 目前为止, 香港的业界都需与国际接轨。虽然很多企业现时的表现不错, 达到国际水平, 但若能把我们所拥有的知识和资源与其他地方互联互通, 把握香港作为国际商业及金融中心的优势, 相信未来的发展能更进一步。只要企业能掌握大湾区及一带一路的机遇, 定必大有作为。

诚然, 香港品质保证局积极配合本地业界发展, 扮演着重要角色, 包括引入国际标准, 如ISO 22000食品安全管理体系、ISO 45001职业健康安全管理体系等, 协助提升不同行业的管理表现, 保持企业在市场上的竞争力, 推动商界持续进步, 从而惠及市民。

同时, 本局亦与时并进, 配合市场及社会发展, 开发崭新服务, 如「葡萄酒储存管理体系认证计划」, 成功为葡萄酒业界引进新思维, 鼓励他们实践良好的做



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，展示和提升专业水平。而「绿色金融认证计划」则能配合政府政策，推动绿色金融及产业发展，支持香港成为区域绿色金融中心，紧贴国际走向。

管：阁下于饮食业成就卓越，建树良多，更获颁铜紫荆星章的荣誉；是什么促使您多年来热心不懈地参与公职，服务社会呢？

黄：我个人对饮食业一直充满热忱，希望香港食品及相关行业能不断增值及提升竞争力。多年来，我投入了不少时间和精力与业界紧密联系，用心聆听意见，并积极与政府交流沟通，致力改善行业内的营商环境，共同探讨食物安全、环保等议题，希望为业界及社会出一分力。

管：最后，可否与读者分享您的成功之道？

黄：我个人坚信凡事全情投入，并需对该领域或行业有充分的了解，面对困难时切勿轻易放弃，抱着不畏任何挑战的心态，坚持自己的理念及原则才可以成功。

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.

黄家和先生, BBS, 太平绅士简历

黄家和先生, BBS, 太平绅士现为金百加集团主席，主要从事咖啡、红茶、葡萄酒、咖啡设备、有机产品及食品。集团旗下品牌包括「乐满家」、「金百加餐饮」、「点点红」等，业务遍及全球各地不同市场。此外，黄先生更于早年成立点点绿集团，专门从事有机及健康食品。他亦是香港餐饮联业协会会长及香港品牌发展局主席。

Introduction of New Council Member 新董事局成员介绍

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.

Ms Christine Wai 卫懿欣女士

卫懿欣女士于2018年8月加入香港特区政府工业贸易署，现任工业贸易署助理署长(工商业支援部)，其职务范围涵盖中小型企业支援服务和资助计划、中小型企业的区域合作事宜、品牌发展及推广、联系及支援香港工商业等。

卫女士在加入工业贸易署前，曾于多个决策局及部门工作，包括民政事务总署、前教育统筹局、保安局、政务司司长办公室、民政事务局、公务员事务局和行政署。



MOU Signed with Shaanxi Provincial Office of Finance 与陕西省金融工作办公室签署合作备忘录

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.



本局于2018年11月14日，在「陕西—香港金融合作交流恳谈会」上，与陕西省金融工作办公室签署合作备忘录，携手促进陕港金融机构、投资机构、中介服务机构之间的交流沟通，共同推动两地金融投资服务。是次金融合作交流恳谈会是「第八届陕粤港澳经济合作活动周」的活动之一，不少

陕港政府高层人员及金融界代表拨冗出席。

会上，陕西省金融办主任苏虎超先生（前排，左三）与本局总裁林宝兴博士（前排，左二）代表双方签署合作备忘录，并由本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士（后排，右三）、副主席何志诚工程师（后排，右二）、香港投资推广署署助理署长李淑菁女士（后排，左四）及中国银行陕西省分行行长吴敏先生（后排，左二）等嘉宾见证。此外，陕西省金融办亦分别与多间香港金融机构的高层代表签署合作备忘录。

Participating in 25th Pearl River Finance Forum: Green Finance Innovation Development Forum 参与「第25期珠江金融论坛—绿色金融创新发展论坛」

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.



本局于2018年12月27日参与由广州市人民政府指导，广州市金融工作局主管，广东金融学会绿色金融专业委员会、广州金融业协会、花都区人民政府主办及花都区金融工作局承办，于花都区紫薇苑举行的「第25期珠江金融论坛—绿色金融创新发展论坛」。

香港品质保证局运营总监陈沛昌先生在会上分享香港绿色金融发展现况，并介绍了本局「绿色金融认证计划」及香港特区政府「绿色债券资助计划」。期望穗港的进一步交流合作，可促进区内的绿色金融发展。

Mr P C Chan, Chief Operating Officer of HKQAA, speaks at the Forum.

本局运营总监陈沛昌先生于论坛上演讲。

MOU Signed with the Bureau of Finance Affairs of Guangzhou Municipality 与广州市金融工作局签署合作备忘录



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.



本局于2019年1月与广州市金融工作局签署合作备忘录，共同构建有利于绿色产业对外连接的绿色金融平台，推动穗港两地的知识和技术转移和分享，发掘大湾区和「一带一路」带来的绿色金融机遇。

本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士，于2019年1月14日举行的「2019 穗港澳金融合作推介会」上与广州市金融工作局局长邱亿通先生代表双方交换合作备忘录，而本局学习及发展助理总监丁国滔先生则担任了「粤港澳大湾区框架下绿色金融合作创新发展」讨论环节的嘉宾讲者，推广「绿色金融认证计划」。

广东省地方金融监督管理局局长何晓军先生以及广州市委常委、常务副市长陈志英先生在会上致辞。不少政府高层人员及金融界代表亦出席了活动。



本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士（左）与广州市金融工作局局长邱亿通先生（右）代表双方交换合作备忘录。

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).

本局学习及发展助理总监丁国滔先生（中）参与了讨论环节。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 参与「绿色金融·香港机遇」内地企业与金融机构赴港发行绿色债券主题会议

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.



Mr P C Chan, Chief Operating Officer of HKQAA, introduces the Green Finance Certification Scheme to potential green bond issuers from Mainland China.

本局运营总监陈沛昌先生向内地绿色债券意向发行人介绍「绿色金融认证计划」。

本局代表于2019年1月13至15日，参与由中国人民银行研究局、香港金融管理局及香港绿色金融协会在香港联合举办的「『绿色金融·香港机遇』内地企业与金融机构赴港发行绿色债券主题会议」，而本局运营总监陈沛昌先生亦担任「香港绿色融资研讨会」环节的嘉宾讲者，向内地绿色债券意向发行人介绍「绿色金融认证计划」。

是次会议包括由来自香港金融管理局、财经事务及库务局、人民银行、银行保险监督管理委员会和国家外汇管理局的高层代表主讲的政策及监管座谈会；以及由银行、投资人及服务提供机构介绍最新市场发展情况的研讨会。内地发行人代表亦出席了亚洲金融论坛环球投资项目对接会。

MOU Signed with International Finance Corporation (IFC) 与世界银行集团成员国际金融公司签署合作备忘录

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.

结合国际与地区优势 提升绿色金融公信力

本局于 2018 年 10 月 16 日与**国际金融公司**签署合作备忘录，携手促进绿色金融及绿色项目在区内的发展。

国际金融公司是**世界银行集团**成员之一，也是全球最大的专注于新兴市场私营部门发展的国际开发机构。国际金融公司同时支持绿色建筑发展，务求在不同国家实现绿色建筑市场的转型。

这次策略性合作，旨在促进绿色金融的发展，并通过公正的独立第三方合格评定服务，确保绿色金融工具的公信力及提升持分者的信心。作为区内最具领导地位的认证机构之一，本局为绿色金融发行人提供专业的绿色金融认证服务，不仅提升了绿色融资项目的公信力，还促进其管理环境风险的能力。

相信这次合作可以产生协同效应，透过推广本局的绿色金融认证计划及国际金融公司的EDGE绿色建筑认证体系计划，发挥彼此优势，协助促进中国和其他地区的绿色项目融资，以及有关的EDGE绿色认证、评审及培训工作，为区内社会经济带来更多贡献。

Participation in Developing the ISO Standard for Sustainable Finance 参与制定有关可持续发展金融的ISO标准

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，本局专家获香港创新科技署提名，加入**ISO/TC 322 技术委员会**，直接参与制定有关可持续发展金融的ISO标准。

自 2017 年起，本局已获该署及中国标准研究院提名加入 ISO/TC 207/SC 4 技术委员会及其工作小组 (ISO/TC 207/SC 4/WG 7)，参与制定《ISO 14030

绿色债券 – 指定项目及资产的环境表现》；自 2018 年起本局亦成为国际资本市场协会 (International Capital Market Association, ICMA) 《绿色债券原则》(Green Bond Principles, GBP) 的观察员，以及成为气候债券标准 (Climate Bonds Standard) 委员会授权的核查机构，充分展现本局于可持续发展及责任投资领域的专业能力。

International 国际

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.

修订《附件 SL》

六年前，ISO 指引《附件 SL》内要求所有管理体系标准统一使用高阶架构及相同核心内文。现时已有多于 40 个管理体系标准沿用《附件 SL》，包括较为人熟悉的 ISO 9001, ISO 14001, ISO 45001, ISO 22000 及 ISO 27001；亦包括 ISO 39001（道路交通安全管理体系），ISO 18788（私人安保运营管理体系）及更多。

于 2018 年 10 月举行的日内瓦会议中，ISO 联合技术协调小组决定开始修订《附件 SL》。修订工作将参考多个技术委员会使用高阶架构制定标准的经验，同时任派倪国夫博士领导工作小组于 2019 至 2020 年间开始相关修订。

ISO 标准帮助伤健人士

全世界拥有超过十亿位伤健人士，人口众多，为了促进可持续的社会发展，包容并赋予伤健人士权力非常重要。每年的 12 月 3 日亦定为国际复康日。

ISO 标准协助制造商、服务供应商、设计师及政策制定者推出符合无障碍需要的产品和服务，包括有关辅助科技、移动设备、长者服务等标准。《ISO/IEC 指引 71 有关在标准内回应无障碍诉求的指引》，便旨在协助

标准制定者考虑这些以往被忽略的无障碍议题。例如 ISO 17049 有关于无障碍设计中使用盲文，ISO 23599 有关于盲人及视障人士的辅助工具，以及即将推出的 ISO 21902 有关无障碍旅游等，将对联合国的可持续发展目标 3：良好的健康与福祉作出直接贡献。

新的 ISO 可持续发展金融委员会

新成立的 ISO/TC 322 可持续发展金融技术委员会，旨在透过开发新的国际标准来促进可持续发展的投资市场。小组首项工作将会整合现有的概念及常用术语，以开发可持续发展金融的框架。未来的工作包括：将可持续发展融入金融决策、服务及产品之中；既有投资回报又为社会带来良好影响的投资决策；结合「气候融资」的绿色金融项目，以支持洁净能源的概念，提供更广泛的环境及保育融资；以及有关特定项目的投资，如能源效益项目和可持续发展城市等等。

期望透过可持续发展金融的不间断发展，可以提升市场的信心，使其被市场接纳，以及鼓励业界推行新的倡议和行动。

HKQAA Networking Cocktail Reception 2018 for Wine Industry 香港品质保证局葡萄酒业界交流酒会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.
卢伟国议员博士工程师, SBS, MH, 太平绅士于酒会上致欢迎辞。



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".
香港葡萄酒商会会长何耀康先生回顾「推动香港葡萄酒业品牌促使香港葡萄酒贸易及零售商成为内地市场采购之首选」。

香港品质保证局于2018年11月9日的香港国际美酒展上, 举行「香港品质保证局葡萄酒业界交流酒会2018」。

第三方认同助增强用家信心

零酒税及完善的运输基建, 造就香港成为亚太区最具成本效益及交通便利的葡萄酒枢纽之一。为配合市场需要, 本局于2009年推出了「葡萄酒储存管理体系认证计划」, 协助机构运用系统化储存管理的框架, 保护葡萄酒品质及价值。2013年, 本局进一步推出「香港葡萄酒注册计划」, 旨在协助机构彰显提供可识别来源的葡萄酒之承诺。

「除了品牌和酿酒年份, 葡萄酒爱好者亦会关注葡萄酒的来源、储存和运输过程。第三方认同有助建立消费者、收藏家及酒商对香港葡萄酒相关业务的信心。」本局主席卢伟国议员博士工程师, SBS, MH, 太平绅士道。

与业界携手促进香港葡萄酒行业发展

除了制订以上计划外, 香港品质保证局亦致力与业界携手提升香港葡萄酒行业于区内的发展。去年在「发展品牌、升级转型及拓展内销市场的专项基金」资助下, 本局担任执行机构协助香港葡萄酒商会推行「推动香港葡萄酒业品牌促使香港葡萄酒贸易及零售商成为内地市场采购之首选」, 锐意在区内推广香港葡萄酒业品牌及展示优势。

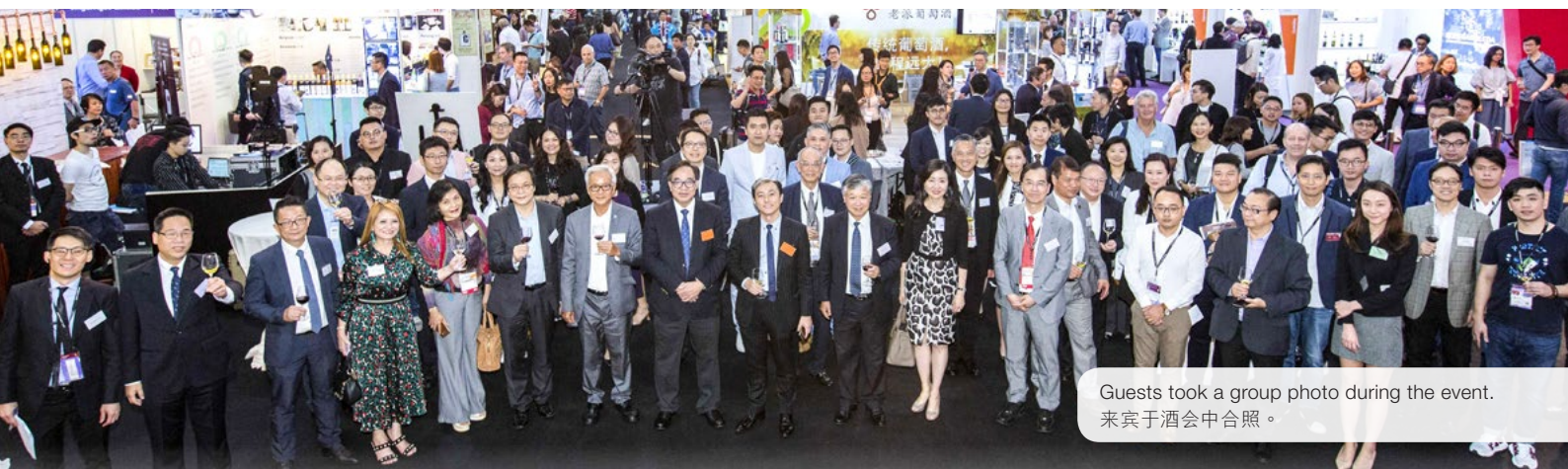
在当天的酒会上, 本局邀得香港葡萄酒商会会长何耀康先生回顾项目的重点活动, 以及新参与「葡萄酒储存管理体系认证计划」的机构代表分享葡萄酒储存管理的良好做法。是次酒会获得了酒商及业界的踊跃支持, 场面热闹。

此外, 2018年葡萄酒电子版特刊经已出版, 有兴趣人士可到以下网址或扫描此QR码浏览, 并可查阅参与本局葡萄酒相关计划的机构名单。(<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).
卢伟国议员(中)、何耀康先生(右)以及项目的支持机构之一——香港贸易发展局制造业拓展高级经理陈嘉贤先生(左)合照。





Guests took a group photo during the event.
来宾于酒会中合照。

Partner Sharing 合作夥伴分享



Hong Kong Wine Chamber of Commerce
Mr Henry Ho, President
香港葡萄酒商会
会长 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.

我们深信这次香港葡萄酒商会夥拍香港品质保证局合作推行BUD基金资助的项目，将有助提升本港可识别来源之葡萄酒品牌的形象及知名度。

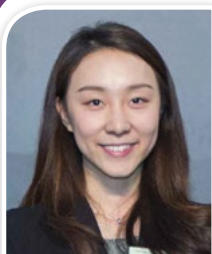
Client Sharing 客户分享



SZ Qianhai Wine Innovative Management Company Limited
Mr Neil Fung, General Manager, Supply Chain BU
深圳前海葡萄酒创新管理有限公司
供应链协同事业部总经理
冯冠先生

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.

前海酒庄是内地第一间获得葡萄酒储存管理体系(内地)认证计划的企业，认证有助展示我们的专业水平，促进业务发展。



House of Connoisseur
Ms Sophie So, Marketing Coordinator
House of Connoisseur
市场推广助理 苏婉霆小姐

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

葡萄酒爱好者越来越渴求高质素及可信赖的葡萄酒储存环境，此计划提供了他们所认同的储存标准。



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.

葡萄酒储存管理体系认证计划对业界贡献良多，加深顾客对葡萄酒储存的了解，让他们提高对葡萄酒储存服务供应商的信心。

We would like to acknowledge the following organisations for their support for "HKQAA Networking Cocktail Reception 2018" for Wine Industry. 特别鸣谢以下赞助及支持机构对「香港品质保证局葡萄酒业界交流酒会2018」的鼎力支持。

Diamond
Sponsor
钻石赞助



Gold
Sponsor
金赞助



Silver
Sponsor
银赞助



Beverage
Sponsors
饮品赞助



Supporting
Organisations
支持机构



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



1
WSMS – Fine Wine
「葡萄酒储存管理体系认证」
(高级葡萄酒)



2
WSMS – Commercial Wine
「葡萄酒储存管理体系认证」
(商品葡萄酒)



3
WSMS for Wine Retailers
零售商
「葡萄酒储存管理体系认证」



4
WSMS – Transportation – Fine Wine
运输服务供应商「葡萄酒储存管理体系认证」(高级葡萄酒)



5
WSMS – Transportation – Commercial Wine
运输服务供应商「葡萄酒储存管理体系认证」(商品葡萄酒)

Company	公司	Scheme Type 计划类别	Company	公司	Scheme Type 计划类别
Acker Merrall & Condit (Asia) Limited	-	1	Kerry Warehouse (Hong Kong) Limited	嘉里货仓(香港)有限公司	1
B & F Wine Cellar Limited	-	1	Madison (China) Limited	麦迪森(中国)有限公司	1
BWL Wine Logistics Limited	-	1, 2, 4	MBL Wine Group Limited	马伯乐集团酒业有限公司	1
Certiz Premier Products Limited	天傲(名家)有限公司	1	Metropolitan Wine Cellar Limited	城市酒窖有限公司	1
Chevalier Cold Storage and Logistics Ltd.	其士冷藏物流有限公司	1	Omtis Fine Wines	安天时酒库	1, 2, 5
China Merchants Godown, Wharf & Transportation Co., Ltd.	招商局仓码运输有限公司	1, 2	On Excel Fine Wines Limited	优达酒业有限公司	1
CN Logistics Limited	嘉宏物流有限公司	1, 2, 4, 5	Royal Orchid Wine (Hong Kong) Company Limited	君兰酒业(香港)有限公司	2
Collezione Wine Cellars Limited	佳酿珍藏	1	Store Friendly Self Storage Group Limited	储存易迷你仓集团有限公司	1
Crown Wine Cellars Limited	-	1	Sun Hing Holdings Limited	新兴集团有限公司	1, 2
DCH Logistics Company Limited	大昌行物流有限公司	2	Sunfun (China) Ltd.	中正商航(中国)有限公司	2, 5
Estate Sky Investments Limited	-	1	Toll Global Forwarding (Hong Kong) Limited	拓领环球货运(香港)有限公司	2
Grand Wine Cellar	豪酒窖	1	U-Freight Logistics (HK) Limited	联邦物流(香港)有限公司	2
Hecny Wine Cellar Limited	-	1	W Cellar Limited	尚藤酒业有限公司	1
Hip Cellar Limited	-	1	Wai Shing Wine International Co. Ltd.	伟成洋酒国际有限公司	2
Hong Kong Wine Vault	美酒窖	1	Watson's Wine	屈臣氏酒窖	1
House of Connoisseur Limited	-	1	Wine-World.com Electronic Commerce (HK) Limited	红酒世界电商(香港)有限公司	1
JAS Forwarding (HK) Ltd.	捷士国际联运(香港)有限公司	1, 2	Yamato Logistics (Hong Kong) Ltd.	雅玛多运输(香港)有限公司	5
Jebsen Logistics Limited	捷成国际物流有限公司	1, 2, 4, 5			
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			
Jovenstars International Logistics (Hong Kong) Limited	骏星国际物流(香港)有限公司	2			
K Cellars (Hong Kong) Limited	-	1			
Kerry Logistics (Hong Kong) Limited	嘉里物流(香港)有限公司	1, 2			

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

Wine Storage Management Systems (Mainland) Certification Schemes - List of Participating Company 「葡萄酒储存管理体系(内地)认证计划」—参与机构名单

Company	公司	Scheme Type 计划类别
SZ Qianhai Wine Innovative Management Company Limited	深圳前海葡萄酒创新管理有限公司	Obtained WSMS (Mainland)- Commercial Wine 获得「葡萄酒储存管理体系(内地)认证」(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 「香港葡萄酒注册计划」—参与机构名单

Company	公司	Company	公司
Abbelio Wines	安贝利尔酒业	MBL Wine Group Limited	马伯乐集团酒业有限公司
Anrise-IMC Limited	安升国际商务拓展有限公司	Nanpu Fine Wine & Spirits International Co. Ltd.	南浦酩酒坊国际有限公司
Australian Wines Wholesale Centre	澳洲酒批发中心	Omtis Fine Wines	安天时酒库
Best Wine Limited	美酒轩酒业有限公司	Rastignac (HK) Limited	威利来(香港)有限公司
CBT Wines Company Limited	香贝田酒业有限公司	Royal Orchid Wine (Hong Kong) Company Limited	君兰酒业(香港)有限公司
Corney and Barrow Limited	-	Sunfun (China) Ltd.	中正商航(中国)有限公司
Double S Wine International Limited	名葡萄酒窖国际有限公司	Superb Wine Company Limited	酒至尊有限公司
Excelente Wine Company Limited	超然酒业有限公司	Wai Shing Wine International Co. Limited	伟成洋酒国际有限公司
GOYA (HK) Limited	戈尔洋行有限公司	Watson's Wine	屈臣氏酒窖
Grand Wine Cellar	豪酒窖	WineWorld Limited	酒世界有限公司
Hong Kong Ningxia Unique & Premium Products Centre Co., Limited	香港宁夏名特优产品中心有限公司	-	中山市天傲名家贸易有限公司
Jovenstars International Logistics (Hong Kong) Limited	骏星国际物流(香港)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

银行业研讨会 — ISO 19600 合规管理体系

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.



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.

香港城市大学金融学兼任教授林日辉先生(左)及香港联合国教科文组织-全球可持续发展规划师学会(WISDP)可持续商业和管理部联席主席李本立先生(右)担任研讨会嘉宾讲者。

根据《行政长官2018年施政报告》，香港金融管理局正在处理第一批虚拟银行牌照的申请，为市民提供创新的金融服务。

有见及此，香港品质保证局于2018年11月21日举行了合规管理体系研讨会，探讨银行文化改革与虚拟银行面对的合规挑战。

研讨会当日，本局邀得香港联合国教科文组织-全球可持续发展规划师学会(WISDP)可持续商业和管理部联席主席李本立先生及香港城市大学金融学兼任教授林日辉先生分析最新虚拟银行的业务模式、新兴风险与监管要求；讨论虚拟银行的优点和局限性，解释虚拟银行特有的技术风险、洗钱风险和尽职调查风险。

另外，本局学习及发展助理总监丁国滔先生亦分享了如何实践合规管理体系理论，以帮助企业内提升管理水平，更好防范合规风险，并有助银行业推行银行文化改革。

是次研讨会获业界热烈支持，场面热闹。

Promoting Sustainability in Guangzhou and Shanghai

于广州和上海推广可持续发展理念

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.

Ms Guiru Cai, Assistant General Manager of HKQAA (left 1), recognised representatives from Sustainable Building Index (SBI) participating organisations.

本局助理总经理蔡桂如女士(左一)嘉许参与楼宇可持续发展指数评定项目的代表。



本局致力向机构推广可持续发展理念，提升社会价值。2018年12月，本局分别于广州和上海举行了企业融资研讨会「如何透过绿色金融支援企业发展及营运需要」，及「GB/T 23331 能源管理体系及绿色发展与绿色制造体系建设政策解读」研讨会，获业界踊跃参与。

2018年11月，本局受广州市天河中央商务区管理委员会(天河CBD)邀请，于2018天河CBD文化艺术节展演上，嘉许获得楼宇可持续发展指数评定项目的楼宇代表。自2015年以来，本局获天河CBD委任提供楼宇可持续发展指数评定服务，推动各楼宇不断优化物业管理水平，提升天河CBD整体楼宇价值。迄今已评定了68栋楼宇。



Huadu, Guangzhou (Right), were the guest speakers at the Corporate Financing seminar in Guangzhou.

广州企业融资研讨会邀得麦振兴律师事务所合夥人季辉律师(左)及广州花都区金融工作局副局长吴清源先生(右)担任嘉宾讲者。

Mrs Ji Hui, Partner of Ji Jeffrey Mak Law Firm (Left), and Mr Wu Qingyuan, Vice Chief of Bureau of Financial Affairs,

HKQAA Enters Its 30th Anniversary 香港品质保证局踏入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.

为庆祝香港品质保证局踏入30周年，本局于2019年1月11日假沙田马场会所举行周年晚宴，前任及现任董事局成员、技术委员会成员及员工聚首一堂，共同庆祝本局迈向新里程。本局十分荣幸邀请到**香港特别行政区政府财政司司长陈茂波先生，大紫荆勋贤，GBS, MH, 太平绅士**担任晚宴的主礼嘉宾。

此外，当日亦有不少政府高级官员出席是次盛会，包括财经事务及库务局局长刘怡翔先生，太平绅士、创新及科技局局长杨伟雄先生，GBS, 太平绅士、财经事务及库务局副局长陈浩濂先生，太平绅士、工业贸易署署长甄美薇女士，太平绅士、机电工程署署长薛永恒先生，太平绅士及渠务署署长唐嘉鸿先生，太平绅士。



香港特别行政区政府财政司司长陈茂波先生，大紫荆勋贤，GBS, MH, 太平绅士（前排，左六）、财经事务及库务局局长刘怡翔先生，太平绅士（右三）、创新及科技局局长杨伟雄先生，GBS, 太平绅士（左四）、财经事务及库务局副局长陈浩濂先生，太平绅士（右二）、工业贸易署署长甄美薇女士，太平绅士（左二）、机电工程署署长薛永恒先生，太平绅士（右一）及渠务署署长唐嘉鸿先生，太平绅士（左一），与本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士（左七）、副主席何志诚工程师（左五）及黄家和先生，BBS, 太平绅士（右五）、名誉主席莫国和工程师（右四）、总裁林宝兴博士（左三）及其他董事局成员祝贺本局踏入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.
卢伟国议员博士工程师于晚宴上致开幕辞。



Guest of Honour
The Hon. Chan Mo Po, Paul
陈茂波司长担任主礼嘉宾



(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



(上图，由左至右) 卢伟国议员博士工程师、杨伟雄局长及林宝兴博士；(下图，由左至右) 刘怡翔局长、陈茂波司长及卢伟国议员博士工程师



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.

陈浩濂副局长(中图·中)、甄美薇署长(右图·中)及薛永恒署长(右一)与本局一众董事局成员及员工合唱。



30th Anniversary Sustainability Activities 香港品质保证局30周年可持续发展推广活动

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.

自创局以来，香港品质保证局一直致力为本地企业推广良好管理做法，并配合市场发展及社会持续发展的需要，开发崭新服务。迈向30周年，本局将筹划一连串推广可持续发展及社会责任的活动及项目。

绿色金融认证计划颁授典礼暨论坛

为促进环境友善投资，以及嘉许参与「绿色金融认证计划」的绿色债券发行人，本局将举办颁授典礼暨论坛，邀请投资者、环境专家及来自银行与金融机构的高层代表于论坛上分享香港绿色金融的发展方向。

香港品质保证局30周年论坛

本局将于2019年于香港及内地城市举行论坛，汇萃本地及海外的专家讲者，探讨可持续发展管理及投资的最新趋势，而30周年庆祝酒会及杰出机构嘉许仪式亦将于论坛的香港专场举行。

「理想家园」计划

「理想家园」计划为培育年青一代对社会的责任感及树立正面的人生观而设，除创作比赛及颁奖礼外，今年亦会举办学校讲座、社会责任工作坊以及慈善欣赏会等活动，将接触面由学生校园扩阔至社区邻舍。

Memorable Moments

纪念一刻

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.

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

由2018年8月至10月期间，香港品质保证局共颁发多张证书，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，亦颁授「网络红人喜爱品牌奖」表扬得奖的商户。在此谨祝祝贺获证机构加入我们的行列。

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。



培训课程

Training Schedule





































Macau 澳门

Feb - May 2019 2019年2月至5月

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
Retail, Marketing and Sales 零售、市场及销售						
Data Management in Education / Learning (Knowledge Management with big data) 数据与知识管理 (DME) - 教育 / 学习行业	1	HKD 2,108				M062 02
Social Media Marketing for Startup Co. & Enterprise (Practical Workshop) 社交媒体营销 (实用工作坊)	1	HKD 1,800		M093 05		
Workshop on Social Media Marketing 社交媒体新营销工作坊	1	HKD 1,100	M918 12			M918 07
Professional Presentation Workshop 专业演讲技巧工作坊	1	HKD 1,100		PC44 07		PC44 09
Business Negotiation Workshop 高效商业谈判工作坊	1	HKD 1,100	PC45 14		PC45 09	
Service Excellence Workshop 迈向卓越服务	1	HKD 1,100		PC46 12		PC46 14
Complaints Handling Workshop 「有效处理难缠客户及投诉」工作坊	1	HKD 1,100		PC47 14		PC47 16
Management, Public Administration, Organisational Management, Human Resources and Public Relations 管理、公共管理、机构管理、人事管理及公共关系						
Workshop on Lean Application in Office Environment 办公室精益管理实践工作坊	1	HKD 1,700	M017 28		M017 11	
Workshop on Time & Resource Management 时间及资源管理培训课程	1	HKD 1,080		M030 19		M030 21
Originated from Maslow's hierarchy of needs 成就铁三角动力工作坊	1	HKD 1,200			M043 16	
Risk Management Programme on Corporate Public Relations 企业公关危机管理课程系列	2	HKD 2,800	M095 19-20			
Secretary and Office Administration 秘书及办公室工作						
Training for Corporate and Activity Emcee 企业及活动司仪培训	1	HKD 1,600			M020 23	
Sharing Seminar cum Workshop on Human Resources and Customer Relationship Management 人力资源及客户关系管理交流会暨工作坊	1	HKD 400/session HKD 980/3 sessions	M072 26		M072 25	
Communication at Workplace 职场应对沟通术	1	HKD 1,400		M073 26		M073 30
Workshop on Building Your Influencing Power 影响力提升工作坊	1	HKD 1,400		M079 28		

Mainland China 中国内地

Feb - May 2019 2019年2月至5月

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 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	 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	 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	 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)	 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	 3	RMB 3,710		ISE7P/SH03A SH 20-22		
SA 8000:2014 Social Accountability Management Systems - Internal Auditor Training SA 8000:2014 社会责任管理体系内部审核员培训	 2	RMB 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	 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	 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	 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	 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	 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	 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						
5S 现场管理 5S Site Managements	 2	RMB 2,650		GM09P/GZ03A GZ 25-26		
Lean Production 精益生产	 2	RMB 4,240			GM15P/SH04A SH 08-09	
Six Sigma Green Belt Training 6Sigma 绿带	 6	RMB 15,900	GM16P/GZ02A-1 GZ 20-22	GM16P/GZ03A-2 GZ 11-13		
Project Management 项目管理	 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)	 3	RMB 3,180				MS01P/SH05A SH 27-29
Geometric Dimensioning and Tolerancing GD&T 几何尺寸和公差	 2	RMB 4,240	GM14P/SH02A SH 27-28			
Product Reliability Design 产品可靠性设计	 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	 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	 1	RMB 1,590			OH04P/GZ04A GZ 10	
TPM - Total Productive Maintenance TPM - 全面生产管理实战	 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	 2	RMB 4,240				ES28P/GZ05A GZ 14-15
8D - Quality Problem Analysis and Solving 8D - 质量问题分析	 1	RMB 1,590	ES29P/GZ02A GZ 25			
Design of Experiment DoE 试验设计	 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	 2	RMB 4,240			GM10P/SH04A SH 23-24	
Seven QC Tools (Traditional & New) QC 七大手法	 2	RMB 2,650		GM12P/GZ03A GZ 26-27		
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	 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	 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	 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	 2	RMB 2,650			MS14P/GZ04A GZ 15-16	
Meeting Management with High Efficiency 高效会议管理	 1	RMB 1,590		GM08P/SH03A SH 22		
Employee Motivation 员工动力驱动器 — 员工激励	 2	RMB 3,180				GM23P/GZ05A GZ 22-23
Mind Map@ : 思维导图轻松提升工作效率	 1	RMB 2,120	M504P/SH02A GZ 21			
Zodiak@ : 商业策略、决策及财务游戏工作坊	 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	2	RMB 2,650				GM25P/SH05A SH 14-15

For registration and enquiry
报名及查询








































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 HKQAA Certification (Macau) Ltd. 标准认证服务 (澳门) 有限公司 • Tel 电话: (853) 2875 1199
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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 9001:2015 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 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 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 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 质量管理体系文件		1	HKD 1,680/ HKD 1,580*		QMS4C/HK-03A 20		
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品质管理体系 - 进阶内部审核技巧		2	HKD 3,500/ HKD 3,300*		QMS5C/HK-03A 28-29		
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-03A 01	MT23C/HK-04A 29	
Environmental Conservation 环境保育							
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-02A 21		EMS2C/HK-04A 23	
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-03A 18-19		EMS3C/HK-05A 23-24
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-05A 27
Risk and Opportunities based approach and Aspect Identification with Life Cycle Perspective		1	HKD 1,680	EM19C/HK-02A 27			
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理体系 - 理解与应用		1	HKD 1,200/ HKD 1,080*	EM07C/HK-02A 26			
ISO 50001:2018 Energy Management Systems - Internal Auditor Training ISO 50001:2018 能源管理体系 - 内部审核员培训		2	HKD 3,500/ HKD 3,300*		EM08C/HK-03A 04-05		
ISO 50001:2018 Energy Management Systems Transition Training ISO 50001:2018 能源管理体系转版		1	HKD 1,200			EM21C/HK-04A 01	
ISO 50001:2018 Energy Management Systems Auditor/Lead Auditor Training ISO 50001:2018 能源管理系统 - 主任审核员证书培训		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 能源管理系统 - 主任审核员转证证书培训课程		3	HKD 6,000/ HKD 5,500*			EM11C/HK-04A 08-10	
GreenHouse Gas Verifier Training 温室气体验证员		2	HKD 3,500/ HKD 3,300*		EM09C/HK-03A 28-29		
Occupational Health and Safety Management 职业健康和安全管理							
ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Understanding & Application ISO 45001:2018 职业健康和安全管理 - 理解与应用		1	HKD 1,730/ HKD 1,630*		OH19C/HK-03A 18		OH19C/HK-05A 16
ISO 45001:2018 Occupational Health and Safety (OH&S) Management System - Internal Auditor Training ISO 45001:2018 职业健康和安全管理 - 内部审核员培训		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&I/USM)R for OHSAS 18001 Practitioners		1	HKD 1,500		OH15C/HK-03A 13		
OHSAS 18001 Auditor Course for Registered Safety Officers / Auditors		2	HKD 3,200				OH16C/HK-05A 15-16
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 19		
Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存							
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-02A 13-14			
ISO 22000:2018 Food Safety Management Systems - Understanding and Application ISO 22000:2018 食品安全管理体系 - 理解与应用		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 食品安全管理体系 - 内部审核员培训		2	HKD 3,500/ HKD 3,300*			HA7C/HK-04A 10-11	
ISO 22000:2018 Food Safety Management Systems Implementation Course ISO 22000:2018 实施食品安全管理体系课程		1	HKD 1,600/ HKD 1,500*		HA9C/HK-03A 25-26		
ISO 22000:2018 Food Safety Management Systems Transition Training ISO 22000:2018 食品安全管理体系转版课程		3	HKD 1,500			HA14C/HK-04A 02	
食品卫生经理证书课程		3	HKD 1,500		M091C/HK-03A 20-21		
餐饮业食品安全评估员		3	HKD 3,500			M092C/HK-04A 24-26	
食物内除害剂残余及虫害控制课程		2	HKD 1,800				M088C/HK-05A 08-09
Team Building 团队建设							
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. 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®		1 to 2					
Team Collaboration in Meaningful Micro-Film Production		1 to 2					
Personal Enrichment & Certification 个人提升和专业资格							
TetraMap® Workshop - 无添加人际沟通与团队合作工作坊		1	HKD 2,800		M524C/HK-03A 01		
职场必备软技巧 - 全脑转数训练班		1	HKD 1,980			M098C/HK-04A 25	
职场读心术 - 身体语言训练班		1	HKD 1,980		M099C/HK-03A 22		
九型人格系列：职位配对及团队组合		2	HKD 1,680	M089C/HK-02A 18			
优化技术专才的商务礼仪		1	HKD 1,800/ HKD 1,600*	M122C/HK-02A 20			
商务礼仪工作坊		1	HKD 1,800/ HKD 1,600*		M123C/HK-03A 22		
逻辑思考解决问题工作坊		1	HKD 2,300/ HKD 1,980*			M069C/HK-04A 17	
Breakthrough in Mind and Self Awareness - Level 1 - The Law of Change 改变的法则		1	HKD 2,180	M506C/HK-02A 16-17		M506C/HK-04A 06-07	
博赞®强力记忆法提升工作效率 工作坊		1	HKD 2,300/ HKD 1,980*	M522C/HK-02A 25			
The 7 Habits of Highly Effective People Signature Program		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 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
Law and Legislation (Hong Kong, Macau & China) 法律与法规 (香港、澳门及中国)						
调解技巧一天培训课程	 1	HKD 1,600		M124C/HK-03A 29		
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法	 1	HKD 1,500		M906C/HK-03A 20		
Safety and Environmental Offences in Construction Project 「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-02A 28			
Legal Fundamentals of Tendering 招标法律基础	 1	HKD 1,500				M909C/HK-05A 07
Negotiation and Mediation Skills for Managers and Professionals 管理者的谈判及调解技巧	 1	HKD 1,500		M911C/HK-03A 15		
Fundamental Law for Office Administrators 行政人员基础法律知识	 1	HKD 1,500	M920C/HK-02A 20			
Legal Aspects of Patents and Copyrights - Uses and Protection 专利及版权法律精要 - 使用与保护	 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实务	 1	HKD 1,500			M922C/HK-04A 29	
Introduction to Company Law for Non-lawyers 公司法律入门 - 非法律人员必读	 1	HKD 1,500			M925C/HK-04A 25	
Advanced Seminar on False Trade Description and Mis-selling 《商品说明条例》实用法律课程	 1	HKD 1,500	M926C/HK-02A 25			
Legal Essentials for Business Uses of Social Media 商用社交媒体的法律精要	 1	HKD 1,500			M929C/HK-04A 04	
Essentials of MPF Schemes Regulation 强积金计划条例的精要	 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	 9:00am-12:00pm half day	HKD 980	A001C/HK-02A 28			
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 19			
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理体系 - 理解与应用	 1	HKD 1,600/ HKD 1,500*		SM04C/HK-03A 12		
新世代主管秘笈	 1	HKD 1,600/ HKD 1,500*	EW63C/HK-02A 20			
Workshop on Performance Management through KPI Setting	 1	HKD 1,080/ HKD 980*				M021C/HK-05A 06
Workshop on Developing Supervisory Skills & Leadership Charisma	 1	HKD 1,080/ HKD 980*		M022C/HK-03A 14		
Workshop on Business Process Improvement	 1	HKD 1,080/ HKD 980*			M024C/HK-04A 02	
Workshop on Effective Project Management	 1	HKD 1,080/ HKD 980*		M025C/HK-03A 20		
Workshop on Effective Communication & Influencing Skills	 1	HKD 1,080/ HKD 980*		M028C/HK-03A 01		
Workshop on Transforming HR Role as Strategic Partners	 1	HKD 1,080/ HKD 980*	M063C/HK-02A 13			
Introduction to Design Thinking	 1	HKD 1,800/ HKD 1,500*		M084C/HK-03A 18		
速效建立亲和和人际关系工作坊	 2:00-5:00pm half day	HKD 780/ HKD 580*	M526C/HK-02A 18			
服务应对技巧 -「语言的层次」	 2:00-5:00pm half day	HKD 780/ HKD 580*		M527C/HK-03A 07		
找回你的“时间石” - 高效时间管理技巧	 2:00-5:00pm half day	HKD 780/ HKD 580*		M528C/HK-03A 29		
Retail Strategy Planning with SMART Goal Setting 零售营业策略规划及目标管理	 1	HKD 1,200		M096C/HK-03A 07		
高效建设及管理销售团队	 1	HKD 1,200				M119C/HK-05A 09
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 ISO 10002:2014 客户满意度 - 投诉处理指引 - 理解与应用	 1	HKD 1,280	MT14C/HK-02A 20			
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-03A 13-14		
Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投诉管理技巧及服务中心风险管理	 1	HKD 1,200		EW53C/HK-03A 18		
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 13		
Telecommunications, Information Security and Management 电信、资讯保安与管理						
ISO/IEC 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-05A 23
Implementation of ISO/IEC 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-02A 21-22			
ISO/IEC 27001:2005 Information Security Management Systems - Internal Auditor Training ISO/IEC 27001:2005 信息安全管理体系 - 内部审核员培训	 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 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 26-28		
Innovative Technologies and Application 创意科技及应用						
国内营销学 - 微营销攻略 (进阶)	 half day	HKD 980		M100C/HK-03A 20		M100C/HK-05A 27
国内营销学 - 全方位新营销攻略 (深进)	 1	HKD 1,800			M101C/HK-04A 23	
HKQAA Sustainable Building Index (HKQAA SBI) 楼宇可持续发展指数						
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		SBI1C/HK-03A 13		SBI1C/HK-05A 30

Remarks
备注

* Please refer the early bird payment deadline to our website 请于本网页查看优先报名之付款详情
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，最新详情请参阅本网页
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

** QuEST Forum member

Last Updated Date : 20 Dec 2018

Conducted in Cantonese
以广东话授课

Conducted in English
以英语授课

Conducted in Putonghua
以普通话授课

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

- New positioning of HR managers
HR 管理人员的新定位
- Challenges faced by HR managers in the new generation
HR 管理人员在新世代所面对的挑战
- The difference between traditional human resource management (Traditional HRM) and strategic human resource management (Strategic HRM)
传统人力资源管理 (Traditional HRM) 和策略性人力资源管理 (Strategic HRM) 的区别
- New trends and practices in human resource management
人力资源管理的新趋势和手法
- How does HR add value to the business? How to measure and demonstrate HR effectiveness?
HR 怎样为企业增值? 如何量度及证明 HR 成效?
- Human Resource Management Cycle: Recruiting, selecting, nurturing, managing and retaining talent
人力资源管理周期: 人才招聘、挑选、培育、管理及挽留
- Use human resource management strategies and systems to assist companies in implementing business strategies
运用人力资源管理策略及系统协助企业实施业务策略
- 10 tips for managing round tables
10 个挤身管理圆桌的小贴士
- Cultivate your strategic HR management consulting skills
培育您的策略性人力资源管理顾问技巧
- Effective HR facilitation skills
有效 HR 促导技巧
- Communication strategies and impact skills with department heads and CEOs (CEO, CFO, COO, etc)
与各部门主管及总裁们 (如CEO, CFO, COO) 的沟通策略及影响技巧

Date 日期 13th February 2019 | 2019 年 2 月 13 日 (星期三)
Time 时间 9:30am - 5:30pm | 早上9:30 - 下午5:30
Venue 地点 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣华道191号嘉华国际中心19楼
Language 语言 Cantonese | 广东话

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TetraMap® Workshop – Less is more communication for you and your team TetraMap® Workshop – 无添加人际沟通与团队合作工作坊

- Nature as Metaphor and understand the power of creating “Synergy”
大自然的隐喻及了解“协同效应”的力量
- Team awareness and team synergy 团队意识及团队协同
- Your nature, my nature 知己知彼
- Explore the philosophy of TetraMap and TetraMap in action
探索什么是TetraMap及TetraMap的运用
- Identify your own element 理解你自己的元素
- Understand each element's behaviour preference 明白不同元素的行为特徵
- To experience how to best approach and communicate with each element in different scenarios
体验如何与不同元素的团队成员更好的相处和交流
- Understand how TetraMap applies leadership in your organisation
明白如何将TetraMap运用于增强团队合作和提升领导力

Date 日期 1st March 2019 | 2019年 3 月 1 日 (星期五)
Time 时间 9:30am - 5:00pm | 早上9:30 - 下午5:30
Venue 地点 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣华道191号嘉华国际中心19楼
Language 语言 Cantonese | 广东话

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