

QUALITY ASSURANCE AGENCY

香港品質保證局

VISION 管略

Issue 73 第七十三期 | 11 · 2019

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Foster Industry's Development

运用专业知识 推动业界发展

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香港品質保證局三十周年论坛暨庆祝酒会

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HKQAA has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG)
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HKQAA Successfully Extended the Scope of Accreditation with CNAS for ISO/IEC 27001:2013 Information Security Management System Certification
本局获中国合格评定国家认可委员会认可之 ISO/IEC 27001:2013信息安全管理体系认证服务范围现已扩展

HKQAA Successfully Obtained the HKCAS Accreditation for ISO 50001:2018 Energy Management Systems Certification
本局现已提供香港认可处认可之 ISO 50001:2018能源管理体系认证服务

The Greater Bay Area KamCha Competition 2019
大湾区金茶王大赛 2019

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Extraordinary Leader with Vision

Ir Dr Hon. Lo Wai Kwok, Chairman of HKQAA, has always served industry and society with enthusiasm. He is a well-known figure with great energy and talent, and an outstanding leader who has performed many public duties. He has been a member of HKQAA's Governing Council for many years, leading the Agency to move forward and fostering the development of enterprises and society.

Dr Lo has been our Chairman since 2013. He has excelled by increasing the depth and breadth of HKQAA's services, enabling the Agency to enter a new era of enhanced core competencies. Dr Lo has promoted the development of many new services, including assessment and rating services for the Hang Seng Corporate Sustainability Index Series. The Green Finance Certification Scheme, launched in 2018, increased the pace of green economic development and marked another important milestone in the Agency's development.

Under Dr Lo's leadership, the Agency has worked closely with government departments, public bodies, business associations and professional organisations in the region to assist in the implementation of industry sustainability projects. We have also established strategic partnerships with regional and international organisations to promote cross-regional exchanges and cooperation, and set up subsidiaries and offices in Macau and Xian. HKQAA keeps expanding its service network, boosting the competitiveness of enterprises in the region and thereby fostering the long-term development of industry.

Dr Lo will retire as Chairman in HKQAA's 30th Anniversary year. VISION would like to take this opportunity to thank him for his selfless devotion over the years, and wish him a long and happy life after leaving office. We believe he will continue to play a significant role in our community by performing other public duties in the years to come, and make an even greater contribution to the future of society.

杰出社会领袖 视野宏达远瞻

本局主席卢伟国议员博士工程师一直热心服务业界和社区。作为杰出的社会领袖,他极具魄力和才干,身兼多项公职,在本局更义务担任董事局成员多年,凭著宏远视野,引领本局不断发展,推动企业和社会持续进步。

自2013年担任主席至今,卢主席致力倡议解决式思维,放眼长远发展,带领本局全面加强服务的广度和深度,迎来核心能力提升的时代。他任内推动本局开发具前瞻性的创新服务,不但为「恒生可持续发展企业指数系列」提供评级服务,去年更推出「绿色金融认证计划」,以助加快绿色经济的发展步伐,成为本局发展重要里程碑。

在卢主席领导下,本局与区域内的政府部门、公营机构、业界组织及专业团体通力合作,拓展与促进业界可持续发展相关的项目。此外,本局亦与多家国际及区内机构缔结策略性夥伴关系,促进跨地域的交流合作,并先后在澳门及西安开设子公司及办事处,积极拓阔业务领域,协助区内企业提升竞争力,促进业界整体的长远发展。

今年正值本局成立三十周年志庆,亦是卢主席光荣卸任之年,《管略》谨此代表本局上下衷心感谢他多年来的建树和奉献,并祝愿他退任后生活愉快。相信他未来在立法会及其他公职上,将继续担当重要的推动角色,为业界和社会的未来作出更大贡献!

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After serving with us for many years, Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, will retire from his duties as Chairman of HKQAA in November 2019. Under his influential leadership and wise direction, HKQAA has become a leading conformity assessment body in Hong Kong and the region. He recently talked with VISION about how he joined the HKQAA Governing Council, and shared some thoughts about our future.



与香港品质保证局共度多个寒暑的卢伟国议员博士工程师, SBS, MH, 太平绅士, 将于 2019 年 11 月卸任主席一职。在卢议员多年的悉心领导下, 本局的专业团队日益壮大, 更成为香港及区内合格评定行业的领导者之一。今期《管略》很荣幸邀请卢议员与读者回顾本局的发展, 并分享他对未来的展望。

VISION (V): Dr Lo, you joined the HKQAA Governing Council many years ago and have been Chairman since 2013. What made you branch out to the field of ISO certification and become one of us?

Dr Lo (L): Total Quality Management (TQM) was promoted in the industry and commerce sectors and closely tied to the field of certification. In the 80s, when Europe promoted TQM, the Hong Kong Government kept up with the trend and established the Hong Kong Quality Assurance Agency in 1989 to promote quality management systems and introduce international standards in Hong Kong.

In 1988, I participated in a "Quality Hong Kong" event organised by the government, and went on a Hong Kong engineers' study tour trip to Beijing to learn more about the application on industrial engineering, which one of the topics was ISO 9001 Quality Management System. These experiences enhanced my knowledge of quality management.

In 1991, I led the company that I was working to obtain the first ISO 9001 Quality Management System Certification issued by the HKQAA, which encouraged me to join the Agency. Over the years, I have grown along with the Agency; first by joining the Governing Council, then by being elected as Deputy Chairman and now retiring as Chairman. It was an unforgettable and fruitful experience for me to be Chairman for 6 years.

V: Which aspects of the progress made by HKQAA over the past 30 years have particularly impressed you?

L: The Agency keeps improving and innovating. The Agency promoted ISO 9001 Quality Management System, ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health & Safety Management System in its early years. Later, it kept up with market trends by introducing diversified management systems and brand-new services. HKQAA's Wine Storage Management System, for example, can be considered one of the most innovative certifications in the world.



管(管略): 卢议员加入董事局多年, 于2013年接任本局主席, 贡献良多。当年为何涉足ISO认证及加入本局?

卢(卢议员): 香港工商业界提倡全面品质管理(TQM), 与认证行业关系密切。80年代起, 欧洲推行品质管理系统, 香港政府紧贴趋势, 在1989年创立香港品质保证局, 锐意于香港推广品质管理体系, 引入国际认证服务。

1988年, 我参与了由政府举办的「Quality Hong Kong」推广活动, 以及以工业工程的应用为主题的香港工程界北京考察团, 其中一个课题是「ISO 9001 质量管理体系」, 对于质量管理的认识亦因此加深。

1991年, 我带领当时工作的公司成为第一家取得香港品质保证局颁发的ISO 9001质量管理体系证书的机构, 亦成为我加入本局的契机。由加入董事局成为本局一员, 及后担任副主席, 直到现在即将卸任主席, 多年来都与香港品质保证局一同成长。这六年担任主席的时间, 为我带来一段十分难忘及丰盛的人生经历。

管: 本局三十年来有哪些工作成果令您印象特别深刻?

卢: 本局不断成长及创新, 早期主要推广ISO 9001质量管理体系、ISO 14001环境管理体系及OHSAS 18001职业健康安全管理体系, 之后配合市场发展, 引入更多元化的管理体系及创新服务, 如本局独创的「葡萄酒储存管理体系计划」, 为放诸全球也称得上创新的认证服务。





In recent years, the Agency has actively promoted social responsibility and sustainability. As green finance has become one of the hottest topics, the Agency has also developed the Green Finance Certification Scheme and received positive responses from the financial industry. This was a breakthrough for HKQAA.

Also, the Agency has expanded to Guangzhou, Macau, Shanghai and Xian. The depth, breadth, content and geographical reach of HKQAA's services have been enhanced during these years. We could not have accomplished this achievement without the leadership of the Governing Council and the great efforts of our staff members.

V: How do the innovative services of the Agency contribute to industry?

L: The Agency has been exploring new opportunities in addition to the traditional certification, and developing schemes with vision. Recently, we launched the Green Finance Certification Scheme, Residential Care Home for the Elderly Certification Scheme, and the Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry. The Agency's target groups have expanded beyond industrial and engineering and now include service, food and beverages, and property management. These services not only help industries to enhance their management performance in the market, but also boost their competitiveness. The impressive result of our brand-new services proves that certification services can be innovative.

V: You are successful in both your business and political careers, and have received numerous awards, such as "Ten Outstanding Young Persons", "Young Industrialist Awards of Hong Kong" and a Silver Bauhinia Star. You are also a Member of the National Committee of the Chinese People's Political Consultative Conference. Could you share with us your experience of success?

L: I was born and raised in Hong Kong, and am proud of being a professional engineer. I believe engineers should strike a balance between development and conservation. Therefore, I strive to utilise my professional knowledge and experience to serve society. I became a member of the Hong Kong Institute of Engineers and became the President in 2007, and was elected as the engineering representative in the Legislative Council in 2012. At the same time, I served in public organisations such as the Housing Society, the Hospital Authority, the West Kowloon Cultural District and the Airport Authority. I appreciate the opportunity to give back to society and express my opinion as a representative of the engineering industry. I was also appointed by the Government to serve as a Member of Sha Tin District Council for over ten years. My work in the District Council was a challenging but also enriching experience for me in the society.

近年，本局著重宣扬社会责任及可持续发展概念，随著绿色金融成为国际热门课题，本局亦在香港特区政府大力支持下开发了绿色金融认证计划，得到金融财经界的广泛响应，实为本局一大突破。

此外，本局早著先机开拓内地市场，业务地域扩到广州、澳门、上海以及西安等地，可见本局多年来服务的深度、广度、服务内容以及地域扩展都有杰出成就。能够取得这些成就，实有赖董事局的英明领导以及各部门同事的努力付出。

管：您认为本局推出的创新服务对业界有何贡献？

卢：本局除了传统认证外，不断摸索新的发展路向，开发的计划都具有前瞻性。近年创新的服务及项目，包括「绿色金融认证计划」、「安老院舍认证计划」及「促进香港废纸回收业实施国家标准」项目等，均广获业界和社会欢迎。本局服务对象亦不断拓展，由工业与工程界别伸展至各行各业，包括服务、饮食及物业管理等不同领域。这些服务除了帮助业界在市场上提升管理水平，亦加强他们的竞争力。本局开发崭新服务的成绩有目共睹，向各界展示认证服务也有其创新的空间。

管：卢议员在社会备受尊敬，先后获得十大杰出青年、香港青年工业家、银紫荆星章等荣誉，更获选为全国政协委员，对社会建树良多，可否分享一下成为社会杰出领袖的经验和心得？

卢：我在香港土生土长，以专业工程师的身份为荣。我认为工程师的任务是要在发展及保育之间取得平衡，因此，我致力运用专业工程知识及经验为社会服务，于80年代成为香港工程师学会会员，在2007年成为会长，后来在2012年获选为工程界的立法会代表，同时为房屋委员会、医院管理局、西九文化区及机场管理局等机构服务。我十分珍惜回馈社会，以及代表工程界于社会上发表意见的机会。我亦曾获政府委任，有十多年来在沙田区议会服务。区议员的工作充满挑战，也丰富了我的社会历练。

我认为杰出的领袖必须能够带领团队并且要建立企业文化，本局三十年来在这两方面成就出众。在团队建立上，董事局成员齐心做好机构





I believe outstanding leaders should be competent in team building and promoting corporate culture, as the Agency has done over the last 30 years. The core ingredient behind a successful company is teamwork. Our Governing Council members ensure good corporate governance, and the management team has successfully established a cross-regional team to create our competitive edge, the "4Is": "Integrity", "International Recognition", Innovation and "Information". On the matter of corporate culture, we uphold the shared value of "GIFTS" - "Growth", "Integrity", "Fairness", "Team with Joy" and "Social Responsibility", where the letter "I" also stands for integrity. The Agency's certification services stress integrity, so we uphold integrity in our daily work. The Agency organises company-wide meetings periodically to enhance team spirit. Also, we contribute to society by sponsoring and encouraging staff members to participate in community service, so that the corporate culture can be well developed.

V: You have participated in a lot of public service. You are currently a Member of the Legislative Council, representing the Engineering Functional Constituency, as well as being HKQAA's Chairman. How do you achieve a work-life balance and contribute to society at the same time?

L: I am honored to serve society in various positions. Individuals have limited power. No-one in an engineering team can finish the work alone. I hope everyone can seek common ground while minimising differences and building up a better society together.

I lay emphasis on both my work and family. Music provides a healthy balance for my life. I learnt musical harmonica during my childhood, and then learnt other instruments such as flute, Erhu, Pipa, Qinqin, saxophone, Guzheng and Guqin. Nowadays, I belong to music groups that perform pop songs, Cantonese Opera and Chinese traditional music. I make use of these personal hobbies during work occasions, for example, performing at community events and functions of the industrial sector.

As you can see from my Facebook page, I cook with my family to enhance our cooking skills and so that we have a shared hobby.

V: HKQAA marks its 30th Anniversary this year. Can you share your feelings with us?

L: HKQAA was established by the Hong Kong Government but has become financially independent very soon. Besides undertaking our basic functions, providing professional certification for various industries, HKQAA has also utilised its resources to develop brand-new services and expanded its business scope. Looking back on the last 30 years, HKQAA can be called a successful organisation.

Hong Kong has had different strategic positions in different periods. The Greater Bay Area Development and Belt and Road Initiative have brought regional improvements, and fostered intercultural communication and racial harmony. In this ever-changing society, we need innovative ideas so that we can seize opportunities and move forward.



管治，管理层则成功建立跨地域的团队，缔造本局的「4Is」竞争优势——诚信(Integrity)、国际认受(International Recognition)、创新(Innovation)及资讯(Information)。企业文化方面，本局坚守的共同价值观 GIFTS——「成长(Growth)」、「诚信(Integrity)」、「公正(Fairness)」、「喜乐团队(Team with Joy)」及「社会责任(Social Responsibility)」，其中一项便是诚信。本局的认证服务讲求诚信，团队亦以诚信作为日常工作的理念。局内定期举行员工大会，凝聚团队精神，我们亦热心公益，资助及鼓励员工参与社会服务，冀望建立更全面的机构文化。

管: 卢议员肩负多项公职，除担任本局主席外，亦担任工程界功能界别立法会议员多年，期望如何为社会作出贡献？在繁忙的公务中如何分配时间平衡生活？

卢: 我十分有幸能够在不同岗位为社会服务。个人力量终究有限，正如工程团队的工作不能单打独斗一样，我期望众人能求同存异，同舟共济，合力建设更美好的社会。

工作及家庭两者也须花时间兼顾，音乐是我生活的调剂。童年时代我自学口琴，随后学习笛子、二胡、琵琶、秦琴、色士风、古筝和古琴等乐器，现时参与流行曲、粤曲、中乐等等不同音乐的组合。虽说只是个人的兴趣，但也可于工作上大派用场，在参与地区服务及业界活动时演出。

另外，正如我在 Facebook 专页上所示一样，我会与家人在家中自制「卢家私房菜」，磨练厨艺之余，亦能培养家庭的共同兴趣。

管: 本局迎来三十周年志庆，请分享你的感受？

卢: 作为香港政府成立的机构，本局运营不久后便自给自足，除了发挥基本功能，为业界提供专业认证服务外，本局积累了足够资源发展，不断开发创新服务及壮大业务规模。总结来说，香港品质保证局自创立三十年来屡创佳绩，可谓光辉三十年。

随著时代进步，香港角色不断转型，大湾区建设及一带一路倡议，带来了区域进步，促进文化文流与种族和谐，意义重大。社会在不断变化，展望未来，我们需要创新思维，把握得来不易的机遇，方能进一步取得佳绩。



HKQAA 30th Anniversary Forum and Celebration Cocktail Reception 香港品质保证局三十周年论坛 暨庆祝酒会

To celebrate its 30th Anniversary, Hong Kong Quality Assurance Agency (HKQAA) held the HKQAA 30th Anniversary Forum and Celebration Cocktail Reception on 18 October 2019 in Cordis Hong Kong at Langham Place, Mongkok. The celebration ceremony was officiated by the Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, The Chief Executive of the Hong Kong Special Administrative Region.

为庆祝成立三十周年，本局于2019年10月18日在香港旺角康得思酒店七楼宴会厅举行「香港品质保证局三十周年论坛暨庆祝酒会」，由香港特别行政区行政长官林郑月娥女士，GBM, GBS, 主礼庆祝仪式。



From left: Dr Michael Lam, CEO of HKQAA; Ir C. S. Ho, Deputy Chairman of HKQAA; The Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, The Chief Executive of the Hong Kong Special Administrative Region; Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA; Mr Simon Wong Ka Wo, BBS, JP, Deputy Chairman of HKQAA, officiate the Agency's 30th Anniversary celebration ceremony.

左起：本局总裁林宝兴博士、本局副主席何志诚工程师、香港特别行政区行政长官林郑月娥女士，GBM, GBS、本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士及本局副主席黄家和先生，BBS, 太平绅士主持三十周年庆祝仪式。

Mrs Lam and HKQAA's Governing Council members offer a toast to the Agency's Anniversary.

林郑月娥女士与本局董事局成员在台上祝酒。



The Forum invited a number of speakers to share their experiences and insights in the subject of sustainable development. The HKQAA 30th Anniversary Recognition for Organisations and Presentation Ceremony of HKQAA CSR Index were also held. The event attracted over 600 participants from government, industry and commerce.

Local and Overseas Speakers Sharing Insights on Sustainability

"This year is a memorable year for HKQAA as it celebrates 30 years of service to industry. Over the past 30 years, HKQAA has taken the lead in offering comprehensive and innovative services to meet different customers' needs." said Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA.

大会邀请了多位专家讲者就可持续发展的题目分享经验和心得，并同场举行「香港品质保证局三十周年机构嘉许仪式」与「社会责任指数颁授仪式」，全日共吸引了超过600名来自政府及工商业界的人士参加。

中外专家讲者 共同探索可持续发展策略

「三十年来，本局不断推陈出新，领导同僚，并致力提供全面及崭新的服务以回应业界的需求。过去十年，本局全面加强服务的广度和深度，迎来核心能力提升的时代。去年，本局更推出『绿色金融认证计划』，成为发展的重要里程碑。」本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士致辞道。



“Over the last decade, we have aimed to excel by increasing the depth and breadth of our services, entering a new era of enhanced core competencies. Last year’s launch of the Green Finance Certification Scheme marked another important milestone in our development.” said Ir Dr Lo.

The HKQAA 30th Anniversary Forum with the theme “Towards Sustainable Development Goals - ESG Management and Responsible Finance” was held in the morning session. Mr James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury, addressed the Forum. The Forum featured acclaimed local and overseas speakers who discussed topics including fintech governance, sustainable construction, ESG related risks and green finance developments.

Foster Development in Construction and Fintech Industry

During the forum, HKQAA announced to establish a strategic partnership with BRE Group Limited to drive positive change in the Hong Kong construction sector, starting with the promotion of international best practice, training and certification in Building Information Management modeling and green building.

Also, HKQAA’s collaborates with JETCO to facilitate the development of open banking ecosystem in accordance with Hong Kong Monetary

大会在上午举办「香港品质保证局三十周年论坛」，主题为「迈向可持续发展目标－环境、社会及管治的管理及责任融资」，更邀得香港特别行政区财经事务及库务局局长刘怡翔先生，太平绅士为论坛致辞，以及多位来自本地及海外的专家讲者，探讨金融科技管治、可持续建筑、ESG 相关风险及绿色金融等议题。

与业界合作 促进建筑业及金融科技发展

为了推动香港建筑业持续进步，本局与英国建筑研究院集团 (BRE Group) 签署合作备忘录，旨在推广建筑信息管理(BIM) 模型的国际良好做法、培训及认证，以助业界提升水平及竞争力，促进建筑创新技术。

另外，为配合香港金融管理局的智慧银行倡议，本局最近亦会与银通香港合作促进开放银行(open



Ir Dr Hon. Lo Wai Kwok, Chairman of the HKQAA, delivering speech at the cocktail reception.
本局主席卢伟国议员博士工程师于酒会上致辞。

Ir C. S. Ho, Deputy Chairman of HKQAA, delivering a speech.
本局副主席何志诚工程师于大会上致辞。

Mr James Henry Lau Jr, JP, Secretary for Financial Services and the Treasury, addressing at the Forum.
香港特别行政区财经事务及库务局局长刘怡翔先生，太平绅士于论坛上致辞。



Guest speakers and panelists of the HKQAA 30th Anniversary Forum 三十周年论坛的讲者与讨论环节嘉宾



Left to right: Mr Enoch Fung, Head of Market Development Division, Hong Kong Monetary Authority, Mr Chan Ka Kui, SBS, JP, Chairman of Construction Industry Council, Mr Henry Wong, Director, Risk and Compliance, JETCO Hong Kong, Ms Quinnie Li, General Manager, Building Research Establishment, BRE China
左至右：香港金融管理局市场发展处主管冯殷诺先生、建造业议会主席陈家驹先生，SBS，太平绅士、银通香港风险及合规部总监黄仲铿先生、英国建筑研究院中国分院－碧亚宜建筑研究院(深圳)有限公司总经理李倩女士

Authority's strategy of smart banking. It aims to strike a good balance between innovation and cybersecurity risk in the FinTech industry. We believe these cooperation will enhance sustainable development and technological innovation in the construction and banking sectors.

30th Anniversary Recognition for Outstanding Organisations

In the afternoon session, a celebration cocktail reception was held to celebrate the HKQAA's 30th Anniversary. The Agency was honoured to have the Hon. Mrs Carrie Lam Cheng Yuet-ngor, GBM, GBS, The Chief Executive of the Hong Kong Special Administrative Region. The Chief Executive of the Hong Kong Special Administrative Region, to officiate and address the ceremony.

In the past 30 years, many organisations have strived to improve their business operations by adopting different management systems, and achieved remarkable performance. In appreciation for their efforts, HKQAA held a presentation ceremony during the cocktail reception to recognise outstanding organisations. The rating mechanism was based on various rating criteria, including the starting year of the first certificate; the quantity, diversity, overall planning and advocated adoption of certifications. Representatives of these organisations received the recognition trophies at the event.

A ceremony was also held to present the CSR Advocate Mark and CSR Plus Mark to organisations that have participated in the HKQAA CSR Advocate Index and HKQAA CSR Plus Index respectively.

Moreover, HKQAA is pleased to announce its publication of the "Green Finance in Hong Kong" during the cocktail reception. The book aims to promote a common understanding of green finance in Hong Kong among enterprises, investors and the general public. It introduces the core principles of green finance, as well as its benefits and opportunities.

banking) 生态系统的发展, 旨在协助金融科技业界于创新及网路安全两者间取得平衡。相信这些合作将会提升建筑界以及银行界的可持续发展及科技创新水平。

三十周年嘉许仪式 表扬杰出机构

至于下午环节, 本局举办酒会, 并很荣幸邀得香港特别行政区行政长官林郑月娥女士担任主礼嘉宾及致辞。

在这三十年间, 本局欣见不少机构都积极透过各种管理工具, 在营运上不断求进, 并取得一定表现。为了表扬这些机构所作出的努力, 本局根据它们取得认证的年资、数量、多样性、整体规划性、先行性等评分准则, 选出了杰出的机构作嘉许, 并于庆祝酒会上颁发嘉许纪念座予这些机构代表。

活动同场亦举行了「社会责任指数颁授仪式」, 分别颁发「社会责任先导者标志」及「社会责任进阶标志」予参加「社会责任先导者指数」及「社会责任进阶指数」的机构。

此外, 为了让绿色金融走进大众视野, 本局于酒会上宣布《绿色金融在香港》书籍正式出版。此书以深入浅出的方式, 介绍绿色金融及说明当中的好处及机遇。



Left to right: Dr Chan Fung Cheung, Wilson, Associate Director of Outreach, MBA Programme, College of Business, City University of Hong Kong, Mrs Ng Fong Siu Mei, BBS, Chairperson, Friends of the Earth (HK), Ar Stephen Ho, Assistant Director - Industry Development & Estates Office, Construction Industry Council, Dr Nigel H Croft, Convener of ISO/IEC Global Task Force for Management System Standards, Mr Angus Choi, Chief Executive Officer, JETCO Hong Kong, Mr Tsui Chun Man, Thomas, General Manager and Head of Corporate Banking Division, the Bank of East Asia, Limited, Mr Johnson Kong, Social Development Policy Research, Our Hong Kong Foundation

左至右: 香港城市大学工商管理硕士项目协理主任陈凤翔博士、香港地球之友主席吴方笑薇女士、BBS、香港建造业议会助理总监-行业发展及物业管理何建威建筑师、国际标准组织ISO/IEC管理体系标准全球工作组召集人倪国夫博士(Dr Nigel H Croft)、银通香港行政总裁蔡炳中先生、东亚银行有限公司总经理兼企业银行主管徐振文先生、团结香港基金社会发展政策研究员江俊傑先生

The event attracts over 600 attendees for the whole day.

活动全日吸引逾600人出席。





HKQAA 30th Anniversary Recognition Programme – Outstanding Organisations List

香港品质保证局三十周年获嘉许之机构名单

Name of Organisation	机构名称	Commendations 嘉许类别
A.S. Watson Industries	屈臣氏实业	B
Alliance Construction Materials Limited	友盟建筑材料有限公司	B
ATAL Engineering Group	安乐工程集团	C
Artesyn Technologies Asia-Pacific Limited	腾讯科技亚太有限公司	A
C & C Joint Printing Company, (HK) Limited	中华商务联合印刷（香港）有限公司	C
China Resources Property Management Limited	华润物业管理有限公司	B
China State Construction Engineering Corporation	中国建筑工程总公司	A
CLP Power Hong Kong Limited	中华电力有限公司	C
Electrical & Mechanical Services Department	机电工程署	B, C
Fountain Food Products Limited	甘泉食品有限公司	B
Fuji Xerox (Hong Kong) Limited	富士施乐（香港）有限公司	B
Fujitsu Hong Kong Limited	富士通香港有限公司	A
GD Midea Air-Conditioning Equipment Company, Limited	广东美的制冷设备有限公司	C
Hanison Construction Holdings Limited	兴胜建筑有限公司	C
Hip Hing Construction Company Limited	协兴建筑有限公司	B
Hip Hing Engineering Company Limited	协兴工程有限公司	A
Hong Kong Housing Society	香港房屋协会	B
Hong Kong Science & Technology Parks Corporation	香港科技园公司	C
Hong Kong Telecommunications (HKT) Limited		A, C
Hong Kong Water Bottling Company, Limited	香港商用水有限公司	B
Housing Department	房屋署	B
Hovione Pharmascience Limited	好利安制药科学股份有限公司	A
Hsin Chong Construction Company Limited	新昌营造厂有限公司	A
Jones Lang Lasalle Management Services Limited	仲量联行有限公司	B
K. Wah Concrete Company, Limited	嘉华混凝土有限公司	A

Name of Organisation	机构名称	Commendations 嘉许类别
Kai Shing Management Services Limited	启胜管理服务有限公司	B
Kato Elderly Group Limited	嘉涛安老集团有限公司	C
Konica Minolta Business Solutions (HK) Limited	柯尼卡美能达商业系统（香港）有限公司	B
Leigh & Orange Limited	利安顾问有限公司	C
Paul Y. General Contractors Limited	保华建筑营造有限公司	A
PCCW Global Limited	电讯盈科环球业务有限公司	B
PCCW Solutions Limited	电讯盈科企业方案有限公司	B
Redland Concrete Limited	中港混凝土有限公司	A
Satay King (Holdings) Company Limited	沙爹王（集团）有限公司	B
Shun Hing Group	信兴集团	C
Sun Fook Kong Construction Limited	新福港营造有限公司	A
Suzhou Industrial Park Qingyuan Hong Kong & China Water Company, Limited	苏州工业园区清源华衍水务有限公司	B
Swire Properties Limited	太古地产管理有限公司	B
The Great Eagle Properties Management Company, Limited	鹰君物业管理有限公司	B
The Hongkong Electric Company Limited	香港电灯有限公司	B, C
The Jardine Engineering Corporation Limited	怡和机器有限公司	C
The Kowloon Motor Bus Co. (1933) Limited	九龙巴士（一九三三）有限公司	C
Tung Wah Group of Hospitals	东华三院	C
Uni Precision Industrial Limited	渝利精密实业有限公司	A
Urban Group	富城集团	C
VSC Steel Company Limited	万顺昌钢铁有限公司	A
Well Born Real Estate Management Limited	伟邦物业管理有限公司	B
WKK Technology Limited	东莞王氏港建电子有限公司	B
Woon Lee Construction Company Limited	焕利建筑有限公司	A
Yau Lee Construction Company Limited	有利建筑有限公司	A

Type of Commendations 嘉许类别：

- A Pioneering Organisation in Systems Management 资深体系管理机构
- B Outstanding Organisation with Comprehensive Management Systems 多元体系管理机构
- C Outstanding Organisation with Holistic Management Systems 整全体系管理机构

HKQAA CSR Index Organisation List in 2018/19

2018/19年香港品质保证局社会责任指数之机构名单

Name of Organisation	机构名称	Index Type 指数类别
ATAL Engineering Group	安乐工程集团	A
Café De Coral Holdings Limited	大家乐集团有限公司	P
Champion Real Estate Investment Trust	冠君产业信托	P
China Aircraft Leasing Group Holdings Limited	中国飞机租赁集团控股有限公司	P
China Everbright Greentech Limited	中国光大绿色环保有限公司	P
China Everbright International Limited	中国光大国际有限公司	P
Chow Tai Fook Jewellery Group Limited	周大福珠宝集团有限公司	P
Chun Lee Engineering Company Limited	进利工程有限公司	A
CLP Holdings Limited	中电控股有限公司	P
Driltech Ground Engineering Limited	钻达地质工程有限公司	A
FrieslandCampina (Hong Kong) Limited	菲仕兰(香港)有限公司	A
GP Batteries International Ltd.	金山电池国际有限公司	A
Hanison Construction Holdings Limited	兴胜创建控股有限公司	A
Henderson Land Development Company Limited	恒基兆业地产有限公司	P
Hip Hing Engineering Company Limited	协兴工程有限公司	A
HKBN Ltd.	香港宽频有限公司	P
Hong Kong Trade Development Council	香港贸易发展局	A
Hop Shing Environmental Recycling Limited	合成建筑有限公司	A
Housing Department (Development And Construction Division)	房屋署(发展及建筑处)	A
Housing Department (Estate Management Division)	房屋署(屋村管理处)	A

Name of Organisation	机构名称	Index Type 指数类别
Jumbo Orient Contracting Limited	东淦工程有限公司	A
Kai Shing Management Services Ltd.	启胜管理服务有限公司	P
K.Wah Construction Materials	嘉华混凝土有限公司	P
Kerry Properties Limited	嘉里建设有限公司	P
Leo Paper Group (Hong Kong) Limited	利奥集团(香港)有限公司	P
New World Development Company Limited	新世界发展有限公司	P
NWS Holdings Limited	新创建集团有限公司	P
Orient Overseas (International) Limited	东方海外(国际)有限公司	P
Sa Sa International Holdings Limited	莎莎国际控股有限公司	P
Shenzhou International Group Holdings Limited	申洲国际集团控股有限公司	P
Shinryo (Hong Kong) Limited	新菱工程香港有限公司	A
Shinryo Technical Services Limited	新菱技术服务有限公司	A
Shun Tak Holdings Limited	信德集团有限公司	P
Shun Yuen Construction Company Limited	顺源建筑有限公司	A
Sun Hung Kai Properties Limited	新鸿基地产发展有限公司	P
The Wharf (Holdings) Limited	九龙仓集团有限公司	P
Tong Kee Engineering Limited	棠记工程有限公司	A
Well Born Real Estate Management Limited	伟邦物业管理有限公司	P
Wharf Real Estate Investment Company	九龙仓置业地产投资有限公司	P
Wheelock and Company Limited	会德丰有限公司	P
Yau Lee Construction Company Limited	有利建筑	A

Index Type 指数类别：

A CSR Advocate Index 社会责任先导者指数

P CSR Index Plus 社会责任进阶指数

Mr Simon Wong Ka Wo, Deputy Chairman of HKQAA (Right), presents recognition trophies to the outstanding organisations.
本局副主席黄家和先生(右)颁发嘉许纪念座予杰出机构。



Dr Michael Lam, CEO of HKQAA (Right), presents the CSR Mark to participating organisations of the HKQAA CSR Index.

本局总裁林宝兴博士(右)颁发「社会责任标志」予「社会责任指数」参与机构。

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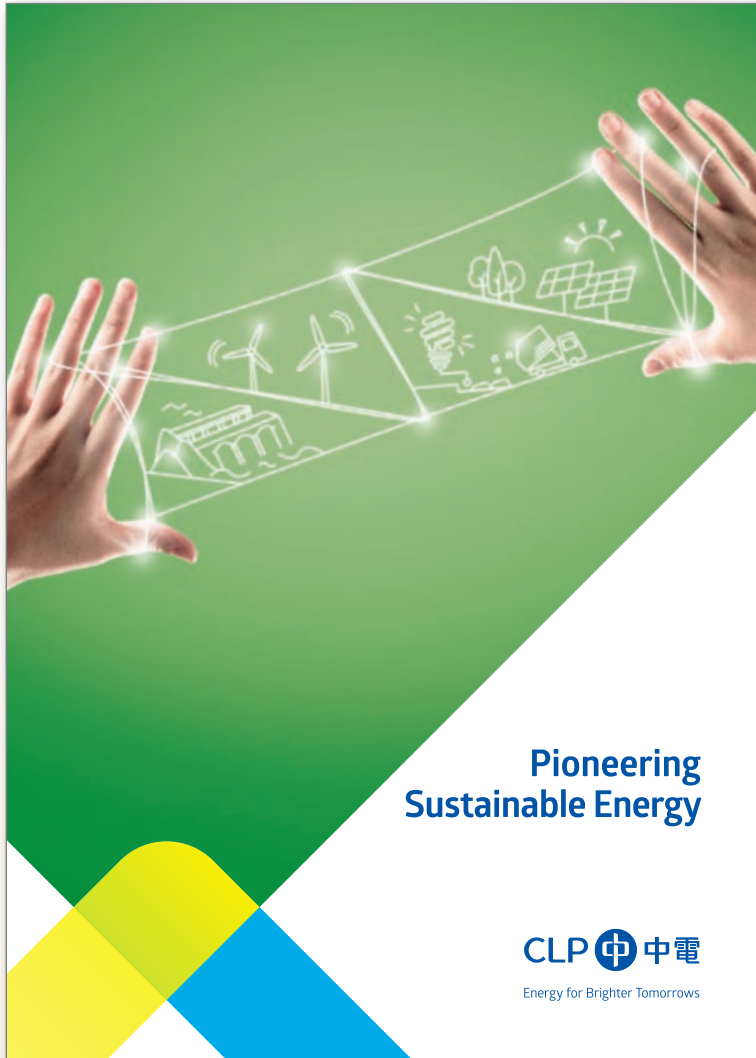
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We would like to acknowledge the following organisations for their generous support for the HKQAA 30th Anniversary
特此鸣谢以下赞助商及机构对香港品质保证局三十周年志庆的鼎力支持



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Supporting Organisations 支持机构



(Organisations are listed in no particular order 机构排名不分先后)

Elderly Certification Scheme (RCHE-CS) 安老院舍认证计划

Introduction

An ageing population presents an unavoidable social problem for most developed countries today. As an international metropolis, Hong Kong also faces this challenge. According to recent census statistics from the HKSAR Government, it is expected that the elderly population will reach 30% of the total population in 2036, stretching to their limits residential care services for the elderly. There has also been a lot of negative news about the poor service offered by residential care homes for the elderly (RCHE) in recent years.

HKQAA initiated the development of a certification scheme - "Residential Care Home for the Elderly Certification Scheme" (RCHE-CS). This new certification service was officially accredited through the Hong Kong Certification Body Accreditation Scheme (HKCAS) run by the Hong Kong Accreditation Service. The Scheme takes into consideration the views of different stakeholders and the Government's initiative to strengthen and assist RCHE to further enhance their service standards. It builds on the achievements of the "Service Quality Management Certification Scheme – Elderly Services" (SQM-ES). The purpose of the Scheme is to encourage local RCHE to optimise their management systems and enhance service quality, and to enable the public to obtain more objective information when selecting a RCHE. The Scheme emphasises the establishment of a management system that is practical for elderly services.

Scheme Structure and Content

In order to develop this certification Scheme, HKQAA conducted extensive consultations with relevant stakeholders in society including the Social Welfare Department, private and subsidised organisations that operate RCHE, and professionals from the medical, healthcare and social welfare sectors. Industry representatives were invited to form a service management technical committee to provide professional advice on the certification programme. The Scheme covers the Residential Care Homes Ordinance, the Social Welfare Department's Code of Practice for the Elderly, and sixteen Service Quality Standards (SQS).

RCHE-CS has inherited the main features of SQM-ES, including the "Management System Audit", "Microbiological Test" and "Service Quality Interview" (see below). These procedures make use of objective and scientific methods to collect evidence, and conduct analysis and reviews of evidence. The new Scheme strengthens the practical monitoring part of the requirement to provide a set of comprehensive and objective indicators for assessment.

Management System Audit

This is conducted on-site and based on risk considerations, sampling various aspects of the operation and management of RCHE. It aims to ensure that the RCHE has established an appropriate organisational structure and operational system with clear staff duties and adequate training. These enable effective operation and continuous monitoring and improvements in service quality. HKQAA arranges unannounced surveillance audits for RCHE to assess if the operation performance of the management system meets the requirements.

Microbiological Test

HKQAA has appointed a Hong Kong Laboratory Accreditation Scheme (HOKLAS) accredited laboratory to conduct microbiological testing of food samples. This will provide objective evidence of the effectiveness of food provision and hygiene monitoring systems, and increase user confidence.

简介

人口老化是今天大多数已发展国家须面对的社会问题。香港作为国际大都会，同样正面对人口急剧老化所带来的挑战。根据香港特区政府近年的人口普查统计数字显示，政府预计长者人口比例将于二零三六年代至总人口三成，从日益严峻的人口老化趋势中可预计未来香港社会应付体弱长者对住宿照顾服务的压力。与此同时，近年出现不少有关安老院舍服务欠佳的负面新闻，安老院舍质素参差的问题亦引起社会关注。市民在选择安老院舍时，变得更为小心审慎。

为鼓励本地安老院舍优化其管理体系及提高服务质素，并让市民能于选择时获得更多客观资讯，本局于早年推出了「安老服务管理认证计划」(SQM-ES)，为安老院舍提供自愿参与的评审服务经过多年推行，取得了一定成效。

因应不同持分者的意见，并回应政府加强及协助安老院舍进一步提升服务水平的大方向，本局于去年初启动了「安老院舍认证计划」(RCHE-CS)，以紧贴市场需要。此认证服务已取得香港认可处香港认证机构认可计划(HKCAS)的认可资格。

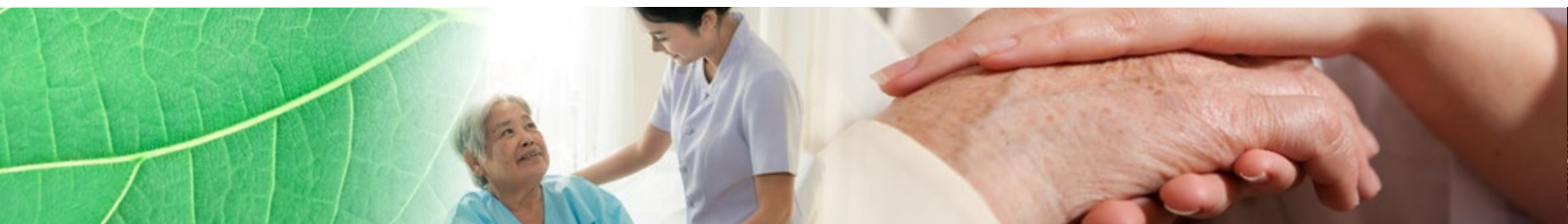
计划架构及内容

为制定本认证计划，本局进行了广泛咨询，向社会各界相关持分者吸纳意见，当中包括社会福利署、营运安老院舍的私营及津贴机构，以及来自医护及社福界的专业人士，并邀请业界代表组成服务管理技术委员会，为安老院舍认证计划提供专业意见。本计划涵盖安老院条例、社会福利署的安老院实务守则、16服务质素标准(SQS)等业界标准作为认证标准，并继承了SQM-ES的主要特点，包括「管理体系审核」、「微生物测试」及「服务质量意见访谈」，加强实务监控要求的部分，以提供一套全面和客观的参考指标作评审之用。

本计划强调建立一套能针对安老服务实际运作的管理体系。计划采用客观及科学方法收集证据，综合从「管理体系审核」、「微生物测试」及「服务质量意见访谈」各部份所收集的证据进行分析和评审，从而作出认证结论。

「管理体系审核」以现场审核方式，基于风险考量以抽样形式，就安老院舍运作及管理各方面进行评估，确保安老院舍已建立合宜的组织架构与运作制度，包括清晰订明员工职责及提供所需培训，能有效运作，并持续监察及提升服务质素。本局更会为院舍安排突击监督审核，以了解管理体系的持续运作情况。

「微生物测试」是本计划的另一特点，本局委托由香港实验所认可计划认可的实验所为院舍的食物样本进行微生物测试，为院舍在食物供应及卫生监控系统方面的执行成效提供更多客观证据，有助加强服务使用者的信心。



Service Quality Interview

Residential care is people-orientated. HKQAA attaches great importance to the views of the elderly, their families and staff in the elderly homes. HKQAA will interview these different stakeholders, thereby enhancing the transparency of the service.

Benefits

The implementation of this Scheme will benefit elderly homes and their service users:

- Elderly homes can demonstrate their ability to establish a sound management system and enhance their service quality;
- Establish a monitoring system to foster continuous improvement;
- Understand strengths and weaknesses;
- Demonstrate the ability to provide elderly services to a consistent standard;
- Improve their image and so enhance their overall competitiveness;
- Service users can obtain more objective information when choosing an elderly home and have another channel to give their views on the quality of service

The Scheme will therefore make an important contribution to improving quality in the residential care homes sector.

安老院舍亦是一项以人为本的服务，本局十分重视院友、家属、职员对安老院舍的意见，本计划的第三项特点为「服务质量意见访谈」，过程会向不同持份者了解院舍的服务情况，提升服务透明度。

好处

本局期望推行计划让安老院舍及其服务使用者均能受惠。透过参加本计划：

- 安老院舍能展示其具建立完善的管理体系及提升服务质素的能力；
- 鼓励院舍设立监管系统，达至持续改善的效果；
- 让院舍了解自身的强项及弱项；
- 向公众及持份者展示院舍能提供具稳定质素的安老服务；
- 改善院舍形象及加强市场竞争力；
- 让服务使用者于选择院舍时能有更多客观资讯，并有多一个渠道反映对院舍服务水平的意见。

期望计划能推动整个安老院舍业界朝向更优质方向发展。

HKQAA's Residential Care Home for the Elderly Certification Scheme has been approved by Social Welfare Department to be included in the Accreditation Subsidy Scheme for Private RCHes

**本局提供之「安老院舍认证计划」
获社会福利署核准纳入「私营安老院认证资助计划」**

On 18 October 2019, HKQAA's Residential Care Home for the Elderly Certification Scheme (RCHE-CS) was approved by the Social Welfare Department to be included in the "Accreditation Subsidy Scheme for Private Residential Care Homes for the Elderly".

Private Residential Care Homes for the Elderly that certified by the HKQAA's RCHE-CS can apply for reimbursement of the certification and renewal fee within the implementation period of the Subsidy Scheme.

For further details on HKQAA's RCHE-CS, please contact Mr Calvin Luk at (Tel: 2202 9358 / Email: calvin.lukpk@hkqaa.org / Whatsapp : 6050 0495).

For details on Accreditation Subsidy Scheme for Private Residential Care Homes for the Elderly of Social Welfare Department, please visit https://www.swd.gov.hk/en/index/site_pubsvc/page_lr/sub_accredsubsidy/.

香港品质保证局提供之「安老院舍认证计划」已于2019年10月18日获社会福利署(社署)完成审批程序，确认符合该署「私营安老院认证资助计划」的要求。

私营安老院取得本局发出的「安老院舍认证计划」认证，可于该资助计划推行期内，向社署申请退还认证及覆检费用。

欲知「安老院舍认证计划」更多资料，欢迎与本局陆先生联络(电话：2202 9358 / 电邮：calvin.lukpk@hkqaa.org / Whatsapp：6050 0495)

有关社署「私营安老院认证资助计划」，请浏览https://www.swd.gov.hk/tc/index/site_pubsvc/page_lr/sub_accredsubsidy/。

The First "Made in the Bay Area" Assessment Guidelines for the Guangdong-Hong Kong-Macau Greater Bay Area Officially Launched

粤港澳大湾区首个「湾区制造」标志及评定准则正式启动

On 23 August 2019 at Guangdong 21st Century Maritime Silk Road International Expo, HKQAA and Guangzhou Brand and Quality Innovation Association (the Association) jointly held a Kick-off Ceremony for the "Made in the Bay Area" Assessment Guidelines".

"Made in the Bay Area" is an innovative and ambitious project which combines the advantages of the Greater Bay Area's manufacturing industry and Hong Kong's international certification industry. It has received an overwhelming response from many leading associations and organisations in the Area. In the ceremony, the first batch of 44 participating organisations was recognised.

Ir C. S. Ho, Deputy Chairman of HKQAA, said that HKQAA is honoured to be the only designated assessment body for the Project. We believe that collaboration with Guangzhou Brand and Quality Innovation Association will leverage our mutual strengths to foster the development of small and medium enterprises.

2019年8月23日，本局与广州市品牌质量创新促进会（广州品促会）于「2019广东21世纪海上丝绸之路国际博览会」期间联合主办「湾区制造」标志及评定准则启动仪式。「湾区制造」是大湾区制造业优势与香港国际化认证标准体系创新结合的领先实践，得到大湾区大批商协会和行业标杆领袖企业的认同和参与。会议为首批44家「湾区制造」标志及评定准则应用推广倡议单位举行了颁授仪式。

本局副主席何志诚工程师表示，十分荣幸成为「湾区制造」准则评定的唯一指定评定机构，与广州品促会一起合作，发挥各自优势，推动中小企业发展。

Photo source: Guangdong 21st Century Maritime Silk Road International Expo
相片来源：2019广东21世纪海上丝绸之路国际博览会

The following people attended the event: Ir C. S. Ho, HKQAA's Deputy Chairman (Left 4), Dr Michael P. H. Lam, Chief Executive Officer (Left 2), Mr P C Chan, Chief Operating Officer (Right 3), Mr Yao Jian-ming, Vice Chairman of Guangzhou Chinese People's Political Consultative Conference Office (CPPCC), Director of the Guangzhou Market Supervision and Administration Bureau (Right 4), Mr Zhang Hong-wei, Deputy Director of the Guangzhou Municipal Industry and Information Technology Bureau (Right 2), Mr Huang Chun-lin, Vice President and Secretary of the Guangzhou Brand and Quality Innovation Association (Left 3) and Mr Yang Zuo-yi, Vice President of the Guangzhou Liby Enterprise Group (Right 1).
本局副主席何志诚工程师（左四）、总裁林宝兴博士（左二）及运营总监陈沛昌先生（右三）、广州市政协副主席、广州市市场监督管理局局长姚建明先生（右四）、广州市工业和信息化局副局长张宏伟先生（右二）、广州市品牌质量创新促进会副会长兼秘书长黄春林先生（左三）以及广州立白集团副总裁杨作毅先生（右一）于会上合照。



Delegation from Guangzhou Municipal People's Government Visits HKQAA

广州市人民政府代表团到访香港品质保证局

Ms Li Ming, Deputy Mayor of Guangzhou Municipal People's Government (Left 3), Mr Yao Jian-ming, Vice Chairman of Guangzhou CPPCC, Director of the Guangzhou Market Supervision and Administration Bureau (Right 2), Mr Yang Yan-hui, Deputy Director of the Guangzhou Market Supervision and Administration Bureau (Right 1) visited HKQAA on 22 October 2019.

Ir C. S. Ho, Deputy Chairman of HKQAA (Right 3), Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (Left 2), Mr P C Chan, Chief Operating Officer of HKQAA (Left 1), met with the delegation. They discussed enhancing the "Made in the Bay Area" project, collaboration in the Greater Bay Area, the establishment of modern industrial systems in the region which can compete internationally, thereby encouraging development, and promoting the region's high-quality products and brands to international markets.

Mr Yao (Right 3), Mr Yang (Left 2), Mr Huang (Left 1), Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, Chairman of HKQAA (Left 3), and Dr Lam (Right 2), attended a networking lunch. They shared the strengths of Guangdong and Hong Kong, and discussed how to enhance the brand image of organisations in the Greater Bay Area.



广州市人民政府副市长黎明女士（左三）、广州市政协副主席、广州市市场监督管理局局长姚建明先生（右二）、广州市市场监督管理局副局长杨延晖先生（右一）一行于2019年10月22日到访本局，与副主席何志诚工程师（右三）、总裁林宝兴博士（左二）、运营总监陈沛昌先生（左一）等管理层代表会面，交流「湾区制造」项目推进及粤港澳大湾区合作，探讨如何打造粤港澳三地具有国际竞争力的现代产业体系，促进粤港澳大湾区高品质发展，共同推动区内的优质产品及品牌迈向全球市场。

此外，姚局长（右三）、杨副局长（左二）、广州品促会黄春林副会长（左一）亦于2019年10月21日与本局主席卢伟国议员博士工程师，SBS, MH, 太平绅士（左三）、总裁林博士（右二）等管理层代表出席午餐交流会，分享粤港两地优势，探讨如何加强大湾区企业的品牌形象。



Delegation from Jiangmen Committee of the Chinese People's Political Consultative Conference Office Visits HKQAA 江门市政协办公室代表团到访香港品质保证局

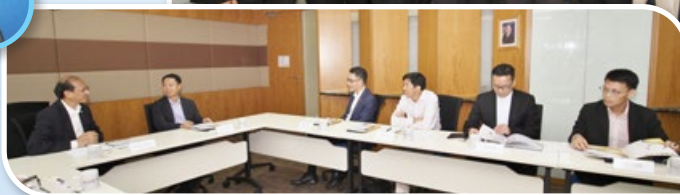
Mr Lan Hua, Vice Chairman of Jiangmen Chinese People's Political Consultative Conference Office (CPPCC) (Right 5), Mr Zhou Wen, Committee Member of Jiangmen CPPCC, Director of the Committee for Population, Resources and Environment (Right 4), and Mr Rong Xinrong, Director of the Jiangmen Market Supervision and Administration Bureau (Right 3), visited HKQAA on 28 August 2019.

Dr Michael Lam, Chief Executive Officer of HKQAA (Left 4) and Mr P C Chan, Chief Operating Officer (Left 3), met with the delegation and shared their experience of food safety supervision and establishing standards for industrial products. The meeting discussed the promotion of best practice in certification and supervision which would support the development of related industries in the two cities.

江门市政协副主席蓝华先生(右五)、江门市政协常委、经济和人口资源环境委员会主任周文先生(右四)、江门市市场监督管理局局长容新荣先生(右三)一行于2019年8月28日到访本局，与总裁林宝兴博士(左四)、运营总监陈沛昌先生(左三)等管理层代表会面，交流食品安全监管、工业产品质量标准制订方面的宝贵经验，探讨向企业推广认证做法以及监督管理的良好实践，推动两地相关产业的共同发展。



Mr Lan Hua, Vice Chairman of Jiangmen CPPCC (Right), gave souvenir to Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (Left).
江门市政协副主席蓝华先生(右)致送纪念品与本局总裁林宝兴博士(左)。



HKQAA has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG) 本局现已成为获APM Group (APMG)认可之ISO/IEC 20000-1:2018 认可注册认证机构

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the Agency has become a ISO/IEC 20000-1:2018 Registered Certification Body approved by APM Group (APMG) since 2 August 2019.

The International Organization for Standardization (ISO) officially released ISO/IEC 20000-1:2018 in September 2018. This is the international management system standard in the field of information technology-service management. It specifies requirements for an organisation to plan, design, transit, deliver and improve the services to meet the service requirements and deliver value in the information technology sector.

For further details on HKQAA's certification service, please contact us at:

自2019年8月2日起，香港品质保证局已成为获APM Group (APMG) 认可之 ISO/IEC 20000-1:2018 认可注册认证机构。

国际标准化组织(ISO)于2018年9月正式发布了ISO/IEC 20000-1:2018。这是信息技术服务管理领域的国际管理体系标准，明确说明了机构在信息技术领域中于规划、设计、转移、交付和改进服务方面的要求，以满足服务要求并传递价值给顾客。

欲知更多有关本局认证服务的详情，请联络我们：



Email: hkqaa.mkt@hkqaa.org

Tel: Hong Kong – (852) 2202 9111
Shanghai – (86 21) 6876 9911
Macau – (853) 2875 1199
Guangzhou – (86 20) 8383 3777
Xian – (86 29) 8636 0030

电邮: hkqaa.mkt@hkqaa.org

电话: 香港 – (852) 2202 9111
上海 – (86 21) 6876 9911
澳门 – (853) 2875 1199
广州 – (86 20) 8383 3777
西安 – (86 29) 8636 0030

HKQAA Successfully Extended the Scope of Accreditation with CNAS for ISO/IEC 27001:2013 Information Security Management System Certification

本局获中国合格评定国家认可委员会认可之 ISO/IEC 27001:2013 信息安全管理体系认证服务范围现已扩展

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce that the scope of accreditation with China National Accreditation Service for Conformity Assessment (CNAS) for ISO/IEC 27001:2013 Information Security Management System (ISMS) has been extended to CNAS classification of certification activities "02.01 – Communication, Broadcasting".

HKQAA successfully extended the scope of accreditation on 12 August 2019 from the CNAS. ISO/IEC 27001 certification is applicable to all types and sizes of organisations, ranging from commercial to industrial or institutions. For further details on HKQAA's certification and supporting services, please contact us.



香港品质保证局获中国合格评定国家认可委员会认可之 ISO/IEC 27001:2013 信息安全管理体系认证服务的认可范围现已扩展至 CNAS 认证业务范围分类「02.01 – 通信、广播电视」。

本局于 2019 年 8 月 12 日透过中国合格评定国家认可委员会，正式取得扩展范围的认可资格。ISO/IEC 27001 认证适用于各类型及规模的商业、工业或公共机构。欲知更多有关本局所提供的认证和支援服务，请联络我们。

HKQAA Successfully Obtained the HKCAS Accreditation for ISO 50001:2018 Energy Management Systems Certification

本局现已提供香港认可处认可之 ISO 50001:2018 能源管理体系认证服务

The Hong Kong Quality Assurance Agency (HKQAA) is pleased to announce the provision of Hong Kong Certification Accreditation Scheme (HKCAS) accredited certification service for ISO 50001:2018 Energy Management Systems.

HKQAA successfully obtained the accreditation on 16 August 2019 from the Hong Kong Accreditation Service (HKAS) through the HKCAS. ISO 50001 helps organisations to improve their energy efficiency, review energy performance, save energy cost and contribute to the reduction of carbon emission, so as to enhance their overall energy performance. For further details on HKQAA's certification and training services, please contact us at:

香港品质保证局现已提供香港认可处(HKCAS)认可之 ISO 50001:2018 能源管理体系认证服务。

本局于 2019 年 8 月 16 日透过香港认可处香港认证机构认可计划(HKCAS)，正式取得此认可资格。ISO 50001 协助机构改善其能源效益、审查能源绩效、节省能源成本及帮助减少碳排放，从而提升整体的能源绩效。欲知更多有关本局所提供的认证和培训服务，请联络我们：



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The Greater Bay Area KamCha Competition 2019 大湾区金茶王大赛2019

The Association of Coffee and Tea of Hong Kong held its annual “KamCha Competition” on 15 August 2019. The competition, which began in 2009, aims to promote Hong Kong food and beverage culture and the craftsmanship of Hong Kong-style milk tea.

The competition was held during the Hong Kong International Tea Fair at the Hong Kong Convention and Exhibition Centre. The theme of this year's competition was “Promoting Hong Kong-style milk tea in the Greater Bay Area”. HKQAA was one of the of the competition's supporting organisations. Mr Simon Wong Ka Wo, BBS, JP, Chairman of the Association of Coffee and Tea of Hong Kong, and Deputy Chairman of HKQAA, and Ir C. S. Ho, Deputy Chairman of HKQAA, attended the event.

The Greater Bay Area competition was held in 11 zones: Hong Kong, Macau and nine Mainland cities. It promoted Hong Kong's traditional food and beverage culture to the zones by encouraging communication between practitioners and boosting their skills.



为了令香港人以至国际社会更了解港式餐饮文化及推广冲调港式奶茶的手艺，香港咖啡红茶协会由2009年起每年举办《国际金茶王大赛》。

本年度的比赛以「港风耀国际·奶茶遍湾区」作主题，决赛于2019年8月15日于香港会议展览中心 - 香港国际茶展内举行，本局担任比赛支持机构。除了香港咖啡红茶协会主席及本局副局长黄家和先生，BBS，太平绅士外，本局副局长何志诚工程师亦出席了是次活动。

首届大湾区赛事包括11个赛区，分别是香港、澳门及内地九个城市，期望促进各地师傅互动交流，加强从业员的竞争力及专业技术水平，并藉此进一步将香港的传统餐饮文化推广至大湾区各城市。

New Book Recommendation – Green Finance in Hong Kong 新书推介——《绿色金融在香港》

In response to the increasing global demand for green financial products, Hong Kong is promoting itself as the green finance hub in the region. In order to actively promote environmentally-friendly investment, HKQAA has rolled out the Green Finance Certification Scheme, organised large-scale forums in Hong Kong and Xian, and released a research report on Sustainable Financing in China's Greater Bay Area.

HKQAA is pleased to announce the publication of “Green Finance in Hong Kong”, which follows on from the “Corporate Social Responsibility in Hong Kong” published in 2011. Dr Michael Lam, Chief Executive Officer of HKQAA, is the editor-in-chief of the volume.

The book aims to promote a common understanding of green finance in Hong Kong among enterprises, investors and the general public so that the long term development of green finance and green industry can be encouraged. It introduces the core principles of green finance, as well as its benefits and opportunities for enterprises, supplementing this with case studies from well-known green finance issuers in Hong Kong.

The book is now available for sale in bookstores and on the HKQAA website for HK\$128. The electronic version can be purchased by scanning the QR code below.

Please call the HKQAA office on 2202 9111 for more details.



全球对绿色金融的关注和投资日益增加，香港亦致力发展成为区内的绿色金融中心。本局不但推出香港首个「绿色金融认证计划」，亦在香港及西安等地举行多场大型论坛，发表大湾区可持续发展融资研究报告，大力推广环境友善投资。

为了让绿色金融走进大众视野，继2011年出版《企业社会责任在香港》后，本局再献新猷，推出《绿色金融在香港》，期望引领更多企业、投资者及社会认识这股大趋势，一起促进绿色金融及产业的长远发展。此书由本局总裁林宝兴博士主编，以深入浅出的方式，简介绿色金融的概念，并以发行绿色金融的知名企业作为案例，剖析它对企业的机遇及效益。

本书已于各大书店及本局网站有售，定价为128元正。有兴趣者亦可扫描以下QR码购买本书之电子版。

如欲查询详情，请致电本局（2202 9111）。



内文辅以图解及参考重点，深入浅出地介绍绿色金融于香港的发展。The book explains development of green finance in Hong Kong with the aid of illustrations and reference key points.

The 12th My Dream Home Contest Awards Ceremony 第十二届「理想家园」比赛颁奖典礼



The 12th HKQAA "My Dream Home" Writing, Photo, Micro Film, Drawing and Poster Design Contest Awards Ceremony was held successfully on 30 August 2019 at the Charles K. Kao Auditorium, Hong Kong Science and Technology Park.

To cope with the trend of developing Hong Kong and the world as smart cities, the theme of this year's Contest was "Building Smart City, Creating Our Dream Home". As in previous years, the contest was co-organised by the Education Bureau and the Guangzhou Youth Cultural Exchange Center. Around 2,500 pieces of work were received. The awardee list is now available at www.hkqaa.org.

To further promote the idea of "My Dream Home", the Event Planning Experience Programme also held to let secondary students to participate in the preparation of the ceremony and accumulate experience in organising event. Also, HKQAA organised seminars and career experience workshops to introduce the concept of corporate social responsibility and related work to secondary students.

香港品质保证局第十二届「理想家园征文、摄影、微电影、绘画及海报设计比赛」已于2019年8月30日下午假香港沙田科学园高锟会议中心(金蛋)圆满举行。

第十二届「理想家园」比赛以「建构智慧城市 • 共创理想家园」为主题，以配合国际及香港发展为智慧城市的大趋势。比赛在香港教育局及广州市青年对外文化交流中心的协办下，得到广大学生、老师以及学校的鼎力支持，粤港两地共收到近2,500份作品。获奖名单已于本网站 www.hkqaa.org 公布。

除了举办比赛外，「活动统筹体验计划」亦是理想家园活动的一部分，让中学生参与理想家园颁奖典礼的筹备过程，帮助他们累积筹办大型活动的经验，扩阔视野。活动亦举办社会责任讲座及体验工作坊，向中学生介绍社会责任的概念，让他们了解企业如何付诸实践，为可持续发展作出贡献。

Awardees of the 12th "My Dream Home" Contest with guests.
第十二届「理想家园」比赛得奖者与众嘉宾、评判及老师合照。



Ir C. S. Ho, Deputy Chairman of HKQAA (Right), presented certificate to the supporting organisation's representative and judge, Mr James Tsui (Left), Executive Director of the Hong Kong School of Design.

香港品质保证局副主席何志诚工程师(右)颁奖予支持机构及评判香港设计学院行政总监徐家驹先生(左)。



Students from Tsang Pik Shan Secondary School performing juggling.
曾壁山中学杂耍学会的同学表演杂耍。



Dr Michael Lam, Chief Executive Officer of HKQAA (Left), presented certificates to awardees. 香港品质保证局总裁林宝兴博士(左)颁发证书予得奖学生。



Mr Johnny C. H. Yeung, MH (Middle), Governing Council member of HKQAA, presented certificates to participants from the Event Planning Experience Programme.
香港品质保证局董事局成员杨志雄先生, MH(中)颁发证书予「活动统筹体验计划」学生。



Seminars and career experience workshops had been held to introduce the concept of corporate social responsibility and related work to secondary students.

活动亦举办了社会责任讲座及体验工作坊，向学生介绍社会责任的概念及工作。

SPARKLING BUSINESS OPPORTUNITIES FOR THE WINE INDUSTRY



Hong Kong International Wine & Spirits Fair

7-9 November 2019
Hong Kong Convention and
Exhibition Centre



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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 May 2019 to July 2019, we have been pleased to welcome various organisations to our community. They have obtained the following certificates: GFCS-PRE, GFCS-POST, HKQAA HACCP, ISO 9001, ISO 14001, ISO 22716, ISO 27001, ISO 45001, OHSAS 18001, QSPSC, RCHE-CS, 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2019年5月至7月期间，香港品质保证局共颁发多张证书，包括GFCS-PRE、GFCS-POST、HKQAA HACCP、ISO 9001、ISO 14001、ISO 22716、ISO 27001、ISO 45001、OHSAS 18001、QSPSC、RCHE-CS、SA 8000、US FDA GMPC、WSMS-FINE。

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

Nov 2019 - Feb 2020 2019年11月至2020年2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			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Retail, Marketing and Sales 零售、市场及销售						
Marketing for Service Industry 服务业市场攻略	2	HKD 1,030		09, 11, 13		
Effective Performance Review 优质积效评核	1.5	HKD 770	18, 20, 22			
Excellence in B2B presentation 高效B2B演示	1.5	HKD 770			06, 08, 10	
High Impact Presentation 高效演练	1.5	HKD 770				10, 12, 14
Marketing for Retail Industry 零售业市场攻略	1.5	HKD 770	04, 06, 08			
Brand Marketing 品牌推广及管理	1.5	HKD 770	11, 13, 15			
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						
Outsourcing Management 外判管理	2	HKD 1,030	26, 27, 29		13, 15, 17	
Risk Management 危机管理	2	HKD 1,030		02, 04, 06		17, 19, 21
Appreciation for Project Management 项目管理基础	1.5	HKD 770		16, 18		
Professional Project Management for IT Project IT项目管理	1.5	HKD 770		23, 30		
Professional Project Management for New Service Launch 新服务推出的项目管理	1.5	HKD 770				17, 19, 21
Contract Management 合约管理	2	HKD 1,030			02, 03, 04	

Remarks 备注

* Please refer the early bird payment deadline to our website 请于本局网页参看优先报名之付款详情
 The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本局网页
 Organisations contracted HKQAA as their management system certification service providers have no obligation to 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

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		
			Nov 十一月	Dec 十二月	Jan 一月
Quality and Integrated Management Systems 质量和综合管理					
ISO 9001:2015 QMS - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用 (U&A)	1	HKD 1,580	VM1C/HK-11A 01	VM1C/HK-12A 10	VM1C/HK-01A 07
ISO 9001:2015 QMS - Internal 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-11A 11-12	VM3C/HK-12A 30-31	VM3C/HK-01A 16-17
CQI & IRCA Certified ISO 9001:2015 QMS Lead Auditor ISO 9001:2015 质量管理体系 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		QMS/IRCA/12 09-13	
ISO 9001:2015 QMS Lead Auditor ISO 9001:2015 质量管理体系 - 主任审核员证书培训课程	5	HKD 5,800/ HKD 5,300*		QMS/LA/12 09-13	
ISO 9001:2015 QMS Lead Auditor Transition Course ISO 9001:2015 质量管理体系 - 主任审核员转版课程	2	HKD 4,800/ HKD 4,300*			QM06E/HK-01A 16-17
The Must-know Essentials for QMS Representative 质量管理体系 - 管理者代表重要须知	1	HKD 1,680/ HKD 1,580*		MT23C/HK-12A 18	
ISO 9001:2015 QMS Documentation ISO 9001:2015 质量管理体系文件	1	HKD 1,600/ HKD 1,580*		QMS4C/HK-12A 02	
ISO 9001:2015 QMS 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-01A 13-14
Understanding and Application of an Integrated Management System (IMS) 整合管理体系 (IMS) 的理解与应用	2	HKD 3,500/ HKD 3,300*		IMS5C/HK-12A 09-10	
Integrated Management Systems (IMS) Set Up & Audit Approach 整合管理体系 (IMS) 的设置及审核	2	HKD 3,500/ HKD 3,300*		IMS2C/HK-12A 09-10	
Sustainability (Environmental and CSR) 可持续发展 (环境与企业社会责任)					
ISO 14001:2015 EMS - 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-12A 18	EMS2C/HK-01A 20
ISO 14001:2015 EMS - Internal 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-11A 04-05	EMS3C/HK-12A 19-20	
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor Transition Course ISO 14001:2015 环境管理体系 - 主任审核员转版课程	2	HKD 4,800/ HKD 4,300*	EM20E/HK-11A 06-07		
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor ISO 14001:2015 环境管理体系 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*			EMS/IRCA/01 13-17
ISO 14001: 2015 EMS - Implementation and Documentation ISO 14001:2015 环境管理体系 - 实施及文件指引	1	HKD 1,730/ HKD 1,630*		EMS8C/HK-12A 02	EMS8C/HK-01A 17
ISO 14064-1:2018 Greenhouse Gases - Understanding & Application ISO 14064 温室气体排放查验 - 应用与理解	1	HKD 1,730/ HKD 1,630*		EM22C/HK-12A 16	
ISO 14064-1:2018 Greenhouse Gases - Transition Course ISO 14064 温室气体排放查验 - 温室气体转版课程	1	HKD 1,730/ HKD 1,630*	EM26C/HK-11A 26		
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-12A 31	EM07C/HK-01A 24
CQI & IRCA Certified ISO 50001:2018 Energy Management Systems Lead Auditor ISO 50001:2018 能源管理系统 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*	ENMS/IRCA/11 11-15		
ISO 50001:2018 Energy Management Systems Transition Course ISO 50001:2018 能源管理系统 - 转版课程	1	HKD 1,200/ HKD 1,080*	EM21C/HK-11A 26		
How to Prepare Corporate Sustainability Report? 如何撰写企业持续发展报告	1	HKD 1,600	SR01C/HK-11A 27	SR01C/HK-12A 31	
Occupational Health and Safety Management 职业健康和安全					
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 职业健康安全管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*		OH19C/HK-12A 03	OH19C/HK-01A 03
ISO 45001:2018 OHSMS - Internal Auditor Training ISO 45001:2018 职业健康安全管理体系 - 内部审核员培训	2	HKD 3,400/ HKD 3,300*	OH20C/HK-11A 18-19		OH20C/HK-01A 16-17
CQI & IRCA Certified ISO 45001:2018 OHSMS Lead Auditor ISO 45001:2018 职业健康安全管理体系 - 主任审核员证书 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*	OHSM/IRCA/11 11-15		
F&B - Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存					
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	1	HKD 1,600			GP02C/HK-01A 13
ISO 22000:2018 FSMS - 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-11A 04	HA5C/HK-12A 16	HA5C/HK-01A 31
ISO 22000:2018 FSMS - Internal 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-12A 09-10	HA7C/HK-01A 09-10
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Training ISO 22000:2018 食品安全管理体系 - 主任审核员证书 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*	IRCA/FSMS/11 18-22	IRCA/FSMS/12 02-06	
ISO 22000:2018 FSMS Transition Course ISO 22000:2018 食品安全管理体系审核员转版课程	1	HKD 1,600/ HKD 1,500*		HA14C/HK-12A 05	
Master Workshop on HACCP 食品危害分析重点控制 HACCP (8 小时工作坊)	2	HKD 1,500	HA16C/HK-10A 30 Oct, 6 & 13 Nov		
食品卫生经理证书课程	3	HKD 1,500	M091C/HK-11A 11-13		M091C/HK-01A 02, 09, 16
食品安全专业导师证书课程	4	HKD 6,300	M935C/HK-11A 23 & 30 Nov - 7 & 14 Dec		
Nutritious Soft Meals Course 营养软餐课程	9 hours	HKD 2,500		M937C/HK-12A 02, 09 & 16	
Food Safety in Food Allergen Course 食品安全食物致敏原课程	9 hours	HKD 2,500	M938C/HK-11A 12 & 26		M938C/HK-01A 06, 13, 20
Foundation of HKQAA Wine Storage Management Systems Specifications 建立优良存酒设备 - 基础课程	1	HKD 1,500	QM04C/HK-11A 29		QM04C/HK-01A 20

NEW
最新课程

Hong Kong 香港

Nov 2019 - Jan 2020 2019年11月至2020年1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		
			Nov 十一月	Dec 十二月	Jan 一月
Technology, Telecommunications, Information Security and Management 科技、电讯、资讯保安与管理					
ISO/IEC 20000:2018 ITSMS - Understanding & Application ISO/IEC 20000:2018 资讯技术服务管理系统 - 应用与理解	1	HKD 1,600/ HKD 1,500*		IS10C/HK-12A 18	IS10C/HK-01A 02
ISO/IEC 20000:2018 IT Service Management Auditor Course ISO/IEC 20000:2018 信息技术服务管理审核员培训	2	HKD 6,200/ HKD 5,800*	IS09C/HK-11A 20-21		
ISO/IEC 27001:2013 ISMS - Understanding & Application ISO/IEC 27001:2013 资讯安全管理系统 - 应用与理解	1	HKD 1,600/ HKD 1,500*	ISE3C/HK-11A 29		ISE3C/HK-01A 09
ISO/IEC 27001:2013 ISMS - Internal Auditor Training ISO/IEC 27001:2013 资讯安全管理系统 - 内部审核员培训	2	HKD 3,500/ HKD 3,200*		ISE7C/HK-12A 05-06	
CQI & IRCA Certified ISO/IEC 27001:2013 ISMS Lead Auditor Training ISO/IEC 27001:2013 资讯安全管理系统 - 主任审核员 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		ISMS/IRCA/12 02-06	
Implementation of ISO/IEC 27001:2013 ISMS ISO/IEC 27001:2013 实践信息安全管理体系	2	HKD 3,500/ HKD 3,200*		ISE5C/HK-12A 03-04	
TL 9000 R6.0/R5.5 QMS 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-12A 02-04	
Python for IoT – Beginner to Advanced	1	HKD 2,800	IS12C/HK-11A 06		IS12C/HK-01A 06
IoT Sensor Do-It-Yourself (DIY) Experience Workshop	1	HKD 2,800	IS13C/HK-11A 07		IS13C/HK-01A 08
Green Finance and FinTech 绿色金融及金融科技					
Green Finance Certification Foundation Workshop 2019 绿色金融认证基础工作坊 2019	half-day	HKD 500	FP01C/HK-11A 20		
Law and Legislation (Hong Kong, Macau & China) 法律与法规 (香港、澳门及中国)					
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法	1	HKD 1,500		M906C/HK-12A 06	M906C/HK-01A 14
Legal Fundamentals of Tendering 招标法律基础	1	HKD 1,500		M909C/HK-12A 12	
Negotiation and Mediation Skills for Managers and Professionals 商业谈判及调解技巧 - 管理及专业人士必用法律	1	HKD 1,500			M911C/HK-01A 21
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必须认识的香港竞争法	1	HKD 1,500	M914C/HK-11A 21		
Introduction to Company Law for Non-lawyers 公司法入门 - 非法律人员必读	1	HKD 1,500			M925C/HK-01A 31
Legal Aspects for Financial Technology 金融科技的法律需知	1	HKD 1,500	M933C/HK-11A 07	M933C/HK-12A 13	
Essentials of Employment Contracts & Related HR Law 雇佣合约及人力资源相关法律之精要	1	HKD 1,500		M928C/HK-12A 12	
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-11A 29		
Saying Sorry Without Legal Liability and the Impacts for the Enactment of New Apology Ordinance 「道歉条例」实用法律课程	1	HKD 1,600	M114C/HK-11A 29		
便利企业营商必读 - 香港新《公司条例》	1	HKD 1,500	M939C/HK-11A 27		
Safety and Environmental Offences in Construction Projects 「知法守法」课程系列－解构违反安全及环保法例事故	1	HKD 1,500		M908C/HK-12A 09	
Updates on Insurance Law and Practice in Hong Kong 香港保险法与实务最新修订	1	HKD 1,500			M932C/HK-01A 10
Hong Kong Competition Law Fundamentals for Managers and Professionals 管理者必须认识的香港竞争法	1	HKD 1,500	M914C/HK-11A 21		
Customer Service: From Good To Great 顾客服务：迈向优越					
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 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-11A 04-05		
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Transition Training 客户满意度 - 投诉处理指引 - 转版课程	1	HKD 1,280	MT73C/HK-11A 25		
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-09A 12	
Target Management & Coaching Skills - "19 Questions" 目标管理的教练技巧 "19问"	1	HKD 1,200/ HKD 900*		M533C/HK-12A 05	
服务人员应对必备的「沟通模式」	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M525C/HK-11A 22		
服务应对技巧 -「语言的层次」	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M527C/HK-11A 26		
零售营业策略规划及目标管理	1	HKD 1,200		M096C/HK-12A 12	

Hong Kong 香港

Nov 2019 - Jan 2020 2019年11月至2020年1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		
			Nov 十一月	Dec 十二月	Jan 一月
Business Continuity Management, Risk and Crises Management 营运持续管理、风险管理					
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 - 理解与应用	1	HKD 1,600	RM01C/HK-11A 25	RM01C/HK-12A 17	RM04C/HK-01A 23
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用	1	HKD 1,600	RM04C/HK-11A 22		
Soft Skills Training Program 软技巧训练课程					
Introductory to Coaching Skills - To Unleash your Staff Potential 教练学入门篇 - 释放员工潜能	1	HKD 1,380/ HKD 1,280*	M534C/HK-11A 15		
Maximize your Communication Flexibility 从 " 处事模式 " 增强沟通的弹性	1	HKD 1,380/ HKD 1,280*		M535C/HK-12A 06	
Cooperation Skills Set with our New-Gen 与职场新生代共融技巧	2:00pm-5:00pm half-day	HKD 980/ HKD 880*		M536C/HK-12A 05	M536C/HK-01A 10
Rapport Building and Interpersonal Skills 速效建立亲和人际关系工作坊	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M526C/HK-11A 14		
Find your "Time Stone" back - Skills Set for Time Management 找回你的 " 时间石 " - 高效时间管理技巧	2:00pm-5:00pm half-day	HKD 980/ HKD 880*	M528C/HK-11A 21		
The Key of EQ Management 打开 " 情绪管理 " 之匙	2:00pm-5:00pm half-day	HKD 980/ HKD 880*		M538C/HK-12A 13	
Unlock Your Leadership Strengths using Gallup Clifton Strengths & Lego Series Play ® Method	1	HKD 1,800		M540C/HK-12A 04	
职场新生代培训四式系列 - 3. 新生代「19问」目标管理	1	HKD 1,380/ HKD 1,280*	M543C/HK-11A 06	M543C/HK-12A 05	
职场新生代培训四式系列 - 4. 教练式领导：释放员工潜能	1	HKD 1,380/ HKD 1,280*	M544C/HK-11A 13		M544C/HK-01A 15
The 7 Habits of Highly Effective People Signature Program	2	HKD 10,000/ HKD 9,500*	PC01E/HK-11A 21-22	PC01C/HK-12A 09-10	
Entrepreneur Technical Tools 企业家技术工具					
ISO 37001 Anti-Bribery Management Systems - Introduction ISO 37001 防贪管理体系入门	9:00am-12:00pm half-day	HKD 980		A001C/HK-12A 04	
ISO 41001:2018 Facility Management System - Understanding & Application ISO 41001:2018 设施管理体系 - 应用与理解	1	HKD 1,600/ HKD 1,500*	FM01C/HK-11A 26		
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理体系 - 应用与理解	1	HKD 1,600/ HKD 1,500*	SM04C/HK-11A 01		
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-11A 29		
Entrepreneur Management Tools 企业家管理工具					
Workshop on Performance Management through KPI Setting 企业及部门绩效管理培训工作坊	1	HKD 1,080/ HKD 980*	M021C/HK-11A 05		
Workshop on Developing Supervisory Skills & Leadership Charisma 强势督导管理培训工作坊	1	HKD 1,080/ HKD 980*		M022C/HK-12A 05	
Workshop on Business Process Improvement 业务流程改善培训工作坊	1	HKD 1,080/ HKD 980*			M024C/HK-01A 03
Workshop on Effective Project Management 有效项目管理培训工作坊	1	HKD 1,080/ HKD 980*		M025C/HK-12A 03	
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，详情可与本课程经理洽谈。 Mr. Kerwin Ho (2202 9367 / 6050 6127 / kerwin.ho@hkqaa.org) Ms. Joanne Chan (2202 9330 / joanne.chansm@hkqaa.org)			
Team Collaboration in LEGO® SERIOUS PLAY®	1 to 2				
Team Collaboration in Meaningful Micro-Film Production 微电影制作团队建立	1 to 2				
Money War 钱战	1 to 2				

Remarks
备注

* Please refer the early bird payment deadline to our website 请于本局网页参看优先报名之付款详情
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本局网页
Organisations contracted HKQAA as their management system certification service providers have no obligation to 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

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

Nov 2019 - Feb 2020 2019年11月至2020年2月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) RMB 收费 (每人) 人民币	Course Code & Date 课程编号及日期			
			Nov 十一月	Dec 十二月	Jan 一月	Feb 二月
Standard & Systems Training 标准体系培训						
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/GZ12A GZ 09-11		
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/SH01A SH 06-07	
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	1	RMB 1,590				QM07P/GZ02A GZ 10
IECQ HSPM QC080000 Hazardous Substance Management System - Internal Auditor Training IECQ HSPM QC080000 有害物质管理体系内部审核员培训	2	RMB 2,650		IE01P/GZ12A GZ 30-31		
TL 9000 R6.1/R5.6 Telecommunication Quality Management System - Internal Auditor Training TL 9000 R6.1/R5.6 电信业质量管理体系内审员培训	3	RMB 3,710			TL04P/GZ01A GZ 08-10	
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/GZ11A GZ 18-21			
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/GZ02A GZ 17-19
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/GZ12A GZ 16-18		
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/SH02A SH 03-05
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/GZ02A GZ 12-14
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/GZ01A GZ 20-21	
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/SH12A SH 23-24		
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/GZ02A GZ 27-28
Hygiene Control System - Understanding & Implementation 卫生监控系统-理解与实施	1	RMB 1,272		GP02P/GZ12A GZ 02		
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/GZ02A GZ 14
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/SH12A SH 05-06		
Measurement Management 计量管理与仪器效验管理实务培训	1	RMB 1,590			MS10P/GZ01A GZ 13	
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/GZ12A GZ 12-13		
Key to Strong Enterprise - Quality Circle Operation 强企之本 — 品质圈 QCC 运作	2	RMB 1,908				ES28P/GZ02A GZ 20-21
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/GZ12A GZ 11		
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/GZ01A GZ 16-17	
Statistical Process Control SPC 统计过程控制	1	RMB 1,590				MS20P/SH02A SH 19
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	1	RMB 1,590				MS04P/GZ02A GZ 24
Seven QC Tools (Traditional & New) QC 七大手法	2	RMB 2,650		GM12P/GZ12A GZ 19-20		
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			GM25P/GZ01A GZ 10-11	
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/SH12A SH 26-27		
Management Skills for Middle Management 中层管理人员管理技能培训	2	RMB 2,650				MS14P/GZ02A GZ 06-07
Meeting Management with High Efficiency 高效会议管理	1	RMB 1,590		GM08P/GZ12A GZ 18		
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/GZ01A GZ 15	
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/SH02A SH 12-13

For registration and enquiry
报名及查询Hong Kong Office 香港办事处 • Tel 电话: (852) 2202 9111 • Email 电邮: training@hkqaa.org
HKQAA Certification (Macau) Ltd. 标准认证服务(澳门)有限公司 • Tel 电话: (853) 2875 1199

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

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Last Updated Date : 1 Nov 2019

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>

Food Safety in Food Allergen Course 食品安全食物致敏原课程

Accurate food information is important as it ensures public food safety and minimises the risks and liability for the industry. The World Health Organization actively promotes healthy dietary habits to reduce the risk of conditions such as heart disease, high blood pressure and diabetes. The European Union promulgated a new law in 2011 which requires restaurants in specific areas to label foods which contain potential allergens to prevent food allergy incidents.

The course content is based on food allergen information provided by the Chartered Institute of Environmental Health, U.K., CIEH, the Centre for Food Safety in Hong Kong and neighbouring areas.

世界卫生组织致力提倡建立健康饮食的习惯，有助减低患病（如心脏病、高血压或糖尿病等）风险，与此同时，欧盟亦在2011年颁布新法例，规管相关地区食肆，要将所有含致敏原食材菜式标示出来，以避免发生食物敏感意外。可见健康及正确的饮食资讯非常重要，除了能保障公众食物安全外，亦可减低业界风险及责任承担。

本课程内容参考英国环境卫生协会、香港及邻近地区食品安全中心等营养及食物致敏原资料而设计。

Course Content 内容包括:

- Basic Food Nutrition 基础食物营养
- Balanced Diet and Health 均衡饮食与健康
- Food Safety and Risks 食物安全与危害
- Types of Nutrition Labelling 解读不同类型的营养标签
- Identifying Products and Materials which are most likely to cause Food Allergies 识别最容易引致食物过敏的产品或物质
- Reasons for and Symptoms of Food Allergy 食物致敏的原因和症状
- The Causes of Cross-contamination by Allergens 致敏原交叉污染发生的原因
- How to Minimise Cross-contamination by Allergens 探讨如何减低致敏原交叉感染

Date 日期	6, 13, 20 January 2020 2020年1月6、13及20日
Time 时间	2:00 pm to 5:00 pm 下午2时至下午5时
Venue 地点	Hong Kong School of Commerce, 81 Austin Road, Tsim Sha Tsui, Kowloon 九龙尖沙咀柯士甸道81号香港商业专科学校
Language 语言	Cantonese 粤语

Enquiry 查询
Mr Kerwin Ho 何先生
Ms Joanne Chan 陈小姐
Tel 电话:
(852) 2202 9367 / 2202 9330
Email 电邮:
kerwin.ho@hkqaa.org
joanne.chan@hkqaa.org

Coaching Leadership - Unleashing Potential 教练式领导 - 释放员工潜能

Leadership is a main concern of supervisors and managers. Often, leadership means managing employees by giving them instructions. In contrast, coaching leadership motivates employees by self-realisation. A study has shown that coaching skills can bring financial returns of 6 times the cost, and can enhance team cooperation and morale. This course uses an interactive method to teach coaching skills. Participants can make use of these skills to assist their employees to achieve self-enhancement.

有研究指，教练学能有效为企业带来几乎是成本6倍的投资回报，甚至显著地提升团队协作能力及士气。再者，领导力 (leadership) 是主管或上司最头痛的问题，一般传统领导力会透过委派指令管理下属，而教练式领导则刚好相反，以自我发现的方式来引导员工。本课程将会以互动实战的形式探讨教练技巧 (coaching skills)，让参加者有效运用教练式领导，令部属作出自我改变及提升。

Course Content 课程内容:

Through coaching skills, participants can learn:

透过由浅入深的教练谈话技巧 (coaching skills)，让参加者能有效掌握:

- Elements of Coaching Skills 促成教练对话的要素
- Coaching and Listening Skills 教练提问及聆听技巧
- Utilising Leadership to Motivate Employees 善用领导力带动及激励员工
- Multiple Coaching Skills, Techniques and Tools 多种教练应用技术及工具
- Coaching Skills Feedback Techniques to Enhance Employees' Abilities 教练技术回馈技巧，提升员工能力
- Utilising Coaching Skills in Real Case Studies 实战演练及应用教练式领导于真实个案

Date 日期	13 February 2020 2020年2月13日
Time 时间	9:30am - 5:00pm 早上9时30分至下午5时
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 粤语

Hong Kong 香港

☎: (852) 2202 9111
☎: (852) 2202 9222
✉: hkqaa@hkqaa.org

Shanghai 上海

☎: (86 21) 6876 9911
☎: (86 21) 6876 9922
✉: info.sh@hkqaa.org

Guangzhou 广州

☎: (86 20) 8383 3777
☎: (86 20) 8382 3066
✉: info.gz@hkqaa.org

Xi'an 西安

☎: (86 29) 8636 0030
☎: (86 29) 8636 0031
✉: info.xn@hkqaa.org

Macau 澳门

☎: (853) 2875 1199
☎: (853) 2875 1609
✉: info.mo@hkqaa.org