



HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

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VISION 管 略

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Staying Committed to the Agency's Goal to Solve Problems for Business and Society

秉承宗旨：助商企解决问题 登峰之巔

ISO Publishes ISO 21001 Standard on Educational Organization Management System

ISO发布ISO 21001教育组织管理体系标准

Sustainability Linked Loan Assessment

可持续发展表现挂钩贷款评审



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Move Forward to Sustainable Development

2019 was a significant milestone for HKQAA as we celebrated our 30th anniversary and organised a series of forums and ceremonial events. After the annual general meeting last November, new Chairman and seven new Council Members were elected. We are delighted to announce the appointment of Ir C S Ho as the new Chairman, and look forward to making further contributions to sustainable development in the near future.

Ir Ho has made a tremendous contribution to Hong Kong by serving the government and holding various public service positions. His valuable insights and management experience have had a positive impact on society and the business sector. After retirement, he remains actively engaged in education and volunteer work so as to contribute to the community with his knowledge and precious experience.

During his Deputy Chairmanship, Ir Ho made significant contributions to HKQAA, especially the launch of the Green Finance Certification Scheme, which marked an important milestone for HKQAA and fostered the development of the green economy in Hong Kong. On being appointed as Chairman, he immediately conducted duty visits to Shandong and Guangdong for MoUs signing with local government bodies to enhance cross-border collaboration in sustainable development.

Under the leadership of new Chairman and Council Members, HKQAA will continue to demonstrate a high standard of professionalism, and assist the government, private and public sectors to enhance ESG performance to meet challenges in the rapidly changing market. At the beginning of 2020, HKQAA wishes everyone good health, happiness, and success, this year and always. Happy New Year!

服務三十載 邁向可持續發展未來

2019年對香港品質保證局來說，是別具意義的一年。適逢本局成立30周年，去年舉辦了多場大型論壇及慶祝活動；於11月的董事局周年大會上，選出了新一屆主席何志誠工程師及七位新董事局成員，帶領本局繼續邁向可持續發展之路。

何主席過往在政府擔任要職，具備卓越的管治能力，作风务实，尤其重视团队沟通。他身兼多项公职，为社会及工商界出谋献策，即使退休后仍勤于教学，同时投身义务工作，乐此不疲为社会服务。

他在董事局效力多年，担任副主席期间贡献良多，特别在发展「绿色金融认证计划」上，造就本局重要的发展里程，支持及推广绿色经济和生态文明。他刚上任主席，即马不停蹄出席境外活动，亲赴山东及广东等地，支持本局与当地机构签署策略合作备忘录，促进跨地域交流合作，推动可持续发展。

新年伊始，万象更新。踏入2020年，相信本局在何主席及董事局成员的带领下，将继续发挥专业优势，协助政府、商界、公营机构提升环境、社会及管治能力，解决营运上的难题，并肩应对各种挑战。最后，香港品质保证局祝愿各界发展蓬勃，并祝福大家新年进步，新春大吉！

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Staying Committed to the Agency's Goal to Solve Problems for Business and Society

秉承宗旨：助商企解决问题 登峰之巔



Ir C. S. Ho has been elected as the new Chairman of HKQAA. VISION is pleased to congratulate Ir Ho and invited him to share with us his expectations for the future development of HKQAA.

VISION (V): Ir Ho, you have been on the Governing Council of the HKQAA since 2005, and Deputy Chairman since 2011. You are now Chairman. What are the strengths of HKQAA and what has been its role over the past 30 years?

Ir Ho (H): As the saying goes, it is always difficult to get things started. Our Chairmen, Governing Council and staff members have made a great contribution over the years. Although the Agency returned the starting capital to the government a few years after inception, our team was not satisfied with the success gained from ISO 9000 certification. We keep pursuing innovation and developing diversified services.

I gained some management experience when I served in government and other organisations which I would like to share with readers. I believe that cohesive management team is one of the reasons for the success of HKQAA. The Governing Council (GC) and CEO have good sense of vision as well as pragmatism. GC Members have trust on the management team.

Our GC members come from different sectors. Their views and directives as expressed in the Board are always constructive. The deliberation process demonstrates the collective wisdom and harmonious spirit of the Agency.

HKQAA acts as a catalyst and facilitator to assist enterprises to achieve business development in a sustainable way. For example, seeing bright future of the green and certification industries, the Agency responded to societal needs and developed a "Green Finance Certification Scheme", which was initiated by me, along with the related parties. I was honoured to have the opportunity to discuss this matter with some key stakeholders and develop the first proposal and strategic plan. Upon securing the support of the key stakeholders and setting of the strategic direction, our operation team quickly embarked on the research and development work. The scheme promotes a common understanding of green finance among issuers, investors, business and the general public, thereby paving the way to a greener and more sustainable future.

The third-party conformity assessment services provided by HKQAA are impartial and independent. We assist enterprises to discover opportunities of improvement. In today's rapidly changing market, client's expectations are increasing. Our position is to understand what both the customers and clients' needs and assist the latter to enhance their competitiveness and business performance. HKQAA responded to society's and clients' needs and developed the "Green Finance Certification Scheme" and the "Residential Care Home for the Elderly Certification Scheme", as well as assisting the Construction Industry Council to roll out the Sustainable Building Model project. Our ultimate goal is to enhance the core competencies of, and provide solutions for, the business sector, society and the environment.



《管略》谨此恭贺何志诚工程师获选为本局新任主席，并很荣幸邀得他与读者分享对本局未来发展的期望。

管略(管)：何工程师自2005年起担任香港品质保证局的董事局成员，2011年成为副主席，并于2019年成为新任主席，对本局发展建树良多。你认为本局30年的发展历程中，有何独特的优势及角色？

何主席(何)：正所谓万事起头难，以往的主席、董事局及同事做得十分好，虽创局几年后便能将起动的资金归还予政府，自负盈亏，但团队没有因ISO 9000认证获得成功而自满，多年来一直追求革新，开发更多元化的服务。

过往在政府及其他机构服务，为我累积了一点的管理经验，可以跟大家分享一下。

我认为本局的一大优势在于管理团队独具凝聚力，董事局及总裁做事务实、实事求是，董事局成员亦与日常工作的管理团队建立了互信的关系。

董事局每次会议的讨论过程皆十分充实，因为各董事来自不同界别，所以都能提出不同角度的精辟的意见，体现出「集思广益」和「和衷共济」的精神。

另外，本局担当触媒及促进者角色，协助不少企业往可持续方向发展。环保及认证行业前景秀丽，本局看准社会需要引入的「绿色金融认证计划」，我当时有幸有机会亲自与相关人士洽谈，到草拟第一份计划书后，营运团队迅即开展研发工作，推出市场后，更多发行者、投资者、业界和大众认识绿色金融理念，创造可持续未来。

本局提供的第三方合格评定服务，能够维持中立客观，协助企业察觉更多的改善空间。今天的市场不断变迁，客户的期望不断提高，我们的角色，就是要了解客户的需要，帮助他们提升业务表现。近年本局回应社会及客户的需求，除了研发「绿色金融认证计划」、亦推出「安老院舍认证计划」、协助建造业议会推行「可持续建筑模范」项目。这些计划和项目亦旨在协助企业提升其核心的能力，为商界、社会及环境提供解决方案。





V: HKQAA recently signed MoUs with various government institutions in the region. How do these collaborations contribute to industry?

H: As a non-profit organisation which provides professional and visionary certification services, HKQAA emphasises quality and strives to assist the Bay Area to develop high-quality products and build a well-known brand.

Numerous manufacturing industries have moved from Hong Kong to mainland China over the years. This created synergy and enhanced operational efficiency. I believe the “service industry moving north” will bring a significant opportunity for us. We expect our services and products to expand to more regions, such as the Pearl River Delta and Greater Bay Area. We will develop more innovative services to keep abreast of market trends, as we did with the Wine Storage Management Systems and “Green Finance Certification” Schemes.

V: HKQAA is entering its 30th Anniversary. As the new Chairman, what are your expectations about HKQAA?

H: I admire the outstanding contributions of former Chairmen. It is not an easy job for me to sustain the momentum of development and expansion achieved by them. However, challenge engenders vitality. We should grasp the opportunities offered by the Belt and Road Initiative and the Greater Bay Area, to further promote our service and contribution to boost the business prospects for the industry as a whole. The mission of HKQAA was not profit making or financial performance, but to assist clients to solve their problems and increase competitiveness. The Agency will stay committed to its goal, and further enhance the management performance of enterprises, thus contributing more to the society.

Our operational policy follows the “Plan-Do-Check-Act” Cycle in ISO management systems. That means we need to plan in advance. When developing a new service, we usually have an initial edge over other competitors. However, after a while, other organisations will catch up and compete with us in the market with their products, or even imitate our Schemes. We do not need to worry though. As the old saying goes, “If a country does not have any enemies, it will eventually cease to exist.” An organisation needs new challenges to keep it vigilant and keen to improve and move forward.

V: You are not only a Hong Kong engineer, but also a barrister-at-law. What drove you to go for two different professional careers?

H: When I worked in the Housing Department, I occasionally needed to deal with legal issues and sought legal advice. It aroused my interest in law. Also, I wanted to keep myself moderately occupied after retirement, and hence decided to develop another career path by taking a CPE, which was a postgraduate diploma in law, and then the LLB and PCLL. I am thankful to the University and the community to give me this professional qualification to enable me to serve the society as a barrister-at-law after my retirement.

V: Apart from taking up the Chairman position in HKQAA, you are also the General Manager of The BEAM Society Ltd, a member of the Hong Kong Council for Testing and Certification, Deputy Chairman of the Organizing Committee of the Quality Building Award 2020, and member

管: 本局最近与区内不同政府机构签署了合作备忘录，这些合作对推动区内的发展作出甚么贡献？

何: 本局作为非牟利机构，提供专业及具前瞻性的认证服务，着眼于品质，可帮助湾区研发高质量的产品，建立有声誉的品牌。

早年制造业北移，香港与内地发展出的「前铺后居」组合，产生了协同效应。我相信近年的服务业北移，亦意味著行业会迎来空前的机遇。未来十年，我期望能把我们的服务、产品延伸到珠江三角洲、大湾区等地域，扩大版图，并研发更多配合业界需求的创新服务，如「葡萄酒储存管理体系认证」计划、「绿色金融认证计划」等等。

管: 何工程师作为本局新任主席，适逢本局迈向三十年，对本局未来发展有何期望？

何: 历届主席贡献良多，接任主席一职对我而言可谓「守业艰难」；不过，新的挑战才能带来新的活力，只要把握眼前的黄金机会，趁著「一带一路」的势头、带动湾区转型，深信行业整体的前景亮丽。

本局的成立宗旨，并非单单追求业绩，更著重协助客户解决问题，提升竞争力。本局亦不忘初心，将继续秉承使命，令企业的管理模式更为进步，缔造更佳的社会效益。

我们的营运方针如同履行ISO管理体系的「策划、执行、检查、行动」循环一样，必先要做好基础及计划性的工作。开发新服务的时候，我们会有独特的定位，但期后一定会有更多机构加入市场竞争，甚至会借鉴我们的计划。但我认为，不必担心其他竞争者，正如孟子的《生于忧患，死于安乐》道：「入则无法家拂士，出则无敌国外患者，国恒亡。」机构内部正需要这些新的挑战才会进步，不会停滞不前。

管: 何主席除了是香港的工程师，也是一名大律师。在两个不同的领域上均拥有专业资格，是甚么推动你朝这方向发展？

何: 我成为大律师有两个契机，一来从前于房屋署工作时，需要处理一些法律上的问题及咨询律师的意见，需要了解法律术语，渐渐对法律产生兴趣。二来退休后，我不习惯闲下来，还想尝试其他行业，所以考





of the jury panel, and an Adjunct Associate Professor at the University of Hong Kong. What is your motivation for taking on public service? How do you achieve a work-life balance?

H: I was born in a grass-root family and grew up in a public housing estate in Hong Kong. I and those of my generation had been much benefited by the rapid development of the society which offered us chance of upward mobility. I was blessed to be admitted to the Hong Kong University and became a professional engineer and subsequently a lawyer. I believe benefits and blessing come with responsibilities and obligations, and that's why I voluntarily give back what I have been given by the society, in particular after retirement when I can afford to take up voluntary services, such as providing free legal advice for those in need.

I entered the environmental protection field after retirement. Due to rapid development of technologies and engineering science, the earth's resources are being excessively extracted and becoming scarce. Engineers definitely contribute much in the rapid development of the society, enhancing our material life. However, engineers must also share the blame for causing adverse impact on the environment to some extent. Therefore, I am convinced of engineers' obligations to make engineering provisions and services "greener", and our environment and living better.

Due to these commitments, I do sacrifice much of my leisure. In the ensuing days, I will try strike a better work-life balance in order to enable me to go farther, rather than faster. Thanks to the CEO and the management team of the Agency. They run the HKQAA very effectively and smoothly, thus enabling me to focus on just the high level, such as strategic decisions and policies, which are manageable workload for me as the Chairman of HKQAA.

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

H: My parents named me "Shing (sincerity)". There is a saying that "honest men do not deceive themselves", and "Inner sincerity will surely manifest". I think "sincerity" and "honesty" are the most important qualities of a person. Once established, he will save much time in gaining trust, belief and accord by others without persuasion. This is not just a virtue, but a very moral code with practical value in life.

It is also essential to treat everyone equally and fairly when handling disputes in the workspace to make people trust you. This entails the need of good communication skills, without which messages, though of good intent, will be misunderstood.

Lastly, I hope everyone can utilise their abilities and strengths to contribute to the society and also develop his/her career for the purpose of promoting sustainable development.

Ir C. S. Ho

Ir C. S. Ho has served as a member of the Governing Council of HKQAA for years, and has taken the role as Chairman since late 2019. He is a member of the Hong Kong Council for Testing and Certification, the General Manager of The BEAM Society Ltd, and an independent Non-Executive Director of Accel Group Holdings Limited.

He previously worked with the Hong Kong Housing Authority as the Chief Building Services Engineer, heading the Building Services Section, responsible for the design and construction of BS installations at public housing estates and ancillary facilities.

He is a chartered engineer, a Fellow of the Chartered Institution of Building Services Engineers and a member of the Hong Kong Institution of Engineers (HKIE), served as a committee member of its Electrical and Building Services Divisions.

He is also a barrister-at-law, and an Adjunct Associate Professor of the University of Hong Kong.

取了法律的深造文凭 CPE、LLB 及 PCLL。我十分感恩年届退休仍能考取大律师的专业资格，因此决心要执业去回馈社会。

管: 何主席肩负多项重要职务及公职，除担任本局主席外，亦是建筑环保评估协会总经理，同时兼任香港检测和认证局成员、「2020 年度优质建筑大奖」筹委会副主席及评审团成员、香港大学客席副教授等，甚么原因促使你肩负繁重的工作，热心服务社会？你如何在这样繁忙的工作中分配时间？

何: 我小时候家境贫穷，在屋村长大，可幸当年社会发展迅速，造就我们几代人有向上流动的机会，有幸入读香港大学，投身工程专业，贡献香港社会。有责任便要有义务，所以我担任义务工作，包括提供免费的法律咨询服务，希望退休后亦能回报社会。

除了成为大律师外，我在退休后亦加入了环保行业。科技及工程进步一日千里，但地球资源却愈来愈贫乏。工程界肯定对社会的进步，特别是物质方面有很大的贡献，但同时亦或多或少影响了环境生态，因此，我决意要做一些将工程绿化的工作，为环保及改善人类生活质素出一分力。

为了兼顾这些职务，我确实是牺牲了自己的闲余时间，未来，为了可以走得更远，我会尽力重整自己的工作安排。虽然现时各项职务繁忙，犹幸本局总裁及团队运作成熟，因此，我可专心负责较为宏观的决策，减轻了接任本局主席职务后的工作量。

管: 可否跟读者分享一下你的待人处世之道？

何: 父母取名我为「志诚」，古语有云，所谓诚其意者，毋自欺也；「诚」于中，形于外。诚信于我而言十分重要，因为诚信是人生最重要的资产，建立诚信后，可以节省自己很多功夫，当你说一句话别人便会相信，此乃为人处世的实际需要。

再者，工作上经常要处理纷争，要一视同仁，做到公平及公道，才能令人信服。其后，也要积极地学习沟通技巧，若你的沟通方式不对，对方就不能正确接收你的信息。

最后，我希望大家除了追求自我进步外，亦发挥个人力量，齐心合力造福社会，一同为可持续发展作出更大的贡献！

何志诚工程师

何志诚工程师加入香港品质保证局多年，自 2019 年底担任主席一职。他现任香港检测和认证局成员、香港环保建筑协会有限公司总经理及高升集团控股有限公司独立非执行董事。

他曾任香港房屋委员会的总屋宇装备工程师，主管屋宇装备组，负责房委会屋宇装备的设计及安装工程。

何工程师是一位特许工程师、英国屋宇装备工程师学会资深会员及香港工程师学会会员。此外，他亦曾任香港工程师学会电机及屋宇装备分部委员会委员。

他亦是一位大律师，以及香港大学客席副教授。

Governing Council Members (2019-2021)

董事局成员 (2019-2021)

The Annual General Meeting of HKQAA was held on 19 November 2019. The Governing Council for 2019 to 2021 was elected during the meeting. Ir C. S. Ho was elected as Chairman of the Agency.

HKQAA thanked Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP, the previous Chairman, as well as all the outgoing members for their invaluable contribution to the work of the Council over the past years.

本局2019年度的周年大会已于11月19日举行。大会上宣布了2019至2021年董事局成员名单，何志诚工程师获选为新主席。

大会亦感谢前任主席卢伟国议员博士工程师，SBS, MH, 太平绅士，以及各卸任成员历来对董事局工作的贡献。



New Members 新委任成员

Chairman 主席

Ir C. S. Ho
何志诚工程师

Council Members 董事

Ir Allan Chan
陈修杰工程师

Mr Calvin Chau
周嘉弘先生

Ms Law Suk Kwan Lilian, MH, JP
罗淑君女士, MH, 太平绅士

Prof Thomas S. T. Ng
吴兆堂教授

Sr Dr Peter Ng
伍又宜博士测量师

Ir Eric Y. H. Pang, JP
彭耀雄工程师, 太平绅士

Mr Wong Kit Loong
黄杰龙先生

Re-appointed Members 续任成员

Deputy Chairman 副主席

Mr Simon Wong Ka Wo, BBS, JP
黄家和先生, BBS, 太平绅士

Council Members 董事

Ir Paul K. M. Chung
钟冠文工程师

Prof K. C. Ho, BBS, JP
何建宗教授, BBS, 太平绅士

Prof C. Y. Jim, BH, JP
詹志勇教授, BH, 太平绅士

Ir Dr Jacob Kam Chak Pui
金泽培博士工程师

Ir Daniel Lai, BBS, JP
赖锡璋工程师, BBS, 太平绅士

Ir Edmund K. H. Leung, SBS, OBE, JP
梁广灝工程师, SBS, OBE, 太平绅士

Mr Patrick Luk Kwong Wai
陆光伟先生

Ir Paul Poon
潘伟贤工程师

Mr Paul Tse See Fan
谢思训先生

Ms Christine Wai
卫懿欣女士

Mr Johnny C. H. Yeung, MH
杨志雄先生, MH

Outgoing Members 卸任成员

Chairman 主席

Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP
卢伟国议员 博士 工程师, SBS, MH, 太平绅士

Council Members 董事

Mr Daniel Fung
冯文杰先生

Dr Bengie Kwong, P. Eng (U.K.), JP (Aust)
邝敏恒博士, 专业工程师(英国), 太平绅士(澳洲)

Mr Lam Kin Wing Eddie
林健荣先生

Mr Ronald Y. F. Lau
刘耀辉先生

Ms Candy L. C. Tam, MH
谭丽转女士, MH

Miss Catherine S. H. Yan
甄瑞娴小姐

Mr Emil C. O. Yu
于健安先生



Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP (Left), presents a certificate of appointment to the new Chairman, Ir C. S. Ho (Right).

卢伟国议员博士工程师, SBS, MH, 太平绅士(左)颁发委任证书予新任主席何志诚工程师(右)。



Honorary Chairman, Ir Peter K. W. Mok (Left), presents a token of appreciation to the outgoing Chairman, Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP (Right).

名誉主席莫国和工程师(左)·颁发感谢状予卸任主席卢伟国议员博士工程师, SBS, MH, 太平绅士(右)。

ISO Publishes ISO 21001 Standard on Educational Organization Management System

ISO发布ISO 21001教育组织管理体系标准

Dr Nigel H Croft

Associate Technical Director, HKQAA

Convener of ISO/IEC Global Task Force for Management System Standards

倪国夫博士

香港品质保证局技术总监

国际标准组织 ISO/IEC 管理体系标准全球工作组召集人



Introduction

Education is a fundamental need for everyone, so it is widely recognised that the quality of education provided to learners of all ages and at all levels is vital to modern society. Recently, the importance of education has been further emphasised in one of United Nations' key sustainable development goals for 2030 (SDG4) – “ensuring inclusive and equitable quality education and promote lifelong learning opportunities for all”.

As stated in the declaration on sustainable development that was signed by world leaders in November 2015 “We commit to providing inclusive and equitable quality education at all levels – early childhood, primary, secondary, tertiary, technical and vocational training.”

It was with this noble aim in mind that in mid-2018 ISO published the new ISO 21001 standard “Management systems for educational organizations — Requirements with guidance for use”. This standard was developed by ISO Project Committee PC 288, and focuses on the specific interaction between an educational organisation, learners (students) and other interested parties. It provides a common management tool for organisations providing educational products and services to ensure they are capable of meeting learners' and other beneficiaries' needs and expectations.

Objectives and Principles of ISO 21001

ISO 21001:2018 specifies requirements for an Educational Organisation Management System (EOMS) when an organisation:

- 1) needs to demonstrate its ability to consistently provide, share and facilitate the construction of knowledge to learners conforming with applicable statutory and regulatory requirements
- 2) aims to enhance the satisfaction of learners, other customers, and personnel through the effective application of its EOMS, including processes for improvement of the system

ISO 21001 is based on 11 core principles, including modified versions of the 7 quality management principles which will already be familiar to users of ISO 9001. These 11 principles are:

- Focus on learners and other beneficiaries
- Visionary leadership
- Engagement of people
- Process approach
- Continual improvement
- Evidence-based decisions
- Relationship management
- Social responsibility
- Accessibility and equity
- Ethical conduct
- Data security and protection



简介

教育是开启生命的钥匙。因此，在现今社会，各界均十分关注为不同年龄及级别所提供的教育素质。最近，于联合国「2030年可持续发展议程」中通过的其中一个可持续发展目标——「目标四：确保包容和公平的优质教育，促进全民终身享有学习机会」，亦进一步强调了教育的重要性。

正如世界各国的领导人于2015年11月签署的《可持续发展宣言》中提到：「我们承诺在各级提供包容和平等的优质教育，包含幼儿教育、小学、中学和大学教育、技术和职业培训。」

基于这个崇高的目标，国际标准化组织(ISO)在2018年年中发布了新标准ISO 21001《教育组织管理体系——要求和指南》。该标准由PC 288项目委员会制定，着眼于教育组织、学习者(学生)和其他相关方之间的特定相互作用，为提供教育产品和服务的组织提供了一个通用管理工具，以满足学习者和其他受益者的需求和期望。

ISO 21001 的目标及原则

ISO 21001:2018 阐明了在以下情况时教育组织管理体系(EOMS)的要求：

当组织——

- 1) 需要向学习者展示其持续提供、共享和促进建构知识的能力，同时符合适用的法定和监管要求
- 2) 旨在透过有效应用EOMS体系，包括系统改善流程，以提高学习者、其他客户和人员的满意度

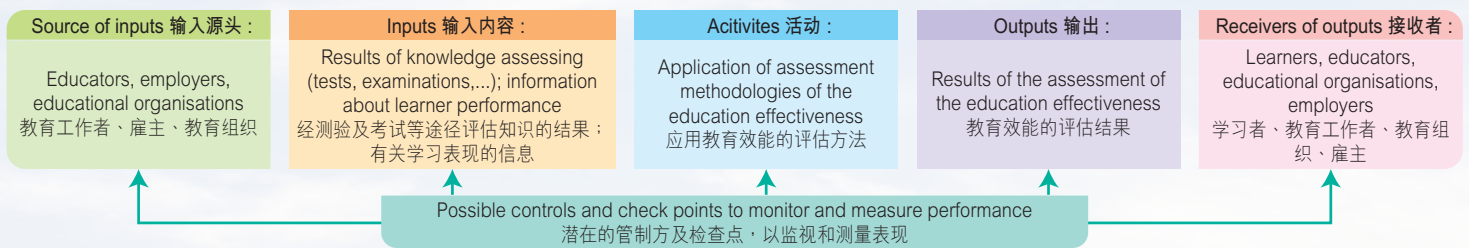
ISO 21001 基于11项核心原则而制定，其中七项是ISO 9001的用户熟悉的质量管理原则之修改版本。这11项原则是：

- 重视学习者和其他受益者
- 卓越领导
- 人员参与
- 过程方法
- 持续改进
- 基于事实的决策方法
- 关系管理
- 社会责任
- 可达公平性
- 道德操守
- 数据安全和保护

Structure and Content of ISO 21001:2018

Whilst ISO 21001:2018 follows the same familiar clause structure as ISO's other management system standards (including many additional requirements that are contained in ISO 9001:2015), it is broader and deeper than ISO 9001:2015, with more detailed lower-level clauses added. The terms used in the new standard are also very specific and more user-friendly for educational organisations, addressing definitions such as learner, curriculum, courses, learning outcomes, assessment, grades, and others.

ISO 21001 explains the concepts and inter-relationship between the process approach, "risk-based thinking" and use of the Plan-Do-Check-Act cycle which form the basis of the standard. The following figure (taken from the introduction) provides more detail about the education process.



In addition to the standard clauses for any management system standard (Context, Leadership, Planning, Support, Operations, Performance evaluation and Improvement), ISO 21001 places additional emphasis on the following topics, among many others, each of which represents an important dimension of an EOMS:

- **Top management focus on learners and other beneficiaries:**

In addition to focusing on generic students, this specifically requires top management to consider learners with special educational needs that cannot be met through regular instruction and assessment practices (for example those exhibiting specific behaviours, communicational, intellectual or physical disabilities, giftedness, or other needs.)

- **Resources**

There are a number of education-specific resource requirements in ISO 21001. These include:

- **Human resources:**

It is explained that in the educational context, these can include staff employed by the organisation, as well as staff of external providers, volunteers and interns working with or contributing to the organisation.

- **Facilities:**

The standard explains that the organisation must provide safe facilities to support and enhance learners' development of competence. These include indoor and outdoor as well as digital space facilities for teaching, self-learning, rest and recreation and subsistence, among other things.

- **Environment for the operation of educational processes:**

This needs to consider physical factors such as temperature, humidity, light, airflow, hygiene, noise, and the ergonomics of equipment and furniture as well as psychosocial factors, such as work demands, rewards, role clarity, quality of leadership, social support from supervisors, work satisfaction, work/family balance, stress, burnout, and dealing with offensive behaviours such as bullying.

- **Learning resources:**

These need to reflect the needs and requirements of learners, other beneficiaries and educators, and be reviewed periodically to ensure they are up to date and catalogued / referenced. Emphasis is also given to the need to respect Intellectual Property Rights and to encourage reusability of resources.

- **Competence:**

In addition to general competence requirements, emphasis is placed on the additional competence required for those involved in special needs education.

ISO 21001:2018的架构及内容

尽管 ISO 21001:2018 采用的条文结构与 ISO 其他管理体系标准 (包括 ISO 9001:2015 内众多的附加要求) 保持一致, 但它比 ISO 9001:2015 的结构更广泛、更深入, 并增加了不少详细的条文。新标准中使用的术语亦非常具体, 更方便教育组织使用。术语包括学习者、课程、课堂、学习成果、评估、等级等。

ISO 21001 在流程方法、「风险导向思考」及以「规划-执行-查核-行动」(Plan-Do-Check-Act) 循环为标准基础的使用方法上, 阐释了这三者之间的概念以及它们的相互关系。下图 (摘自引言) 提供了更多关于教育过程的详细信息。

除了适用于任何管理体系标准的通用条文 (环境、领导、规划、支援、营运、绩效评估及改善) 之外, ISO 21001 加以强调以下主题, 每个主题都是 EOMS 中的重要一环:

- **高层管理人员重视学习者和其他受益者**

除了关注一般学生之外, ISO 21001 还特别要求高层管理者顾及有特殊教育需要而难以经正规教学评估的学习者, 包括特定行为表现、言语障碍、智力障碍、肢体障碍、资赋优异或其他障碍。

- **资源**

ISO 21001 列出了一系列针对教育资源的要求, 包括:

- **人力资源**

教育方面, 包括组织雇用的人员, 以及与组织合作或为组织作出贡献的外间供应商、志愿者和实习生。

- **设施**

标准指出组织必须设有安全的设施, 支援及加强学习各方面的发展, 包括室内、室外及数码化空间的设施, 以供教学、自学、休闲娱乐、生活等等之用。

- **教学环境**

标准要求考虑物理因素及社会心理两大因素。前者包括温度、湿度、光线、气流、卫生、噪声及符合人体工程学设计的设备和家具; 后者则包括工作需求、奖励、角色清晰、领导素质、上司的社交支援、工作满意度、工作与家庭平衡、压力、工作倦怠以及应对带有冒犯性如欺凌的行为。

- **学习资源**

根据学习者、其他受益者及教育工作者的需求和要求而定, 须定期审查以确保学习资源定期更新, 并已编入目录及可供参考。另外, 标准特别强调必须尊重知识产权, 鼓励资源重用。

- **技能**

除了一般技能的要求外, 标准更强调有特殊教育需要的学生所需具备的额外技能要求。

• Operational planning and control

ISO 21001 requires the educational organisation to plan the design, development and expected outcomes of its educational products and services, including:

- learning outcomes;
- ensuring appropriate and accessible teaching methods and learning environments;
- defining criteria for learning assessment;
- conducting learning assessment;
- defining and conducting improvement methods;
- providing support services.

Particular emphasis is also given to the additional planning needed for special needs education.

• Requirements for the educational products and services

This is an important component of ISO 21001, which involves a comprehensive assessment of learning abilities, including prior knowledge and skills, preferred learning strategies, social and emotional needs, special nutrition needs and biological learning rhythms.

Requirements such as learning outcomes defined by law need to be identified before the educational service is delivered, whereas requirements regarding the specific needs of a given learner can only be determined after the service delivery has started and the cohort of learners is known.

Needs analysis for learners with special needs can include analysis of reading disorders, disorder of written expression, motor impairment, auditive impairment and visual impairment.

For gifted learners, needs analysis can include analysis of levels of giftedness and assessment for areas of giftedness (e.g. general intellectual ability, specific academic aptitude, leadership ability, creative and productive thinking, psychomotor ability, visual and performing arts).

• Delivery of the educational products and services

This includes, for example:

- obtaining pre-admission information about the learners (intended learning outcomes, career perspectives, educational approach), as well as providing clear information about admission criteria and costs
- processes for teaching, facilitation of learning and administrative support
- assessment and recognition criteria
- protection and transparency of learners' data

In addition to the requirements contained in the body of ISO 21001, there are also a number of normative and informative Annexes (containing additional requirements and guidance respectively):

- **Annex A** specifies additional requirements for early childhood education.
- **Annex B** explains more about the core principles on which ISO 21001 is based.
- **Annex C** provides an explanation and classification of interested parties.
- **Annex D** provides guidelines on how to communicate with interested parties.
- **Annex E** provides guidance on processes, measures and tools in educational organisations.
- **Annex F** gives an example of mapping to regional standards on education.
- **Annex G** outlines health and safety considerations for educational organisations.

Conclusions

ISO 21001:2018 adopts the common High-Level Structure used in all ISO management system standards which will facilitate implementation for those who are already familiar with (for example) ISO 9001. It provides a series of education-specific requirements that can be used as a basis for the certification of all kinds of educational organisations.

• 运行策划和控制

ISO 21001 要求教育组织策划其教育产品和服务的设计、开发及预期成果，包括：

- 学习成果
- 确保有一个适当的学习环境，并以易懂的方式教学
- 界定学习评估的标准
- 进行学习评估
- 说明和实施改进方法
- 提供支援服务

此外，条文特别强调教育组织需对特殊教育有额外的策划。

• 教育产品和服务的要求

这部分涉及全面的学习能力评估，是ISO 21001的重要一环。评估包括已有知识和技能、喜好的学习策略、社会及情感需求、特殊营养需求以及个人学习节奏。

提供教育服务前，需要识别出有法例订明的要求，如学习成果。而个别学习者的特别要求，只可于开始提供服务后，以及得悉该批学习者所属的群体后才可确定。

组织尤需对有特殊需要的学习者及资优生进行分析，前者包括读写障碍、身体弱能、听力障碍及视力障碍，后者则可分析及评估其所属的天赋领域，如：一般智能、特殊学术性向、领导才能、创造思维、心理动作能力及视觉与表演艺术。

• 提供教育产品和服务

包括：

- 取得学习者入学前的资讯，如预期的学习成果、职业前景和教学方法，以及提供有关入学标准和费用的明确信息
- 教学、促进学习和行政支援的过程
- 评估和表彰的准则
- 保障学习者的资料及数据透明

除了标准内文列出的要求之外，ISO 21001 亦有一些分别是额外要求及指南的规范性及资料性附录如下：

- 附录A规定了对幼儿教育的额外要求
- 附录B详细说明了ISO 21001 基于的核心原则
- 附录C提供了利益相关方的定义及分类
- 附录D提供了与利益相关方沟通的指南
- 附录E提供了教育组织的流程、措施和工具指南
- 附录F提供了与地区性教育标准协调整合案例
- 附录G列出了教育组织的健康和安全管理

总结

ISO 21001:2018 采用了所有ISO管理体系标准中都有使用的高阶架构，这有助于熟悉其他管理体系标准如ISO 9001的人士，加快实施此标准。标准亦列出了一系列针对教育的要求，作为各类教育组织取得认证的基础。

Collaborating with JETCO to Facilitate Development of Open Banking Ecosystem

与银通携手促进开放银行生态系统的发展



Ms Sisi Yu

Head of Product, API, JETCO

余诗思小姐

银通香港API 产品主管

What is JETCO APIX?

JETCO APIX is the first Open API exchange platform in Hong Kong that supports cross-industry collaboration. The platform allows financial institutions and Third-Party Service Providers (TSP) in different industries to co-create new products and services in a secure, convenient and standardised environment, with shorter time-to-market and at a lower cost. In order to meet the requirement of the Hong Kong Monetary Authority, as of today, APIX has supported more than 13 banks to open up their APIs. APIX allows the banks to easily connect with TSP to strengthen their business relationships and create new business opportunities.

What are the challenges for the Open API platform?

Open banking has become a global phenomenon. However, there is no detailed guideline on TSP governance in the Open API framework currently. Different financial institutions may impose significant different assessment criteria during the TSP onboarding process. Both the banks and TSP need to invest a significant amount of manpower and resources in order to cope with the onerous process. This brings major challenge to the growth of the entire ecosystem.

What is the collaboration between JETCO and HKQAA about?

The collaboration between JETCO and HKQAA aims to streamline the onboarding and ongoing monitoring of TSP for banks. JETCO and HKQAA work together to gather and verify the TSP information and ensure they comply with a list of requirements addressed to business and risk management considerations.

HKQAA acts as an independent assessor to evaluate the TSP in several areas including general risk management, technology risk management and cybersecurity, data protection, customer care and business practice, business continuity management and outsourcing. We will also continue to monitor the TSP by conducting periodic independent assessments and penetration tests. The process allows the approved TSP to connect to multiple institutions simultaneously. More importantly, it ensures that the exchange of data is operated in a trusted and controlled environment.

What long-term benefits will the collaboration between JETCO and HKQAA bring to the industry and society?

With our continuous effort in improving the governance process, we expect that more innovative use cases will be available in the market through Open API. Consumers will be able to enjoy new products and services with better experience. For instance, JETCO's upcoming SME financing platform will use API technology to connect to multiple financial institutions, helping SME to address their financing needs more easily. On the other hand, JETCO and HKQAA are actively studying the feasibility to create a certification programme for the qualified TSP. Our goal is to establish a trusted and recognised market standard that will boost the further development of Fintech and enhance the competitiveness of the banking industry in Hong Kong.

银通 APIX 是甚么？

银通APIX是香港首个跨行业的开放API交换平台，让金融机构和不同行业的第三方服务供应商 (TSP) 的用户可以在一个安全、便捷和标准化的环境下，共同开发新产品和服务，以更快速度和更低成本推出市场。时至今日，因应配合香港金管局开放API措施的要求，APIX已经帮助超过13家银行，打开「开放接口」的大门，使银行可以轻松地与TSP连接，加强业务合作和开创商机。

开放 API 平台面对甚么挑战？

开放银行是全球大势所趋，但目前开放API框架内，未有就监管TSP的要求提供详细指引，不同金融机构在TSP的评估标准上可能出现很大的差异。因此，无论是金融机构或TSP均需要投入庞大的人力及资源以应付审核过程，为整个生态系统的发展带来重大挑战。

银通和香港品质保证局合作的目的是什么？

银通和香港品质保证局的合作方案，旨在简化银行对TSP上线和持续监控的过程。JETCO和香港品质保证局共同收集和验证申请者的公司资料，并确保它们符合针对业务和风险管理的要求清单。

香港品质保证局则担任独立评审机构，评估TSP在一般风险管理、技术风险管理和网络安全、资料保障、客户服务和业务常规、持续营运管理以及外判工作等各个范畴的表现。同时我们会对平台上已合乎基准的TSP施行持续的监控，包括定期独立评估和渗透测试。此机制让TSP在进行一次性申请后，即可连接到平台上的多间金融机构，更重要是确保银行开放的数据在一个可靠且受控的环境下运行无阻。

银通和香港品质保证局的合作对行业和社会带来什么长远效益？

随著监管措施不断完善，我们期待开放API在市场上将会有更多创新的应用场景，让消费者可以享受崭新的产品及更佳的经验。例如银通即将推出的中小企融资平台，运用API技术连接多个金融机构，帮助中小企更容易向贷款机构取得贷款，解决融资困难的问题。此外，银通和香港品质保证局亦积极研究，为合格的TSP发出官方认证，从而建立一个受业界信任和认可的市场标准，这将有助于促进金融科技持续发展，加强本港金融业的竞争力。

Sustainability Linked Loan Assessment 可持续发展表现挂钩贷款评审

In line with Loan Market Trends to Launch Assessment Service

Responsible investment and Green Finance have been growing rapidly in the global market.

The Sustainability Link Loan Assessment builds upon the Sustainability Linked Loan Principles ("SLLP") jointly published by the Loan Market Association, the Asia Pacific Loan Market Association and the Loan Syndications and Trading Association in 2019. Core components consist of the relationship to an organisation's overall CSR strategy, target setting, measuring the sustainability of the organisation, reporting and review. The aim is to facilitate and support environmentally and socially sustainable economic activity and growth¹.

By making use of the key elements of the SLLP, HKQAA, as an independent and qualified external reviewer, developed the **Sustainability Linked Loan Assessment** to evaluate and validate organisation's sustainability performance against predetermined sustainability performance targets (SPTs), which include key performance indicators and/or equivalent metrics.

Benefits:

- Incentivise an organisation's achievement of predetermined sustainability performance objectives
- Demonstrate borrowers' efforts in improving and promoting sustainability environments
- Enhance the credibility of and stakeholder confidence in sustainability linked loans via independent, impartial third-party conformity assessments; and a genuine commitment to sustainable development are moving beyond simple 'green washing'
- The use of debt for improving the sustainability profile of the borrowers may result in secondary financial benefits such as lower operating costs
- Enable companies to better communicate their sustainability strategy to relevant stakeholders

Types of Assessment:

| Pre-issuance Stage Assessment | Post-issuance Stage Assessment |
|---|---|
| <ul style="list-style-type: none"> • For borrowers seeking assessment before issuing sustainability linked loans • Requires validation of the relevance of SPTs and the adequacy of data collection methodology • A third party opinion report is issued | <ul style="list-style-type: none"> • For borrowers seeking assessment after issuing sustainability linked loans • Requires verification of the continuous implementation and effectiveness of the predetermined SPTs/KPIs • A KPI verification statement is issued |

Common Categories of SPTs¹:

- Energy efficiency
- Renewable energy
- Circular economy
- Affordable housing
- Biodiversity
- Greenhouse gas emissions
- Water consumption
- Sustainable farming and food
- Sustainable sourcing
- Global ESG assessment

配合贷款市场趋势 推出评审服务

近年，商界已视可持续发展为取得长期成功的主要动力。贷款市场公会、亚太区贷款市场公会和美国银团与贷款交易协会于2019年共同发布了《可持续发展表现挂钩贷款原则》。原则核心组成部分包括与企业总体企业社会责任战略的关系、目标设定—量度企业的可持续发展目标、报告和评审。旨在促进和支持环境和社会可持续的经济活动¹。

HKQAA通过使用《可持续发展表现挂钩贷款原则》的关键要素，作为独立且合格的外部审核机构，开发了「可持续发展表现挂钩贷款评审」，以根据预定的可持续性绩效目标(SPTs)评估和验证企业的可持续性绩效，其中包括关键绩效指标和/或等效指标。

好处：

- 激励企业实现预定的可持续发展绩效目标
- 展示借贷人在改善和促进环境可持续性方面的努力
- 通过独立、公正的第三方合格评定，提高可持续发展表现挂钩贷款的信誉和持份者的信心；展示对可持续发展的承诺而非简单的「漂绿」(Green Washing)行为
- 善用信贷来提升借贷人的可持续发展表现，有利产生间接的财务效益，例如降低营运成本
- 有助加强企业与相关持份者沟通其可持续发展策略

评审种类：

| 绿色贷款发行前评审 | 绿色贷款发行后评审 |
|---|---|
| <ul style="list-style-type: none"> • 适用于发行可持续发展表现挂钩贷款前申请 • 审定申请者提出的SPTs的关联性和收集数据方法的充足性 • 出具第三方意见报告 | <ul style="list-style-type: none"> • 适用于发行可持续发展表现挂钩贷款申请 • 根据申请者提出的SPTs，每年核查实施的进度和有效性 • 出具KPI验证声明 |

常见的SPTs类别¹：

- 能源效益
- 温室气体排放
- 可再生能源
- 水资源
- 循环经济
- 可持续农业和粮食
- 经济适用房
- 可持续采购
- 生物多样性
- 全球 ESG 评估



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¹ Reference 参考资料: Sustainability Linked Loan Principles, Loan Market Association
(https://www.lma.eu.com/application/files/8015/5307/4231/LMA_Sustainability_Linked_Loan_Principles.pdf)

MoU Signed with Guangdong Provincial Local Financial Supervision and Administration and China Construction Bank Guangdong Branch 与广东省地方金融监督管理局及建设银行广东分行签署战略合作备忘录

On 6 December 2019, HKQAA attended the “Guangdong Promoting Green Finance Work Conference” and signed a MoU with Guangdong Provincial Local Financial Supervision and Administration. The MoU is intended to promote multi-dimensional cooperation between Guangdong and Hong Kong in the field of green finance.

The MoU was signed by Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (First row, right) and Mr Li Tengfei, Deputy Chief of Guangdong Provincial Local Financial Supervision and Administration (First row, left). The signing was witnessed by Ir C. S. Ho, Chairman of HKQAA (Back row, right 2), Mr He Xiaojun, Chief of Guangdong Provincial Local Financial Supervision and Administration (Back row, left 2), Mr Lin Ping, Vice President of Guangzhou Branch of the People’s Bank of China (Back row, left 1) and Mr Liu Jian, the Second Inspector of Guangdong Office of China Banking and Insurance Regulatory Commission (Back row, right 1).



本局总裁林宝兴博士(前排右一)与广东省地方金融监督管理局副局长李腾飞先生(前排左一),代表双方签署战略合作备忘录。本局主席何志诚工程师(后排右二)、广东省地方金融监督管理局局长何晓军先生(后排左二)、人民银行广州分行副行长林平先生(后排左一)以及广东银保监局二级巡视员刘坚先生(后排右一)共同见证是次签署仪式。

During the event, another MoU was signed by Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (First row, left) and Mr Mai Wensheng, Vice President of China Construction Bank Guangdong Branch (First row, right). The signing was witnessed by Ir C. S. Ho, Chairman of HKQAA (Back row, left 3), Mr He Xiaojun, Chief of Guangdong Provincial Local Financial Supervision and Administration (Back row, left 2), Mr Lin Ping, Vice President of Guangzhou Branch of the People’s Bank of China (Back row, left 1), Mr Liu Jian, the Second Inspector of Guangdong Office of China Banking and Insurance Regulatory Commission (Back row, right 3), Ms Zhang Lixian, Deputy Director of the Green Finance Department of China Construction Bank (Back row, right 2), and Mr Li Tengfei, Deputy Chief of Guangdong Provincial Local Financial Supervision and Administration (Back row, right 1).



当日,本局亦与建设银行广东分行签署战略合作备忘录,由本局总裁林宝兴博士(前排左一)与建设银行广东分行副行长麦文盛先生(前排右一),代表双方签署。本局主席何志诚工程师(后排左三)、广东省地方金融监督管理局局长何晓军先生(后排左二)、人民银行广州分行副行长林平先生(后排左一)、广东银保监局二级巡视员刘坚先生(后排右三)、建设银行总行绿色金融部副处长张丽贤女士(后排右二)与广东省地方金融监督管理局副局长李腾飞先生(后排右一),共同见证是次签署仪式。

相信此类策略性合作,能够发挥两地优势,深化粤港绿色金融合作,助力提升绿色金融服务能力和发展水平。

We believe this kind of strategic cooperation will utilise the advantages of Guangdong and Hong Kong, further strengthen cooperation and foster the development of green finance.



Mr P C Chan, Chief Operating Officer of HKQAA, shared his insights into how to promote green credit. Experts from the World Bank Group, headquarters of the China Construction Bank and Industrial Bank also introduced green finance good practice.

本局运营总监陈沛昌先生于会上分享了绿色信贷推广工作建议,来自世界银行、建设银行总行和兴业银行总行的专家,亦同时分享了绿色金融实务案例。

超过 150 位来自广东省绿色金融改革创新工作小组成员单位、各地方金融局以及金融机构、行业协会以及研究机构出席是次推进会。

Over 150 participants from the Green Finance Reform and Innovation Working Group of Guangdong Province, local financial bureaus, financial institutions, industry associations and research organisations attended the conference.



"Belt and Road: Hong Kong-IN" Sharing Session on Financial Services and Business Growth

「一带一路：由香港进」——金融服务及营商交流会

The "Belt and Road: Hong Kong-IN" Sharing Session on Financial Services and Business Growth jointly organised by the Commerce and Economic Development Bureau (CEDB), the State-owned Assets Supervision and Administration Commission of the State Council (SASAC) and the Hong Kong Chinese Enterprises Association was held in International Commerce Centre on 19 November 2019.

The sharing session was comprised of two panels, both moderated by the Commissioner for Belt and Road, Mr Denis Yip. The discussions centred around how Hong Kong's all-round professional financial and related services can support enterprises in respect of Belt and Road financing, challenges in opening up Belt and Road markets, as well as how Hong Kong professional services leverage the city's unique advantages in providing solutions.

Mr P C Chan, Chief Operating Officer of HKQAA, was one the panelist. Panel speakers shared their experiences and successful cases, and held exchanges with the participants. Business matching opportunities were also featured.

About 200 representatives from state-owned, Mainland and Hong Kong enterprises attended the event.



商务及经济发展局、国务院国有资产监督管理委员会及香港中国企业协会合办的「『一带一路：由香港进』——金融服务及营商交流会」于2019年11月19日假环球贸易广场天际100举行。

交流会以座谈形式进行，设有两场分享环节，由「一带一路」专员叶成辉先生主持，讨论香港全方位的金融专业服务如何协助企业就「一带一路」建设项目进行融资，以及互动分享在拓展「一带一路」市场方面的挑战及香港的专业服务如何以其独特优势解决难点。

本局运营总监陈沛昌先生当日亦受邀参与座谈会环节。多位座谈嘉宾就主题分享经验及案例，并与在场人士作互动交流。同场亦举行了企业对接环节。

共约二百名央企及内地企业代表，以及香港企业、商会和专业服务界别的代表出席交流会。



Mr P C Chan, Chief Operating Officer of HKQAA, was one the panelists of the event.

本局运营总监陈沛昌先生为活动座谈嘉宾。

Participate in Metro Finance-HKEJ Economic Summit 2020

参与香港经济峰会2020

The Economic Summit 2020 "Take the initiative and bring up innovation in the new economy" was held at Four Seasons Hotel on 9 December 2019. The event was jointly organised by Metro Finance and Hong Kong Economic Journal.

Eminent leaders from the banking, financial and political sectors were invited to discuss and explore the opportunities arising from the Greater Bay Area.

The topic of the discussion forum was "The role of Greater Bay Area in the development of Green Finance in Hong Kong". The discussion was facilitated by Mr Heung Shu Fai, Programme Host of Metro Finance. Ms Teresa Leung, General Manager, Finance and Technology, HKQAA, was one of the panelists and she shared her thoughts on the development of green finance in Hong Kong and the Mainland.



由新城财经台及信报财经新闻主办的《香港经济峰会2020》，今年以「审视经贸局势·创新引领机遇」为主题，于2019年12月9日假中环四季酒店举行。

大会邀得政界、金融界、地产界及不同范畴的嘉宾参与，讨论香港如何把握大湾区经济发展蓝图下的机遇，向前迈进。

研讨讲座环节由新城财经台节目主持香树辉先生主持，题目为「香港发展绿色金融步伐，大湾区又能如何提供助力？」，本局金融及科技总经理梁霭怡女士为演讲嘉宾之一，与其他嘉宾一同探讨绿色金融于香港及内地的发展。



Ms Teresa Leung, General Manager, Finance and Technology, HKQAA, sharing on the panel discussion.

本局金融及科技总经理梁霭怡女士于研讨讲座上发言。

Participate in Meeting for the ISO Standard for Sustainable Finance 参与制定有关可持续发展金融ISO标准之会议

From 2-6 December 2019, Mr W K Wong, Assistant Senior Manager, Sustainability of HKQAA, took part in a meeting of ISO/TC 322, which is responsible for developing the ISO standard for sustainable finance. The Chairman's Advisory Group (CAG) and open forums were held in the first meeting. Mr. Peter Young and Dr. Ma Jun, Chairperson and Vice Chairperson of the ISO/TC 322 Committee, attended the meeting, which was held in Shenzhen, China.

The working committee discussed the future development of the standard. All resolutions were passed unanimously. The standard will be named "ISO/WD 32210 Framework for sustainable finance: Principles and guidance".



2019年12月2至6日，本局可持续发展助理高级经理黄伟国先生到深圳出席负责开发可持续金融标准的ISO/TC 322会议。主席咨询小组及公开论坛于首日会议上进行。ISO/TC 322委员会主席 Mr. Peter Young 及副主席马骏博士出席该次会议。



工作小组当日探讨了标准的未来动向，所有决议获一致通过。标准将命名为「ISO/WD 32210 可持续发展金融之框架：原则及指南」。

Green Finance Study Tour and Seminars 举办绿色金融业界考察团及研讨会

On 25 October 2019, the Agency organised a study tour to Qianhai, Shenzhen. Participants visited the Qianhai Exhibition Hall and had a networking session with Qianhai Authority representatives.

Two Green Finance seminars were also held, in November 2019. The seminars covered international trends in Green Finance and Green Projects and the development of Green Finance for Belt and Road Initiative. Top business people and environmental experts shared their insights with participants. Invited guest speakers included Dr Jingyan Fu, Professor, College of Economics and Director, Institute of Resource, Environment and Sustainable Development (IRESD), Jinan University; Mr Ronald Wu, Head of Green Building Finance and Advisory Services for IFC in China, Philippines and Mongolia; Mr Water Cheung, Senior Partner, CEO Asia Pacific, StormHarbour Securities, (Hong Kong) Ltd, Chair, Carbon Care Asia Limited; Ms Verna Lin, Head of Greater China Regional Hub, Global Reporting Initiative; and Ms Yvonne Lin, Principal Consultant, Allied Sustainability and Environmental Consultants Group Limited.

The purpose of the tour and seminars was to promote a common understanding of Green Finance in the region.



为了向大众推广绿色金融的理念，本局举行了多场有关绿色金融的研讨会及考察团。2019年10月25日，本局于深圳前海举办绿色金融业界考察团，参加者于当日参观前海展示厅，及与前海管理局等代表交流。

另外，本局于2019年11月举办的两场绿色金融的研讨会，汇聚商界精英、环境专家和学者与参加者讨论交流，活动邀得暨南大学经济学院教授兼博士生导师、绿色低碳发展研究院院长以及暨南大学资源环境与可持续发展研究所所长傅京燕教授、世界银行集团国际金融公司绿色建筑融资及咨询业务中国、菲律宾和蒙古国总负责人胡炳熙先生、思博资本(香港)有限公司高级合伙人兼亚太区总裁及低碳亚洲有限公司主席张宗永主席、全球报告倡议组织大中华区负责人林玉婷小姐及沛然环保评估工程顾问有限公司首席顾问林宇小姐等担任嘉宾讲者，探讨绿色金融及绿色项目的国际趋势，以及在「一带一路」的发展。

This event is funded by the Professional Services Advancement Support Scheme of the Government of the Hong Kong Special Administrative Region.

Any opinions, findings, conclusions or recommendations expressed in this material/event (or by members of the Project team) do not reflect the views of the Government of the Hong Kong Special Administrative Region or the Vetting Committee of the Professional Services Advancement Support Scheme.

本项目由香港特别行政区政府「专业服务协进支援计划」拨款资助。在此刊物上 / 活动内(或项目小组成员)表达的任何意见、研究成果、结论或建议，并不代表香港特别行政区政府及专业服务协进支援计划评审委员会的观点。

Collaborating Organisations (organisations are listed in no particular order) 合作单位(排名不分先后) :



MoU Signed with Building Alliance of Lixia District, Jinan 与历下区楼宇联盟签署战略合作备忘录

本局于2019年12月23日于山东济南出席《香港品质保证局楼宇评价体系2020版》发布仪式，并于会上与历下区楼宇联盟签署合作备忘录，充分利用鲁港双方优势，合作推动区域楼宇可持续发展管理水平。

HKQAA participated in the “HKQAA Building Evaluation Standard 2020” kick-off ceremony on 23 December 2019 in Jinan, Shandong, and signed a Memorandum of Understanding (MoU) with the Building Alliance of Lixia District. The MoU will utilise the strengths of both parties to foster the development of sustainable building management performance in the region.

The MoU was signed by Dr Michael P. H. Lam, Chief Executive Officer of HKQAA (First row, left), and Ms Chen Lei, Secretary of the Building Alliance (First row, right). Jinan government officials and more than 160 property management experts attended the event.

The signing was witnessed by Ir C. S. Ho, Chairman of HKQAA (Back row, left 4), Ms Julie Zhao, Director, Mainland and External Affairs of HKQAA (Back row, left 1), Ms Liu Yan-qiu, Director of the Commerce Bureau of Jinan (Back row, left 3), Mr Li Guo-qiang, Deputy Secretary of the Communist Party of Li Xia District, Jinan Province and Acting Mayor of Lixia (Back row, right 3), Mr Li Xu-bin, Deputy Director of the Commerce Bureau of Jinan (Back row, left 2), Mr Zhang Tao, Deputy Mayor of Lixia (Back row, right 2) and Mr Tian Geng, Director of the Commerce Bureau of Lixia (Back row, right 1).

Ir C. S. Ho, Chairman of HKQAA (Right photo), delivered a speech. Ms Julie Zhao, Director, Mainland and External Affairs of HKQAA (Left photo), was the guest speaker and introduced HKQAA's building evaluation system project.

HKQAA has compiled a benchmarking assessment tool for the Jinan International Financial City Financial Zone based on the UNEP (United Nations Environment Programme)-FI/SBCI's financial and sustainability metrics report, and drawing upon its extensive experience of building assessments. The project was developed to keep pace with economic development in the region and create an international business environment for well-known enterprises and financial institutions inside and outside the region. It is believed that the cooperation will forge an excellent property services brand, enhance property values and promote the public image of Jinan.

HKQAA is honoured to be the developer and assessment body of the Lixia Building Evaluation Standard Project. It is expected that the cooperation with the Lixia People's government, the Commerce Bureau and the Building Alliance will contribute to the sustainable development of both regions and the Nation.



本局总裁林宝兴博士(前排,左)与楼宇联盟秘书长陈蕾女士(前排,右),于会上代表双方签署战略合作备忘录。

本局主席何志诚工程师(后排,左四)、本局内地及对外事务总监赵志伟女士(后排,左一)、济南市商务局局长刘艳秋(后排,左三)、济南市历下区委副书记、代区长李国强(后排,右三)、济南市商务局副局长梁旭斌(后排,左二)、历下区副区长张涛先生(后排,右

二)及济南市历下区商务局局长田耕先生(后排,右一)共同见证是次签署仪式。



除签署备忘录外,本局主席何工程师(图右)于会上致辞,本局内地及对外事务总监赵志伟女士(图左)亦担任嘉宾讲者,简介本局的楼宇评价体系项目。

是次合作期望通过营造优质物业服务品牌,提高楼宇价值及提升济南的形象。项目符合区内经济发展需要,创造国际营商环境,为引进国内外知名企业及金融机构提供有利条件。本局以联合国环境署可持续建筑促进会的财务及可持续发展评估报告为蓝本,加上丰富的楼宇评定经验,编写适用于济南国际金融城产业金融集聚区的基准测试工具。

本局十分荣幸能够成为历下区楼宇评价体系项目的研发和评审机构,期望此次与济南市历下区人民政府、商务局、楼宇联盟合作,将有助于鲁港两地、国家的可持续发展作出贡献。活动当日吸引济南市区各级领导与160余位楼宇管理运营界精英出席,场面热闹。



Strategic Cooperation on "Made in the Bay Area" Agricultural Products Assessment Guideline 开展「湾区制造」农产品评定准则战略合作协议

HKQAA participated in the Nansha Summit of Forum on China Smart Fishery on 15 December 2019. A strategic cooperation agreement was signed with the Guangzhou Nansha Weiken Development Company (under the Guangzhou Nansha Modern Agriculture Corporation) and Guangzhou Brand and Quality Innovation Association (the Association).

By utilising the strengths of HKQAA and the Association, the agreement aims to assist Nansha to grasp opportunities in the Greater Bay Area and promote quality agricultural products in the region.



本局于2019年12月15日参与2019中国(南沙)智慧渔业峰会,与广州南沙围垦开发公司(隶属于广州南沙现代农业产业集团公司)及广州市品牌质量创新促进会(广州品促会)联合开展「湾区制造」农产品评定准则战略合作协议。

凭藉本局于认证服务上的专业权威地位,并透过与广州品促会的资源优势互补,期望能够助力南沙把握粤港澳大湾区建设的机遇,推广区内的优质农产品。

During the event, representatives from HKQAA, Guangzhou Nansha Weiken Development Company and the Guangzhou Brand and Quality Innovation Association jointly signed the strategic cooperation agreement.

活动当日,本局代表与广州南沙围垦开发公司及广州品促会代表共同签署战略合作协议。

Social & Labor Convergence Project (SLCP) Verification 社会劳工整合项目(SLCP)验证

The Social & Labor Convergence Project (SLCP) is facilitated by the Sustainable Apparel Coalition (SAC). The SLCP uses a multi-stakeholder approach which includes manufacturers, brands, retailers, agency organisations, industry associations, auditing organisations, consulting agencies and governmental organisations (observers). All parties are committed to collaborate in an inclusive and trusting manner.

The SLCP aims to develop and implement an industry-wide Converged Assessment Framework (CAF). The CAF is efficient in collecting social and labour data to support stakeholders in improving working conditions in global supply chains. Compared to other compliance audits, the Framework is standard-neutral and collects factory performance data using a consistent and reliable method, thus enabling data sharing and comparison across brands and organisations. The SLCP focuses on social and labour issues and has nine core components, including recruitment and employment, working hours, wages and welfare, employee benefits, employee participation, health and safety, termination of employment, management systems, labour welfare and social influences.

As a third-party audit body, HKQAA can provide SLCP verification services for factories. For detailed information, please contact our Shanghai or Guangzhou offices.

Benefits:

- Demonstrates an organisation's social responsibility compliance
- Information sharing enables organisations to share the verified data easily with customers through the platform
- SLCP project verification is conducive to factory risk management, protecting the interests of employees and the reputation of the factory

社会劳工整合项目(Social & Labor Convergence Project, SLCP),是由可持续服装联盟(SAC)促成。SLCP项目采用多利益相关方的模式。签约方包含制造商、品牌、零售商、代理组织、国家政府、标准组织、行业协会、审核机构、咨询机构和政府间组织(观察员)等,所有参与方都致力于以包容互信的方式进行合作。

SLCP致力于通过创立和实施一个简单、统一和有效的行业范围的社会与劳工数据收集的融合评估框架(CAF),为利益相关方改善全球供应链的工作条件提供支持。相较于其他合规性审核,该框架将是标准中立的:重点是以统一和可靠的方式收集工厂表现数据,进而实现跨品牌跨组织的数据共享和比较。SLCP项目重点放在社会与劳工方面,由九个核心主题组成,分别为招聘与雇佣、工作时间、工资与福利、员工待遇、员工参与、健康与安全、雇佣终止、管理体系、劳工福祉和社会影响。

HKQAA作为一家第三方审核机构,能够为工厂提供SLCP的验证服务。有关详情请联络相关上海及广州办公室。

效益:

- 展示企业和社会责任的合规性
- 信息分享 - 工厂经验验证过的数据信息可通过平台便捷分享给各客户
- 通过SLCP的项目验证有利于工厂风险管控,在保护员工利益的同时,也保障了工厂的声誉

HKQAA Networking Cocktail Reception 2019 for Wine Industry

香港品质保证局葡萄酒业界交流酒会 2019

HKQAA held the “HKQAA Networking Cocktail Reception 2019 for Wine Industry” at the Hong Kong International Wine & Spirits Fair on 8 November 2019. The Agency is pleased to have Ms Ivy Chan, Principal Assistant Secretary for Commerce and Economic Development (Commerce & Industry), Commerce and Economic Development Bureau, giving a speech at the event.

In response to market needs, HKQAA launched the Wine Storage Management Systems Certification Scheme in 2009 to promote the protection of wine quality and value through systematic storage management. In 2013, HKQAA took a further step and rolled out the Hong Kong Wine Registration Scheme to help companies demonstrate their commitment to providing wines with an identifiable source.

“There is no doubt that third-party recognition plays a substantial role in giving consumers, collectors and traders confidence in Hong Kong’s wine-related businesses. We have striven to help the wine industry showcase their professional performance, as well as raise the industry level and reputation in the longer term.” said Dr Michael P. H. Lam, Chief Executive Officer of HKQAA.

Joining Hands to Promote Hong Kong Wine Industry

HKQAA has also joined hands with the industry to enhance wine business development in the region. This year, HKQAA supported the Hong Kong General Chamber of Wine and Spirits to apply for, and have just been awarded, a funding project from the Trade and Industrial Organisation Support Fund (TSF) under the Trade and Industry Department. The project name is “To Promote Hong Kong Wine Industry as A Trusted and Professional Brand and Facilitate Hong Kong Wine Merchants to Develop Business in the ASEAN Region”.

During the event, Dr Jo Jo So, President, The Hong Kong General Chamber of Wine and Spirits, gave an overview of the Project. The event received positive responses from wine professionals and the industry.

This year’s wine e-Newsletter is now published online. Interested parties may visit the website or scan the QR code below to view the e-Newsletter and participating organisation list of the Schemes. (<http://www.hkqaa.org/cmsimg/WSMS/newsletter.pdf>)

Dr Michael P. H. Lam, Chief Executive Officer of HKQAA, delivering the welcoming speech at the event.
本局总裁林宝兴博士于会上致辞。



Guests took a group photo during the event.
来宾于会上合照。



香港品质保证局于2019年11月8日的香港国际美酒展上，举行「香港品质保证局葡萄酒业界交流酒会2019」，并很荣幸邀得香港特别行政区商务及经济发展局首席助理秘书长陈雅咏女士于会上致辞。

为配合市场需要，本局于2009年推出了「葡萄酒储存管理体系认证计划」，协助机构运用系统化储存管理的框架，保护葡萄酒品质及价值。2013年，本局进一步推出「香港葡萄酒注册计划」，旨在协助机构彰显提供可识别来源的葡萄酒之承诺。

「第三方认同无疑有助建立消费者、收藏家及酒商对香港葡萄酒相关业务的信心。我们致力协助葡萄酒业界展示其专业表现，以及长远地提升本地业界的水平及声誉。」本局总裁林宝兴博士道。

与业界携手推广葡萄酒业

除了制订以上计划外，本局亦致力与业界携手提升香港葡萄酒行业于区内的发展。去年在工商机构支援基金资助下，本局担任执行机构协助香港酒业总商会推行「促进香港葡萄酒业在东盟地区市场发展之项目」，锐意在东盟地区推广香港葡萄酒业品牌及展示优势。

在当日酒会上，香港酒业总商会会长苏又萍博士简介了项目内容。是次酒会获得了酒商及业界的踊跃支持，场面热闹。



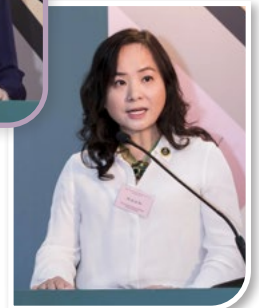
此外，本年度葡萄酒电子版特刊经已出版，有兴趣人士可到以下网址或扫描此QR码浏览，并可查阅参与本局葡萄酒相关计划的机构名单。
(<http://www.hkqaa.org/cmsimg/WSMS/newsletter.pdf>)

Ms Ivy Chan, Principal Assistant Secretary for Commerce and Economic Development (Commerce & Industry), Commerce and Economic Development Bureau, delivering a speech.

香港特别行政区商务及经济发展局首席助理秘书长陈雅咏女士于会上致辞。



Dr Jo Jo So, President, The Hong Kong General Chamber of Wine and Spirits, gives an overview of the project “To Promote Hong Kong Wine Industry as A Trusted and Professional Brand and Facilitate Hong Kong Wine Merchants to Develop Business in the ASEAN Region”.
香港酒业总商会会长苏又萍博士简介「促进香港葡萄酒业在东盟地区市场发展之项目」。



We would like to acknowledge the following organisations for their support for HKQAA Networking Cocktail Reception 2019 for Wine Industry.

特别鸣谢以下赞助香港品质保证局葡萄酒业界交流酒会2019的鼎力支持。

Diamond Sponsor 钻石赞助：

Platinum Sponsor 白金赞助：

Beverage Sponsor 饮品赞助：



International 国际

Management Systems Standard for Artificial Intelligence

We are all coming to rely on Artificial Intelligence (AI) in our daily lives, whether we realise it or not - recommendations for restaurants, preventing cars from crashing, making flight reservations, identifying financial fraud and in many other applications. The Joint ISO/IEC Technical Committee JTC 1/SC 42 on AI was formed in 2017, and is already extremely active. It is currently working on standards related to Big Data, Trustworthiness, Intelligent Systems Engineering and, more recently, has begun analysing the need for an AI Management System Standard. If this new work item proposal is approved, then work will begin in 2020, and will be based on the now-familiar Annex L of the ISO/IEC Directives that is mandatory for all ISO and IEC management systems standards.



人工智能的管理体系标准

我们的日常生活日益依赖人工智能(AI)，包括餐厅的推荐、防止车祸发生、预订航班、识破金融骗局及其他方面的应用。研究AI的联合ISO/IEC工作小组 JTC 1/SC 42 于2017年组成以来十分活跃，现正研究有关大数据、信赖度、智能系统工程的标准。直至最近，小组亦开始分析AI管理体系标准的需求。若此新项目提案获批准，开发工作将于2020年开展，并会建基在所有ISO及IEC管理体系标准均须遵从的ISO/IEC指令下之附录L上。

主办机构



香港餐務管理協會
THE ASSOCIATION FOR HONG KONG
CATERING SERVICES MANAGEMENT LTD.

资助机构

「中小企业发展支援基金」拨款资助
Funded by SME Development Fund



工業貿易署
Trade and Industry Department

执行机构



HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

「引进『FHS 001:2013 食品卫生体系』 以提升香港餐饮食肆的食品卫生安全标准」项目」

项目内容

- 举办项目启动及简介会
- 建立及发布项目计划网页
- 制定及执行约章计划
- 举办「食品卫生和安全约章」培训课程
- 举办“一对一”的实地指导工作坊
- 举办食品卫生和安全系统的「系统蓝本」说明会
- 举行约章计划颁授典礼暨经验分享会
- 编制及发布项目成果分享报告书



参与对象: 适用于香港餐饮业界(中小企食肆)

合作机构



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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 August 2019 to October 2019, we have been pleased to welcome various organisations to our community. They have obtained the following certificates: GFCS_PRE:2018, HKQAA HACCP, ISO 9001, ISO 10002, ISO 13485, ISO 14001, ISO 22000, ISO 22716, ISO 27001, ISO 37001, ISO 41001, ISO 45001, ISO 50001, OHSAS 18001, QSPSC, RCHE-CS, SQM, SQM-ES, US FDA GMPC, WSMS-COMM, 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8月至10月期间，香港品质保证局共颁发多张证书，包括GFCS_PRE:2018、HKQAA HACCP、ISO 9001、ISO 10002、ISO 13485、ISO 14001、ISO 22000、ISO 22716、ISO 27001、ISO 37001、ISO 41001、ISO 45001、ISO 50001、OHSAS 18001、QSPSC、RCHE-CS、SQM、SQM-ES、US FDA GMPC、WSMS-COMM、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

Feb - May 2020 2020年2月至5月

| Course Title 课程名称 | Duration (Day) 课程长度(天) | Fee (per head) HKD 收费(每人)港币 | Course Code & Date 课程编号及日期 | | | |
|--|---------------------------|--------------------------------|----------------------------|------------|------------|------------|
| | | | Feb 二月 | Mar 三月 | Apr 四月 | May 五月 |
| Retail, Marketing and Sales 零售、市场及销售 | | | | | | |
| Marketing for Service Industry 服务业市场攻略 | 2 | HKD 1,030 | | 02, 04, 06 | | |
| Effective Performance Review 优质积效评核 | 1.5 | HKD 770 | | 16, 18, 20 | | |
| Excellence in B2B presentation 高效B2B演示 | 1.5 | HKD 770 | | | 01, 03, 08 | |
| High Impact Presentation 高效演练 | 1.5 | HKD 770 | 10, 12, 14 | | | 18, 20, 22 |
| Marketing for Retail Industry 零售业市场攻略 | 1.5 | HKD 770 | | | 13, 15, 17 | |
| Brand Marketing 品牌推广及管理 | 1.5 | HKD 770 | | 09, 10, 13 | | 25, 27, 29 |
| 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 | | | 20, 22, 24 | |
| Risk Management 危机管理 | 2 | HKD 1,030 | 17, 19, 21 | | | |
| Appreciation for Project Management 项目管理基础 | 1.5 | HKD 770 | | | | 04, 06, 08 |
| Professional PM for IT project IT项目管理 | 1.5 | HKD 770 | | | | 11, 13, 15 |
| Professional Project Management for New Service Launch 新服务推出的项目管理 | 1.5 | HKD 770 | | 23, 25, 27 | | |
| Contract Management 合约管理 | 2 | HKD 1,030 | 24, 26, 28 | | | |

**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 ** QuEST Forum member
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

For enquires, please contact our Training Service Unit at Tel : 2202 9111 Our web-site : <http://www.hkqaa.org/training/> Email : training@hkqaa.org

| Course Title 课程名称 | Duration (Day) 课程长度 (天) | Fee (per head) HKD 收费 (每人) 港币 | Course Code & Date 课程编号及日期 | | | |
|---|----------------------------|----------------------------------|------------------------------|---|------------------------------|-----------------------------|
| | | | Feb 二月 | Mar 三月 | Apr 四月 | May 五月 |
| Quality and Integrated Management Systems 质量和综合管理 | | | | | | |
| ISO 9001:2015 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-02A 07 | VM1C/HK-03A 06 | VM1C/HK-04A 02 | VM1C/HK-05A 04 |
| 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-02A 20-21 | VM3C/HK-02A 12-13 | VM3C/HK-04A 14-15 | VM3C/HK-05A 18-19 |
| 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/02 03-07 | | QMS/IRCA/04 06-10 | |
| ISO 9001:2015 QMS Documentation ISO 9001:2015 质量管理体系文件 | 1 | HKD 1,680/ HKD 1,580* | QMS4C/HK-02A 19 | | QMS4C/HK-04A 20 | |
| 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-02A 11-12 | | | IMS5C/HK-05A 15 |
| 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 03-04 | | |
| 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-03A 02 | | EMS2C/HK-05A 25 |
| 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-02A 10-11 | | EMS3C/HK-04A 02-03 | |
| 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/03 02-06 | | |
| 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-02A 14 | | | |
| 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-02A 13 | | | |
| 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-03A 19 | | EM07C/HK-05A 15 |
| ISO 50001:2018 Energy Management Systems Transition Course ISO 50001:2018 能源管理体系 - 转版课程 | 1 | HKD 1,200/ HKD 1,080* | | EM21C/HK-03A 25 | | EM21C/HK-05A 21 |
| Occupational Health and Safety Management 职业健康和安全管理 | | | | | | |
| 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-03A 04 | | OH19C/HK-05A 11 |
| 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-02A 26-27 | | OH20C/HK-04A 08-09 | |
| 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/03 09-13 | | |
| 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-04A 10 | |
| 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-02A 04 | HA5C/HK-03A 04 | HA5C/HK-04A 21 | |
| 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-03A 12-13 | | HA7C/HK-05A 14-15 |
| 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/02 17-21 | | IRCA/FSMS/04 20-24 | |
| 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-02A 07 | | | HA14C/HK-05A 22 |
| ISO 22000:2018 FSMS Implementation Course ISO 22000:2018 实施食品安全管理体系课程 | 2 | HKD 3,700/ HKD 3,500* | | HA9C/HK-03A 30 | | HA9C/HK-05A 29 |
| Master Workshop on HACCP 食品危害分析重点控制 HACCP | 10 hours | HKD 2,200 | | HA16C/HK-03A 11,18, 25 | | |
| Certificate Course for Food Hygiene Managers 食品卫生经理证书课程 | 3 | HKD 1,500 | | M091C/HK-03A 4, 11&18 | | |
| Trainer Certificate for Food Safety Practitioners 食品安全专业导师证书课程 | 24-26 hours | HKD 6,300 | | M935C/HK-02A 29 Feb, 7, 14&21 Mar | | M935C/HK-05A TBC |
| Nutritious Soft Meals Course 营养软餐课程 | 9 hours | HKD 2,500 | | M937C/HK-03A 9, 16&23 | | |
| Food Safety in Food Allergen Course 食品安全食物致敏原课程 | 9 hours | HKD 2,500 | | M938C/HK-03A 3, 10&17 | | |
| 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-04A 24 | |
| Pharmaceutical and Cosmetic 制药及化妆品 | | | | | | |
| Optimization of Secondary Packaging Process and Warehouse Management | 4 hours | HKD 1,600 | | | M800C/HK-04A TBC | |
| Pharmaceutical Labelling Requirement & Legal Aspect of Secondary Packaging | 4 hours | HKD 1,600 | | | M801C/HK-04A TBC | |

NEW
最新课程

NEW
最新课程

Hong Kong 香港

Feb - May 2020 2020年2月至5月

| Course Title 课程名称 | Duration (Day) 课程长度 (天) | Fee (per head) HKD 收费 (每人) 港币 | Course Code & Date 课程编号及日期 | | | |
|---|----------------------------|----------------------------------|------------------------------|---------------------------|------------------------------|------------------------------|
| | | | Feb 二月 | Mar 三月 | Apr 四月 | May 五月 |
| 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-04A 10 | |
| 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-02A 06-07 | | | IS09C/HK-05A 26-27 |
| 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-03A 16 | | ISE3C/HK-05A 04 |
| 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-02A 25-26 | | ISE7C/HK-04A 14-15 | |
| 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/02 10-14 | | | ISMS/IRCA/05 TBC |
| 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 3,300* | ISE5C/HK-02A 19-20 | | ISE5C/HK-04A 02-03 | |
| Green Finance 绿色金融 | | | | | | |
| Green Finance Certification Foundation Workshop 绿色金融认证基础工作坊 | half-day | HKD 1,500 | FP01C/HK-02A 17 | | | |
| 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-03A 09 | | |
| Legal Fundamentals of Tendering 招标法律基础 | 1 | HKD 1,500 | M909C/HK-02A 17 | | M909C/HK-04A 03 | |
| 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 | | | | |
| Fundamental Law for Office Administrators 行政人员基础法律知识 | 1 | HKD 1,500 | | | M920C/HK-04A 17 | |
| Legal Aspects of Food Safety Management in Hong Kong 香港食物安全管理法律实务 | 1 | HKD 1,500 | | | | M922C/HK-05A 25 |
| Introduction to Company Law for Non-lawyers 公司法律入门 - 非法律人员必读 | 1 | HKD 1,500 | | | | M925C/HK-05A 19 |
| Legal Aspects for Financial Technology 金融科技的法律需知 | 1 | HKD 1,500 | | M933C/HK-03A 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-04A 27 | |
| Legal Essentials for Business Uses of Social Media 商用社交媒体的法律精要 | 1 | HKD 1,500 | | | M929C/HK-04A 20 | |
| 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-04A 24 | |
| Advanced Seminar on False Trade Description and Mis-selling 《商品说明条例》实用法律课程 | 1 | HKD 1,500 | | M926C/HK-03A 27 | | |
| 便利企业营商必读 - 香港新《公司条例》 | 1 | HKD 1,500 | M939C/HK-02A 26 | | | |
| Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险 | 1 | HKD 1,500 | M907C/HK-02A 28 | | | M907C/HK-05A 29 |
| Safety and Environmental Offences in Construction Projects 「知法守法」课程系列 - 解构违反安全及环保法例事故 | 1 | HKD 1,500 | | M908C/HK-03A 23 | | |
| "Essential Laws for Premises and Facilities Management 场所与设施管理必用法律 | 1 | HKD 1,500 | M923C/HK-02A 21 | | | |
| 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-05A 20 |
| Essentials for Building Management 大厦管理法律实务精要 | 1 | HKD 1,500 | | | M943C/HK-04A 20 | |
| 10 Common Mistakes in Negotiating and Drafting Contracts - And How to Avoid Them | 1 | HKD 1,500 | M944C/HK-05A 17 | | | M944C/HK-05A 08 |
| Customer Service: From Good To Great 顾客服务：迈向优越 | | | | | | |
| ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2018 客户满意度 - 投诉处理指引 - 理解与应用 | 1 | HKD 1,280 | | | MT14C/HK-04A 03 | |
| 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-02A 17 | | | MT56C/HK-05A 11 |
| Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投诉管理技巧及服务中心风险管理 | 1 | HKD 1,200 | | EW53C/HK-03A 18 | | |

Hong Kong 香港

Feb - May 2020 2020年2月至5月

| Course Title 课程名称 | Duration (Day) 课程长度(天) | Fee (per head) HKD 收费(每人)港币 | Course Code & Date 课程编号及日期 | | | |
|---|---------------------------|--------------------------------|--|---------------------------|----------------------------|---------------------------|
| | | | Feb 二月 | Mar 三月 | Apr 四月 | May 五月 |
| 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-03A 19 | | RM01C/HK-05A 29 |
| ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用 | 1 | HKD 1,600 | RM04C/HK-02A 05 | RM04C/HK-03A 16 | RM04C/HK-04A 03 | RM04C/HK-05A 19 |
| ISO 37001 Anti-Bribery Management Systems - Introduction ISO 37001 防贪管理体系入门 | 9:00am - 12:00pm | HKD 980 | | A001C/HK-03A 20 | | |
| 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-04A TBC | |
| Soft Skills Training Program 软技巧训练课程 | | | | | | |
| NEW 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-02A 13 | | | |
| 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-03A 06 | | |
| Cooperation Skills Set with our New-Gen 与职场新生代共融技巧 | 2:00pm - 5:00pm | HKD 980/ HKD 880* | | M536C/HK-03A 20 | | |
| Tips for Being a "New-Gen" Manager 新世代主管真经 | 1 | HKD 1,380/ HKD 1,280* | | | M537C/HK-04A 03 | |
| Rapport Building and Interpersonal Skills 速效建立亲和人际关系工作坊 | 2:00pm - 5:00pm | HKD 980/ HKD 880* | M526C/HK-02A 07 | | | |
| The Key of EQ Management 打开“情绪管理”之匙 | 2:00pm - 5:00pm | HKD 980/ HKD 880* | M538C/HK-02A 28 | | | |
| NEW 职场新生代培训四式系列 - 1. 职场新世代的四种语言 | 2:00pm - 5:00pm | HKD 980/ HKD 880* | M541C/HK-02A 07 | | M541C/HK-04A 03 | |
| NEW 职场新生代培训四式系列 - 2. 与职场新世代的共融技巧 | 2:00pm - 5:00pm | HKD 980/ HKD 880* | M542C/HK-02A 21 | | M542C/HK-04A 17 | |
| NEW 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-03A 06 | | M543C/HK-05A 08 |
| NEW 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-03A 20 | | M544C/HK-05A 22 |
| 职场读心术 - 身体语言训练班 | 1 | HKD 1,380/ HKD 1,280* | | M945C/HK-03A 26 | | M945C/HK-05A 07 |
| 点子爆发与创新思维工作坊 | 1 | HKD 1,380/ HKD 1,280* | | | M940C/HK-04A 08 | |
| 强势、魅力演说训练班 | 1 | HKD 1,380/ HKD 1,280* | M941C/HK-02A 21 | | | M941C/HK-05A 26 |
| 入型入格识人术训练班 | 1 | HKD 1,380/ HKD 1,280* | | M942C/HK-03A 11 | | M942C/HK-05A 20 |
| Entrepreneur Management Tools 企业家管理工具 | | | | | | |
| 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-04A 24 | |
| Team Building 团队建设 | | | | | | |
| NEW Zodiak: The Game of Business Finance and Strategy | 1 to 2 | | 我们专为企业提供度身定造的培训，详情可与本局课程经理洽谈。 Ms. Joanne Chan (2202 9330 / joanne.chansm@hkqaa.org) | | | |
| NEW Team Collaboration in LEGO® SERIOUS PLAY® | 1 to 2 | | | | | |
| NEW Team Collaboration in Meaningful Micro-Film Production 微电影制作团队建立 | 1 to 2 | | | | | |
| NEW 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 ** QuEST Forum member
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

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

Feb - May 2020 2020年2月至5月

| Course Title 课程名称 | Duration (Day) 课程长度(天) | Fee (per head) RMB 收费(每人)人民币 | Course Code & Date 课程编号及日期 | | | |
|---|---------------------------|---------------------------------|----------------------------|-------------------------|-------------------------|-------------------------|
| | | | Feb 二月 | Mar 三月 | Apr 四月 | May 五月 |
| Standard & Systems Training 标准体系培训 | | | | | | |
| ISO 9001:2015 Quality Management System - Internal Auditor Training ISO 9001:2015 质量管理体系内部审核员培训 | 3 | RMB 2,120 | | VM3P/GZ03A GZ 09-10 | | |
| 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/GZ04A GZ 20 | |
| 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/SH04A SH 16-17 | |
| 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/GZ03A GZ 23-25 | | |
| 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/GZ05A 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/GZ04A GZ 27-29 | |
| 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/GZ05A GZ 07-08 |
| 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 - Internal 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/SH03A SH 05-06 | | |
| 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/GZ05A GZ 25-26 |
| 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/GZ03A GZ 30-31 | | |
| 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/GZ04A GZ 13-14 | |
| 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/SH05A SH 08 |
| 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/SH03A SH 16-17 | | |
| GD&T Gage Design and Detection in Practice GD&T 量具设计及检测 | 2 | RMB 3,800 | | | GM14P/GZ04A GZ 17-18 | |
| Measurement Management 计量管理与仪器效验管理实务培训 | 1 | RMB 1,590 | | MS10P/GZ03A GZ 04 | | |
| Flexible Production Planning Management 柔性生产计划与排程管理 | 2 | RMB 3,180 | | | EC08P/GZ04A GZ 09-10 | |
| TPM - Total Productive Maintenance TPM - 全面生产管理实战 | 2 | RMB 2,650 | | | | GM26P/GZ05A GZ 11-12 |
| Key to Strong Enterprise - Quality Circle Operation 强企之本一 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/GZ05A GZ 18-20 |
| 8D - Quality Problem Analysis and Solving 8D - 质量问题分析 | 1 | RMB 1,590 | | ES29P/GZ03A GZ 18 | | |
| Total Quality Management TQM 全面质量管理 | 2 | RMB 3,180 | | | MS15P/SH04A SH 23-24 | |
| Project Management 项目管理 | 2 | RMB 3,180 | | | | MS17P/SH05A SH 28-29 |
| 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/GZ04A GZ 16-17 | |
| Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班 | 2 | RMB 2,650 | | MS19P/GZ03A GZ 12-13 | | |
| Management Development Training 管理发展培训 | | | | | | |
| Communication Skills 沟通技巧 | 2 | RMB 2,544 | | GM07P/GZ03A GZ 02-03 | | |
| 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/SH04A SH 27-28 | |
| Manufacturing Workshop Management Practices - Group Leader Management 制造车间管理实战 一 班组长工作篇 | 2 | RMB 2,650 | | | | MT33P/GZ05A GZ 21-22 |
| 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/GZ04A GZ 01 | |
| Employee Motivation 员工动力驱动器 一 员工激励 | 2 | RMB 3,180 | | GM23P/SH03A SH 26-27 | | |
| Mind Map@ : 思维导图轻松提升工作效率 | 1 | RMB 2,120 | | | | M504P/SH05A SH 20 |
| Zodiak@ : 商业策略、决策及财务游戏工作坊 | 1 | RMB 1,590 | | | M519P/GZ04A GZ 15 | |
| 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
 HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 标准认证服务(上海)有限公司广州分公司 • Tel 电话: (86 20) 8383 3777

Last Updated Date : 1 Jan 2020

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>

ISO 9001:2015 Quality Management System Lead Auditor Training Programme (CQI & IRCA Certified)

ISO 9001:2015 质量管理体系 - 主任审核员证书培训课程 (获CQI & IRCA认可)



This 5-day training programme for lead auditors provides the in-depth knowledge and skills necessary for conducting quality management systems audits. The programme is certified by IRCA and also meets the ISO 9001:2015 international standard.

The programme provides uses explanation, practice and testing to strengthen participants' audit techniques for the ISO 9000 standard series. It has the following features:

- Highlights the significant changes in the new (2015) standard as compared to the interpretation and application of the current ISO 9001 standard
- Focuses on ISO 9001 and ISO 19011 standard requirements
- Strengthens participants' audit methodology foundations, skills and techniques
- Outlines the purpose of an ISO 9001:2015 QMS audit and how to satisfy third-party certification requirements
- Teaches the skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organisational performance

为期五天的主任审核员培训课程已获IRCA认可，旨在为学员提供深入的质量管理系统的审核员知识，装备学员的技巧以执行质量管理系统的审核，此培训亦符合ISO 9001:2015国际标准。

本课程以讲解、练习、考试等多方面，强化学员对ISO 9000系列标准的认知、操作以及实际审核技巧的应用。

- 重点说明2015年版标准与现有ISO 9001标准内诠释及应用之重要变动
- 聚焦于ISO 9001及ISO 19011标准的要求
- 加强学员审核方法、技能及技巧的基本功
- 学习如何描述ISO 9001:2015 QMS审核的目的及满足第三方认证
- 学习计划、执行、报告及跟进QMS审核的技巧，从而建立一套合格机制及提升整体机构表现

Date 日期
Time 时间
Venue 地点
Language 语言

6-10 April 2020 | 2020年4月6至10日
9am - 5:30pm | 上午9时至下午5时30分
HKQAA, 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
English with English Materials | 英语 - 辅以英文讲义

Enquiry 查询
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ISO 31000:2018 - Risk management — Guidelines - Understanding & Application ISO 31000:2018 风险管理的原因及指引 - 理解与应用

Course objectives 课程目的

- Present the principles of risk management stated in ISO 31000:2018
理解ISO 31000:2018内提及风险管理的原理
- Introduce a systematic approach to identifying, analysing and evaluating risks
介绍识别、分析及评估风险的系统方法

Course content 课程内容

- Background to ISO 31000:2018
ISO 31000:2018之背景
- ISO 31000:2018 as business principles approach to the management of risk
以ISO 31000:2018用作商业原则以管理风险
- Risk management principles
风险管理的原则
- The risk management framework
风险管理框架
- ISO 31000:2018 as a process for managing risk
以ISO 31000:2018作为管理风险的流程
- Introduction to ISO/IEC 31010:2018 risk assessment techniques
介绍ISO/IEC 31010:2018风险评估之技巧

Date 日期
Time 时间
Venue 地点
Language 语言

16 March 2020 | 2020年3月16日
9:00 am - 5:30 pm | 上午9时至下午5时30分
HKQAA, 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
Cantonese | 粤语