



VISION 管略

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Improve Efficiency and Consistency in Facilities Systematically

According to an article recently released on the International Organization for Standardization (ISO) website, facilities management constitutes the second-highest cost for most organisations, but can also make a considerable contribution to the bottom line on an ongoing basis. In order to utilise the facilities in a cost-effective manner, organisations have to figure out how to manage them in a systematic way.

In April 2018, the ISO published ISO 41001:2018 Facility management — Management systems — Requirements with guidance for use. The standard helps organisations to understand facility management and improve the quality of its service, in order to demonstrate effective and efficient delivery of facility management that supports the objectives of the organisation.

ISO 41001 enables an organisation to improve productivity, health and safety of the workforce, and enhance internal and external communications of facility management methodologies and requirements. This issue of VISION presents highlights of the standard so that readers will have a preliminary understanding of it.

We hope that more organisations will pay attention to the importance of facility management, and improve the consistency and efficiency of their services, thereby achieving sustainability in a globally-competitive environment.

系統化地提升設施效率及一致性

國際標準化組織 (ISO) 近月在網站發表文章，指出設施管理支出為大多數機構的第二大成本，不過有效的管理，同時亦可以協助機構持續地提升財務績效。機構若要合乎成本效益地善用其設施，必須找出系統化管理的良方。

ISO 於 2018 年 4 月發布《ISO 41001:2018 設施管理—管理體系—要求及使用指南》，旨在協助機構了解設施管理及提升服務質素，彰顯機構有充份能力交付高效的設施管理服務，支持機構達成目標。

ISO 41001 有助機構提升員工的生產力、健康及安全水平，優化機構內外就設施管理方法及要求的溝通。今期《管略》將簡介標準的重點內容，讓讀者對此有初步認識。

我們期望更多機構重視設施管理，提升其服務效率及一致性，在全球化的競爭環境下攜手達致可持續發展。

ISO Publishes Standard on Facilities Management Systems

ISO 發布設施管理體系標準

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Introduction

We all talk about the “facilities” that are essential for most production and service companies, but do we really understand what that means? We often take it for granted that our workplace will have the appropriate lighting, heating, cooling, security, IT infrastructure, building maintenance, pest control and all the other mundane things that make it possible to run our business. Such facilities do not usually form part of the “core business processes”, but are vital to support any successful organisation. Imagine the air conditioning breaking down on a hot and humid summer day in a major service organisation! Or having problems with waste disposal, the drinking water fountains, washrooms, or all the other myriad of things that make the company successful on a day-to-day basis.

ISO has recently published a new standard ISO 41001:2018 (“*Facility management — Management systems — Requirements with guidance for use*”) for those organisations that provide such services, in order to demonstrate that they are competent to do so.

ISO Standards on Facility Management

ISO 41001 is the latest in a series of standards developed by ISO’s Technical Committee TC 267. These include:

- ISO 41011:2017 Facility management — Vocabulary
- ISO 41012:2017 Facility management — Guidance on strategic sourcing and the development of agreements
- ISO/TR 41013:2017 Facility management — Scope, key concepts and benefits

ISO 41011 defines a “facility” as “the collection of assets which is built, installed or established to serve an organisation’s needs” and “facility management” as “the organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.” It also provides a number of other very relevant definitions that are key to understanding of the ISO 41001 requirements standard. These include:

- **work station** – location containing furniture and supporting equipment (including telephony, IT and power connections), specifically designed or suitable for work-related activities and suitable for permanent use
- **demand organisation** – the entity which has a need and the authority to incur costs to have requirements met

簡介

大家常言「設施」對大部分製造及服務業十分重要，但是否真的理解何謂「設施」呢？事實上，我們常常理所當然地以為，工作場所內必然具有妥善燈光、暖氣、空調、保安、資訊科技設備、大廈保養、蟲害控制等幫助我們營運業務的設施。雖然這些設施不被劃入「核心業務流程」當中，但卻是支撐企業成功運作不可或缺的部分。大家不妨想像一下，在炎熱潮濕的夏天，一家大型服務機構的空調系統故障是何等糟糕的事！而支撐公司營運的設施如廢棄物處理、飲水機、洗手間等等發生問題，也會造成一定困擾。

ISO 最近發布的新標準 ISO 41001:2018（設施管理—管理體系—要求及使用指南），能夠彰顯機構有充份能力提供設施管理服務。

有關設施管理的 ISO 標準

ISO 41001 為 ISO TC 267 技術委員會開發的一連串標準中的最新一員。當中包括：

- ISO 41011:2017 設施管理 —— 術語
- ISO 41012:2017 設施管理 —— 策略採購及制定協議的指南
- ISO/TR 41013:2017 設施管理 —— 範圍、關鍵概念及益處

ISO 41011 定義「設施」為「通過建造、安裝或構建來服務組織需要的資產集合」，而「設施管理」則為「在建築環境內整合人員、場所、過程，並以改善人們生活質量、提高核心業務生產力為目的的組織職能」。此外，標準提供與 ISO 41001 相關的若干定義，令人更易理解標準要求，包括：

- **工作空間** —— 包含家具和配套設備（包括：電話、電子科技及電源接線）在內的，專門設計的或適用於工作有關活動的，和可長久使用的場地
- **需求組織** —— 有需要及有權通過花費成本以滿足要求的實體

- **service level agreement** - document which has been agreed between the demand organisation and a service provider on performance, measurement and conditions of service delivery
- **life-cycle cost** - total cost (in present-value terms) expected to be spent on an asset during its operational existence
- **open-book** - transparent exchange of relevant information (especially costs) between the facility management service provider and the demand organisation

ISO 41012 is primarily aimed at complex in-house or externally procured facility management services. It provides guidance on sourcing and development of facility management agreements, highlighting the strategic processes related to service and support functions for the core business, development of facility service provision agreements in both public and private organisations as well as internal and external production/delivery options in major types of working environments (e.g. industrial, commercial, administration, military and healthcare, among others).

ISO/TR 41013 explains that facility management integrates and optimises a broad spectrum of support processes and delivers their outputs (the facility services) which enable the demand organisation to focus on its primary activities. The aim of facility management is to ensure that this support is available in line with the demand organisation's mission and strategies (including, for example, sustainability concerns) and provided in a cost-effective manner.

Certification to ISO 41001 is also supported by ISO/IEC TS 17021-11:2018 which defines the competence requirements for auditing and certification of facility management systems.

Structure and Content of ISO 41001:2018

ISO 41001 follows the now-familiar "Annex SL" high-level structure and common text that facilitates the harmonisation of all ISO management system standards (now renamed as "Annex L" of the ISO/IEC Directives). Whilst ISO 41001 does not make significant additional requirements over and above what would be expected from an ISO 9001 Quality Management System applied to facilities management, it does contain an extensive Annex with detailed guidance on a clause-by-clause basis. The following are some examples:

- **Annex A4 (Context of the organisation)** explains that a successful facilities management organisation should align its service delivery plans with the primary objectives of the demand organisation. This involves a process of analysing, understanding and reviewing fundamental issues relating to the demand organisation's needs and expectations, including its real estate and property portfolio; its assets and their physical condition; operational interdependencies within the demand organisation as well as any needs for resource flexibility, business risk and contingency planning.
- **Annex A5 (Leadership)** emphasises the need

- **服務水平協議** — 需求組織及服務供應商之間就服務交付的績效、測量和條件所約定的文件
- **生命周期成本** — 預計一項資產處於營運存續期間的總花費成本（以現值計算）
- **公開賬簿** — 設施管理服務供應商與需求組織之間相關資訊（特別是成本）的透明化交流

ISO 41012 主要為複雜的組織內部或外包設施管理服務而設，提供採購及制定設施管理協議的指引，重點列明有關核心業務的服務及支援功能之規劃流程，以及為公私營機構（如工商業、行政部門、軍事及醫療界等）主要工作環境的內外部生產/交付方案而制定的設施管理供應協議。

ISO/TR 41013 說明設施管理如何結合及優化範疇廣闊的支援流程及輸出交付（意指設施服務），使需求組織能專注於其主要業務活動。設施管理旨在確保這些支援舉措能夠依循需求組織的使命和規劃推行（包括對可持續發展的考慮等），同時可節省成本。

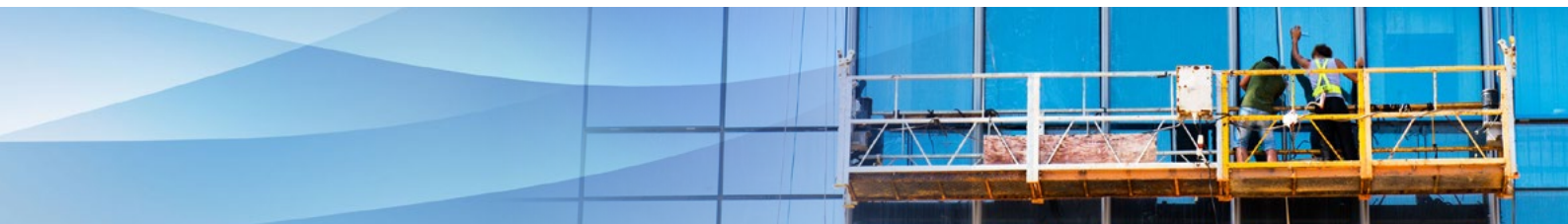
ISO/IEC TS 17021-11:2018 亦定下設施管理體系的審核及認證能力要求，以支持 ISO 41001 的認證工作。

ISO 41001:2018 的架構及內容

ISO 41001 按照為人熟悉的《附件 SL》內之高階架構及相同文本，以兼容其他 ISO 管理體系標準（現已更名為 ISO/IEC 指令的《附件 L》），由於 ISO 9001 質量管理體系也可應用於設施管理，因此 ISO 41001 不會在此之上加添重大的額外要求，但新增了一份詳盡的資料性附錄，為每一條條文提供詳細指引。例子如下：

- **附錄 A4（組織環境）** 說明一間成功的設施管理組織應將其服務交付計劃及需求組織的主要目





for senior management to ensure an organisational culture that promotes and encourages stewardship of the assets and services, supports a long-term approach to cost effective operations and integrates functions to the benefit of the organisation's overall mission.

- **Annex A6 (Planning)** provides a series of useful examples of how risks can apply to facility management organisations, including the technical, financial, environmental, social, political, commercial, organisational and reputational aspects of risk. In addressing risk, emphasis is given to understanding the criteria that could trigger the need for a particular risk response, ensuring that appropriate resources are available to respond in the desired timeframe, and that personnel are adequately trained and competent. It is also important to liaise with the demand organisation's internal risk planning functions, to hold post-event reviews to identify lessons learned, and to learn from the experience of other facilities and organisations to improve the identification of opportunities and threats.
- **Annex A7 (Support)** focuses extensively on communication, and emphasises that good two-way communication is crucial to success because of the wide scope of services provided as part of facility management, the variety of locations and the wide range of interested parties involved. A communications plan is therefore considered essential, in order to define the purpose of the various communications, the urgency of the message content and the actions expected from the recipients once they have received the message.
- **Annex A8 (Operation)** provides guidance on how to integrate the various services provided as part of facility management. This includes seeking and identifying potential synergies for re-allocating task responsibilities, multi-skilling personnel and scheduling activities so as to improve productivity, innovating across traditional functional lines and processes to address changing requirements, and ensuring that all teams and service providers supporting the operation meet on a regular basis to identify ways of working together to improve the overall service delivery.
- **Annex A9 (Performance evaluation)** explains that those services identified as most critical to the strategic objectives should have the main focus and the most stringent success criteria. It is also important to identify and select a suitable number and mix of process measurements and key performance indicators (KPIs) that can be consolidated for top management to provide them with a broad overview of performance and enable them to make informed decisions regarding strategies and priorities.
- **Annex A10 (Improvement)** suggests that in addition to acting on non-conforming activities, the facilities management organisation should have processes in place to identify gaps in service delivery performance, even if current levels are in accordance with service level agreements.

Conclusions

ISO 41001:2018 provides a series of requirements that can be used as a basis for the certification of facility management organisations, together with an extensive Annex that provides additional guidance.

標保持一致。當中牽涉到了一個須分析、理解及審視需求組織的需求及期望的流程，包括它的房產及物業組合；資產及其實際狀況；需求組織內的營運依存關係及其他種種需要，如資源的靈活性、商業風險及應變措施規劃。

- **附錄 A5 (領導作用)** 強調管理高層需確立組織文化，推動管理資產及服務的意識，支持長遠地節省運營成本的措施，以及整合功能以助達成組織的整體使命。
- **附錄 A6 (策劃)** 提供一系列實用例子來說明危機可如何發生於設施管理組織，包括技術、財務、環境、社會、政治、商業、組織及聲譽等層面上的風險。在應對風險方面，附錄強調要了解觸發個別潛藏風險回應的準則，並確保確切時間內能調動適當的資源應付這些風險。再者，員工亦需接受充足訓練及具專業能力。並須與需求組織的內部風險規劃功能進行協調，透過事後報告檢討找出經驗教訓，以及汲取其他設施和組織的經驗，對提升識別機遇及危機的能力亦十分重要。
- **附錄 A7 (支持)** 主要著墨於溝通，以及強調設施管理涉及廣泛的服務，多樣的地點及相關利益方，所以良好的雙向溝通對達成成功十分重要。此外，為了釐定多元化溝通的目標，信息內容的緩急輕重及預計信息接收方的行動等等，組織也必須定下一個溝通方案。
- **附錄 A8 (運行)** 提供有關如何融合設施管理中所提供的各式各樣服務的指引，包括透過重新分配工作任務，讓工作人員多專多能，安排工作日程等，尋求及識別潛在的協同效應，藉此改善生產力，革新傳統功能職責及流程，以應對時刻改變的要求，並確保所有團隊及服務供應商可定期支援營運，找出協力改善整體服務交付的方法。
- **附錄 A9 (績效評價)** 說明被識別為達致策略性目標的關鍵服務，應定下焦點及最嚴謹的成功準則，以助識別及選擇一個合適數量及組合的流程評估及關鍵績效指標。管理層可以在整合資料後，知悉績效的廣泛概況，在策略及優先順序上作出明智的決定。
- **附錄 A10 (改進)** 提議除了著手處理不合規的活動外，設施管理組織即使已達至服務水平協議中的指標，亦須建立到位的流程來識別其服務供應表現中的漏洞。

結論

ISO 41001:2018 提供的一系列要求，加上提供額外指引的新增附錄，可用作設施管理組織考取認證的基礎。

Green Finance Certification Scheme — Green Fund

綠色金融認證計劃 — 綠色基金

Introduction and Global Perspectives

Climate-related challenges are a source of financial risks and world leaders and central banks are trying to strengthen the financial system's resilience to these risks.

The Network of Central Banks and Supervisors for Greening the Financial System (NFGS) was established in December 2017 to strengthen global efforts to meet the goals of the Paris Agreement. The organisation also aims to enhance the role of the financial system in managing risks and mobilising capital for green and low-carbon investments in the broader context of environmentally sustainable development.

According to the United Nations Principles of Responsible Investment (UN PRI), as of February this year, more than 2,250 investment organisations, representing over US\$85 trillion, have signed up to the Principles for Responsible Investments. This demonstrates that demand and pressure from large institutional investors has been rising.

In Hong Kong, the Hong Kong Monetary Authority (HKMA) also announced in early May that as the manager of the Exchange Fund, they will adopt a principle that priority can be given to Green and ESG investments if the long term return is comparable to other investments on a risk-adjusted basis. They will further grow the Exchange Fund's green bond portfolio through direct investment or investment in green bond funds.

Although different investment industry stakeholders have been responding to the rising global demand to incorporate green or ESG objectives into financial products in order to direct capital to projects or companies with contribution to bring positive impact, there are issues with consistency, transparency and sufficiency of disclosure. Environmentally sensitive investors are expecting a higher disclosure standard for the green-related performance of financial products so that they can make informed investment decisions.

As the Green Fund market is expected to grow, HKQAA is planning to develop a Certification Scheme to respond to stakeholders' needs and raise awareness of green initiatives in the fund market. HKQAA will also support the Securities and Futures Commission (SFC) in promoting its Strategic Framework for Green Finance. The Scheme aims to encourage more investors from the funds market to support green projects and industries, and organisations committed to making a contribution to the United Nations' Sustainable Development Goals.

Key Features of the Scheme

The certification program applies to green bonds and green loans and will extend the coverage of the Green Finance Certification Scheme. In the development process, HKQAA is drawing upon a number of widely-acknowledged and important reference documents. These include: Circular to management companies of SFC-authorized unit trusts and mutual funds Green or ESG funds of SFC; Clean Development Mechanism of United Nations Framework Convention on Climate Change (UNFCCC); Principle of Responsible Investment of United Nations; Sustainable Development Goals (SDGs) of United Nations; Sustainability Rating and Research of HKQAA; European SRI Transparency Code of European Sustainable Investment Forum (Eurosif); Asset Management Association of China – Green Investment Guideline.

簡介及全球視野

與氣候相關的風險是其中一種金融風險的來源，全球領袖和中央銀行都正努力加強金融體系對這些風險的抵禦能力。中央銀行與監管機構綠色金融網絡(The Network of Central Banks and Supervisors for Greening the Financial System, NFGS)於2017年12月成立，旨在促進全球對「巴黎協議」的響應以達成其目標，加強金融體系在風險管理，以及在環境可持續發展廣義背景下為綠色及低碳投資籌集資金的角色。根據今年2月聯合國責任投資原則(United Nations, Principles of Responsible Investment, UN PRI)網站上公布的資訊，現時有超過2,250個投資組織代表超過85萬億美元的資金，已經簽署了責任投資原則，也表明大型機構的投資者對履行責任投資的需求和壓力正在上升。

在香港，作為外匯基金經理的香港金融管理局(金管局)亦於五月初宣布，當綠色和ESG投資在風險調整後的長期回報與其他基金相約時，他們會優先考慮綠色和ESG投資。金管局亦將透過直接投資或投資於綠色債券基金，進一步發展外匯基金的綠色債券組合。

面對全球對具綠色或ESG目標的金融產品日益增長的需求，投資行業的不同持分者一直加強回應需求以便將資金引導到有助於帶來正面影響的項目或公司，但在資訊披露方面，市場上仍存在一致性、透明度及充分性的問題。對環境高度關注的投資者，亦期望金融產品的綠色相關表現能有更高的披露標準，以便他們做出明智的投資決策。

鑑於綠色基金市場有望持續增長的趨勢，香港品質保證局啟動了綠色基金認證服務的發展計劃，以回應持分者的需要，提高基金市場對綠色倡議的意識，並支持證券及期貨事務監察委員會(證監會)推廣其綠色金融策略框架。認證計劃旨在鼓勵更多基金市場的投資者支持綠色項目、行業，以及致力於為聯合國可持續發展目標作出貢獻的組織。

計劃的主要概念

綠色基金認證將是現行適用於綠色債券和綠色貸款，「綠色金融認證計劃」的延伸計劃，並採納了計劃的主要特點。在開發過程中，本局識別了一系列獲廣泛認可的重要參考文件，其中包括：證監會的《致證監會認可單位信託及互惠基金的管理公司的通函 - 綠色基金或環境、社會及管治基金》、聯合國氣候變化框架公約(UNFCCC)的清潔發展機制(CDM)、聯合國責任投資原則、聯合國可持續發展目標、香港品質保證局的可持續發展評級及研究、歐洲可持續投資論壇組織(European Sustainable Investment Forum, Eurosif)的歐洲社會責任透明碼(European SRI Transparency Code)、中國證券投資基金業協會 - 綠色投資指引(試行)。計劃將應用可衡量定性方法的核心方法學，採用可持續發展目標以評估帶來的正面環境影響。該計劃的核心要素包括：基金目標、基金管理、綠色資產的評價和篩選、綠色資產監察、信息披露

The Scheme will apply the core methodologies of a measurable qualitative approach and adopt SDGs for assessing positive environmental impact. The core elements of the scheme include Fund Objectives, Management of Fund, Green Asset Evaluation and Selection, Green Asset Monitoring, Information Disclosure and Reporting, and Engagement & Active Ownership. Funds that aim for the certification are expected to meet all the requirements of the core elements, and have to disclose the related information based on the framework set out in the HKQAA Environmental Method Statement.

In evaluating the green performance of companies, we will make reference to the HKQAA Sustainability Rating and Research (HKQAA SRR) model. The method was designed to rate a company's system maturity and risks with regard to sustainability performance, based on and with reference to international guidelines, such as ISO 26000 Guidance on social responsibility and Global Reporting Initiative (GRI). HKQAA has been providing assessment and rating services on companies' sustainability performance for the Hang Seng Corporate Sustainability Index Series using the method since 2014.

Benefits

According to the circular issued by the SFC on 11 April, currently a majority of the funds which have named green or ESG factors in their investment objective or strategy do not specifically disclose how the management companies incorporate these factors into their investment selection process. HKQAA considers it important for funds to disclose in detail their green investment strategies, management and practices. The scheme is designed to enhance the transparency of the green investment process by making clear to investors how the fund evaluates, selects and manages their green assets. Improving and aligning green disclosure standards voluntarily across funds through market and educational efforts will support a more informed investment decision-making process, allowing investors to choose funds whose values align with theirs.

Road ahead

HKQAA will roll out the pilot program in the second half of this year, and formally launch the certification service in 2020. Through the service, HKQAA hopes to contribute to the industry to enhance the disclosure practices of how environmental-related risks are managed which could facilitate the investors to make informed investment decisions. Furthermore, we also hope to improve the alignment of investments with the SDGs, maximise their positive impact in order to build a more sustainable world alongside with gaining competitive financial returns.

和報告以及參與和積極擁有權。認證基金需滿足核心要素的所有要求，並根據本局環境方法聲明中的框架披露相關信息。

在評估公司的綠色表現時，我們會參考本局可持續發展評級及研究(HKQAA SRR)的模式。該方法參考了國際指南如ISO 26000社會責任指南和全球報告倡議組織(GRI)以評估公司在可持續發展績效方面的系統成熟度和風險。自2014年起，本局一直使用該方法，為「恒生可持續發展企業指數系列」就公司的可持續發展表現提供評級服務。

好處

根據證監會於4月11日發出的通函，目前不少將綠色或ESG因素命名為其投資目標或策略的基金，並未具體披露其管理公司如何將綠色或ESG因素納入其投資選擇過程。本局認為詳細披露基金的綠色投資策略、管理和實踐方式皆十分重要。此認證計劃旨在通過向投資者明確展示基金管理公司如何評價、篩選和管理綠色資產，以提高基金綠色投資過程的透明度。我們期望在自願的基礎上，通過市場和教育以改進披露的狀況，並使基金之間的綠色披露標準更趨向一致，從而使投資者可在充份資訊下作出投資決策，並選擇與他們的價值觀一致的投資。

展望未來

本局將於今年下半年推出先導計劃，並於明年正式推出認證服務。通過此服務，本局希望為業界作出貢獻，加強對環境相關風險管理的披露，從而促進投資者在獲得充份資訊下做出明智的投資決策。此外，認證服務亦期望能將投資引導至與可持續發展目標一致的地方，最大限度地發揮其正面影響，在獲得具競爭力財務回報的同時，亦可為可持續發展作出貢獻。



Inaugural Government Green Bond Obtains HKQAA Certification 香港特區政府首筆綠色債券取得香港品質保證局認證

The Chief Executive of the HKSAR announced in the 2017 Policy Address that the Government would take the lead in arranging the issuance of a green bond. This action was intended to demonstrate its support for sustainable development and the promotion of green finance, as well as a showing commitment to fighting climate change. The Financial Secretary further announced in the 2018-19 Budget that the Government will launch the Government Green Bond Programme ("GGBP"), with a borrowing ceiling of \$100 billion. The sums borrowed under the GGBP will be credited to the Capital Works Reserve Fund to provide funding for Government green projects.

On 7 May 2019, the HKSAR Government announced a roadshow for a proposed green bond offering. The Hong Kong Monetary Authority (HKMA) is acting as the Government's representative in this offering. On 22 May, the HKSAR Government announced the successful offering of its inaugural Green Bond under the Government Green Bond Programme, with an issuance size of US\$1 billion and a tenor of 5 years. The Green Bond has also received the 'Green Finance Certificate' (Pre-issuance) from HKQAA.

HKQAA is pleased to congratulate the successful offering of this Green Bond, and is honoured to have provided professional certification services for it. We expect the GGBP to motivate more enterprises and organisations to participate in environmentally-friendly investments and attract more investors to support green projects and industries, thereby helping speed up the pace of development of the green finance market in Hong Kong.

行政長官在 2017 年施政報告公布，為彰顯香港特區政府對可持續發展的支持、應對氣候變化的決心，以及推動綠色金融在香港的發展，政府將帶頭發行綠色債券。其後，財政司司長在 2018-19 年度財政預算公布推出上限 1,000 億元的政府綠色債券計劃，所募集的資金將撥入政府基本工程儲備基金，為其綠色工務項目提供資金。

於 2019 年 5 月 7 日，香港特區政府正式宣布就可能發售的綠色債券進行路演，香港金融管理局 (HKMA) 為是次綠色債券發售的香港特區政府代表，並於同月 22 日，宣布在政府綠色債券計劃下成功發售首批綠色債券，是次綠色債券的發行金額為 10 億美元，年期為五年。這批綠色債券亦獲香港品質保證局頒發「綠色金融認證計劃」發行前階段認證。

本局在此衷心恭賀香港特區政府成功發售相關債券，並很榮幸為其提供專業認證服務。期望政府綠色債券計劃能鼓勵更多企業及機構參與環境友善投資，吸引更多投資者支持綠色項目和產業，加快香港綠色金融市場的發展步伐。

Green Bond Issuance Seminar 參與綠色債券發行研討會

On 30 April 2019, HKQAA participated in a Green Bond Issuance Seminar co-organised by the Listed Companies Council of the Hong Kong Chinese Enterprises Association, the Shanghai Financial Association, Hong Kong, and the Hong Kong Green Finance Association.

A number of senior executives from well-known enterprises attended the seminar, where they discussed green finance and related government policies. Ms Teresa Leung, General Manager of Finance and Technology, HKQAA, shared the latest developments in green finance on the Mainland and in Hong Kong, and talked about the Green Finance Certification Scheme.

The seminar gave enterprises and financial institutions a better understanding of the developments and trends in green finance.

本局一直致力推廣綠色金融的理念，並於 2019 年 4 月 30 日參與由香港中國企業協會上市公司委員會主辦，香港上海金融企業聯合會及綠色金融協會協辦的綠色債券發行研討會，期望透過提供平臺令企業和金融機構更深入瞭解綠色金融的發展趨勢。

多位知名企業的高級行政人員出席是次研討會，共同探討綠色金融與相關的政府政策。本局金融及科技總經理梁靄怡女士亦於會上分享綠色金融在內地及香港的最新發展，並介紹本局的綠色金融認證計劃。



本局金融及科技總經理梁靄怡女士於研討會上分享綠色金融的發展。

Ms Teresa Leung, General Manager of Finance and Technology of HKQAA, sharing about developments of green finance during the seminar.

The Turning Point – 2019 Update to HKQAA's Research Report on Sustainable Financing in China's Greater Bay Area

香港品質保證局可持續發展融資研究 發表補充文件 回應大灣區規劃綱要

HKQAA published an addendum for the Research Report on “Sustainable Financing in China's Greater Bay Area – Opportunities for Growth” on 14 May 2019, with the support of the HSBC. The addendum responds to the “Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area” promulgated by the Chinese Central Government on 18 February 2019 and provides an update on the research.

Background of the Greater Bay Area Development

Low-carbon economy, emission reductions, sustainable technological development and green financing are highlighted in China's “Intended Nationally Determined Contributions” (INDC) under the Paris Agreement and the “Framework Agreement on Deepening Guangdong-Hong Kong-Macao Cooperation in the Development of the Bay Area” (the Framework Agreement). The Framework Agreement was signed by the governments of the Hong Kong and Macao Special Administrative Regions, the government of Guangdong province and the National Development and Reform Commission of the People's Republic of China in July 2017. To substantiate the Framework Agreement and set out the directions guiding the cooperation and development of the Greater Bay Area (GBA), the Central Government announced “Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area” (the ODP) in February 2019.

Highlights of the Addendum

To compare the ODP against the findings identified in the Research Report on “Sustainable Financing in China's Greater Bay Area – Opportunities for Growth” (the Report), published by HKQAA in June 2018, the key points relating to green development in the ODP and the research findings described in the Report are tabulated. The comparison table shows that the ODP reinforces the suggestions proposed in the Report. According to the ODP, potential green investment areas include fuel mix for electricity generation, clean transportation, water infrastructure, upgrading of manufacturing industry, innovative environmental protection and low-carbon technologies, and ecological protection. Areas related to Clean Energy and Energy Saving, Clean Transportation and Climate Resilience have been discussed.

Green Financing in the GBA

Certainly, a considerable amount of funds will be required to complete the various green projects proposed in the ODP. Over the past years, China has established various policies and standards for the development of green finance in order to support green industries. These policies and standards offer substantial tools for the realisation of the green development proposed in the ODP. Furthermore, the ODP proposes vigorous development of special financial products and services, including green finance. It also supports the development of Hong Kong into a green financial hub for the GBA, and the establishment of an internationally recognised green bond certification institution. This aligns with the Hong Kong SAR Government's support to the development of green finance market.

2019年5月14日，香港品質保證局在滙豐的支持下，發表了《中國大灣區可持續發展融資—發展機遇》研究報告的補充文件。該補充文件回應《粵港澳大灣區發展規劃綱要》中的綠色規劃重點，就大灣區的可持續發展融資機會提出新的建議。

大灣區發展背景

國家在《巴黎協定》(The Paris Agreement)提交的《國家自主貢獻》(Intended Nationally Determined Contributions, INDC)上，以及國家發展和改革委員會、廣東省人民政府、香港特別行政區政府和澳門特別行政區政府於2017年7月簽署的《深化粵港澳合作 推進大灣區建設框架協議》(《框架協議》)上，均以低碳經濟、減排、可持續技術發展及綠色融資作為環保工作的重點。其後，中央政府於今年2月公布了《粵港澳大灣區發展規劃綱要》(《規劃綱要》)，把《框架協議》的建議進一步具體化，為粵港澳大灣區建設提供指導性方向。



補充文件的重點

補充文件將《規劃綱要》的綠色規劃重點與《中國大灣區可持續發展融資—發展機遇》研究報告的分析結果作出對照，並透過對照表顯示《規劃綱要》可引證《研究報告》的建議。按《規劃綱要》所示，潛在的綠色投資項目包括發電燃料組合、清潔交通、水利基礎設施、製造業綠色改造升級、創新綠色和低碳技術，以及生態環境保護。補充文件也就清潔能源及節能、清潔交通以及氣候變化三方面作出論述。

大灣區的綠色融資

相信要完成《規劃綱要》中所建議的各項綠色項目，需要相當龐大的資金。過去幾年，中國在整個綠色金融發展中建立了多方面的政策和標準，以支持綠色產業。這些政策和標準為實現《規劃綱要》中的綠色發展目標，提供了實質的工具。此外，《規劃綱要》亦建議大力發展特色金融產業，支持香港發展成大灣區綠色金融中心，並建設國際認可的綠色債券認證機構。這正配合香港特區政府對綠色金融市場發展的支持。



Support from the HSBC

Ms Helen Wong, Chief Executive, Greater China, HSBC, said: "With Guangdong's sophisticated economy and Hong Kong's prowess as an international finance centre, the Greater Bay Area is ideally positioned to lead the way in China's transition towards a more sustainable economy. Enterprises have critical roles to play in delivering on the ambitions set out in the Outline Development Plan, especially in building a modern transportation system, developing green and low carbon energy supply, improving water infrastructure and resilience against flooding, upgrading the manufacturing industry, etc. We welcome the recommendation in the HKQAA report that government and financial institutions should offer more incentives to promote the sustainable finance market. Last year, HSBC launched a lending programme for Commercial Banking customers in Hong Kong that recognises the amount by which they reduce carbon emissions with a rebate. We are also a leading arranger of green bonds and green loans. As the GBA strategy gathers momentum, we look forward to helping our clients build a greener economy across the Pearl River Delta, Hong Kong and Macau."

For more details of the addendum and Research Report, please visit the webpage of this project at www.hkqaa.org/gbaproject.



滙豐的支持

滙豐大中華區行政總裁黃碧娟女士表示：「粵港澳大灣區結合廣東省的經濟活力和香港國際金融中心的實力，可以帶領中國邁向可持續發展經濟。事實上，要實現『粵港澳大灣區發展規劃綱要』的願景，企業擔當非常重要的角色，包括其本身的發展計劃，以及拓展業務的融資方案，都應該朝著以可持續的方向，這包括建設現代化公共運輸系統、發展綠色低碳能源、優化水利基建和防洪設施、加快工業轉型升級等。滙豐歡迎香港品質保證局在報告提出的各項建議，政府和金融機構可透過提供誘因，推動可持續金融市場的發展。滙豐去年在港首推可持續發展商業貸款，按照企業減少碳排放量，提供現金回贈，而我們亦積極協助客戶發行綠色債券或透過綠色貸款融資。隨著大灣區發展策略全速推進，我們期待與客戶攜手在粵港澳三地建立一個更完善、更環保、及更可持續發展的綠色經濟網絡。」

更多有關此補充文件及研究項目的詳情，請參閱相關網頁 www.hkqaa.org/gbaproject。

Promoting Green Finance in Building Industry 於建築業界推廣綠色金融

On 13 June 2019, the BEAM Society organised an event titled "ISO Certificate Presentation Ceremony cum Seminar on Green Finance and its Landscape in Hong Kong and The Latest Development of Green Finance Certification Scheme and ISO Standards". Around 200 green building practitioners attended.

Mr PC Chan, Acting Chief Executive Officer of HKQAA, presented ISO certificates to the Society. Ms Ivy Leung, Manager of Market and Technology of HKQAA, gave details of the Green Finance Certification Scheme and related ISO Standards in the seminar.

Ms Ivy Leung, Manager of Market and Technology of HKQAA, introducing the ISO standards related to the certification scheme.
本局市場及科技經理梁雁玲女士於會上簡介與認證計劃相關的ISO標準。



2019年6月13日，建築環保評估協會舉行「ISO證書頒發典禮暨綠色金融與其香港風貌、綠色金融認證計劃及ISO標準的最新發展研討會」，近200位綠色建築業界人士參與是次活動。

本局署理總裁陳沛昌先生於典禮上頒發ISO證書予協會代表。此外，本局市場及科技經理梁雁玲女士擔任研討會講者，於會上簡介綠色金融認證計劃的詳細內容及其相關的ISO標準。



Participating in Plenary Meeting of ISO Technical Committee for Green Debt Instruments

參與ISO有關綠色債務工具之技術委員會大會

ISO/TC 207 Plenary Meeting 2019

ISO Technical Committee (TC 207, for Environmental Management) held its 25th Plenary Meeting in Berlin, Germany from 29 May to 7 June 2019. The meeting was hosted by the Deutsches Institut für Normung (DIN), the International Organization for Standardization (ISO) and Bundesministerium für Umwelt, Naturschutz und nukleare Sicherheit (BMU). The two primary meeting venues were DIN and the Intercontinental Hotel, Berlin.

Apart from the Plenary Meeting of TC 207, each Working Group (WG) met individually to discuss its own standards' development or revision. The ISO/TC 207 Working Group on Green Debt Instruments (WG 7) held a 4 day working meeting on 3-6 June during the plenary week. It aimed to discuss comments received from members of Steering Committees. Approximately 30 attendees from the UK, Tanzania, Brazil, Japan, Germany, China/Hong Kong, Canada, US, Korea, Switzerland, the Netherlands, Egypt, Austria and Italy participated in the meeting.

Green debt instruments are one of the most important tools for mobilising capital markets to develop green projects, assets and activities. Their importance has been growing in recent years as a response to increasingly challenging environmental problems.

ISO 14030 provides specific requirements and guidance for the issuance and verification of green debt instruments. It aims to provide market participants and other stakeholders with a common framework for designating a bond or loan as "green". The intended result of the standard is to provide clarity and improve the credibility of green bonds and loans. ISO 14030 Part 1 and Part 2 are achieved by setting requirements for the allocation of funds to projects, assets and activities and reporting requirements on the results of expected impacts. Part 3 provides taxonomy of eligible projects, assets and activities for use by issuers and originators of green debt instruments, and Part 4's requirements are designed to ensure the integrity of the green designation for bonds and loans.

Mr W. K. Wong, Assistant Senior Manager, Sustainability, HKQAA, was China's delegate. During the WG meeting, experts analysed the comments received from the voting members, and revised the Working Draft (WD)/Committee Draft (CD) documents for the next step. Parts 1, 3 and 4 of the standard will submit a draft International Standard for ISO to vote on, while Part 2 will prepare WD 3 to vote on. Based on the current timeframe, Parts 1, 3 and 4 are expected to be published as an International Standard (IS) in the first Quarter of 2022, while Part 2 will be published later.

ISO/TC 207 全體代表會議 2019

ISO 技術委員會(TC 207 有關環境管理委員會)於2019年5月29日至6月7日,於德國柏林舉行其第25次全體代表會議。會議由德國標準化學會(DIN)、國際標準化組織(ISO)及德國聯邦環境、自然保育及核能安全部(BMU)主辦, DIN及柏林洲際酒店為舉行會議的主要場地。

除TC 207全體代表會議外,每個工作小組亦會各自見面以討論其標準的發展及修訂。於全體代表會議舉行期內, ISO/TC 207綠色債務工具(WG 7)工作小組亦於6月3至6日舉行了為期四天的工作會議,旨在討論督導委員會會員回饋的意見。來自英國、坦桑尼亞、巴西、日本、德國、中國/香港、加拿大、美國、韓國、瑞士、荷蘭、埃及、澳洲及意大利的約30名代表參與了是次會議。

綠色債務工具為調動市場資金投資綠色項目、資產及活動的重要工具之一。近年來,環境問題日益增加,綠色債務工具所擔當的角色亦愈來愈重要。

ISO 14030為綠色債務工具的發行及核查過程提供具體的要求及指南,為市場及其他持分者提供一個通用的框架去界定債券或貸款是否符合「綠色」定義。標準預料可提供清晰的釐定準則及提高綠色債券或貸款的公信力。ISO 14030 第一及第二部分描述分配基金到項目、資產及活動,及就其預期影響的報告所要求。第三部分提供合資格項目、資產及活動的分類,以供綠色債務工具的發行人及發起人使用。第四部分則為增加債務工具的可信度,而列出界定何為綠色債券及貸款的要求。

本局可持續發展助理高級經理黃偉國先生為是次會議之中國代表。在工作小組會議上,多位專家對投票會員所給予的意見進行分析,及修訂了草案(WD)/委員會草案(CD)的文件以作下階段之用。標準第一、三及四部分的國際標準草案將會傳閱至ISO作投票,第二部分亦將會準備第三份草案(WD)作投票之用。以現時進度估計,第一、三及四部分將會於2022年第一季度作為一項國際標準(IS)發布,而標準第二部分則會於期後發布。



Delegates from different countries participate in the ISO/TC 207 Meeting in Berlin.
來自各國的代表參與於德國柏林舉行的ISO/TC 207會議。



▲ Mr W. K. Wong, Assistant Senior Manager, Sustainability, HKQAA, with Dr John Shideler, Chairperson of Technical Committee ISO/TC 207/SC 4.

本局可持續發展助理高級經理黃偉國先生與ISO/TC 207/SC 4 技術委員會主席Dr John Shideler合照。

Silk Road Forum on Green Finance 2019

綠色金融絲路論壇 2019

Green Finance is a strategic tool for promoting economic development and regional cooperation in the Greater Bay Area and along the Belt and Road. The Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area, promulgated by the Central Government recently, supports the development of Hong Kong into a green finance centre in the region, and the establishment of an internationally recognised green bond certification institution. Hong Kong will become a service centre for resolving investment and commercial matters relating to Belt and Road projects, and will hold forums in connection with the Belt and Road Initiative. After the Initiative was proposed, Xi'an has become one of the cooperation and economic development centres in the region.

綠色金融是國家推動粵港澳大灣區和「一帶一路」經濟發展和區域合作的重要策略工具。在近期公佈的《粵港澳大灣區發展規劃綱要》中提到，支持香港打造綠色金融中心，建設國際認可的綠色債券認證機構；支持香港成為解決「一帶一路」建設項目投資和商業服務中心，以及舉辦相關主題的論壇。自從「一帶一路」倡議提出之後，西安成為經濟發展合作的核心地區之一。



Mr Dr Hon Lo Wai Kwok, SBS, MH, JP, Member of National Committee of the Chinese People's Political Consultative Conference, Chairman of HKQAA.
全國政協委員、香港品質保證局主席盧偉國議員博士工程師，SBS, MH, 太平紳士於論壇上致辭。



Mr Su Hu-chao, Director of the Shaanxi Provincial Local Financial Supervision and Administration (Left photo), Mr Ji Wen-kui, Deputy Inspector of the Hong Kong and Macao Affairs Office of Shaanxi Province (Middle photo), Mr Wang Yong, Vice Mayor of the Xi'an Municipal People's Government (Right photo).
陝西省地方金融監督管理局局長蘇虎超先生(左)、陝西省人民政府港澳事務辦公室副巡視員姬文魁先生(中)、西安市人民政府副市長王勇先生(右)致辭。



Forge Relationships between Shaanxi and Hong Kong to build the Green Silk Road

To foster the development of Green Finance in Hong Kong and Shaanxi, on 19 July 2019, HKQAA, Shaanxi Provincial Local Financial Supervision and Administration, Hong Kong and Macao Affairs Office of Shaanxi Province, and the Xi'an Municipal People's Government successfully held the **Silk Road Forum on Green Finance 2019** in Xi'an.

The Xi'an Municipal Bureau of Financial Work and the Administrative Committee of Chan-Ba Ecological District were the executive organisers. Shaanxi Liaison Unit, the Government of the HKSAR, and the Management Office of Xi'an, Financial Business District were the co-organisers.

The Forum aimed to forge relationships between Shaanxi and Hong Kong, encourage environmentally friendly investment and the development of the industry, build the Green Silk Road and contribute to environmental protection.

Senior officials from Shaanxi and Hong Kong, leaders from renowned enterprises and senior executives from financial institutions shared their insights with the aim of fostering regional and international cooperation in green finance. The Forum was attended by more than 300 representatives from different organisations.

Mr Su Hu-chao, Director of the Shaanxi Provincial Local Financial Supervision and Administration; Mr Ji Wen-kui, Deputy Inspector of the Hong Kong and Macao Affairs Office of Shaanxi Province; Mr Wang Yong, Vice Mayor of the Xi'an Municipal People's Government; Mr Yang Liu-qi, Secretary of the Party Working Committee of the Chan-Ba Ecological District; and Miss Tang Sau Han, Director of Shaanxi Liaison Unit, the Government of the HKSAR, delivered speeches in the Forum. Mr Pang Bo, Deputy Director of the Xi'an Municipal Bureau of Financial Work; Ms Zhou Xiao-peng, Deputy Director of the Administrative Committee of Chan-Ba Ecological District, also attended the event.

構築陝港金融橋樑 共建綠色絲綢之路

為共同促進香港及陝西的綠色金融發展，香港品質保證局聯同陝西省地方金融監督管理局、陝西省人民政府港澳事務辦公室及西安市人民政府於2019年7月19日在西安主辦「**綠色金融絲路論壇 2019**」，期望能夠搭建陝港交流橋樑，鼓勵環境友善投資和產業發展，共建綠色絲路，為環保作出貢獻。是次論壇由西安市金融工作局及西安滄灞生態區管理委員會任承辦單位，香港特別行政區政府駐陝西聯絡處及西安金融商務區管理辦公室任協辦單位，雲集陝港兩地領導、企業精英與金融機構高層一起交流討論，促進區域性和國際性的綠色金融合作，吸引逾300名機構代表出席，場面熱鬧。

出席致辭的政府領導包括陝西省地方金融監督管理局局長蘇虎超先生、陝西省人民政府港澳事務辦公室副巡視員姬文魁先生、西安市人民政府副市長王勇先生、西安滄灞生態區黨工委書記楊六齊先生、香港特別行政區政府駐陝西聯絡處主任鄧秀嫻女士等。全國政協委員、本局主席盧偉國議員博士工程師，SBS, MH, 太平紳士致辭時表示：「我誠切希望今天的交流活動，能夠推動更多機構參與一帶一路沿線的環境友善投資，加快綠色金融市場的發展步伐，為陝港兩地、國家及世界創造可持續發展的未來。」

活動薈萃國際知名機構及內地金融界精英，包括西安市金融工作局副局長龐波先生、西安滄灞生態區管理委員會副主任鄧曉鵬女士、國際金融公司駐華代表處首席副官員朱聞琴女士與綠色建築融資及諮詢業務中國和蒙古區總負責人胡炳熙先生、廣東金融學會綠色金融專業委員會秘書長及廣州碳排放權交易中心總裁孟萌女士、荷蘭合作銀行環球金融市場資本市場中國區主管黃國彥先生與上海分行商品貿易融資部董事總經理余天彪



Miss Tang Sau Han, Director of Shaanxi Liaison Unit, the Government of the HKSAR (Left photo) and Mr Yang Liu-qi, Secretary of the Party Working Committee of Chan-Ba Ecological District (Right photo).

香港特別行政區政府駐陝西聯絡處主任鄧秀嫻女士(左)、西安瀟灑生態區黨工委書記楊六齊先生(右)等出席致辭。



Ms Zhu Wen-qin, Principal Country Officer in IFC's Beijing office (Left photo) and Ir C S Ho, Chairman of the Green Finance Certification Scheme Technical Committee and Deputy Chairman of HKQAA (Right photo).

國際金融公司駐華代表處首席副官朱聞琴女士(左)、「綠色金融認證計劃」技術委員會主席及本局副主席何志誠工程師(右)於論壇擔任講者。

Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Member of the National Committee of the Chinese People's Political Consultative Conference, and Chairman of HKQAA, said, "I sincerely hope that today's event can encourage more organisations to participate in environmentally friendly investment along the Belt and Road, and help speed up the pace of development of the green finance market, paving the way to a sustainable future for Hong Kong and Shaanxi, our nation and the world."

Guest speakers and participants in panel discussion were Ms Zhu Wen-qin, Principal Country Officer in International Finance Corporation (IFC)'s Beijing office; Mr Ronald Wu, Head of Green Building Finance and Advisory Services for IFC in China and Mongolia; Ms Meng Meng, Secretary General of Guangdong Green Finance Committee and President of China Emissions Exchange; Mr Albert Wong, Head of China, Capital Markets Asia, Coöperatieve Rabobank U.A., Hong Kong Branch; Mr Bill Yu, Head of TCF, China, Coöperatieve Rabobank U.A., Shanghai Branch; Mr Li Bin, General Manager of Xi'an Financial Holding Company Limited; Mr Li Sheng, General Manager of Xi'an Sewage Treatment Company Limited; Mr Ma Hong Zhou, President of Xi'an Enterprise Environment Federation; Mr Deng Zhao-xian, Vice General Manager of the Fend Xian New City Development And Construction (Group) Company Limited; and Ir C S Ho, Chairman of the Green Finance Certification Scheme Technical Committee and Deputy Chairman of HKQAA.

先生、西安金融控股有限公司總經理李斌先生、西安市污水處理有限責任公司總經理李勝先生、西安市企業家環保聯合會會長馬宏周先生、灃西新城開發建設(集團)有限公司副總經理鄧朝顯先生,以及「綠色金融認證計劃」技術委員會主席及本局副主席何志誠工程師等擔任演講嘉賓及參與專題討論。



Elites from renowned organisations and financial sector participating in the panel discussion.

多位知名機構及金融界精英參與專題討論。



Representatives of Forum's organisers, executive organisers, co-organisers and supporting organisations, guest speakers, HKQAA Governing Council members and special guests. 論壇主辦、承辦、協辦及支持單位代表、演講嘉賓、本局董事局成員及貴賓合照。

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特別鳴謝以下香港品質保證局綠色金融及可持續發展活動贊助機構：
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Guidelines and Assessment Services for the "Made in the Bay Area" Project 為「灣區製造」項目制定準則及進行評定服務

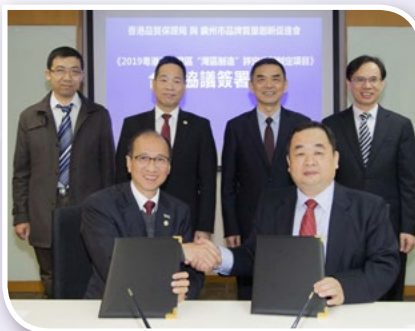
On 26th March 2019, HKQAA signed a contract with the Guangzhou Brand and Quality Innovation Association (the Association) for the "2019 Guangdong-HongKong-Macau Greater Bay Area 'Made in the Bay Area' Assessment Guidelines Development Project". The contract was signed by Dr Michael P H Lam, Chief Executive Officer of HKQAA (front row, left) and Mr Huang Chun-lin, Vice President and Secretary of the Guangzhou Brand and Quality Innovation Association (front row, right), Mr P C Chan, Chief Operating Officer of HKQAA (back row, left 2), Mr Ye Xiao-qiang (back row, right 2) and Mr Huang Yu-xuan (back row, left 1), Deputy Inspector of the Guangzhou Municipal Industry and Information Technology Bureau, and Deputy Director of the Investment and Cooperation Department of the Bureau, Mr Yang Zuo-yi, Vice President of the Guangzhou Liby Enterprise Group (back row, right 1), witnessed the signing.

Mr P C Chan, Chief Operating Officer of HKQAA, visited Guangzhou Liby Enterprise Group, Shuangyu Group and TRINITY group with representatives from the Association in May to undertake investigations and studies for the Project, and exchanged views with representatives from the enterprises.

HKQAA will provide assessment services, develop guidelines and mechanisms for "Made in the Bay Area," which will be a trademark. As one of the professional authorities in certification services, HKQAA will cooperate with the Association. By utilising the strengths of both parties, the Project aims to promote excellent products and brands in the region to international markets.



2019年3月26日，本局與廣州市質量創新品牌促進會(品促會)就「灣區製造」項目，於本局舉行《2019粵港澳大灣區「灣區製造」評定準則制定項目》簽署儀式，本局總裁林寶興博士(前排，左)與廣州市品促會副會長兼秘書長黃春林先生(前排，右)代表雙方簽署合作協議，並由本局運營總監陳沛昌先生(後排，左二)、廣州市工業和信息化局副巡視員葉小強先生(後排，右二)、廣州市工業和信息化局投資與合作處副處長王宇軒先生(後排，左一)、廣州立白集團副總裁楊作毅先生(後排，右一)等嘉賓見證。



此外，本局運營總監陳沛昌先生亦於5月份與廣州市品促會代表到訪立白集團、雙魚體育及千里達集團等企業進行調查及研究，與企業代表交流意見。

「灣區製造」為證明商標，本局負責制訂「灣區製造」通用產品評定機制、準則及進行評定服務。憑藉本局於認證服務上的專業權威地位，並透過與廣州市品促會的資源優勢互補，共同為區內的優質產品及品牌邁向全球市場作出貢獻。

本局運營總監陳沛昌先生與品促會代表到訪立白集團，向企業代表介紹「灣區製造」項目。

Mr P C Chan, Chief Operating Officer of HKQAA, visited Guangzhou Liby Enterprise Group to introduce the "Made in the Bay Area" Project.

Opening of Xi'an New Office 西安新辦公室投入服務

To cope with the thriving development of mainland enterprises and green finance, and expand our support network across the region, the new Xi'an office of HKQAA Certification (Shanghai) Ltd, a subsidiary of HKQAA, opened in July 2019. The new office will further promote cooperation with Shaanxi business community.

Ir Dr Hon Lo Wai Kwok, SBS, MH, JP, Chairman; Ir C S Ho, Deputy Chairman; and Governing Council members of HKQAA, visited the Xi'an Office on 19 July 2019 to learn about the business of the Agency in the region and discuss the direction of future development.



為了擴展跨地域的支援網絡，配合內地企業及綠色金融的蓬勃發展，本局附屬機構標準認證服務(上海)有限公司的西安新辦公室，已於2019年7月投入服務，進一步加強與陝西業界的交流合作。

本局主席盧偉國議員博士工程師, SBS, MH, 太平紳士、副主席何志誠工程師及董事局成員一行，於2019年7月19日前往西安參觀新辦公室，了解當地業務情況及探討未來發展方向。

The address of our new office:

Room 1608, 16/F., New World, 70 Weibin Road, Weiyang District, Xi'an City, Shanxi Province (Postal Code: 710021)

The telephone and facsimile numbers remain unchanged:

Tel : (86 29) 8636 0030
Fax: (86 29) 8636 0031

新辦公室地址：

中國陝西省西安市未央區渭濱路70號
水晶新天地16樓1608室
(郵編：710021)

電話及傳真號碼將維持不變：

電話：(86 29) 8636 0030
傳真：(86 29) 8636 0031

Promoting Occupational Health and Safety in Macau 於澳門推廣職業健康和安全

On 24 April 2019, HKQAA participated in the “Optimise Your Occupational Health and Safety Management with the New ISO 45001 Seminar” at the Macau Productivity and Technology Transfer Centre.

Ms Ivy Leung, Manager of Market and Technology, HKQAA, was the speaker at the seminar. She talked about the new ISO 45001 standard and gave an insight into the challenges facing those transitioning from OHSAS 18001 to ISO 45001.

The main topics included the background to ISO 45001, its value to organisations, how the standard should be applied, and its overall structure and main clauses.

Also discussed were the main differences between ISO 45001:2018 and OHSAS 18001:2007, and the integration of ISO 45001 with other management systems.

Ms Ivy Leung, Manager of Market & Technology, HKQAA, introduces ISO 45001 in the seminar.

本局市場及技術經理梁雁玲女士於會上介紹 ISO 45001 標準。



於2019年4月29日，本局參與了於澳門生產力暨科技轉移中心舉行的「ISO 45001 如何優化您的職業健康和安全管理」研討會，為出席者分享有關新 ISO 45001 標準的知識，並深入了解從 OHSAS 18001 過渡到 ISO 45001 標準的關鍵要訣。

本局市場及科技經理梁雁玲女士擔任是次研討會講者，探討 ISO 45001 的背景及該標準對機構的價值、如何應用標準及 ISO 45001 的高階架構及其主要條文。

研討會亦同時探討了 ISO 45001:2018 與 OHSAS 18001:2007 標準的主要分別，以及 ISO 45001 如何與其他管理系統整合。

Promoting 6 Sigma and Social Responsibility in Guangzhou and Jiangmen 於廣州及江門推廣六西格瑪及社會責任

The “Made in China 2025” plan discusses promoting 6 Sigma over the next 10 years. To keep abreast of market developments and enhance the competitiveness of organisations, HKQAA organised a seminar on 6 Sigma in Guangzhou on 4 April 2019.

At the seminar, Mr Wang Ji-hong, National Certified Six Sigma Black Belt trainer, introduced the 6 Sigma quality management method. He talked about the meaning and value of 6 Sigma, and explained ways to implement it. The seminar aimed to motivate the development of product and service quality using the method. Many representatives from industry participated in the event and exchanged views.

On 28 June, HKQAA held SA 8000 Social Responsibility International Standard Seminar in Jiangmen, Guangdong. Mr Johnny Chan, Assessment Manager of HKQAA, introduced the requirements of SA 8000 certification and its latest development.

《中國製造2025》計劃提及，明確未來十年要普及六西格瑪 (6 Sigma)。為緊貼市場發展及趨勢，提升機構的競爭力，本局於2019年4月4日在廣州舉行六西格瑪項目介紹會，向業界簡述六西格瑪質量管理辦法。

本局邀請到國家認證六西格瑪黑帶導師王繼紅先生於介紹會中分享了六西格瑪的價值和意義，及如何掌握推行六西格瑪的方法。是次介紹會旨在積極向社會各界推廣六西格瑪的思想和方法，以推動全社會產品及服務質量的創新發展，創造良好的社會效益。眾多業界代表參與是次介紹會，踴躍交流。

此外，於6月28日，本局於江門舉行 SA 8000 社會責任國際標準宣講會，由本局審核技術經理陳偉豪先生解讀 SA 8000 認證要求及最新發展。

本局審核技術經理陳偉豪先生擔任 SA 8000 宣講會講者。

Mr Johnny Chan, Assessment Manager of HKQAA, was the speaker of the SA 8000 seminar.



國家認證六西格瑪黑帶導師王繼紅先生於六西格瑪研討會上與來賓分享經驗。

Mr Wang Ji Hong, National Certified Six Sigma Black Belt trainer, sharing his experience with the attendees in the 6 Sigma seminar.

Building a Quality Culture through Holistic Management Systems 推行整全管理體系 建立集團品質文化

Interview with Dr David Mong,
Chairman and Chief Executive Officer of the Shun Hing Group
信興集團主席兼行政總裁蒙德揚博士專訪

Dr David Mong, Chairman and Chief Executive Officer of the Shun Hing Group (SHG), has been a crucial driver of Total Quality Management (TQM) since early 90s. In 2 years, 7 out of 8 companies under SHG had obtained ISO 9001 certifications. In 2008, SHG received the HKQAA Corporate Certificate. In this issue of VISION, Dr Mong shares his views on improving management using TQM.

V (VISION): Recently, SHG celebrated its 65th anniversary. It is known for its enormous contribution to society and the business sector over many years. Can you share the Group's management philosophy with us?

Dr Mong (M): Our Group's philosophy is closely tied to the name Shun Hing. We believe that trust (Shun) can lead to success (Hing). SHG has been appointed as the sole distributor for Panasonic products in Hong Kong and Macau by Matsushita Electric Industrial Co., Ltd. (now known as Panasonic Corporation) since our business started. This relationship is built on trust and integrity. Trust is of utmost importance to our Group. I believe if the company offers products and services with high quality, customers will come back again. Therefore, I value all customer feedback and supervise all follow up actions for written complaints in order to maintain long-term customer relationships.

Also, we uphold the spirit of giving back to society. We utilise financial profits not only for business expansion, but also for the development of the arts and sport in Hong Kong.

V: Since 1993, some companies under the SHG have obtained ISO 9000 certification, followed by environmental and occupational health and safety management systems certifications. What motivates the Group to participate in these Schemes?

M: At the time, a consultant from our Group pointed out that the ISO standard had become very common worldwide, and suggested that we obtain certification to benchmark our quality management level. As a standard set out by an international organisation, ISO provides practical frameworks that ensure every process in the Group meets the expectations of customers. It also allows business partners, the public and suppliers to forge a lasting confidence with the Group's products and services.

ISO management systems also provide a framework for us to reevaluate the business performance of the Group, enable us to maintain an efficient management approach and eliminate practices that are not efficient. Through internal audits and reports, management can have a full picture of how the services and management performance meet the expected goals.

We also pay attention to the environment and occupational safety. We are concerned about environmental protection and advocate sustainable development in the product development process. In the early 80s, we were already considering our staff members as valuable resources of the Group and therefore changed the department name from Personnel to Human Resources. This can demonstrate our determination in cultivating team spirit and providing training for our employees. SHG also implemented occupational health and safety management systems to ensure that our employees value occupational health and safety and avoid any incidents and injuries.



信興集團主席兼行政總裁蒙德揚博士，90年代初已大力推動全面優質管理，兩年間，八間集團成員公司便有七間考取ISO 9001認證，2008年，信興集團更獲本局頒發「集團證書」。今期《管略》很榮幸邀得蒙博士，與大家分享提升管理水平的經驗和心得。

管(管略): 貴集團剛慶祝65週年誌慶，多年來對社會及商界建樹良多，可否與讀者分享貴集團的經營理念？

蒙德揚博士(蒙): 我們的經營理念與集團起名「信興」有著緊密關係，「有信則興」便是我們的座右銘。集團發展初時，得到松下電器產業株式會社(現稱「Panasonic 株式會社」)的信任，成為其產品之港澳區總代理，兩間公司憑彼此間的信任、相似的處事方式及理念維繫。我們對「信」字有一股執著，相信一家公司的產品及服務有質素，客戶自然會再光顧，令產品及服務成為客人的首選。因此，我非常認真對待顧客投訴，親自監督處理所有書面投訴，絕不怠慢，務求與顧客建立長遠關係。

此外，集團一直秉持「取諸社會，用諸社會」的信念，在社會上獲取的資金，除了用於支持集團的發展外，在社會需要幫助時，我們亦會出一分力，例如支持香港藝術界及體育界的發展等。

管: 貴集團旗下數間公司早於1993年已取得本局ISO 9000質量管理體系認證，隨後更獲取了環境管理及職業健康安全管理体系認證。為何如此重視管理體系並參與認證計劃？

蒙: 當年，集團一名顧問指出ISO標準已經在國際間流行，提議集團考取相關管理體系認證，以衡量公司的質量管理是否可與國際間比肩。作為一個由國際組織釐定的標準，ISO提供切實可行的框架，確保集團內每一個環節都能符合顧客要求，令業務夥伴、供應商及大眾等對集團的產品和服務持有信心。

ISO管理體系亦提供了讓我們審視公司表現的方法，將效率高的管理辦法保留，效率低的程序則減省，並透過之後的內部審核及報告，讓管理層深入了解集團現時的服務及管理質素是否達到預期的目標。

我們亦十分關注環境及職業安全的議題。在開發產品時，我們會顧及環境保護，提倡可持續發展。而早在

V: In 2008, SHG received the HKQAA ISO 9000 Corporate Certificate. What are the benefits of obtaining the certificate?

M: Given the diverse nature of our Group businesses, it is necessary to establish an effective approach to quality management across the Group. The ISO 9000 Corporate Certificate proves that SHG has successfully implemented a systematic and holistic quality management system. I requested our Group to make good use of the Plan-Do-Check-Act cycle to continuously identify areas for improvement, and to facilitate "Group Work Improvement Team Competition" to come up with proposals once every two years. This provides us with an opportunity to enhance the existing business practices based on their improvement proposals.

The Certificate can showcase our years of effort and determination in upholding quality management. Also, it further facilitates our marketing and operations.



集團自2003年起舉行「集團工作改善小組比賽」，不斷追求臻善、精益求精。

In pursuit of excellence and to continuous improve, the Group Work Improvement Team Competition was introduced in 2003 and has brought hundreds ideas to improve work efficiency and effectiveness.

V: Top management support is crucial in the implementation of management systems in organisations. Can you share your experience of this?

M: I participated in the implementation process when we first introduced ISO 9000 into our Group. I still attend the ISO 9000 Management Review Meeting held twice a year. We can ensure our Group's operation is aligned with the requirements in the management systems. Operational heads in every department are required to report the latest developments to update and improve our management process. Apart from enhancing the level of participation of the management, mechanisms in ISO 9000 also introduced the concept of risk management, which is essential for the development of project management and a broad spectrum of businesses. Also, they can enhance management efficiency by assisting the Group to operate in a systematic and standardised way.

Management support is vital to the implementation of TQM and ISO certification. To prepare my staff, I set up a "Group Quality Council" in 1992 which comprises company heads and functional managers from each group company. "Group Quality Action Committee" and "TQM Board" were also formed to drive various quality-related activities, e.g. Cross Company Audit, Distinguished Internal Quality Auditor Award Scheme etc. By doing this, we can instil a quality management mind set into their daily work.

Looking forward, SHG will continue to enforce this management culture. By utilising Hong Kong's strength, we will strive to seize the opportunities in the Greater Bay Area, further expand our business scope and support the sustainable development of society.

80年代，我們便將員工視為集團的寶貴資源，將人事部更名為人力資源部，彰顯我們重視員工團隊精神及培訓的決心。此外，集團套用職業健康安全管理體系，希望能夠讓員工更加重視職業安全，避免任何事故及意外損傷。

管：貴集團於2008年進一步取得了本局ISO 9000「集團證書」，閣下認為取得證書對集團有何好處？

蒙：ISO 9000「集團證書」代表集團整全地推行一個有規範的管理系統。對業務多元化的集團而言，擁有共同品質管理概念是非常重要的。我要求集團善用「策劃、執行、檢查、行動」循環，上下要不斷找出須改善的地方，亦舉行「集團工作改善小組比賽」，以便每兩年推行改進方案，並需不斷監察，作出適當的修改。

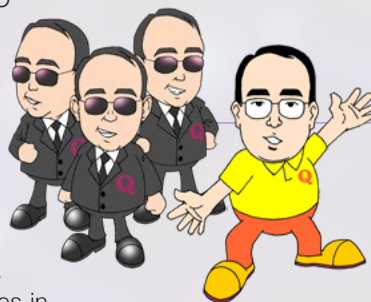
此外，「集團證書」可以展示我們多年來堅持品質管理的努力及決心，對於市場推廣及營運統籌方面亦有不少幫助。

管：最高管理層身體力行的支持，對機構成功推行管理體系十分重要。閣下能否分享箇中經驗？

蒙：在集團引入ISO 9000初期，我親自參與了制定推行此管理體系的過程規劃。之後，我仍會出席一年兩次的ISO 9000管理層評審會議，以檢視集團運作是否符合管理體系要求，所有部門的營運主管在會議中亦需報告最新的發展狀況，以此對管理流程進行更新及改善。ISO 9000的設置機制除了協助集團提升管理層的參與度外，當中的風險管理概念，對工程項目管理及不同範疇的業務發展亦有所幫助，更能協助集團以更自動及標準化的方式繼續營運，提升管理效率。

我亦要求每一位員工透徹認識及投入集團品質文化，在品質管理上有更大程度的參與。因此，我於1992年成立由各成員公司主管及管理層組成的「集團品質委員會」，另外「行動小組」及「TQM 品質委員會」亦相繼組成並協助推動有關品質管理的活動，例如：跨成員公司內部審核、優秀ISO內審員獎勵計劃等，把ISO融入日常管理之中。

展望未來，信興集團會繼續貫徹這套管理文化，把握香港的優勢，掌握大灣區的機遇，積極擴展新業務，並為推動社會的可持續發展作出貢獻。



除了集團刊物「信興之聲」外，1999年漫畫設計比賽，蒙先生化身Q Sir，以輕鬆手法宣傳品質管理理念。

To promote TQM in a soft and interesting way, a "Comic Character Design Competition" was held in 1999. The character of the comic is based on Dr Mong under the alias "Q Sir".

The Quality Building Award 2020 - Nomination Open

「2020 年度優質建築大獎」- 開始接受提名

On 20 June 2019, The Quality Building Award 2020 (QBA 2020) held a Briefing Session & Kick off Press Conference in HKQAA and announced the Award is now officially open for nomination.

QBA is a biennial award that recognises buildings of outstanding quality and those that demonstrate outstanding teamwork. QBA 2020 will mark the award's tenth edition, with the theme being "Transforming Communities • Build with Heart and Care". Co-founded in 2002 by 9 of Hong Kong's leading professional institutions, QBA has become established as the one of the property sector's most coveted honours.

For this year's award, the organisers hope to reinforce an important truth – that quality buildings are built with heart and care to serve people's needs first, while transforming communities for the better. This also provides a platform for professional building project teams to be recognised for positive contributions to the community through high quality building work.

Addition of Mainland China-based Juror Reflects Growing International Awareness

In response to QBA's growing recognition outside of Hong Kong, this year's organizing committee has, for the first time, invited a mainland Chinese juror to join the jury panel – Mr Liang Jian Ming, President, Guangdong Construction Industry Association. This decision also reflects the increasing number of Hong Kong-Mainland collaborations in an array of high-quality building projects (some involved in the Greater Bay Area initiative).

HKQAA is honored to be elected as the Alternate Chair of QBA 2020. Ir Peter K. W. Mok, Honorary Chairman of HKQAA, and Chairman of QBA 2020 Organizing Committee, said: "It is an honour to be selected to chair QBA's tenth edition. For this year's awards, we hope to emphasise the commitment building professionals have to strengthening communities while remembering that the building industry is about putting people first. We also recognise the growing room for cooperation across borders in an increasingly integrated world, and so we hope including a juror from outside of Hong Kong will send a positive signal in our industry to cooperate more with others."

Please visit QBA 2020's website (www.qba.com.hk) for more information.

Ir Peter K. W. Mok introducing the QBA 2020 during the Press Conference.
莫國和工程師於新聞發佈會上簡介「2020 年度優質建築大獎」。



本局董事局成員、大獎評審小組委員會主席鍾冠文工程師(左)、本局名譽主席及大獎籌委會主席莫國和工程師(中)、香港特別行



政區政府屋宇署副署長及評審團主席余德祥先生、太平紳士(右)，於大獎簡介會及新聞發佈會上合照。

Ir Paul K. M. Chung, Governing Council Member of HKQAA and Chairman of the Jury Sub-Committee of QBA 2020 (Left); Ir Peter K. W. Mok, Honorary Chairman of HKQAA and Chairman of QBA 2020 Organizing Committee (Middle); Mr Yu Tak Cheung, JP, Deputy Director, Buildings Department of the Hong Kong SAR Government and Jury Panel Chairman of the Award (Right), took a photo in the Award Briefing Session & Kick off Press Conference.

於 2019 年 6 月 20 日，「2020 年度優質建築大獎」於本局舉行簡介會和新聞發佈會，並宣佈大獎現已接受提名。

「優質建築大獎」於 2002 年由本地九間大型建築及建造界相關的學會及機構共同創立，每兩年一度，旨在行業中公開發揚各個優質的建築項目及在項目中充分發揮團隊精神的優秀隊伍，為房地產、建築及建造界最為趨之若鶩的榮譽之一。大獎將於今年迎接第十屆的里程碑，本屆主題為「創建都市·用心建造」。

本屆「優質建築大獎」秉承著以人為本的信念，希望向社會展示，優質建築不單能滿足人們的需求，更能建立更好的社區環境。大獎亦希望利用此平台，讓社會大眾認識這些優質的建築，從而了解業界對香港社會的貢獻。

新增內地評審代表 增添國際認受性

隨著香港與內地的合作日益增多，尤其是近年在大灣區內大量優質建築項目落成。本年度委員會有幸首次邀請到廣東省建築業協會梁劍明會長擔任評審團成員，增加獎項的國際認受性。

本局很榮幸能擔任本年度大獎的輪任主席，本局名譽主席及本屆優質建築大獎籌委會主席莫國和工程師表示：「我非常榮幸成為第十屆優質建築大獎的籌委會主席。今年的獎項，我們希望強調行業和社區的關係，透過自身的專業知識建造以人為本的建築物。同時我們亦意識到，香港與世界的聯繫日益緊密。因此，我們邀請了來自海外的評審員，希望向業內人士發出積極的信息，推動業界與其他地區的交流和合作。」

有關詳情，請參閱優質建築大獎網站 (www.qba.com.hk)。

Key dates 重要日期

Date 日期	Items 事項
20 June 2019 2019 年 6 月 20 日	Award Briefing Session & Kick off Press Conference Nominations Open 簡介會和新聞發佈會 開始接受提名
8 November 2019 2019 年 11 月 8 日	Nomination Submission Deadline (closed at 12nn HKT) 報名截止日期 (中午 12 時截止)
December 2019 2019 年 12 月	Stage 1: First Screening 首輪評審
18-19 January 2020 2020 年 1 月 18、19 日	Stage 2: Site Visit 實地考察
Late January 2020 2020 年 1 月下旬	Finalists Announcement 決賽入圍名單公佈
March 2020 2020 年 3 月	Stage 3: Finalists Presentation to Jury Panel & Conference 決賽入圍項目團隊向評審團進行匯報及大獎研討會

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 February 2019 to April 2019, we have been pleased to welcome various organisations to our community. They have obtained the following certificates: 5S, GB/T 23331, GFCS-PRE, GFCS-POST, HCS, HACCP, ISO 9001, ISO 13485, ISO 14001, ISO 22000, ISO 22716, ISO 45001, ISO 50001, OHSAS 18001, QSPSC, SA 8000, US FDA GMPC, WSMS-FINE.

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2019年2月至4月期間，香港品質保證局共頒發多張證書，包括5S、GB/T 23331、GFCS-PRE、GFCS-POST、HCS、HACCP、ISO 9001、ISO 13485、ISO 14001、ISO 22000、ISO 22716、ISO 45001、ISO 50001、OHSAS 18001、QSPSC、SA 8000、US FDA GMPC、WSMS-FINE。在此謹祝賀獲證機構加入我們行列。

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

Aug - Nov 2019 2019年8月至11月

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
Retail, Marketing and Sales 零售、市場及銷售						
Marketing for Service Industry 服務業市場攻略	2	HKD 1,030	19 - 20			
Effective Performance Review 優質績效評核	1.5	HKD 770				
Excellence in B2B presentation 高效B2B演示	1.5	HKD 770	27 - 28		29, 30, 31	
High Impact Presentation 高效演練	1.5	HKD 770		26 - 27		05, 06, 07
Marketing for Retail Industry 零售業市場攻略	1.5	HKD 770				26, 27, 28
Brand Marketing 品牌推廣及管理	1.5	HKD 770				20 - 21
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						
Outsourcing Management 外判管理	2	HKD 1,030	06 - 07			
Risk Management 危機管理	2	HKD 1,030	14 - 15			
Appreciation for Project Management 項目管理基礎	1.5	HKD 770	21 - 22	03, 04, 05		
Professional Project Management for IT Project IT項目管理	1.5	HKD 770		17, 19, 20		
Professional Project Management for New Service Launch 新服務推出的項目管理	1.5	HKD 770			08, 10, 11	
Contract Management 合約管理	2	HKD 1,030			22, 24, 25	

Remarks 備註

* Please refer the early bird payment deadline to our website 請於本局網頁參看優先報名之付款詳情
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請參看本局網頁
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

** QuEST Forum member

Conducted in Cantonese
以廣東話授課

































Conducted in English
以英語授課





















Conducted in Putonghua
以普通話授課

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期				
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月	
Quality and Integrated Management Systems 質量和綜合管理							
ISO 9001:2015 QMS - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用 (U&A)		1	HKD 1,580	VM1C/HK-08A 02	VM1C/HK-09A 09	VM1C/HK-10A 02	VM1C/HK-11A 01
ISO 9001:2015 QMS - Internal Auditor Training ISO 9001:2015 質量管理體系 - 內部質量管理體系審核員培訓		2	HKD 3,300	VM3C/HK-08A 26-27	VM3C/HK-09A 19-20	VM3C/HK-10A 17-18	VM3C/HK-11A 11-12
CQI & IRCA Certified ISO 9001:2015 QMS Lead Auditor ISO 9001:2015 質量管理體系 - 主任審核員證書培訓課程 (CQI & IRCA 認可)		5	HKD 9,800/ HKD 9,300*		QMS/IRCA/09 09-13		
The Must-know Essentials for QMS Representative 質量管理體系 - 管理者代表重要須知		1	HKD 1,680/ HKD 1,580*	MT23C/HK-08A 09			
ISO 9001:2015 QMS Documentation ISO 9001:2015 質量管理體系文件		1	HKD 1,680/ HKD 1,580*	QMS4C/HK-08A 14			
ISO 9001:2015 QMS Advanced Internal Auditing Techniques ISO 9001:2015 品質管理體系 - 進階內部審核技巧		2	HKD 3,500/ HKD 3,300*			QMS5C/HK-10A 03-04	
Sustainability (Environmental and CSR) 可持續發展 (環境與企業社會責任)							
ISO 14001:2015 EMS - Understanding & Application ISO 14001:2015 環境管理體系 - 理解與應用		1	HKD 1,730/ HKD 1,630*	EMS2C/HK-08A 05		EMS2C/HK-10A 23	
ISO 14001:2015 EMS - Internal Auditor Training ISO 14001:2015 環境管理體系 - 內部環境管理體系審核員培訓		2	HKD 3,400/ HKD 3,300*				EMS3C/HK-11A 04-05
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor ISO 14001:2015 環境管理體系 - 主任審核員證書培訓課程 (CQI & IRCA 認可)		5	HKD 9,800/ HKD 9,300*			EMS/IRCA/10 14-18	
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor Transition Course ISO 14001:2015 環境管理體系 - 主任審核員轉版課程 (CQI & IRCA 認可)		2	HKD 4,800/ HKD 4,300*	EM20E/HK-07 31 Jul - 1 Aug			
ISO 14064-1:2018 Greenhouse Gases - Understanding & Application ISO 14064 溫室氣體排放查驗 - 應用與理解		1	HKD 1,730/ HKD 1,630*	EM22C/HK-08A 26			
ISO 14064-1:2018 Greenhouse Gases - Lead Verifier Training ISO 14064 溫室氣體排放查驗 - 溫室氣體主任查驗員課程		2	HKD 3,400/ HKD 3,300*	EM23C/HK-08A 22-23			
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理體系 - 理解與應用		1	HKD 1,200/ HKD 1,080*			EM07C/HK-10A 28	
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		2	HKD 3,500/ HKD 3,300*	EM08C/HK-08A 12-13			
CQI & IRCA Certified ISO 50001:2018 Energy Management Systems Lead Auditor ISO 50001:2018 能源管理系統 - 主任審核員證書培訓課程 (CQI & IRCA 認可)		5	HKD 9,800/ HKD 9,300*		ENMS/IRCA/09 09-13		
Eco Label Foundation Training 生態環保標準基礎課程		1	HKD 1,500/ HKD 1,200*	EM24C/HK-08A 22			
Water Footprint Foundation Training 水足跡查驗基礎課程		1	HKD 1,500/ HKD 1,200*	EM25C/HK-08A 23			
How to Prepare Corporate Sustainability Report? 如何撰寫企業持續發展報告		1	HKD 1,600	SR01C/HK-08A 15			
HKQAA Sustainable Building Index (HKQAA SBI) - Understanding & Verification 樓宇可持續發展指數 - 理解與驗證		1	HKD 1,550			SBI1C/HK-10A 31	
Occupational Health and Safety Management 職業健康和安全管理							
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 職業健康安全管理体系 - 理解與應用		1	HKD 1,730/ HKD 1,630*	OH19C/HK-08A 21		OH19C/HK-10A 02	
ISO 45001:2018 OHSMS - Internal Auditor Training ISO 45001:2018 職業健康安全管理体系 - 內部審核員培訓		2	HKD 3,400/ HKD 3,300*				OH20C/HK-11A 05-06
CQI & IRCA Certified ISO 45001:2018 OHSMS Lead Auditor ISO 45001:2018 職業健康安全管理体系 - 主任審核員證書 (CQI & IRCA 認可)		5	HKD 9,800/ HKD 9,300*				OHSM/IRCA/11 11-15
Preparatory Course for ISO 45001 OHSMS 預備課程 - ISO 45001:2018 職業健康安全管理体系		1	HKD 1,680/ HKD 1,580*			OH18C/HK-10A 11	
F&B - Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存							
ISO 22000:2018 FSMS - Understanding and Application ISO 22000:2018 食品安全管理体系 - 理解與應用		1	HKD 1,600/ HKD 1,500*	HA5C/HK-08A 19			HA5C/HK-11A 04
ISO 22000:2018 FSMS - Internal Auditor Training ISO 22000:2018 食品安全管理体系 - 內部審核員培訓		2	HKD 3,500/ HKD 3,300*		HA7C/HK-9A 25-26		
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Training ISO 22000:2018 食品安全管理体系 - 主任審核員證書 (CQI & IRCA 認可)		5	HKD 9,800/ HKD 9,300*	IRCA/FSMS/08 05-09			IRCA/FSMS/11 18-22
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Transition Course ISO 22000:2018 食品安全管理体系 - 主任審核員轉版課程		2	HKD 4,800/ HKD 4,300*	HA15E/HK-07 31 Jul - 01 Aug			
ISO 22000:2018 FSMS Transition Course ISO 22000:2018 食品安全管理体系審核員轉版課程		1	HKD 1,600/ HKD 1,500*	HA14C/HK-08A 07			
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制 (HACCP) 課程		2	HKD 3,500/ HKD 3,200*	HA10C/HK-08A 20-21			
食品衛生經理證書課程		3	HKD 1,500		M091C/HK-09A 16-18		
餐飲業食品安全評估員		3	HKD 3,500	M092C/HK-08A 14-16			
食品安全專業導師證書課程		4	HKD 6,300	M935C/HK-08A 16, 23, 30 Aug & 06, 21, 28 Sep			
食物內除害劑殘餘及蟲害控制課程		2	HKD 1,800		M088C/HK-09A 19-20		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備 - 基礎課程		1	HKD 1,500	QM04C/HK-08A 28			

Hong Kong 香港

Aug - Nov 2019 2019年8月至11月

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期						
Aug 八月							Sep 九月	Oct 十月	Nov 十一月
Technology, Telecommunications, Information Security and Management 科技、電訊、資訊保安與管理									
ISO/IEC 27001:2013 ISMS - Understanding & Application ISO/IEC 27001:2013 資訊安全管理系統 - 應用與理解		1	HKD 1,600/ HKD 1,500*	ISE3C/HK-08A 30					
CQI & IRCA Certified ISO/IEC 27001:2013 ISMS Lead Auditor Training ISO/IEC 27001:2013 資訊安全管理系統 - 主任審核員 (CQI & IRCA 認可)		5	HKD 9,800/ HKD 9,300*		ISMS/IRCA/09 16-20				
ISO/IEC 27001:2013 ISMS Lead Auditor Training ISO/IEC 27001:2013 資訊安全管理系統 - 主任審核員		5	HKD 5,800/ HKD 5,300*	IS11C/HK-08A 19-23	IS11C/HK-09A 16-20				
Implementation of ISO/IEC 27001:2013 ISMS ISO/IEC 27001:2013 實踐信息安全管理体系		2	HKD 3,500/ HKD 3,300*	ISE5C/HK-08A 05-06		ISE5C/HK-10A 24-25			
TL 9000 R6.0/R5.5 QMS Auditing (QuEST Forum Sanctioned Training) TL 9000 R6.0/R5.5 質量管理体系審核課程 (QuEST Forum 認可課程)		3	HKD 10,500/ HKD 10,200**	TL02E/HK-08A 13-15					
Green Finance and FinTech 綠色金融及金融科技									
Green Finance Certification Foundation Workshop 2019 綠色金融認證基礎工作坊 2019		half day	HKD 500	FP01C/HK-08A 09					
FinTech Enhancement Workshop Series Section 1: FinTech Governance Risk & Compliance Management		1	HKD 1,480/ HKD 1,280*		FP02C/HK-09A 04				
FinTech Enhancement Workshop Series: Section 2: Cybersecurity Leaders & Managers in FinTech		1	HKD 1,480/ HKD 1,280*		FP03C/HK-09A 11				
FinTech Enhancement Workshop Series: Section 3: Managing Successful FinTech Projects		1	HKD 1,480/ HKD 1,280*		FP04C/HK-09A 18				
FinTech Enhancement Workshop Series: Section 4: FinTech Startups & Sustainable Development		1	HKD 1,480/ HKD 1,280*		FP05C/HK-09A 25				
Law and Legislation (Hong Kong, Macau & China) 法律與法規 (香港、澳門及中國)									
Legal Fundamentals of Tendering 招標法律基礎		1	HKD 1,500	M909C/HK-08A 22					
Negotiation and Mediation Skills for Managers and Professionals 商業談判及調解技巧 - 管理及專業人士必用法律		1	HKD 1,500			M911C/HK-10A 08			
Fundamental Law for Office Administrators 行政人員基礎法律知識		1	HKD 1,500		M920C/HK-09A 17				
Introduction to Company Law for Non-lawyers 公司法律入門 - 非法律人員必讀		1	HKD 1,500	M925C/HK-08A 30					
Legal Aspects for Financial Technology 金融科技的法律需知		1	HKD 1,500	M933C/HK-08A 06					
Fundamentals of Negligence for Managers and Professionals 與疏忽有關的基礎法律、承擔責任及賠償風險		1	HKD 1,500		M907C/HK-09A 02				
Safety and Environmental Offences in Construction Projects 「知法守法」課程系列－解構違反安全及環保法例事故		1	HKD 1,500			M908C/HK-10A 30			
Essential Laws for Premises and Facilities Management 場所與設施管理必用法律		1	HKD 1,500	M923C/HK-08A 16					
Customer Service: From Good To Great 顧客服務：邁向優越									
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 理解與應用		1	HKD 1,280		MT14C/HK-09A 17				
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 內部審核員培訓		2	HKD 3,200/ HKD 3,000*	MT56C/HK-08A 21-22				MT56C/HK-11A 04-05	
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Transition Training ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 轉版課程		1	HKD 1,280					MT73C/HK-11A 25	
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		1	HKD 1,200		EW53C/HK-09A 30				
Target Management & Coaching Skills - "19 Questions" 目標管理的教練技巧 "19 問"		1	HKD 1,200/ HKD 900*			M533C/HK-10A 18			
服務人員應對必備的「溝通模式」		2:00pm-5:00pm half day	HKD 780/ HKD 580*			M525C/HK-10A 11			
服務應對技巧 -「語言的層次」		2:00pm-5:00pm half day	HKD 780/ HKD 580*		M527C/HK-09A 04				
前線人員如何處理暴力顧客？		1	HKD 1,500	RM17C/HK-08A 21					
QUA-MUNICATION 優質服務課程系列		2	HKD 3,800					TBC 05-06	
零售營業策略規劃及目標管理		1	HKD 1,200			M096C/HK-10A 28			
Business Continuity Management, Risk and Crises Management 營運持續管理、風險管理									
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系 - 理解與應用		1	HKD 1,600			RM01C/HK-10A 21			
ISO 22301 Business Continuity Management Systems - Internal Auditor Training ISO 22301 營運持續管理體系 - 內部審核員培訓		2	HKD 3,700/ HKD 3,500*	RM02C/HK-08A 21-22					
Business Continuity Management System (BCMS) Auditor/Lead Auditor Conversion Training Course 營運持續管理體系 - 主任審核員轉版課程		3	HKD 9,500/ HKD 9,000*	MT57C/HK-08A 14-16					
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 - 理解與應用		1	HKD 1,600			RM07C/HK-10A 09			

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			Aug 八月	Sep 九月	Oct 十月	Nov 十一月	
Soft Skills Training Program 軟技巧訓練課程							
<div>NEW 最新課程</div> Introductory to Coaching Skills - To Unleash your Staff Potential 教練學入門篇 - 釋放員工潛能		1	HKD 1,200/ HKD 900*	M534C/HK-08A			M534C/HK-11A
				23			15
Maximize your Communication Flexibility 從 "處事模式" 增強溝通的彈性		1	HKD 1,200/ HKD 900*	M535C/HK-08A			
				06			
Cooperation Skills Set with our New-Gen 與職場新世代共融技巧		2:00pm-5:00pm half day	HKD 780/ HKD 580*		M536C/HK-09A		
					20		
Tips for Being a "New-Gen" Manager 新世代主管真經		1	HKD 1,200/ HKD 900*			M537C/HK-10A	
						11	
Rapport Building and Interpersonal Skills 速效建立親和人際關係工作坊		2:00pm-5:00pm half day	HKD 780/ HKD 580*	M526C/HK-05A			M526C/HK-11A
				14			14
Find your "Time Stone" back - Skills Set for Time Management 找回你的 "時間石" - 高效時間管理技巧		2:00pm-5:00pm half day	HKD 780/ HKD 580*				M528C/HK-11A
							21
The Key of EQ Management 打開 "情緒管理" 之匙		2:00pm-5:00pm half day	HKD 780/ HKD 580*		M538C/HK-09A		
					27		
Introduction to Design Thinking 設計思維入門		1	HKD 1,800/ HKD 1,500*	M084C/HK-08A			
				06			
The 7 Habits of Highly Effective People Signature Program		2	HKD 10,000/ HKD 9,500*	PC01C/HK-08A		PC01C/HK-10A	PC01E/HK-11A
				05-06		28-29	21-22
Entrepreneur Technical Tools 企業家技術工具							
<div>NEW 最新課程</div> ISO 41001:2018 Facility Management System - Understanding & Application ISO 41001:2018 設施管理體系 - 應用與理解		1	HKD 1,600/ HKD 1,500*				
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 應用與理解		1	HKD 1,600/ HKD 1,500*				SM04C/HK-11A
							01
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA 5S 在工作間的營運		1	HKD 1,600/ HKD 1,500*				GP03C/HK-11A
							29
Entrepreneur Management Tools 企業家管理工具							
Workshop on Performance Management through KPI Setting 企業及部門績效管理培訓工作坊		1	HKD 1,080/ HKD 980*	M021C/HK-08A			M021C/HK-11A
				06			05
Workshop on Developing Supervisory Skills & Leadership Charisma 強勢督導管理培訓工作坊		1	HKD 1,080/ HKD 980*		M022C/HK-09A		
					04		
Workshop on Effective Project Management 有效項目管理培訓工作坊		1	HKD 1,080/ HKD 980*	M025C/HK-08A			
				14			
Workshop on Effective Performance Appraisal 個人績效管理培訓工作坊		1	HKD 1,080/ HKD 980*	M026C/HK-08A			
				06			
Workshop on Transforming HR Role as Strategic Partners 提升 HR 策略性伙伴地位培訓工作坊		1	HKD 1,080/ HKD 980*		M063C/HK-09A		
					16		
Workshop on Competency-based Interviewing Skills 以職能為主之招聘面試技巧培訓工作坊		1	HKD 1,080/ HKD 980*	M081C/HK-08A			
				19			
<div>NEW 最新課程</div> 國內營銷學 - 微營銷攻略 (進階)		half day	HKD 980		M100C/HK-09A		
					23		
<div>NEW 最新課程</div> 高效建設及管理銷售團隊		1	HKD 1,200		M128C/HK-09A		
					23		
Team Building 團隊建設							
<div>NEW 最新課程</div> Zodiak: The Game of Business Finance and Strategy		1 to 2	我們專為企業提供度身定造的培訓，詳情可與本局課程經理洽談。 Mr. Kerwin Ho (2202 9367 / 6050 6127 / kerwin.ho@hkqaa.org) Mr. Andy Fung (2202 9395 / 6111 3855 / andy.fung@hkqaa.org) Ms. Joanne Chan (2202 9330 / joanne.chansm@hkqaa.org)				
<div>NEW 最新課程</div> Team Collaboration in LEGO® SERIOUS PLAY®		1 to 2					
<div>NEW 最新課程</div> Team Collaboration in Meaningful Micro-Film Production 微電影製作團隊建立		1 to 2					

Remarks
備註

* Please refer the early bird payment deadline to our website 請於本局網頁參看優先報名之付款詳情
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 課程內容或會略為改動，最新詳情請參看本局網頁
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理體系認證服務的機構並無義務參加本局所舉辦的培訓課程

** QuEST Forum member

 Conducted in Cantonese
以廣東話授課

 Conducted in English
以英語授課

 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

Mainland China 中国内地

Aug - Nov 2019 2019年8月至11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			
			Aug 八月	Sep 九月	Oct 十月	Nov 十一月
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/GZ08A GZ 19-21		
ISO 9001:2015 Documented Information - Document Structures and Document System Establishing Training ISO 9001:2015 质量管理体系文件化信息之文件结构与编制培训		1	RMB 1,590		QMS4P/GZ09A GZ 27	
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务		1	RMB 1,590			QM07P/SH10A SH 31
IECQ HSPM QC080000 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000 有害物质管理体系内部审核员培训		2	RMB 2,650		IE01P/GZ09A GZ 19-20	
TL 9000 R6.0/R5.0 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.0/R5.0 电信业质量管理内审员培训		3	RMB 3,710			TL04P/GZ10A GZ 28-30
TL 9000 R5.5/R5.0 Quality Management Systems - Auditing TL 9000 R5.5/R5.0 电信业质量管理体系审核员 (QuEST Forum 授权课程)		5	RMB 16,960	TL02P/GZ08A GZ 12-16		
IATF 16949:2016 Automobile Industry Quality Management System - Internal Auditor Training IATF 16949:2016 汽车行业质量管理体系内审员培训		3	RMB 2,650			MT68P/GZ11A GZ 18-20
VDA 6.3 Process Audit & VDA6.5 Product Audit VDA 6.3 过程审核及 VDA 6.5 产品审核		3	RMB 3,180	EO06P/SH08A SH 07-09		
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/GZ10A GZ 14-16
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 2,650			GM20P/GZ11A GZ 11-13
ISO/IEC 20000:2011 Information Technology Service Management System - Internal Auditor Training ISO/IEC 20000:2011 IT 信息技术服务体系内部审核员培训		3	RMB 3,710		ISE9P/SH09A SH 02-04	
SA 8000:2014 Social Accountability Management Systems - Intenal Auditor Training SA 8000:2014 社会责任管理体系内部审核员培训		2	RMB 1,696			SA01P/SH11A SH 28-29
ISO 45001 Occupational Health and Safety Management Systems - Internal Auditor Training ISO 45001 职业健康安全管理体系内部审核员培训		2	RMB 1,590	OHS9P/GZ08A GZ 26-27		
ISO 14001:2015 Environmental Management Systems - Internal Auditor Training ISO 14001:2015 环境管理体系内部审核员培训		2	RMB 1,590		EMS3P/GZ09A GZ 16-17	
ISO 31000:2009 Risk Management System - Internal Auditor Training ISO 31000:2009 风险管理体系内部审核员培训		2	RMB 2,650			RM15P/GZ11A GZ 07-08
ISO 22000:2005 Food Safety Management Systems -Internal FSMS Auditor Training ISO 22000:2005 食品安全管理体系内部审核员课程		3	RMB 3,180	HA7P/GZ08A GZ 05-07		
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施		1	RMB 1,272			GP02P/GZ10A GZ 21
Production/Quality/Supply Chain/Customer Service Management 生产 / 质量 / 供应链 / 客服管理						
5S 现场管理 5S Site Management		1	RMB 1,590		GP09P/GZ09A GZ 06	
JIT (Just In Time) of Lean Production 精益生产之 JIT (准时生产)		2	RMB 3,180			GM21P/GZ11A GZ 14-15
GD&T Gage Design and Detection in Practice GD&T 检具设计及检测		2	RMB 3,180		GM14P/SH09A SH 18-19	
Measurement Management 计量管理与仪器效验管理实务培训		1	RMB 1,590			MS10P/GZ10A GZ 18
Flexible Production Planning Management 柔性生产计划与排程管理		2	RMB 3,180			EC08P/GZ11A GZ 21-22
TPM - Total Productive Maintenance TPM - 全面生产管理实战		2	RMB 2,650			GM26P/SH10A SH 23-24
Key to Strong Enterprise - Quality Circle Operation 强企之本 — 品质圈 QCC 运作		2	RMB 1,908	ES28P/GZ08A GZ 15-16		
Five Core Tools(APQP/FMEA/SPC/MSA/PPAP) 五大核心工具 (APQP/FMEA/SPC/MSA/PPAP)		3	RMB 3,180			MS01P/GZ11A GZ 13-15
8D - Quality Problem Analysis and Solving 8D - 质量问题分析		1	RMB 1,590	ES29P/GZ08A GZ 02		
Total Quality Management TQM 全面质量管理		2	RMB 3,180			MS15P/GZ11A GZ 06-07
Project Management 项目管理		2	RMB 3,180		MS17P/GZ09A GZ 04-05	
Statistical Process Control SPC 统计过程控制		1	RMB 1,590	MS20P/SH08A SH 22-23		
Failure Mode and Effects Analysis FMEA 潜在失效模式分析		1	RMB 1,590			MS04P/GZ10A GZ 25
Seven QC Tools (Traditional & New) QC 七大手法		2	RMB 2,650	GM12P/GZ08A GZ 20-21		
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班		2	RMB 2,650			MS19P/GZ11A GZ 04-05
Management Development Training 管理发展培训						
Communication Skills 沟通技巧		2	RMB 2,544		GM07P/GZ09A GZ 17-18	
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/GZ11A GZ 21-22
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/GZ10A GZ 14-15
Management Skills for Middle Management 中层管理人员管理技能培训		2	RMB 2,650	MS14P/GZ08A GZ 28-29		
Meeting Management with High Efficiency 高效会议管理		1	RMB 1,590			GM08P/SH10A SH 17
Employee Motivation 员工动力驱动器 — 员工激励		2	RMB 3,180			GM23P/SH11A SH 13-14
Mind Map@ : 思维导图轻松提升工作效率		1	RMB 2,120	M504P/SH08A SH 16		
Zodiak@ : 商业策略、决策及财务游戏工作坊		1	RMB 1,590			M519P/GZ11A GZ 01
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/GZ09A GZ 11-12	

For registration and enquiry
報名及查詢Hong Kong Office 香港辦事處 • Tel 電話 : (852) 2202 9111 • Email 電郵 : training@hkqaa.org
HKQAA Certification (Macau) Ltd. 標準認證服務 (澳門) 有限公司 • Tel 電話 : (853) 2875 1199

HKQAA Certification (Shanghai) Ltd. 標準認證服務 (上海) 有限公司 • Tel 電話 : (86 21) 6876 9911

HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務 (上海) 有限公司廣州分公司 • Tel 電話 : (86 20) 8383 3777

Last Updated Date : 27 May 2019

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

Trainers Certificates for Food Safety Practitioners 食品安全專業導師證書課程

The course is designed for students who have obtained the certificates related to food safety (such as CIEH Level 3 Award in Food Safety or Level 3 Award in HACCP for Food Manufacturing), and they can learn the teaching methods and skills during the course. After finishing the course and fulfilling requirements, participants can become a professional trainer in food safety (CIEH) vocational training, as well as enhancing their qualifications.

本課程讓已持有食品安全相關證書 (如英國環境衛生協會(CIEH)第三級食品安全證書或第三級危害分析重點控制證書) 的學員, 透過培訓課程學習訓練的模式與技巧, 完成課程及符合相關要求後, 除提升個人資歷外, 並可為機構開展食品安全 (CIEH) 相關的職業培訓工作, 成為專業導師。

- To cope with the needs and objectives of the training and enhance learning motivation
配合培訓需要與目的及加強學習動機
- Structure and design for the class, and planning and preparations before the course
課堂的結構及設計, 以及授課前的策劃及預備工作
- Learning methods and ways to gain the knowledge effectively
學習方式, 以及有效接收和理解知識的模式
- Improve teaching techniques continuously and enables effective communications with the students
持續改善授課技巧, 以及與學員保持有效的溝通
- Teaching skills and how to choose the right one
授課技巧及選擇適當的授課技巧
- Evaluate teaching results and learning performance assessment
評估教學成效及評核學習成績
- How to promote food safety in hotels / restaurants / central kitchens
如何在酒店 / 食肆 / 中央廚房推廣食物安全

Date 日期
Time 時間
Venue 地點
Language 語言

21, 28 September, 5, 12 October, 2019 | 2019年9月21, 28日, 10月5, 12日
10:00am - 5:00pm | 早上10時至下午5時
Hong Kong School of Commerce, 81 Austin Road, Tsim Sha Tsui
九龍尖沙咀柯士甸道81號香港商業專科學校
Cantonese | 廣東話

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Tips for Being a "New-Gen" Manager 新世代主管真經

As "New-Gen" Managers are rising in the companies, developments of companies rely on their growth. In the light of this, how can organisations discover the talents from new managers? As a "New-gen" manager who is appointed by senior management, or wants to instil a new corporate culture, you need preparation to lead a team to success.

隨著新世代的主管 / 經理人員晉升, 企業的未來發展全賴對他們的培育。但隨著新世代主管的崛起, 組織如何磨練這些新領導的才能呢? 作為時代巨輪下的新力軍, 特別是從上一代管理人員接棒 / 帶領企業走出新作風的您, 應如何為帶領團隊的成功而做好準備?

Through an in-depth and interactive class, participants can learn :
透過深入淺出的互動教學, 讓參加者能有效掌握 :

- Management mind-set and requirements for "New-Gen" Managers
新世代主管應有的管理思維及條件
- How to manage the Millennials?
如何管理更新的千禧一代 (Millennial)?
- Ways to manage experienced colleagues
新世代如何管理「年資經驗長」的下属
- Communication skills in management
「管人管心」的溝通技巧
- 7 must-know skills for "New-Gen" Managers
新世代主管必須知的「7項技能」
- "3A Methods" to cope with the changing generation
應合不同世代改變的「3A對策」
- Practices and case study
實戰應用及個案探討

Date 日期
Time 時間
Venue 地點
Language 語言

11 October 2019 | 2019年10月11日
9:30am - 5:00pm | 早上9時30分至下午5時
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
Cantonese | 廣東話

