



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：助商企解決問題 登峰之巔

**ISO Publishes ISO 21001 Standard on Educational
Organization Management System**

ISO發布ISO 21001教育組織管理體系標準

Sustainability Linked Loan Assessment

可持續發展表現掛鉤貸款評審



HONG KONG QUALITY ASSURANCE AGENCY

香港品質保證局

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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，作風務實，尤其重視團隊溝通。他身兼多項公職，為社會及工商界出謀獻策，即使退休後仍勤於教學，同時投身義務工作，樂此不疲為社會服務。

他在董事局效力多年，擔任副主席期間貢獻良多，特別在發展「綠色金融認證計劃」上，造就本局重要的發展里程碑，支持及推廣綠色經濟和生態文明。他剛上任主席，即馬不停蹄出席境外活動，親赴山東及廣東等地，支持本局與當地政府機構簽署策略合作備忘錄，促進跨地域交流合作，推動可持續發展。

新年伊始，萬象更新。踏入2020年，相信本局在何主席及董事局成員的帶領下，將繼續發揮專業優勢，協助政府、商界、公營機構提升環境、社會及管治能力，解決營運上的難題，並肩應對各種挑戰。最後，香港品質保證局祝願各界發展蓬勃，並祝福大家新年進步，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：助商企解決問題 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》謹此恭賀何志誠工程師獲選為本局新任主席，並很榮幸邀得他與讀者分享對本局未來發展的期望。

管略(管)：何工程師自2005年起擔任香港品質保證局的董事局成員，2011年成為副主席，並於2019年成為新任主席，對本局發展建樹良多。你認為本局30年的發展歷程中，有何獨特的優勢及角色？

何主席(何)：正所謂萬事起頭難，以往的主席、董事局及同事做得十分好，雖創局幾年後便能將起動的資金歸還予政府，自負盈虧，但團隊沒有因ISO 9000認證獲得成功而自滿，多年來一直追求革新，開發更多元化的服務。

過往在政府及其他機構服務，為我累積了一點的管理經驗，可以跟大家分享一下。

我認為本局的一大優勢在於管理團隊獨具凝聚力，董事局及總裁做事務實、實事求是，董事局成員亦與日常工作的管理團隊建立了互信的關係。

董事局每次會議的討論過程皆十分充實，因為各董事來自不同界別，所以都能提出不同角度的精闢的意見，體現出「集思廣益」和「和衷共濟」的精神。

另外，本局擔當觸媒及促進者角色，協助不少企業往可持續方向發展。環保及認證行業前景秀麗，本局看準社會需要引入的「綠色金融認證計劃」，我當時有幸有機會親自與相關人士洽談，到草擬第一份計劃書後，營運團隊迅即開展研發工作，推出市場後，更多發行者、投資者、業界和大眾認識綠色金融理念，創造可持續未來。

本局提供的第三方合格評定服務，能夠維持中立客觀，協助企業察覺更多的改善空間。今天的市場不斷變遷，客戶的期望不斷提高，我們的角色，就是要了解客戶的需要，幫助他們提升業務表現。近年本局回應社會及客戶的需求，除了研發「綠色金融認證計劃」、亦推出「安老院舍認證計劃」、協助建造業議會推行「可持續建築模範」項目。這些計劃和項目亦旨在協助企業提升其核心的能力，為商界、社會及環境提供解決方案。





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: 本局最近與區內不同政府機構簽署了合作備忘錄，這些合作對推動區內的發展作出甚麼貢獻？

何: 本局作為非牟利機構，提供專業及具前瞻性的認證服務，著眼於品質，可幫助灣區研發高質量的產品，建立有聲譽的品牌。

早年製造業北移，香港與內地發展出的「前舖後居」組合，產生了協同效應。我相信近年的服務業北移，亦意味著行業會迎來空前的機遇。未來十年，我期望能把我們的服務、產品延伸到珠江三角洲、大灣區等地域，擴大版圖，並研發更多配合業界需求的創新服務，如「葡萄酒儲存管理體系認證」計劃、「綠色金融認證計劃」等等。

管: 何工程師作為本局新任主席，適逢本局邁向三十週年，對本局未來發展有何期望？

何: 歷屆主席貢獻良多，接任主席一職對我而言可謂「守業艱難」；不過，新的挑戰才能帶來新的活力，只要把握眼前的黃金機會，趁著「一帶一路」的勢頭、帶動灣區轉型，深信行業整體的前景亮麗。

本局的成立宗旨，並非單單追求業績，更著重協助客戶解決問題，提升競爭力。本局亦不忘初心，將繼續秉承使命，令企業的管理模式更為進步，締造更佳的社會效益。

我們的營運方針如同履行ISO管理體系的「策劃、執行、檢查、行動」循環一樣，必先要做好基礎及計劃性的工作。開發新服務的時候，我們會有獨特的定位，但期後一定會有更多機構加入市場競爭，甚至會借鑒我們的計劃。但我認為，不必擔心其他競爭者，正如孟子的《生於憂患，死於安樂》道：「入則無法家拂士，出則無敵國外患者，國恆亡。」，機構內部正需要這些新的挑戰才會進步，不會停滯不前。

管: 何主席除了是香港的工程師，也是一名大律師。在兩個不同的領域上均擁有專業資格，是甚麼推動你朝這方向發展？

何: 我成為大律師有兩個契機，一來從前於房屋署工作時，需要處理一些法律上的問題及諮詢律師的意見，需要了解法律術語，漸漸對法律產生興趣。二來退休後，我不習慣閒下來，還想嘗試其他行業，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.

取了法律的深造文憑 CPE、LLB 及 PCLL。我十分感恩年屆退休仍能考取大律師的專業資格，因此決心要執業去回饋社會。

管: 何主席肩負多項重要職務及公職，除擔任本局主席外，亦是建築環保評估協會總經理，同時兼任香港檢測和認證局成員、「2020 年度優質建築大獎」籌委會副主席及評審團成員、香港大學客席副教授等，甚麼原因促使你肩負繁重的工作，熱心服務社會？你如何在這樣繁忙的工作中分配時間？

何: 我小時候家境貧窮，在屋邨長大，可幸當年社會發展迅速，造就我們幾代人有向上流動的機會，有幸入讀香港大學，投身工程專業，貢獻香港社會。有責任便要有義務，所以我擔任義務工作，包括提供免費的法律諮詢服務，希望退休後亦能回報社會。

除了成為大律師外，我在退休後亦加入了環保行業。科技及工程進步一日千里，但地球資源卻愈來愈貧乏。工程界肯定對社會的進步，特別是物質方面有很大的貢獻，但同時亦或多或少影響了環境生態，因此，我決意要做一些將工程綠化的工作，為環保及改善人類生活質素出一分力。

為了兼顧這些職務，我確實是犧牲了自己的閒餘時間，未來，為了可以走得更遠，我會盡力重整自己的工作安排。雖然現時各項職務繁忙，猶幸本局總裁及團隊運作成熟，因此，我可專心負責較為宏觀的決策，減輕了接任本局主席職務後的工作量。

管: 可否跟讀者分享一下你的待人處世之道？

何: 父母取名我為「志誠」，古語有云，所謂誠其意者，毋自欺也；「誠」於中，形於外。誠信於我而言十分重要，因為誠信是人生最重要的資產，建立誠信後，可以節省自己很多功夫，當你說一句話別人便會相信，此乃為人處世的實際需要。

再者，工作上經常要處理紛爭，要一視同仁，做到公平及公道，才能令人信服。其後，也要積極地學習溝通技巧，若你的溝通方式不對，對方就不能正確接收你的信息。

最後，我希望大家除了追求自我進步外，亦發揮個人力量，齊心合力造福社會，一同為可持續發展作出更大的貢獻！

何志誠工程師

何志誠工程師加入香港品質保證局多年，自 2019 年底擔任主席一職。他現任香港檢測和認證局成員、香港環保建築協會有限公司總經理及高陞集團控股有限公司獨立非執行董事。

他曾任香港房屋委員會的總屋宇裝備工程師，主管屋宇裝備組，負責房委會屋宇裝備的設計及安裝工程。

何工程師是一位特許工程師、英國屋宇裝備工程師學會資深會員及香港工程師學會會員。此外，他亦曾任香港工程師學會電機及屋宇裝備分部委員會委員。

他亦是一位大律師，以及香港大學客席副教授。

Governing Council Members (2019-2021)

董事局成員 (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年度的周年大會已於11月19日舉行。大會上宣布了2019至2021年董事局成員名單，何志誠工程師獲選為新主席。

大會亦感謝前任主席盧偉國議員博士工程師，SBS, MH, 太平紳士，以及各卸任成員歷年來對董事局工作的貢獻。

New Members 新委任成員

Chairman 主席

Ir C. S. Ho
何志誠工程師

Council Members 董事

Ir Allan Chan
陳修杰工程師

Mr Calvin Chau
周嘉弘先生

Ms Law Suk Kwan Lilian, MH, JP
羅淑君女士, MH, 太平紳士

Prof Thomas S. T. Ng
吳兆堂教授

Sr Dr Peter Ng
伍又宜博士測量師

Ir Eric Y. H. Pang, JP
彭耀雄工程師, 太平紳士

Mr Wong Kit Loong
黃傑龍先生

Re-appointed Members 續任成員

Deputy Chairman 副主席

Mr Simon Wong Ka Wo, BBS, JP
黃家和先生, BBS, 太平紳士

Council Members 董事

Ir Paul K. M. Chung
鍾冠文工程師

Prof K. C. Ho, BBS, JP
何建宗教授, BBS, 太平紳士

Prof C. Y. Jim, BH, JP
詹志勇教授, BH, 太平紳士

Ir Dr Jacob Kam Chak Pui
金澤培博士工程師

Ir Daniel Lai, BBS, JP
賴錫璋工程師, BBS, 太平紳士

Ir Edmund K. H. Leung, SBS, OBE, JP
梁廣灝工程師, SBS, OBE, 太平紳士

Mr Patrick Luk Kwong Wai
陸光偉先生

Ir Paul Poon
潘偉賢工程師

Mr Paul Tse See Fan
謝思訓先生

Ms Christine Wai
衛懿欣女士

Mr Johnny C. H. Yeung, MH
楊志雄先生, MH

Outgoing Members 卸任成員

Chairman 主席

Ir Dr Hon. Lo Wai Kwok, SBS, MH, JP
盧偉國議員 博士 工程師, SBS, MH, 太平紳士

Council Members 董事

Mr Daniel Fung
馮文傑先生

Dr Bengie Kwong, P. Eng (U.K.), JP (Aust)
鄭敏恆博士, 專業工程師(英國), 太平紳士(澳洲)

Mr Lam Kin Wing Eddie
林健榮先生

Mr Ronald Y. F. Lau
劉耀輝先生

Ms Candy L. C. Tam, MH
譚麗轉女士, MH

Miss Catherine S. H. Yan
甄瑞嫻小姐

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).

盧偉國議員博士工程師, SBS, MH, 太平紳士(左)頒發委任證書予新任主席何志誠工程師(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).

名譽主席莫國和工程師(左)頒發感謝狀予卸任主席盧偉國議員博士工程師, SBS, MH, 太平紳士(右)。

ISO Publishes ISO 21001 Standard on Educational Organization Management System

ISO 發布 ISO 21001 教育組織管理體系標準

Dr Nigel H Croft

Associate Technical Director, HKQAA

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

倪國夫博士

香港品質保證局技術總監

國際標準組織 ISO/IEC 管理體系標準全球工作組召集人



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



簡介

教育是開啟生命的鑰匙。因此，在現今社會，各界均十分關注為不同年齡及級別所提供的教育質素。最近，於聯合國「2030年可持續發展議程」中通過的其中一個可持續發展目標——「目標四：確保包容和公平的優質教育，促進全民終身享有學習機會」，亦進一步強調了教育的重要性。

正如世界各國的領導人於2015年11月簽署的《可持續發展宣言》中提到：「我們承諾在各級提供包容和平等的優質教育，包含幼兒教育、小學、中學和大學教育、技術和職業培訓。」

基於這個崇高的目標，國際標準化組織(ISO)在2018年年中發布了新標準ISO 21001《教育組織管理體系——要求和指南》。該標準由PC 288項目委員會制定，着眼於教育組織、學習者(學生)和其他相關方之間的特定相互作用，為提供教育產品和服務的組織提供了一個通用管理工具，以滿足學習者和其他受益者的需求和期望。

ISO 21001的目標及原則

ISO 21001:2018 闡明了在以下情況時教育組織管理體系(EOMS)的要求：

當組織——

- 1) 需要向學習者展示其持續提供、共享和促進建構知識的能力，同時符合適用的法定和監管要求
- 2) 旨在透過有效應用EOMS體系，包括系統改善流程，以提高學習者、其他客戶和人員的滿意度

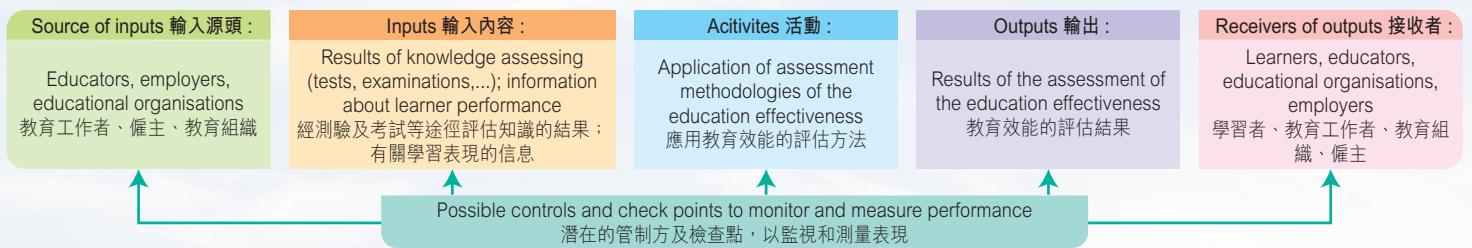
ISO 21001 基於11項核心原則而制定，其中七項是ISO 9001的用戶熟悉的質量管理原則之修改版本。這11項原則是：

- 重視學習者和其他受益者
- 卓越領導
- 人員參與
- 過程方法
- 持續改進
- 基於事實的決策方法
- 關係管理
- 社會責任
- 可達公平性
- 道德操守
- 數據安全和保護

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的架構及內容

儘管 ISO 21001:2018 採用的條文結構與 ISO 其他管理體系標準（包括 ISO 9001:2015 內眾多的附加要求）保持一致，但它比 ISO 9001:2015 的結構更廣泛、更深入，並增加了不少詳細的條文。新標準中使用的術語亦非常具體，更方便教育組織使用。術語包括學習者、課程、課堂、學習成果、評估、等級等。

ISO 21001 在流程方法、「風險導向思考」及以「規劃 - 執行 - 查核 - 行動」(Plan-Do-Check-Act) 循環為標準基礎的使用方法上，闡釋了這三者之間的概念以及它們的相互關係。下圖（撮自引言）提供了更多關於教育過程的詳細信息。

除了適用於任何管理體系標準的通用條文（環境、領導、規劃、支援、營運、績效評估及改善）之外，ISO 21001 加以強調以下主題，每個主題都是 EOMS 中的重要一環：

- **高層管理人員重視學習者和其他受益者**

除了關注一般學生之外，ISO 21001 還特別要求高層管理者顧及有特殊教育需要而難以經正規教學評估的學習者，包括特定行為表現、言語障礙、智力障礙、肢體障礙、資賦優異或其他障礙。

- **資源**

ISO 21001 列出了一系列針對教育資源的要求，包括：

- **人力資源**

教育方面，包括組織僱用的人員，以及與組織合作或為組織作出貢獻的外間供應商、志願者和實習生。

- **設施**

標準指出組織必須設有安全的設施，支援及加強學習者各方面的發展，包括室內、室外及數碼化空間的設施，以供教學、自學、休閒娛樂、生活等等之用。

- **教學環境**

標準要求考慮物理因素及社會心理兩大因素。前者包括溫度、濕度、光線、氣流、衛生、噪聲及符合人體工程學設計的設備和家具；後者則包括工作需求、獎勵、角色清晰、領導質素、上司的社交支援、工作滿意度、工作與家庭平衡、壓力、工作倦怠以及應對帶有冒犯性如欺凌的行為。

- **學習資源**

根據學習者、其他受益者及教育工作者的需求和要求而定，須定期審查以確保學習資源定期更新，並已編入目錄及可供參考。另外，標準特別強調必須尊重知識產權，鼓勵資源重用。

- **技能**

除了一般技能的要求外，標準更強調有特殊教育需要的學生所需具備的額外技能要求。

• 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.

• 運行策劃和控制

ISO 21001 要求教育組織策劃其教育產品和服務的設計、開發及預期成果，包括：

- 學習成果
- 確保有一個適當的學習環境，並以易懂的方式教學
- 界定學習評估的標準
- 進行學習評估
- 說明和實施改進方法
- 提供支援服務

此外，條文特別強調教育組織需對特殊教育有額外的策劃。

• 教育產品和服務的要求

這部分涉及全面的學習能力評估，是 ISO 21001 的重要一環。評估包括已有知識和技能、喜好的學習策略、社會及情感需求、特殊營養需求以及個人學習節奏。

提供教育服務前，需要識別出有法例訂明的要求，如學習成果。而個別學習者的特別要求，只可於開始提供服務後，以及得悉該批學習者所屬的群體後才可確定。

組織尤需對有特殊需要的學習者及資優生進行分析，前者包括讀寫障礙、身體弱能、聽力障礙及視力障礙，後者則可分析及評估其所屬的天賦領域，如：一般智能、特殊學術性向、領導才能、創造思維、心理動作能力及視覺與表演藝術。

• 提供教育產品和服務

包括：

- 取得學習者入學前的資訊，如預期的學習成果、職業前景和教學方法，以及提供有關入學標準和費用的明確信息
- 教學、促進學習和行政支援的過程
- 評估和表彰的準則
- 保障學習者的資料及數據透明

除了標準內文列出的要求之外，ISO 21001 亦有一些分別是額外要求及指南的規範性及資料性附錄如下：

- 附錄 A 規定了對幼兒教育的額外要求
- 附錄 B 詳細說明了 ISO 21001 基於的核心原則
- 附錄 C 提供了利益相關方的定義及分類
- 附錄 D 提供了與利益相關方溝通的指南
- 附錄 E 提供了教育組織的流程、措施和工具指南
- 附錄 F 提供了與地區性教育標準協調整合案例
- 附錄 G 列出了教育組織的健康和安全考慮

總結

ISO 21001:2018 採用了所有 ISO 管理體系標準中都有使用的高階架構，這有助於熟悉其他管理體系標準如 ISO 9001 的人士，加快實施此標準。標準亦列出了一系列針對教育的要求，作為各類教育組織取得認證的基礎。

Collaborating with JETCO to Facilitate Development of Open Banking Ecosystem

與銀通攜手促進開放銀行生態系統的發展



Ms Sisi Yu

Head of Product, API, JETCO

余詩思小姐

銀通香港API 產品主管

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.

銀通 APIX 是甚麼？

銀通APIX是香港首個跨行業的開放API交換平台，讓金融機構和不同行業的第三方服務供應商 (TSP) 的用戶可以在一個安全、便捷和標準化的環境下，共同開發新產品和服務，以更快速度和更低成本推出市場。時至今天，因應配合香港金管局開放API措施的要求，APIX已經幫助超過13家銀行，打開「開放接口」的大門，使銀行可以輕鬆地與TSP連接，加強業務合作和開創商機。

開放API平台面對甚麼挑戰？

開放銀行是全球大勢所趨，但目前開放API框架內，未有就監管TSP的要求提供詳細指引，不同金融機構在TSP的評估標準上可能出現很大的差異。因此，無論是金融機構或TSP均需要投入龐大的人力及資源以應付審核過程，為整個生態系統的發展帶來重大挑戰。

銀通和香港品質保證局合作的目的是甚麼？

銀通和香港品質保證局的合作方案，旨在簡化銀行對TSP上線和持續監控的過程。JETCO和香港品質保證局共同收集和驗證申請者的公司資料，並確保它們符合針對業務和風險管理的要求清單。

香港品質保證局則擔任獨立評審機構，評估TSP在一般風險管理、技術風險管理和網絡安全、資料保障、客戶服務和業務常規、持續營運管理以及外判工作等各個範疇的表現。同時我們會對平台上已合乎基準的TSP施行持續的監控，包括定期獨立評估和滲透測試。此機制讓TSP在進行一次性申請後，即可連接到平台上的多間金融機構，更重要是確保銀行開放的數據在一個可靠且受控的環境下運行無阻。

銀通和香港品質保證局的合作對行業和社會帶來甚麼長遠效益？

隨著監管措施不斷完善，我們期待開放API在市場上將會有更多創新的應用場景，讓消費者可以享受嶄新的產品及更佳的體驗。例如銀通即將推出的中小企融資平台，運用API技術連接多個金融機構，幫助中小企更容易向貸款機構取得貸款，解決融資困難的問題。此外，銀通和香港品質保證局亦積極研究，為合資格的TSP發出官方認證，從而建立一個受業界信任和認可的市場標準，這將有助於促進金融科技持續發展，加強本港金融業的競爭力。

Sustainability Linked Loan Assessment

可持續發展表現掛鉤貸款評審

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

配合貸款市場趨勢 推出評審服務

近年，商界已視可持續發展為取得長期成功的主要動力。貸款市場公會、亞太區貸款市場公會和美國銀團與貸款交易協會於2019年共同發佈了《可持續發展表現掛鉤貸款原則》。原則核心組成部分包括與企業總體企業社會責任戰略的關係、目標設定—量度企業的可持續發展目標、報告和評審。旨在促進和支持環境和社會可持續的經濟活動¹。

HKQAA 通過使用《可持續發展表現掛鉤貸款原則》的關鍵要素，作為獨立且合資格的外部審核機構，開發了「可持續發展表現掛鉤貸款評審」，以根據預定的可持續性績效目標（SPTs）評估和驗證企業的可持續性績效，其中包括關鍵績效指標和/或等效指標。

好處：

- 激勵企業實現預定的可持續發展績效目標
- 展示借貸人在改善和促進環境可持續性方面的努力
- 通過獨立、公正的第三方合格評定，提高可持續發展表現掛鉤貸款的信譽和持份者的信心；展示對可持續發展的承諾而非簡單的「漂綠」(Green Washing) 行為
- 善用信貸來提升借貸人的可持續發展表現，有利產生間接的財務效益，例如降低營運成本
- 有助加強企業與相關持份者溝通其可持續發展策略

評審種類：

綠色貸款發行前評審	綠色貸款發行後評審
<ul style="list-style-type: none"> • 適用於發行可持續發展表現掛鉤貸款前申請 • 審定申請者提出的 SPTs 的關聯性和收集數據方法的充足性 • 出具第三方意見報告 	<ul style="list-style-type: none"> • 適用於發行可持續發展表現掛鉤貸款申請 • 根據申請者提出的 SPTs，每年核查實施的進度和有效性 • 出具 KPI 驗證聲明

常見的 SPTs 類別¹：

- 能源效益
- 溫室氣體排放
- 可再生能源
- 水資源
- 循環經濟
- 可持續農業和糧食
- 經濟適用房
- 可持續採購
- 生物多樣性
- 全球 ESG 評估



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¹ Reference 參考資料：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

與廣東省地方金融監督管理局及建設銀行廣東分行簽署戰略合作備忘錄

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).



本局於2019年12月6日受邀出席「廣東省加快發展綠色金融工作推進會」，並於會上與廣東省地方金融監督管理局簽署合作備忘錄，將推動粵港加強綠色金融領域的全方位合作。

本局總裁林寶興博士（前排右一）與廣東省地方金融監督管理局副局長李騰飛先生（前排左一），代表雙方簽署戰略合作備忘錄。本局主席何志誠工程師（後排右二）、廣東省地方金融監督管理局局長何曉軍先生（後排左二）、人民銀行廣州分行副行長林平先生（後排左一）以及廣東銀保監局二級巡視員劉堅先生（後排右一）共同見證是次簽署儀式。

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).



當日，本局亦與建設銀行廣東分行簽署戰略合作備忘錄，由本局總裁林寶興博士（前排左一）與建設銀行廣東分行副行長麥文盛先生（前排右一），代表雙方簽署。本局主席何志誠工程師（後排左三）、廣東省地方金融監督管理局局長何曉軍先生（後排左二）、人民銀行廣州分行副行長林平先生（後排左一）、廣東銀保監局二級巡視員劉堅先生（後排右三）、建設銀行總行綠色金融部副處長張麗賢女士（後排右二）與廣東省地方金融監督管理局副局長李騰飛先生（後排右一），共同見證是次簽署儀式。

相信此類策略性合作，能夠發揮兩地優勢，深化粵港綠色金融合作，助力提升綠色金融服務能力和發展水平。

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.

本局運營總監陳沛昌先生於會上分享了綠色信貸推廣工作建議，來自世界銀行、建設銀行總行和興業銀行總行的專家，亦同時分享了綠色金融實務案例。

超過150位來自廣東省綠色金融改革創新工作小組成員單位、各地方金融局以及金融機構、行業協會以及研究機構出席是次推進會。

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

「一帶一路：由香港進」——金融服務及營商交流會

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.



商務及經濟發展局、國務院國有資產監督管理委員會及香港中國企業協會合辦的「一帶一路：由香港進」——金融服務及營商交流會於2019年11月19日假環球貿易廣場天際100舉行。

交流會以座談形式進行，設有兩場分享環節，由「一帶一路」專員葉成輝先生主持，討論香港全方位的金融專業服務如何協助企業就「一帶一路」建設項目進行融資，以及互動分享在拓展「一帶一路」市場方面的挑戰及香港的專業服務如何以其獨特優勢解決難點。

本局運營總監陳沛昌先生當日亦受邀參與坐談會環節。多位座談嘉賓就主題分享經驗及案例，並與在場人士作互動交流。同場亦舉行了企業對接環節。

共約二百名央企及內地企業代表，以及香港企業、商會和專業服務界別的代表出席交流會。



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

本局運營總監陳沛昌先生為活動坐談嘉賓。

Participate in Metro Finance-HKEJ Economic Summit 2020

參與香港經濟峰會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.



由新城財經台及信報財經新聞主辦的《香港經濟峰會2020》，今年以「審視經貿局勢・創新引領機遇」為主題，於2019年12月9日假中環四季酒店舉行。

大會邀得政界、金融界、地產界及不同範疇的嘉賓參與，討論香港如何把握大灣區經濟發展藍圖下的機遇，向前邁進。

研討講座環節由新城財經台節目主持香樹輝先生主持，題目為「香港發展綠色金融步伐，大灣區又能如何提供助力？」，本局金融及科技總經理梁靄怡女士為演講嘉賓之一，與其他嘉賓一同探討綠色金融於香港及內地的發展。



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

本局金融及科技總經理梁靄怡女士於研討講座上發言。

Participate in Meeting for the ISO Standard for Sustainable Finance 參與制定有關可持續發展金融ISO標準之會議

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，本局可持續發展助理高級經理黃偉國先生到深圳出席負責開發可持續金融標準的ISO/TC 322會議。主席諮詢小組及公開論壇於首日會議上進行。ISO/TC 322委員會主席 Mr. Peter Young及副主席馬駿博士出席該次會議。



工作小組當日探討了標準的未來動向，所有決議獲一致通過。標準將命名為「ISO/WD 32210 可持續發展金融之框架：原則及指南」。

Green Finance Study Tour and Seminars 舉辦綠色金融業界考察團及研討會

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.



為了向大眾推廣綠色金融的理念，本局舉行了多場有關綠色金融的研討會及考察團。2019年10月25日，本局於深圳前海舉辦綠色金融業界考察團，參加者於當日參觀前海展示廳，及與前海管理局等代表交流。

另外，本局於2019年11月舉辦的兩場綠色金融的研討會，匯聚商界精英、環境專家和學者與參加者討論交流，活動邀得暨南大學經濟學院教授兼博士生導師、綠色低碳發展研究院院長以及暨南大學資源環境與可持續發展研究所所長傅京燕教授、世界銀行集團國際金融公司綠色建築融資及諮詢業務中國、菲律賓和蒙古國總負責人胡炳熙先生、思博資本(香港)有限公司高級合伙人兼亞太區總裁及低碳亞洲有限公司主席張宗永主席、全球報告倡議組織大中華區負責人林玉婷小姐及沛然環保評估工程顧問有限公司首席顧問林宇小姐等擔任嘉賓講者，探討綠色金融及綠色項目的國際趨勢，以及在「一帶一路」的發展。

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.

本項目由香港特別行政區政府「專業服務協進支援計劃」撥款資助。在此刊物上 / 活動內(或項目小組成員)表達的任何意見、研究成果、結論或建議，並不代表香港特別行政區政府及專業服務協進支援計劃評審委員會的觀點。

Collaborating Organisations (organisations are listed in no particular order) 合作單位(排名不分先後) :



MoU Signed with Building Alliance of Lixia District, Jinan 與歷下區樓宇聯盟簽署戰略合作備忘錄

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.

本局於2019年12月23日於山東濟南出席《香港品質保證局樓宇評價體系2020版》發布儀式，並於會上與歷下區樓宇聯盟簽署合作備忘錄，充分利用魯港雙方優勢，合作推動區域樓宇可持續發展管理水平。

本局總裁林寶興博士(前排，左)與樓宇聯盟秘書長陳蕾女士(前排，右)，於會上代表雙方簽署戰略合作備忘錄。

本局主席何志誠工程師(後排，左四)、本局內地及對外事務總監趙志偉女士(後排，左一)、濟南市商務局局長劉艷秋(後排，左三)、濟南市歷下區區委副書記、代區長李國強(後排，右三)、濟南市商務局副局長梁旭斌(後排，左二)、歷下區副區長張濤先生(後排，右

二)及濟南市歷下區商務局局長田耕先生(後排，右一)共同見證是次簽署儀式。

除簽署備忘錄外，本局主席何工程師(圖右)於會上致辭，本局內地及對外事務總監趙志偉女士(圖左)亦擔任嘉賓講者，簡介本局的樓宇評價體系項目。

是次合作期望通過營造優質物業服務品牌，提高樓宇價值及提升濟南的形象。項目符合區內經濟發展需要，創造國際營商環境，為引進國內外知名企業及金融機構提供有利條件。本局以聯合國環境署可持續建築促進會的財務及可持續發展評核報告為藍本，加上豐富的樓宇評定經驗，編寫適用於濟南國際金融城產業金融集聚區的基準測試工具。

本局十分榮幸能夠成為歷下區樓宇評價體系項目的研發和評審機構，期望此次與濟南市歷下區人民政府、商務局、樓宇聯盟合作，將有助於魯港兩地、國家的可持續發展作出貢獻。活動當日吸引濟南市區各級領導與160餘位樓宇管理運營界精英出席，場面熱鬧。



Strategic Cooperation on "Made in the Bay Area" Agricultural Products Assessment Guideline

開展「灣區製造」農產品評定準則戰略合作協議

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.



本局於2019年12月15日參與2019中國(南沙)智慧漁業峰會，與廣州南沙圍墾開發公司(隸屬於廣州南沙現代農業產業集團公司)及廣州市品牌質量創新促進會(廣州品促會)聯合開展「灣區製造」農產品評定準則戰略合作協議。

憑藉本局於認證服務上的專業權威地位，並透過與廣州品促會的資源優勢互補，期望能夠助力南沙把握粵港澳大灣區建設的機遇，推廣區內的優質農產品。

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.

活動當日，本局代表與廣州南沙圍墾開發公司及廣州品促會代表共同簽署戰略合作協議。

Social & Labor Convergence Project (SLCP) Verification

社會勞工整合項目(SLCP)驗證

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

社會勞工整合項目(Social & Labor Convergence Project, SLCP)，是由可持續服裝聯盟(SAC)促成。SLCP項目採用多利益相關方的模式。簽約方包含製造商、品牌、零銷商、代理組織、國家政府、標準組織、行業協會、審核機構、諮詢機構和政府間組織(觀察員)等，所有參與方都致力於以包容互信的方式進行合作。

SLCP致力於通過創立和實施一個簡單、統一和有效的行業範圍的社會與勞工數據收集的融合評估框架(CAF)，為利益相關方改善全球供應鏈的工作條件提供支持。相較於其他合規性審核，該框架將是標準中立的：重點是以統一和可靠的方式收集工廠表現數據，進而實現跨品牌跨組織的數據共享和比較。SLCP項目重點放在社會與勞工方面，由九個核心主題組成，分別為招聘與僱傭、工作時間、工資與福利、員工待遇、員工參與、健康與安全、僱傭終止、管理體系、勞工福祉和社會影響。

HKQAA作為一家第三方審核機構，能夠為工廠提供SLCP的驗證服務。有關詳情請聯絡相關上海及廣州辦公室。

效益：

- 展示企業在社會責任的合規性
- 信息分享 - 工廠經驗證過後的數據信息可通過平台便捷分享給各客戶
- 通過SLCP的項目驗證有利於工廠風險管控，在保護員工利益的同時，也保障了工廠的聲譽

HKQAA Networking Cocktail Reception 2019 for Wine Industry

香港品質保證局葡萄酒業界交流酒會 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.
本局總裁林寶興博士於會上致辭。



Guests took a group photo during the event.
來賓於會上合照。



香港品質保證局於2019年11月8日的香港國際美酒展上，舉行「香港品質保證局葡萄酒業界交流酒會2019」，並很榮幸邀得香港特別行政區商務及經濟發展局首席助理秘書長陳雅詠女士於會上致辭。

為配合市場需要，本局於2009年推出了「葡萄酒儲存管理體系認證計劃」，協助機構運用系統化儲存管理的框架，保護葡萄酒品質及價值。2013年，本局進一步推出「香港葡萄酒註冊計劃」，旨在協助機構彰顯提供可識別來源的葡萄酒之承諾。

「第三方認同無疑有助建立消費者、收藏家及酒商對香港葡萄酒相關業務的信心。我們致力協助葡萄酒業界展示其專業表現，以及長遠地提升本地業界的水平及聲譽。」本局總裁林寶興博士道。

與業界攜手推廣葡萄酒業

除了制訂以上計劃外，本局亦致力與業界攜手提升香港葡萄酒行業於區內的發展。去年在工商機構支援基金資助下，本局擔任執行機構協助香港酒業總商會推行「促進香港葡萄酒業在東盟地區市場發展之項目」，銳意在東盟地區推廣香港葡萄酒業品牌及展示優勢。

在當日酒會上，香港酒業總商會會長蘇又萍博士簡介了項目內容。是次酒會獲得了酒商及業界的踴躍支持，場面熱鬧。



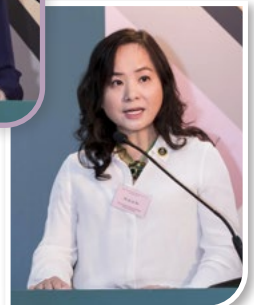
此外，本年度葡萄酒電子版特刊經已出版，有興趣人士可到以下網址或掃描此QR碼瀏覽，並可查閱參與本局葡萄酒相關計劃的機構名單。
(<http://www.hkqaa.org/cmsimg/WSMS/newsletter.pdf>)

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

香港特別行政區商務及經濟發展局首席助理秘書長陳雅詠女士於會上致辭。



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”.
香港酒業總商會會長蘇又萍博士簡介「促進香港葡萄酒業在東盟地區市場發展之項目」。



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

特別鳴謝以下贊助香港品質保證局葡萄酒業界交流酒會2019的鼎力支持。

Diamond Sponsor 鑽石贊助： Platinum Sponsor 白金贊助： Beverage Sponsor 飲品贊助：



International 國際

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.



人工智能的管理體系標準

我們的日常生活日益依賴人工智能(AI)，包括餐廳的推薦、防止車禍發生、預訂航班、識破金融騙局及其他方面的應用。研究AI的聯合ISO/IEC工作小組 JTC 1/SC 42 於2017年組成以來十分活躍，現正研究有關大數據、信賴度、智能系統工程的標準。直至最近，小組亦開始分析AI管理體系標準的需求。若此新項目提案獲批准，開發工作將於2020年開展，並會建基在所有ISO及IEC管理體系標準均須遵從的ISO/IEC指令下之附錄L上。

主辦機構



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

資助機構

「中小企業發展支援基金」撥款資助
Funded by SME Development Fund



工業貿易署
Trade and Industry Department

執行機構



HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

「引進『FHS 001:2013 食品衛生體系』 以提升香港餐飲食肆的食品衛生安全標準」項目

項目內容

- 舉辦項目啓動及簡介會
- 建立及發佈項目計劃網頁
- 制定及執行約章計劃
- 舉辦「食品衛生和安全約章」培訓課程
- 舉辦“一對一”的實地指導工作坊
- 舉辦食品衛生和安全系統的「系統藍本」說明會
- 舉行約章計劃頒授典禮暨經驗分享會
- 編制及發佈項目成果分享報告書



參與對象：適用於香港餐飲業界(中小企食肆)

合作機構



查詢： 香港品質保證局
蔣齊仲 女士
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香港餐務管理協會
楊位醒, BBS, MH
電話：(852) 3464 0319
電郵：admin@hkcsm.com

Memorable Moments

紀念一刻

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

From August 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.

香港品質保證局自1989年成立以來，致力協助工商界實施管理體系及良好做法，有效地達至機構和營商目標。

由2019年8月至10月期間，香港品質保證局共頒發多張證書，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，新成員的加入將可為我們的品牌和持份者帶來更大的裨益。



培訓課程 Training Schedule

Macau 澳門

Feb - May 2020 2020年2月至5月

Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Course Code & Date 課程編號及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Retail, Marketing and Sales 零售、市場及銷售						
Marketing for Service Industry 服務業市場攻略	2	HKD 1,030		02, 04, 06		
Effective Performance Review 優質績效評核	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 高效演練	1.5	HKD 770	10, 12, 14			18, 20, 22
Marketing for Retail Industry 零售業市場攻略	1.5	HKD 770			13, 15, 17	
Brand Marketing 品牌推廣及管理	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、機構管理、人事管理及公共關係						
Outsourcing Management 外判管理	2	HKD 1,030			20, 22, 24	
Risk Management 危機管理	2	HKD 1,030	17, 19, 21			
Appreciation for Project Management 項目管理基礎	1.5	HKD 770				04, 06, 08
Professional PM for IT project IT項目管理	1.5	HKD 770				11, 13, 15
Professional Project Management for New Service Launch 新服務推出的項目管理	1.5	HKD 770		23, 25, 27		
Contract Management 合約管理	2	HKD 1,030	24, 26, 28			

Remarks 備註

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

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 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Quality and Integrated Management Systems 質量和綜合管理						
ISO 9001:2015 QMS - Understanding & Application ISO 9001:2015 質量管理體系 - 理解與應用 (U&A)	1	HKD 1,580	VM1C/HK-02A 07	VM1C/HK-03A 06	VM1C/HK-04A 02	VM1C/HK-05A 04
ISO 9001:2015 QMS - Internal Auditor Training ISO 9001:2015 質量管理體系 - 內部質量管理體系審核員培訓	2	HKD 3,300	VM3C/HK-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 質量管理體系 - 主任審核員證書培訓課程 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*	QMS/IRCA/02 03-07		QMS/IRCA/04 06-10	
ISO 9001:2015 QMS Documentation ISO 9001:2015 質量管理體系文件	1	HKD 1,680/ HKD 1,580*	QMS4C/HK-02A 19		QMS4C/HK-04A 20	
Understanding and Application of an Integrated Management System (IMS) 整合管理體系 (IMS) 的理解與應用	2	HKD 3,500/ HKD 3,300*	IMS5C/HK-02A 11-12			IMS5C/HK-05A 15
Integrated Management Systems (IMS) Set Up & Audit Approach 整合管理體系 (IMS) 的設置及審核	2	HKD 3,500/ HKD 3,300*		IMS2C/HK-12A 03-04		
Sustainability (Environmental and CSR) 可持續發展 (環境與企業社會責任)						
ISO 14001:2015 EMS - Understanding & Application ISO 14001:2015 環境管理體系 - 理解與應用	1	HKD 1,730/ HKD 1,630*		EMS2C/HK-03A 02		EMS2C/HK-05A 25
ISO 14001:2015 EMS - Internal Auditor Training ISO 14001:2015 環境管理體系 - 內部環境管理體系審核員培訓	2	HKD 3,400/ HKD 3,300*	EMS3C/HK-02A 10-11		EMS3C/HK-04A 02-03	
CQI & IRCA Certified ISO 14001:2015 EMS Lead Auditor ISO 14001:2015 環境管理體系 - 主任審核員證書培訓課程 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*		EMS/IRCA/03 02-06		
ISO 14064-1:2018 Greenhouse Gases - Understanding & Application ISO 14064 溫室氣體排放查驗 - 應用與理解	1	HKD 1,730/ HKD 1,630*	EM22C/HK-02A 14			
ISO 14064-1:2018 Greenhouse Gases - Transition Course ISO 14064 溫室氣體排放查驗 - 溫室氣體轉版課程	1	HKD 1,730/ HKD 1,630*	EM26C/HK-02A 13			
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理體系 - 理解與應用	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 能源管理體系 - 轉版課程	1	HKD 1,200/ HKD 1,080*		EM21C/HK-03A 25		EM21C/HK-05A 21
Occupational Health and Safety Management 職業健康和安						
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 職業健康安全體系 - 理解與應用	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 職業健康安全體系 - 內部審核員培訓	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 職業健康安全體系 - 主任審核員證書 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*		OHSM/IRCA/03 09-13		
F&B - Hygiene, Food Safety & Wine Storage 衛生、食品安全及酒貯存						
Hygiene Control System - Understanding & Implementation 衛生監控系統 - 理解與實施	1	HKD 1,600			GP02C/HK-04A 10	
ISO 22000:2018 FSMS - Understanding and Application ISO 22000:2018 食品安全管理體系 - 理解與應用	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 食品安全管理體系 - 內部審核員培訓	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 食品安全管理體系 - 主任審核員證書 (CQI & IRCA 認可)	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 食品安全管理體系審核員轉版課程	1	HKD 1,600/ HKD 1,500*	HA14C/HK-02A 07			HA14C/HK-05A 22
ISO 22000:2018 FSMS Implementation Course ISO 22000:2018 實施食品安全管理體系課程	2	HKD 3,700/ HKD 3,500*		HA9C/HK-03A 30		HA9C/HK-05A 29
Master Workshop on HACCP 食品危害分析重點控制 HACCP	10 hours	HKD 2,200		HA16C/HK-03A 11,18, 25		
Certificate Course for Food Hygiene Managers 食品衛生經理證書課程	3	HKD 1,500		M091C/HK-03A 4, 11&18		
Trainer Certificate for Food Safety Practitioners 食品安全專業導師證書課程	24-26 hours	HKD 6,300		M935C/HK-02A 29 Feb, 7, 14&21 Mar		M935C/HK-05A TBC
Nutritious Soft Meals Course 營養軟餐課程	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課程	9 hours	HKD 2,500		M938C/HK-03A 3, 10&17		
Foundation of HKQAA Wine Storage Management Systems Specifications 建立優良存酒設備 - 基礎課程	1	HKD 1,500			QM04C/HK-04A 24	
Pharmaceutical and Cosmetic 製藥及化妝品						
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
最新課程

NEW
最新課程

Hong Kong 香港

Feb - May 2020 2020年2月至5月

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Technology, Telecommunications, Information Security and Management 科技、電訊、資訊保安與管理						
ISO/IEC 20000:2018 ITSMS - Understanding & Application ISO/IEC 20000:2018 資訊技術服務管理系統 - 應用與理解	1	HKD 1,600/ HKD 1,500*			IS10C/HK-04A 10	
ISO/IEC 20000:2018 IT Service Management Auditor Course ISO/IEC 20000:2018 信息技術服務管理審核員培訓	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 資訊安全管理系統 - 應用與理解	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 資訊安全管理系統 - 內部審核員培訓	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 資訊安全管理系統 - 主任審核員 (CQI & IRCA 認可)	5	HKD 9,800/ HKD 9,300*	ISMS/IRCA/02 10-14			ISMS/IRCA/05 TBC
Implementation of ISO/IEC 27001:2013 ISMS ISO/IEC 27001:2013 實踐信息安全管理體系	2	HKD 3,500/ HKD 3,300*	ISE5C/HK-02A 19-20		ISE5C/HK-04A 02-03	
Green Finance 綠色金融						
Green Finance Certification Foundation Workshop 綠色金融認證基礎工作坊	half-day	HKD 1,500	FP01C/HK-02A 17			
Law and Legislation (Hong Kong, Macau & China) 法律與法規 (香港、澳門及中國)						
Fundamental Contract Law for Managers and Professionals 管理者必須認識的合同法	1	HKD 1,500		M906C/HK-03A 09		
Legal Fundamentals of Tendering 招標法律基礎	1	HKD 1,500	M909C/HK-02A 17		M909C/HK-04A 03	
Negotiation and Mediation Skills for Managers and Professionals 商業談判及調解技巧 - 管理及專業人士必用法律	1	HKD 1,500				
Fundamental Law for Office Administrators 行政人員基礎法律知識	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實務	1	HKD 1,500				M922C/HK-05A 25
Introduction to Company Law for Non-lawyers 公司法律入門 - 非法律人員必讀	1	HKD 1,500				M925C/HK-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 僱傭合約及人力資源相關法律之精要	1	HKD 1,500			M928C/HK-04A 27	
Legal Essentials for Business Uses of Social Media 商用社交媒體的法律精要	1	HKD 1,500			M929C/HK-04A 20	
Saying Sorry Without Legal Liability and the Impacts for the Enactment of New Apology Ordinance 「道歉條例」實用法律課程	1	HKD 1,600			M114C/HK-04A 24	
Advanced Seminar on False Trade Description and Mis-selling 《商品說明條例》實用法律課程	1	HKD 1,500		M926C/HK-03A 27		
便利企業營商必讀 - 香港新《公司條例》	1	HKD 1,500	M939C/HK-02A 26			
Fundamentals of Negligence for Managers and Professionals 與疏忽有關的基礎法律、承擔責任及賠償風險	1	HKD 1,500	M907C/HK-02A 28			M907C/HK-05A 29
Safety and Environmental Offences in Construction Projects 「知法守法」課程系列 - 解構違反安全及環保法例事故	1	HKD 1,500		M908C/HK-03A 23		
"Essential Laws for Premises and Facilities Management 場所與設施管理必用法律	1	HKD 1,500	M923C/HK-02A 21			
Updates on Insurance Law and Practice in Hong Kong 香港保險法與實務最新修訂	1	HKD 1,500				M932C/HK-05A 20
Essentials for Building Management 大廈管理法律實務精要	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 顧客服務：邁向優越						
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 理解與應用	1	HKD 1,280			MT14C/HK-04A 03	
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	2	HKD 3,200/ HKD 3,000*	MT56C/HK-02A 17			MT56C/HK-05A 11
Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投訴管理技巧及服務中心風險管理	1	HKD 1,200		EW53C/HK-03A 18		

Hong Kong 香港

Feb - May 2020 2020年2月至5月

Course Title 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) HKD 收費(每人)港幣	Course Code & Date 課程編號及日期			
			Feb 二月	Mar 三月	Apr 四月	May 五月
Business Continuity Management, Risk and Crises Management 營運持續管理、風險管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 營運持續管理體系 - 理解與應用	1	HKD 1,600		RM01C/HK-03A 19		RM01C/HK-05A 29
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 風險管理的原因及指引 - 理解與應用	1	HKD 1,600	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 防貪管理體系入門	9:00am - 12:00pm	HKD 980		A001C/HK-03A 20		
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 資產管理體系 - 應用與理解	1	HKD 1,600/ HKD 1,500*			SM04C/HK-04A TBC	
Soft Skills Training Program 軟技巧訓練課程						
NEW Introductory to Coaching Skills - To Unleash your Staff Potential 教練學入門篇 - 釋放員工潛能	1	HKD 1,380/ HKD 1,280*	M534C/HK-02A 13			
Maximize your Communication Flexibility 從 "處事模式" 增強溝通的彈性	1	HKD 1,380/ HKD 1,280*		M535C/HK-03A 06		
Cooperation Skills Set with our New-Gen 與職場新世代共融技巧	2:00pm - 5:00pm	HKD 980/ HKD 880*		M536C/HK-03A 20		
Tips for Being a "New-Gen" Manager 新世代主管真經	1	HKD 1,380/ HKD 1,280*			M537C/HK-04A 03	
Rapport Building and Interpersonal Skills 速效建立親和人際關係工作坊	2:00pm - 5:00pm	HKD 980/ HKD 880*	M526C/HK-02A 07			
The Key of EQ Management 打開 "情緒管理" 之匙	2:00pm - 5:00pm	HKD 980/ HKD 880*	M538C/HK-02A 28			
NEW 職場新世代培訓四式系列 - 1. 職場新世代的四種語言	2:00pm - 5:00pm	HKD 980/ HKD 880*	M541C/HK-02A 07		M541C/HK-04A 03	
NEW 職場新世代培訓四式系列 - 2. 與職場新世代的共融技巧	2:00pm - 5:00pm	HKD 980/ HKD 880*	M542C/HK-02A 21		M542C/HK-04A 17	
NEW 職場新世代培訓四式系列 - 3. 新世代「19問」目標管理	1	HKD 1,380/ HKD 1,280*		M543C/HK-03A 06		M543C/HK-05A 08
NEW 職場新世代培訓四式系列 - 4. 教練式領導：釋放員工潛能	1	HKD 1,380/ HKD 1,280*		M544C/HK-03A 20		M544C/HK-05A 22
職場讀心術 - 身體語言訓練班	1	HKD 1,380/ HKD 1,280*		M945C/HK-03A 26		M945C/HK-05A 07
點子爆發與創新思維工作坊	1	HKD 1,380/ HKD 1,280*			M940C/HK-04A 08	
強勢、魅力演說訓練班	1	HKD 1,380/ HKD 1,280*	M941C/HK-02A 21			M941C/HK-05A 26
入型入格識人術訓練班	1	HKD 1,380/ HKD 1,280*		M942C/HK-03A 11		M942C/HK-05A 20
Entrepreneur Management Tools 企業家管理工具						
Implementation of HKQAA 5S in the Workplace Operation 實施 HKQAA 5S 在工作間的營運	1	HKD 1,600/ HKD 1,500*			GP03C/HK-04A 24	
Team Building 團隊建設						
NEW Zodiak: The Game of Business Finance and Strategy	1 to 2		我們專為企業提供度身定造的培訓，詳情可與本局課程經理洽談。 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 微電影製作團隊建立	1 to 2					
NEW Money War 錢戰	1 to 2					

Remarks 備註

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

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 課程名稱	Duration (Day) 課程長度(天)	Fee (per head) RMB 收費(每人)人民幣	Course Code & Date 課程編號及日期			
			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 & VDA 6.5 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 信息技术服务管理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 - 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 - 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 - 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
報名及查詢

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Last Updated Date: 1 Jan 2020

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

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

ISO 9001:2015 質量管理體系 - 主任審核員證書培訓課程 (獲CQI & IRCA認可)



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

為期五天的主任審核員培訓課程已獲IRCA認可，旨在為學員提供深入的質量管理系統的審核員知識，裝備學員的技巧以執行質量管理系統的審核，此培訓亦符合ISO 9001:2015國際標準。

本課程以講解、練習、考試等多方面，強化學員對ISO 9000系列標準的認知、操作以及實際審核技巧的應用。

- 重點說明2015年版標準與現有ISO 9001標準內詮釋及應用之重要變動
- 聚焦於ISO 9001及ISO 19011標準的要求
- 加強學員審核方法、技能及技巧的基本功
- 學習如何描述ISO 9001:2015 QMS審核的目的及滿足第三方認證
- 學習計劃、執行、報告及跟進QMS審核的技巧，從而建立一套合格機制及提升整體機構表現

Date 日期
Time 時間
Venue 地點
Language 語言

6-10 April 2020 | 2020年4月6至10日
9am - 5:30pm | 上午9時至下午5時30分
HKQAA, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣華道191號嘉華國際中心19樓
English with English Materials | 英語 - 輔以英文講義

Enquiry 查詢
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ISO 31000:2018 - Risk management — Guidelines - Understanding & Application ISO 31000:2018 風險管理的原因及指引 - 理解與應用

Course objectives 課程目的

- Present the principles of risk management stated in ISO 31000:2018
理解ISO 31000:2018內提及風險管理的原理
- Introduce a systematic approach to identifying, analysing and evaluating risks
介紹識別、分析及評估風險的系統方法

Course content 課程內容

- 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 用作商業原則以管理風險
- Risk management principles
風險管理的原則
- The risk management framework
風險管理框架
- ISO 31000:2018 as a process for managing risk
以ISO 31000:2018作為管理風險的流程
- Introduction to ISO/IEC 31010:2018 risk assessment techniques
介紹ISO/IEC 31010:2018 風險評估之技巧

Date 日期
Time 時間
Venue 地點
Language 語言

16 March 2020 | 2020年3月16日
9:00 am - 5:30 pm | 上午9時至下午5時30分
HKQAA, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong
香港北角渣華道191號嘉華國際中心19樓
Cantonese | 粵語