



VISION 管 略

Issue 75 第七十五期 | 05 · 2020

**Develop New Services to Support
the Community's Fight against COVID-19**

支持社區抗疫 開發嶄新服務

**ISO 22301:2019 Business Continuity Management –
More important now than ever before!**

**ISO 22301: 2019營運持續管理體系 –
比以往任何時刻都更顯重要**

**Support the Development of Start-up and Open API in Hong Kong
支持初創企業及開放API在香港的發展**



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

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Support Organisations and Communities in Tackling Pandemic Challenge

The COVID-19 pandemic is a global challenge that affects not only livelihoods but also business operations. A report released in mid-April this year by McKinsey & Company, a leading international strategy consulting firm, suggested that in the short term both public and private organisations need to continue to protect their employees and customers, and should source and use personal protective equipment (PPE) effectively. In the post-viral era, a new normal will emerge, and business leaders need to improve their resilience to tackle future challenges. Since the beginning of the spread of COVID-19, HKQAA has paid close attention to the situation. To support the community in the fight against this virus, we have made good use of our expertise to quickly develop the "Medical Face Masks Product Certification Scheme". Our goal is to assist local manufacturers to demonstrate that their mask products meet specified product quality and production process management requirements of international standards, thereby helping to protect people's health.

HKQAA has also launched the "Hygiene Measures for CoV Prevention Certification Scheme" and the "Community Health Ambassador" Personnel Registration Scheme. These aim to help protect employees and customers by promoting awareness of pandemic prevention for premises and business workplaces, as well as providing training on public health and disease prevention for frontline employees, paving the way to restoring consumer confidence after COVID-19.

HKQAA is taking the lead to provide certification services for the 2019 edition of ISO 22301 "Security and Resilience — Requirements for Business Continuity Management Systems". This new version of the standard helps an organisation to establish a framework to ensure continued operation during major crises like COVID-19, so that they can resume normal service quickly.

The business environment is becoming unpredictable under the new normal. HKQAA will continue to provide more innovative services to help organisations address challenges and seize opportunities, staying competitive in the marketplace.

協助商界應對挑戰 支持社會持續抗疫

新冠肺炎疫情是全球共同面對的挑戰，不但影響社會民生，亦衝擊企業業務和運作。國際知名智庫麥肯錫公司今年4月中發表的報告指出，公私營機構在疫情下，需要持續保護員工及顧客，有效地搜羅及使用個人防護裝備。疫情過後，社會經濟更會步入新常態，機構需要提升處變的韌力。

自疫情爆發以來，本局一直密切關注事態發展，期望發揮自身專業知識及能力，協助商界應對挑戰，支持社會持續抗疫，並開發了香港首個「醫用防護口罩產品認證計劃」，協助本地生產廠商展示其口罩不論在產品質量及生產過程管理方面，都達到國際標準水平，以助保障市民健康。

本局亦配合業界需要，為公共及工作場所制定「預防冠狀病毒疾病衛生措施認證計劃」，以及推出提高員工衛生和預防疾病知識的「企業同心『健康社區大使』人員註冊計劃」，旨在多管齊下推廣防疫意識，保護員工及顧客，同時加強大眾對外出消費的信心。

此外，本局率先提供「ISO 22301 社會安全—營運持續管理體系」2019年新版的認證服務，協助機構建立有效的管理框架，讓它們面對新冠肺炎疫情這類重大危機時，仍能持續運作，並盡快回復至正常狀態。

在新常態下，市場環境日趨多變難測。本局將繼續帶來更多嶄新服務，協助機構不斷創新求進，應對各種挑戰，掌握發展機遇。

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Develop New Services to Support the Community's Fight against COVID-19

支持社區抗疫 開發嶄新服務

In order to support society in preparing for a long-term fight against COVID-19, Hong Kong Quality Assurance Agency (HKQAA) developed several new services. These are in line with the Government's initiatives, and seek to enhance the capacity of organisations and individuals to overcome the current challenges.

The new services include the Hygiene Measures for CoV Prevention Certification Scheme, the "Community Health Ambassador" Personnel Registration, and the Medical Face Masks Product Certification Scheme. The three services are briefly described below.



為了支援社會各界長期對抗2019冠狀病毒病(COVID-19)，香港品質保證局開發幾項新服務，此舉除響應政府的抗疫舉措外，更希望能協助機構或個人提升管理能力，一起克服當前的挑戰。

本局一系列新服務包括「預防冠狀病毒疾病衛生措施認證計劃」、「企業同心『健康社區大使』人員註冊」和「醫用防護口罩產品認證計劃」，詳情請參閱下文。

Medical Face Masks Product Certification Scheme

As COVID-19 has spread across the globe, the supply and quality of medical face masks has become an issue of great importance. The HKSAR Government has launched a series of measures to combat the virus and support the local manufacture of face masks. Some private enterprises, civic groups and organisations have been preparing to set up local production lines for this product.

In order to support the government and meet the needs of the industry and society, HKQAA has developed the "Medical Face Masks Product Certification Scheme". Through professional and impartial third-party certification, the Scheme assists local manufacturers to demonstrate that their mask products meet specified product quality and production process management requirements of international standards, thereby helping to protect people's health.



International Standards and local regulatory requirements

The Scheme is the first medical face mask product certification scheme tailored to the local market. It is applicable to all face mask manufacturing companies and organisations. In order to ensure that the certification requirements are comprehensive, HKQAA has developed the Scheme with reference to international and national requirements, including the ISO 9001 quality management system, ISO 13485 medical devices quality management system standard, the ISO 14644-1 clean room standard, China's GB19083 technical requirements for protective face masks, American ASTM F2100 Standard Specification for Performance of Materials Used in Medical Face Masks, and European EN 14683 Medical face masks – Requirements and test methods, as well as related local regulatory requirements.

To obtain certification for their mask product, manufacturers need to meet the requirements listed in the "Medical Face Masks Product Certification Scheme"

醫用防護口罩產品認證計劃

2019冠狀病毒病在全球蔓延，口罩的供應及質量課題備受各界關注。香港特區政府推出連串抗疫措施，支援本地口罩生產；不少企業及民間團體，都密鑼緊鼓開拓本地口罩生產線。

為支持政府抗疫工作，配合業界及社會需要，本局制定了「醫用防護口罩產品認證計劃」，旨在透過提供專業公正的第三方認證服務，協助本地生產廠商展示其口罩不論在產品質量及生產過程管理方面，都達到國際標準水平，以助保障市民健康。

參考國際標準制定 滿足本地法規要求

在制定第一個針對本地市場需要的口罩產品認證計劃的過程中，本局參考了ISO 9001質量管理體系、ISO 13485 醫療器械質量管理體系標準、ISO 14644-1 無塵室標準、中國GB 19083 醫用防護口罩技術要求、以及美國 ASTM F2100及歐盟 EN 14683 有關醫用口罩的標準，以及本地法律法規等國際、國家及地方要求，務求令計劃的認證規範更全面。

生產商要為口罩產品取得認證，必須符合「醫用防護口罩產品認證計劃」手冊的條文要求。該要求是以ISO 13485為基礎，增加風險管理及口罩生產的特別管理要求而制定。此外，產品需通過 GB 19083、ASTM



handbook. The requirements are based on the ISO 13485 with additional risk management requirements and special management requirements for medical face mask production. Additionally, the mask product needs to comply with the testing standard of GB 19083, ASTM F2100 or EN 14683, while its production environment is required to meet the ISO 14644-1 standard.

Enhance public confidence with continuous quality management

The Scheme requires mask manufacturers to continuously and effectively manage production quality, not just pass a one-off testing exercise. This requirement helps manufacturers boost their reputation and improves the overall performance of the industry, enhancing public confidence. Upon successful certification, manufacturers are entitled to display the certification mark on the packaging of their certified face mask products, which will help consumers to make a wise purchasing choice.



F2100 或 EN 14683 的口罩測試，其生產環境亦要達到 ISO 14644-1 標準。

持續管控質量 增強市民信心

「醫用防護口罩產品認證計劃」要求口罩生產商必須持續有效地執行生產質量管控，並非只是一次性的測試證明，不但有助生產商提升商譽，更可推動業界不斷優化整體水平，讓市民更有信心。成功獲得認證的口罩產品，更將可展示計劃的認證標誌於產品包裝上，方便消費者在市場上識別，從而作出明智的選擇。

Medical Face Masks Product Certification Scheme Initial Certification Fee Waived for the First Two Pilot Program Applicants



Medical Face Mask Product
醫用防護口罩產品

「醫用防護口罩產品認證計劃」

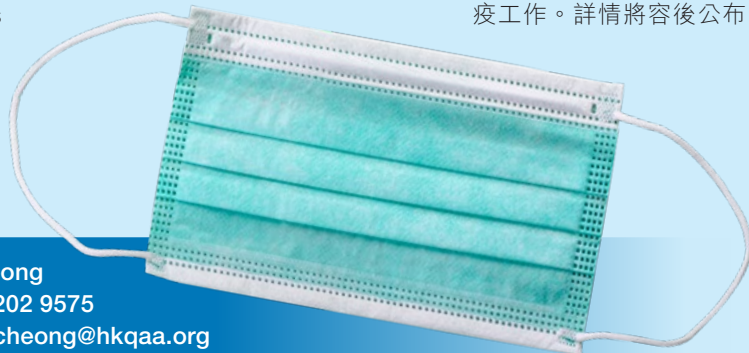
首兩間先導計劃申請者 豁免首次認證費用

COVID-19 has continued to spread around the world. In order to support the community in the fight against this virus, HKQAA has quickly developed the first "Medical Face Masks Product Certification Scheme".

HKQAA welcomes local face mask manufacturers to join the pilot program of the Scheme. The Scheme assists them to demonstrate their ability to produce medical face masks at international standard level, so as to help protect people's health. To support and encourage applications, HKQAA will waive the initial certification fee for the first two applicants to the pilot program. In addition, HKQAA plans to join hands with other pilot program participants by arranging to contribute their certified face mask products to the fight against COVID-19. HKQAA will announce details in due course.

有見2019冠狀病毒病疫情不斷蔓延，本局竭盡所能支援社會抗疫，迅速啟動了香港本地首個「醫用防護口罩產品認證計劃」。

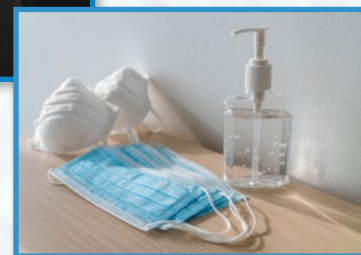
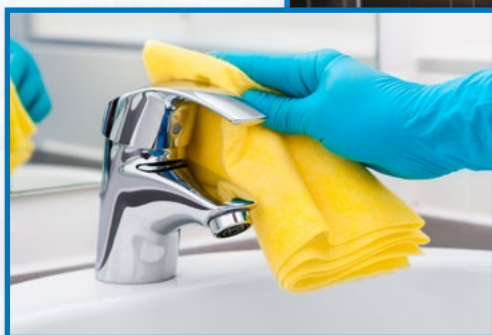
本局歡迎本地口罩生產商參加此認證的先導計劃。為支持及推動他們取得認證，從而展示有能力生產達國際標準水平的口罩，以助保障市民健康安全，首兩間申請先導計劃的個案，將獲本局豁免首次認證費用。此外，本局有計劃與其他先導計劃參加者攜手合作，安排將其獲證口罩產品貢獻於社區的抗疫工作。詳情將容後公布。



查詢 Enquiry : 蔣女士 Ms Meico Cheong
電話 Tel : (852) 2202 9575
電郵 Email : meico.cheong@hkqaa.org

Hygiene Measures for CoV Prevention Certification Scheme

The Scheme aims to promote awareness of pandemic prevention in different industries, particularly those with more public interaction, and restore public confidence in shopping. It makes reference to guidelines set by the Hong Kong Centre for Health Protection, especially those for the business sector and workplace on the prevention of COVID-19, as the evaluation criteria. Participating organisations are required to submit a Self-declaration, including their preventive hygienic measures, for HKQAA's desktop review. Afterwards, for transparency purposes and easier public monitoring, the Self-declaration will be posted on HKQAA's website. During the certificate validity period, HKQAA will send personnel to conduct unannounced on-site assessments to confirm that the certification requirements are being met, and thus further increase public confidence in the places they visit.



“Community Health Ambassador” Personnel Registration Scheme

In addition to paying more attention to daily cleaning duties, organisations need to raise risk awareness among their frontline employees. Organisations need to provide training and strengthen employee awareness of mental and physical health, thereby enhancing the well-being of the employees themselves and society as a whole, and improving customers' confidence in the organisations. To meet this need, HKQAA has developed the “Community Health Ambassador” Personnel Registration to provide frontline employees with personal and public health knowledge which conforms to their industry's service characteristics. It also includes topics such as sports and health, caring for society, which are related to corporate social responsibility. After completing the course and passing the examination, employees will receive an ambassador badge which allows them to demonstrate their commitment and achievements.



預防冠狀病毒疾病衛生措施認證計劃

本計劃旨在於業界，尤其是針對一些牽涉較多人群互動或聚集的行業內推廣防疫意識，以及加強大眾對外出消費的信心，計劃的評核準則參考香港衛生防護中心的指引，當中包括針對業界及工作場所而制定的預防2019冠狀病毒健康指引。參與機構需提交一份包含其制定的衛生防疫措施之自我聲明予本局進行文件評審，並於本局網站上公開，以提高透明度及方便公眾監察。證書有效期內，本局會派員到場進行突擊評審，以確保機構能持續滿足認證要求，期望大眾對其到訪的地方能確立信心。

企業同心「健康社區大使」人員註冊

機構除了需要做足日常清潔工作之外，更需要提高前線員工的風險意識，才能得到雙重保障。企業應帶領員工提高對衛生及預防疾病的意識，讓員工能夠勝任企業內的抗疫工作；此舉不但能提升員工信心，更能增加顧客對機構的信任；因此，本局推出了企業同心「健康社區大使」人員註冊計劃。計劃因應各行業的需要，教授前線員工合適的個人及公眾衛生知識，課程亦包含運動健康、關愛社會等與社會企業責任息息相關的元素。每一位員工完成課程並通過考試後，便可獲得一枚「健康社區大使」徽章，以展示他們實踐健康社區的決心及成就。



ISO 22301:2019 (Business Continuity Management) – More important now than ever before!

ISO 22301: 2019 (營運持續管理體系) – 比以往任何時刻都更顯重要

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

Disasters can strike any time. These range from large-scale natural catastrophes and acts of terror to technology-related accidents, environmental incidents and pandemics such as SARS, Ebola and now the current COVID-19 crisis. The causes of hazards may be different - human negligence, malevolence or natural disasters - but the likelihood (and seriousness) of the disruptions they cause is no less real. Business continuity management relates to the capability of an organisation to continue the delivery of products and services within acceptable time frames at predefined capacity during such disruptions.

ISO has recently updated ISO 22301 “Security and Resilience — Requirements for Business Continuity Management Systems”. ISO 22301:2019 updates the original version of the standard, first published in February 2012, and specifies requirements “to implement, maintain and improve a management system to protect against, reduce the likelihood of the occurrence of, prepare for, respond to and recover from disruptions when they arise”.

Development of ISO 22301:2019

ISO 22301:2019 is part of a suite of standards developed by ISO’s Technical Committee TC 292 (Security and resilience). It considers and integrates a range of interconnected disciplines, such as risk management, crisis management and emergency management with essential tools such as crises communication, command and control, continuity management, security management, disaster management and resilience.

Structure and Content of ISO 22301:2019

ISO 22301:2019 specifies the structure and requirements for implementing and maintaining a business continuity management system (BCMS) that develops business continuity appropriate to the amount and type of impact that the organisation (and its stakeholders) may or may not accept following a disruption.

Because ISO 22301:2012 was the first ISO standard to be published based on the “Annex SL” high-level structure, there have been no major changes to its format in the 2019 version. For that reason, the structure and core content of ISO 22301 will already be very familiar to users of other management system standards such as ISO 9001, ISO 14001, ISO/IEC 27001 and others.

- **Clause 4 (Context of the organisation)** requires the organisation to establish the context and scope of its BCMS, including a consideration of the needs and expectations of interested parties, as well as applicable legal and regulatory requirements.
- **Clause 5 (Leadership)** summarises the requirements specific to top management’s role in the BCMS, and how leadership at all levels defines, articulates and deploys its policy throughout the organisation.

簡介

災難往往難以預料，既可能是大型天災、恐怖襲擊，也可能是科技相關事故、環境事故、大流行病如嚴重急性呼吸系統綜合症 (SARS)、伊波拉病毒以及目前的2019 冠狀病毒病 (COVID-19) 等等。無論這些危機是人為疏忽、惡意破壞或是自然災害所造成，其帶來的衝擊同樣嚴重。營運持續管理體系讓組織在遭受這類衝擊下，有能力在可接受的時限內，按預定生產力繼續提供產品及服務。

ISO 最近更新了 ISO 22301《安全與韌性－營運持續管理體系要求》。ISO 22301:2019 修訂了於2012年2月初次發布的原標準，並列明以下要求：「一旦遭受衝擊時，該如何執行、維持及改善管理體系，未雨綢繆，以防避及降低衝擊發生的可能性，或當遭受衝擊時，亦可以及時應對和恢復運作。」

ISO 22301:2019 的發展

ISO 22301:2019 為 ISO TC 292 (安全與韌性) 技術委員會所開發的一系列標準之一。標準提及並融合了一連串緊緊相扣的規範，如風險管理、危機管理及緊急事故管理；重要工具如危機溝通、指令與控制、持續管理、安全管理、災難管理及韌性等亦一應在內。

ISO 22301:2019 的架構及內容

ISO 22301:2019 規定了執行及維持營運持續管理體系 (簡稱 BCMS) 的架構及要求，為組織訂立合宜的營運持續方案，就遭受衝擊後，組織 (及其持分者) 可接受或不可接受的不同類型和數量之影響。

鑑於 ISO 22301:2012 為首個基於《附件 SL》內之高階架構而出版的 ISO 標準，其2019年版本亦無重大變動。因此，ISO 9001、ISO 14001、ISO/IEC 27001 等管理體系的使用者會對 ISO 22301 之架構及核心內容感到熟悉。

- **條文四 (組織環境)** 要求組織瞭解環境，確立 BCMS 的範圍，包括顧全利益相關方的需求及期望，以及適用的法律法規要求。
- **條文五 (領導作用)** 總結了最高領導層於 BCMS 的角色，組織內各層面的領導應如何定義、銜接及落實政策。



- **Clause 6 (Planning)** describes the requirements for establishing strategic objectives and guiding principles for the BCMS as a whole.
- **Clause 7 (Support)** defines requirements for those processes and activities that support BC operations – specifically in terms of the competence and awareness of human resources, communication and control of documented information.
- **Clause 8 (Operation)** defines the key business continuity needs, how to address them and the processes needed to manage the organisation during a disruption. Specifically, it addresses the following topics:
 - Operational planning and control
 - Business impact analysis and risk assessment
 - Business continuity strategies and solutions
 - Business continuity plans and procedures
 - Exercise programmes
 - Evaluation of business continuity documentation and capabilities
- **Clause 9 (Performance evaluation)** contains the requirements necessary to measure business continuity performance, including internal audits and management review.
- **Clause 10 (Improvement)** addresses nonconformities, corrective action and continual improvement of the BCMS.

Key Changes

The main changes introduced in ISO 22301:2019 compared to the previous edition include the following:

- Some minor changes to address the final version of Annex SL (the original ISO 22301 was developed using a draft version of Annex SL)
- A new section within the Introduction (0.2) entitled “Benefits of a business continuity management system” has been added. This provides a good rationale if needed to convince top management of the need for a BCMS
- A number of discipline-specific business continuity terms have been modified to improve clarity and to reflect current thinking.
- The only major new requirement of ISO 22301:2019 is the addition of Clause 6.3, which requires organisations to ensure that any changes in the BCMS are carried out in a planned manner. This includes a consideration of:
 - the purpose of the change and its consequences
 - how the integrity of the BCMS is impacted by the change
 - the resources available to perform the change
 - allocation or reallocation of responsibilities and authorities

Although this is not a requirement in the current Annex SL High-Level Structure, it is similar to the additional clauses added by ISO 9001:2015 and ISO 14001:2015, and will become part of the new version of Annex SL that is currently under development.

- Some requirements have been clarified without changing their requirements. For example, Clause 6.1.2 now makes it clear that the risks and opportunities that need to be addressed relate to the effectiveness of the BCMS, as opposed to the risks of disruption, which are addressed by Clause 8.2.3.
- Greater emphasis has been given to ensuring the competence of those individuals who are responsible for designing and implementing the BCMS processes.
- Discipline-specific business continuity requirements are now almost entirely contained within Clause 8, which has been re-structured to provide a clearer understanding of the key requirements.

- **條文六（策劃）**縱觀整個BCMS所要建立之策略目的及指引原則的要求。
- **條文七（支持）**定義了眾多支援營運持續運作的過程及活動之要求——尤其是對人力資源層面上的能力及認知，以及於文檔資料方面的溝通及控制。
- **條文八（運行）**定義了關鍵的營運持續需求；而當遭受衝擊時，如何滿足這些要求，以及管理組織所需過程。條文具體地闡述了以下課題：
 - 運行策劃及控制
 - 業務影響分析及風險評估
 - 營運持續策略及解決方案
 - 營運持續策劃及程序
 - 演練計劃
 - 營運持續文件化及能力的評估
- **條文九（績效評價）**包羅衡量營運持續表現的必要要求，包括內部審核及管理評審。
- **條文十（改進）**著墨於BCMS的不符合項、糾正行動及持續改善措施。

主要變動

與先前版本比較，ISO 22301:2019的主要變動如下：

- 一些基於最終版附件SL作出的細微改動（原版ISO 22301以草擬版的附件SL寫成）
- 在簡介（0.2）內增添了名為「營運持續管理體系的好處」的部份，為游說管理層採用此管理體系提供更佳理據。
- 數組有關營運持續的術語作出了修改，變得更清晰及跟上現今思維。
- ISO 22301:2019的唯一主要新要求為新增的條文6.3，組織需確保BCMS的任何變更俱有計劃地執行，包括審視以下幾點：
 - 變更的目的及其後果
 - 變更會如何影響BCMS的完整性
 - 可供使用的資源來執行此變更
 - 責任及權限的分配或再分配

雖然此變更非現有附件SL的高階架構的要求之一，但與ISO 9001:2015及ISO 14001:2015的新增條文接近，更會納入至正在開發中的新版附件SL。

- 標準對某些要求作出了釐清，但並沒有修改要求的準則。例如條文6.1.2便釐清了所須處理的危機及機遇與BCMS的有效性相關，與條文8.2.3內所描述的衝擊風險有所不同。
- 更著重於確保負責設計及運行BCMS的人員具足夠專業能力。
- 專門行業的營運持續要求現幾乎已包含在條文8之中，而該條文被重新整改，令人更清晰地理解關鍵要求。



- The requirements for conducting business impact analysis (BIA) are now more clearly specified. The relationship between unacceptable impact, maximum tolerable period of disruption and prioritised timeframes for activity resumption is defined as well as using the BIA to identify “prioritised activities”.
- There is now a greater focus not only on developing BC strategies, but also looking for solutions. This includes the identification of appropriate resources.

Other Important Supporting Standards

As already mentioned, ISO 22301 is only one in a suite of standards that can be used to ensure business continuity in the face of disruptive events. Other relevant standards developed by ISO’s technical Committee TC 292 include the following:

- ISO 22313:2020 (“Guidance on the use of ISO 22301”)
- ISO 22300:2018 (“Security and resilience – Vocabulary”) contains terms and definitions applicable to security and resilience
- ISO 22320:2018 (“Guidelines for incident management”) provides guidance for organisations to improve their handling of all types of incidents (emergencies, crisis, disruptions and disasters), and in particular where responsibilities might be shared between different organisations and agencies.
- ISO/TS 22317:2015 (“Guidelines for Business Impact Analysis”) provides guidance for an organisation to establish, implement, and maintain a formal and documented business impact analysis (BIA) process.
- ISO/TS 22318:2015 (“Guidelines for supply chain continuity”) considers the implications to the organisation of suppliers of products or services that do not have adequate continuity arrangements in place.
- ISO 22322:2015 (“Emergency management — Guidelines for public warning”) recognises that time to communicate may be limited and often, a specific message involving practical action is to be disseminated to a large group.
- ISO/TS 22331:2018 (“Guidelines for business continuity strategy”) addresses the outcomes of the business impact analysis and risk assessment and how these can shape BC strategies.
- ISO 22398:2013 (“Guidelines for exercises”) recognises that exercises can be an important management tool to identify gaps and areas for improvement as well as to determine the effectiveness of response and recovery strategies.

Transition to ISO 22301:2019

For organisations that are currently certified to ISO 22301:2012 the IAF (International Accreditation Forum) has defined a three-year transition period. After 31 October 2022 accredited certification to ISO 22301:2012 will no longer be valid.

Conclusions

The new ISO 22301:2019 standard on Business Continuity provides an excellent methodology for organisations to be able to demonstrate their ability to deal with disruptive events. Although it is now too late for those who were not prepared for the current COVID-19 pandemic, it is likely that an important lesson has been learned, and the effective implementation of ISO 22301 can provide much needed confidence if (when!) similar crises occur in the future, whether caused by pandemics or other disruptive events.

- 進行業務影響分析 (BIA) 的要求描述得更為具體。定義了不能承受的衝擊後果、遭受衝擊最大限度的可接受期，以及重啟活動優先時限三者之關係，同時亦使用 BIA 識別「優先行動」。
- 除擬定營運持續策略外，找尋解決方案亦需倍加重視，包括識別合適資源。

其他重要的支援標準

上文提到，ISO 22301 是一系列標準中，唯一在面對衝擊事故時可確保營運持續的標準。而其他 ISO TC 292 技術委員會開發的相關標準包括：

- ISO 22313:2020 (《ISO 22301 使用指南》)
- ISO 22300:2018 (《安全與韌性－術語》) 包括適用於安全與韌性術語及定義
- ISO 22320:2018 (《事故管理指南》) 提供指南予組織，以提升其處理所有事故種類 (緊急狀況、危機、衝擊及災難) 時的水平，尤其當責任可能會落在多間不同的組織及代理公司時。
- ISO/TS 22317:2015 (《業務影響分析指南》) 提供指南予組織以建立、推行及維持正統及記錄在案的業務影響分析 (BIA)。
- ISO/TS 22318:2015 (《供應鏈持續管理指南》) 考慮到有些產品或服務供應組織沒有到位的持續管理安排，因此為其提供指南。
- ISO 22322:2015 (《緊急事故管理－公眾警示指南》) 深明事故後可予以溝通的時間不多，而牽涉到實際行動的具體信息亦需要向群眾及時發布。
- ISO/TS 22331:2018 (《營運持續策略指南》) 著重於業務影響分析及風險評估的結果，以及如何將其打造為營運持續的策略。
- ISO 22398:2013 (《演練指南》) 確認了演練是十分重要的管理工具，用以識別差距及改善空間，同時亦可推估應對及恢復策略的有效性。

轉換至 ISO 22301:2019

IAF (國際認可論壇) 定下了三年的過渡期予已獲 ISO 22301:2012 認證的組織。ISO 22301:2012 的認可認證於 2022 年 10 月 31 日過後便會失效。

總結

ISO 22301:2019 營運持續管理體系標準給予組織極佳的方法以展示其處理嚴重事故的能力。誠然，對於未準備好應對 2019 冠狀病毒疫情的組織來說，現已為時甚晚。事件為大家上了重要的一課，可見當將來類似的流行病或嚴重事故出現之時，若能有效運用 ISO 22301，將可大大增強組織應對這些危機的信心。

Hong Kong Registration – Start-up Plus Support the Development of Start-up and Open API in Hong Kong

香港註冊 – 初創企業星級 支持初創企業及開放API在香港的發展

Because of the COVID-19 pandemic, more corporate and individual users are using online tools to conduct business, manage their financial matters and make purchases remotely. Under this 'new normal', fintech and Open API (Application Programming Interface) are widely used, and are expected to keep growing and expand to different sectors.

Fintech and Open API have become hot topics in recent years, with the continuous support of the HKSAR Government. However, as related start-up companies lack operational knowledge and experience, it can be difficult for them to gain the trust of their clients to develop their business.

HKQAA has developed the Hong Kong Registration – Start-up Plus, which is an extension of the Hong Kong Registration – Start-ups. With additional elements related to information security management in Open API, the Scheme echoes Hong Kong Monetary Authority's latest documents and helps pave the way to smart banking in the near future, as well as meeting industry needs.

The management principles behind the recommended practices are based on the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking. By following the practices, start-ups should be able to identify and manage the major risks to quality, and financial and information security, especially those related to Open API, and improve their management performance. By obtaining the registration, start-ups can demonstrate their management standard and competence, and enhance their clients' and business partners' confidence in them.

In this issue of VISION, Hong Kong Monetary Authority, which is actively promoting the adoption of Open API; Hong Kong Science and Technology Parks Corporation, strategic partner for Hong Kong Registration – Start-ups, and a pilot start-up company from the Scheme, beNovelty, share their views on Fintech and Open API.

2019冠狀病毒病疫情期間，更多企業及個人用戶使用網上工具進行遙距操作、管理財務及網上採購。在這新常態下，金融科技及開放應用程式介面(API)被廣泛應用，並預期會不停增長及延伸至不同界別。

誠然，金融科技及開放API是近年來炙手可熱的話題之一，亦得到香港特區政府的不斷支持。不過，相關的初創企業在缺少營運知識及管理經驗下，要取得客戶信任以發展業務仍然十分艱難。

有見及此，香港品質保證局開發「香港註冊 – 初創企業星級」，為「香港註冊 – 初創企業」的延伸計劃，並加入了有關開放API的資訊管理元素，以回應香港金融管理局為智慧銀行未來發展鋪路的政策文件，滿足業界需求。

計劃建議做法背後的管理概念以「策劃、執行、檢查、行動」循環及風險管理思維為本，為企業識別和管理品質、財務、資訊安全(尤其是有關開放API)範疇內的重重大風險，以及提升其管理表現。獲得註冊後，初創企業更可展示其管理水平及能力，以及取得客戶和業務夥伴的信心。

今期《管略》邀得積極發展開放API的香港金融管理局、香港註冊 – 初創企業的策略夥伴香港科技園公司，以及參與先導計劃的初創企業彼樂科創(beNovelty)為讀者分享香港不同持分者對於金融科技及開放API的看法。

Sharing from Hong Kong Monetary Authority (HKMA) Facilitate the Development of a Healthy Open API Ecosystem

香港金融管理局分享 促進開放API生態健康發展

Mr Nelson Chow 周文正先生

Chief Fintech Officer, Fintech Facilitation Office, Hong Kong Monetary Authority
香港金融管理局 金融科技促進辦公室 首席金融科技總監



HKMA published the "Open API Framework for the Hong Kong Banking Sector" in 2018. Can you share with us the reason for developing the Framework?

The formulation of the Open API Framework is one of the seven initiatives announced by the HKMA in September 2017 to prepare Hong Kong to move into a new era of Smart Banking.

The feedback collected during the industry consultation in early 2018 indicated that both the banking industry and tech firms are very supportive of developing an Open API framework, which would allow Open API to be widely and systematically adopted by the banking sector. The collaboration between banks and third-party service providers will not only help the banking sector maintain its competitiveness, but also improve financial services to ultimately provide better consumer experience.

How can the Framework assist the industry to adopt APIs effectively?

The Framework takes a four-phase and risk-based approach, which helps the banking sector adopt various Open API functions in a wide and structured manner. The Framework begins with the less risky sets of functions, i.e. product information (Phase I) and customer acquisition (Phase II), and then move on to account information (Phase III) and transactions (Phase IV).

The Framework also helps the industry adopt Open APIs effectively by providing guidelines and recommendations. For example, the Framework recommends the

香港金融管理局於2018年發布了「銀行業開放應用程式介面框架」。可否分享發布框架的背後原因？

金管局於2017年9月公布七項舉措，推動香港邁向智慧銀行新紀元。制定開放API框架為其中一項舉措。

金管局於2018年初就開放API框架諮詢業界，銀行業和科技公司都表示非常支持，此框架能讓銀行業廣泛和有序地實施開放API。銀行與第三方服務提供者的合作不僅有助銀行業保持競爭力，亦能提升金融服務的質素，從而為客戶提供最佳的體驗。

框架可如何協助業界高效地應用API？

開放API框架以「風險為本」為原則，分四階段實施，以協助銀行業廣泛而有系統地開放各API功能。該框架由風險較低的功能開始，先實施產品資料(第一階段)和產品申請(第二階段)的API，然後再實施帳戶資訊(第三階段)和財務交易(第四階段)類的API。

該框架還提供指引和建議，協助銀行業更有效地採用開放API。例如框架建議使用國際慣用的技術標準，

use of prevailing technical standards to ensure interoperability and security. Also, it provides guidelines for banks to manage their collaboration with third-party service providers in a manner that ensures consumer protection.

We believe that the Framework will serve as an important guide for the banking industry in Hong Kong to adopt APIs effectively and strike a good balance between innovation and risks.

What positive impact will Open API bring to the start-up companies?

Open API opens up opportunities for start-up companies to make use of the data opened up by banks. It also allows start-ups to collaborate with banks to offer innovative products and new customer experience.

For example, since the launch of Phase I Open APIs last year, we have observed that websites and mobile apps are increasingly making use of these Open APIs in the provision of various services such as foreign exchange rate information and deposit rate and loan product comparison.

What is the development and promotion plan of the HKMA in the area of Open API in the future?

The HKMA has been working closely with the banking and fintech industries to facilitate the development of a healthy Open API ecosystem. For example, we are glad to see that the Data Studio of the Hong Kong Science and Technology Parks is hosting banks' Open APIs information to facilitate access by third-party service providers. We have also facilitated the Hong Kong Association of Banks' development of a common baseline, which can streamline the process of onboarding third-party service providers and improve transparency.

The HKMA is also working with the industry to define a more detailed set of technical standards for Phase III and IV Open APIs to facilitate a secure and efficient implementation across the industry.

In the future, the HKMA will continue to facilitate the adoption of Open APIs. For example, we will consider partnering with interested parties to hold promotion activities. We may also organise educational events and competitions on the use of Open APIs in the industry. We will also consider hosting seminars and workshops for banks and tech firms to share their success stories or overseas experience.

以確保API能互相兼容和安全可靠。另外，框架亦提供指引，讓銀行與第三方服務提供者合作時，能確保消費者得到充分的保障。

我們相信框架將為銀行業有效實施API提供重要指引，並在創新與風險之間取得適當平衡。

開放API會為初創企業帶來什麼影響？

開放API為初創企業提供使用銀行開放數據的機會，而初創企業亦可與銀行合作，共同為客戶提供創新產品和嶄新體驗。

例如，自去年第一階段開放API推出以來，我們留意到愈來愈多網站及流動應用程式正利用這些開放API提供各類服務，如匯率資訊、存款利率及貸款產品比較等。

香港金融管理局會如何規劃開放API的未來發展及宣傳策略？

金管局一直與銀行和金融科技業界緊密合作，促進開放API生態的健康發展。例如，我們很高興香港科技園的「Data Studio」能設立統一資料庫，羅列各銀行開放API的資料，以便第三方服務提供者獲取資訊。我們還促進了共同基準的制定工作，該基準由香港銀行公會編制，以簡化銀行與第三方服務提供者建立合作時的流程並提高透明度。

金管局亦正與業界緊密合作，為第三及第四階段的開放API制訂更詳細的技術標準，以促進開放API在整個行業安全和有效地實施。

金管局會繼續鼓勵銀行業界採用開放API，例如我們會考慮與相關機構合作舉辦推廣項目、教育活動和比賽，推動業界使用開放API，我們亦會考慮舉辦研討會和工作坊，讓銀行和科技公司與同業交流成功案列或海外經驗。

Hong Kong Science and Technology Parks Corporation (HKSTP) Sharing Enabling regulatory compliant implementation for open banking collaboration effectively

香港科技園公司分享有效促進符合法規框架的開放銀行模式合作

Mr George Tee, Chief Technology Officer, HKSTP
戴紹龍先生 香港科技園公司首席科技總監



What is your view and opinion on the launch of Hong Kong Quality Assurance Agency's Hong Kong Registration - Start-up Plus scheme?

HKSTP welcomes the launch of the Hong Kong Quality Assurance Agency's scheme. This scheme assesses Science Park companies' quality management level, facilitating their opportunities to become third-party service providers for financial institutions in open banking collaborations.

In the innovation process, it is important for the banks to ensure the third-party services providers to comply with the regulatory requirements. When choosing a partner for open banking projects, this scheme will encourage the market to source for the appropriate and accredited third-party service providers in an effective manner, and enhance the industry development. That said, the enterprises still need to review the potential service providers based on their internal requirements before making the final decision. We hope to develop an accredited start-up community as preferred candidates for open banking collaborations in the long run.

您對香港品質保證局推出「香港註冊—初創企業星級」這種類型的計劃有何意見？

香港科技園公司喜見香港品質保證局的計劃推出。此計劃可評估香港科技園公司的夥伴企業之質量管理表現，並增加成為金融機構的第三方服務提供者的機會，通過API進行開放式銀行合作。

在創新的過程中，能否符合法規框架，是促進銀行與第三方服務提供者合作之重要考慮。通過這類評估服務，可以鼓勵市場有效地物色適合而又已通過評估的第三方服務提供者，亦有助於整體金融行業於這方面的發展。作為銀行業開放銀行模式的合作夥伴，當然企業在開展業務正式合作前，仍需要按內部需要作出進一步審核。我們期望可逐漸建立一定數量獲評估的初創企業群組，作為開放銀行合作的直接考慮對象。

Ir Peter Yeung, Head of Electronics & ICT Clusters, Smart City Platform, HKSTP
楊天寵工程師 香港科技園公司高級總監，電子、信息及通訊科技群組，智慧城市科技平台



What would you expect on the future development of Open Banking in FinTech area?

Open banking will provide differentiated and innovative services, while customers' right protection is of utmost importance. All these require both banks and third-party service providers to offer effective and secure services.

HKSTP hopes the certification schemes, such as HKQAA's scheme, can cover Science Park companies at different stages of development, from early stage start-ups to well-established companies. In addition, open banking can promote diversity of collaborations and foster innovations in the financial sector. At the same time, HKSTP will continue to work with banks to host the Open APIs at our Data Studio to encourage the active access of data.

The launch of the reference standards helps boost financial institutions' confidence in collaborating with the certified Park companies, and recognize their performance. HKSTP actively promotes the good practices of technology application. These efforts will accelerate the growth of innovation and increase enterprises' confidence in secure and effective collaborations with park companies.

您如何期望金融科技於開放銀行模式的未來發展？

開放銀行業務集中提供不同的創新服務，同時亦需要確保客戶得到充分的保障。這些都有賴銀行與第三方服務提供者之間建立有效且安全的合作。

香港科技園公司期望此類項目(以此次香港品質保證局的計劃為例)，能夠覆蓋科學園內不同階段的園區企業，從年輕的初創公司，以至成熟的公司。另一方面，開放銀行模式可促進合作的多樣性，從而探索實踐更多金融服務的創新。同時，香港科技園公司繼續與銀行合作，在我們的Data Studio中整理各銀行開放API的資料，以促進資訊交流。

在市場上推行參考標準將讓香港科技園的公司受惠，因為它將有助提高對香港科技園園區公司的認可，從而進一步提升金融機構與園區公司合作的信心水平。香港科技園公司積極推廣良好的技術應用參考模式。這些努力不但加快創新之路的探索步伐，同時更提高企業對園區公司的信心，促進既安全又有效的協作。

Mr Peter Mok, Head of Strategic Partnership, HKSTP
莫偉軒先生 香港科技園公司策略夥伴總監



How do you suggest the start-ups to seize the partnership opportunities in the open banking sector?

The Open API banking framework encourages banks to participate and develop an open, innovative and collaborative ecosystem. This model creates opportunities for further development of the traditional banking sector, and allows financial institutions to develop advanced and innovative products and services for their customers. Some banks may not have the resources to develop innovative services, so they will explore collaborations with start-ups which have come up with unique solutions.

HKSTP encourages start-ups to demonstrate their readiness and capabilities when exploring collaboration opportunities for the open banking initiative with banks. Through collaborating with financial institutions which possess a strong customer base and rich business know-how, start-ups can seize partnership opportunities at an early stage and expand their businesses rapidly.

您認為初創企業應如何善用開放銀行模式的合作機會？

開放API協作模式鼓勵銀行參與及建設具備開放、創新以及協作特性的生態系統。此開放型模式令傳統的銀行業模式有更大的發展空間，而金融機構可為客戶提供更多創新方案及提升服務。當中以銀行無法或沒有資源提供的服務尤其關鍵，銀行將更積極探索與可提供此類服務的初創公司合作。初創公司如能夠於市場上提供獨有的服務方案，將可在此開放模式上有更大的合作機會。

香港科技園公司一直鼓勵我們的初創公司，在探索與銀行開放模式合作時，展示其準備程度和品質。透過與擁有大量客戶群及豐富商業知識的金融機構合作，有助更準確掌握早期伙伴合作機會，迅速擴大業務規模。

Sharing of Pilot Program Participant – Hong Kong Registration- Start-up Plus 先導計劃參與企業分享 – 香港註冊—初創企業星級

Mr Patrick CS Fan, CEO / Chief API Strategist, beNovelty
范鎮聲先生 彼樂科創行政總裁及首席API策略師



Please introduce beNovelty's background and services.

beNovelty is an award-winning company facilitating business collaborations between enterprises and third party service providers (TSP) under API Economy. beNovelty provides one-stop platform (including training, design, implementation and operation services) to enable enterprises and TSP co-creating new product and service models across industries. Our clients and partners include leading banks, insurance, F&B, tourism, healthcare, real estate and keep expanding. beNovelty is a strategic partner of Hong Kong Science Park (HKSTP) in Open API initiatives and a featured company under HKSTP LEAP Programme right now.

What drives your company to participate in the pilot programme?

Can you share the current outcome after joining the Scheme with us?

How can HKQAA's registration scheme assist your company to enhance business performance?

Before joining the pilot programme, beNovelty has participated the existing HKQAA Hong Kong Registration - Start-ups for 2 years, and has been recognised as a Platinum Start-up. The independent registration scheme enhances confidence to our business partners and serves as a third party endorsement of our company's management competence. The Scheme covers various assessment criteria in quality, financial and information security, which are the top common aspects that the enterprise clients concern about general start-up companies.

Recognised as a niche leader in the Open API domain, we are honoured to be invited to participate in the HKQAA Hong Kong Registration - Start-up Plus Workgroup last year, and be able to contribute our insights from an API community leader perspective. After months of effort, we are excited to become the initial batch of pilot companies of the Scheme and it speeds up several of business partnership progress.

Please share the future developments of your company.

The Open API Community in Hong Kong is in a developing stage, and we observed the increasing awareness around the space after the launch of Open API framework from Hong Kong Monetary Authority (HKMA) in 2018. beNovelty is a true believer of Open API & open Innovation, as it will be a catalyst of future digital transformation across companies. With years of experience in Open API, the team observes common gaps among enterprises and TSPs which lead to ineffective collaborations - in terms of technical, business and regulation perspectives.

beNovelty is actively developing a cloud platform business with reusable assets and know-how to bridge the common gaps and reduce the collaboration barriers, allowing companies to focus on the true business values. The team has formed partnerships with enterprise leaders from various industries to roll out innovative use cases with our TSP partners community in coming months. Moreover, with our strategic partnership with HKSTP, beNovelty is launching major Open API events and training programmes with HKSTP in 2020, such as co-developing the API Fintech community, HKMA FCAS Mastering FinTech Skills Programme and bring the world leading API Conference Series - APIDays to Hong Kong.

請介紹彼樂科創的背景及服務。

彼樂科創 (beNovelty) 是一家屢獲殊榮的 API 公司，致力於在 API 經濟下促進企業與第三方服務提供商 (TSP) 之間的業務合作。彼樂科創提供了一個一站式平台 (包括培訓、設計、實施和運營服務)，使企業和 TSP 可以共同實現跨行業的新產品及服務創新。我們的客戶和合作夥伴來自包括領先的銀行、保險、餐飲、旅遊、醫療保健、房地產界別等等，現正不斷擴展。彼樂科創同時是香港科學園開放 API 計劃的戰略合作夥伴及其企業飛躍計劃 (LEAP) 計劃下的公司。

貴公司為何會參加先導計劃？

可否分享參與計劃後的成果，以及本局的註冊計劃如何幫助貴公司提升業務表現？

在加入這個先導計劃之前，彼樂科創已參與現有初創企業註冊計劃長達 2 年，並註冊成為白金初創企業。這個獨立的註冊計劃增強了我們業務合作夥伴的信心，並成為我們公司管理能力的第三方認證來源。該計劃涵蓋了品質、財務和信息安全等各方面的評估標準，亦是企業客戶一般對初創公司特別關注的憂慮。作為開放 API 領域的前瞻者，我們很榮幸被邀請參與香港註冊—初創企業星級工作小組，並能夠從 API 社群前瞻者的角度提供見解。經過幾個月的努力，我們很高興成為該計劃的首批先導公司，同時加快了我們各種業務合作的進度。

請分享一下公司的未來發展動向。

香港的開放 API 社群正處於發展階段，我們觀察到香港金融管理局 (HKMA) 在 2018 年推出開放 API 框架後，各界對該領域的認識不斷增加。彼樂科創堅信開放 API 和開放創新將是推動不同公司未來數字化轉型的催化劑。憑藉多年的開放 API 經驗，團隊從技術、業務和監管角度觀察了企業和 TSP 之間常見的缺口，這些缺口導致了協作上的障礙。彼樂科創正在積極開發具有可重用資產和專有技術的雲業務平台，以彌合常見的缺口並減少協作障礙，使各公司能夠專注於真正的業務價值。該團隊已與各行各業的企業領導者建立了夥伴關係，以在未來幾個月內，與我們的 TSP 合作夥伴社群一起推出創新用例。此外，我們與香港科學園將在 2020 年一起發起於不同類別，有關開放 API 的活動和培訓計劃，例如共同開發金融科技 API 社群、金管局金融科技人才培育計劃 " Mastering FinTech Skills "，以及將世界領先的 API 會議系列，APIDays 帶來香港。

Quality Building Award 2020 – Site Visit and Finalist Presentation

「優質建築大獎2020」－實地考察及決賽入圍團隊匯報

HKQAA is honored to be elected as the Alternate Chair of Quality Building Award 2020 (QBA 2020). The second stage of judging process of QBA 2020 was successfully held on 18 and 19 January. Jurors and assessors conducted a two-day visit to over 35 projects for site inspections and evaluations. Nomination projects are located in different regions of Hong Kong, including Hong Kong residential buildings, non-residential buildings, and renovation or revitalisation buildings.

The final stage of the judging process of QBA 2020 - the Finalist Presentation to Jury Panel was successfully held on 20 and 21 March 2020. Project teams from six award categories were well prepared for the presentation and shown the best part of their projects to the Jurors.

本局很榮幸能擔任2020年度優質建築大獎的輪任主席。大獎的第二階段評審－實地考察－於1月18日至1月19日順利完成。各位評審以及學會代表在兩日內考察了超過35個參賽項目。參賽項目分佈在全港各地，項目包括：住宅項目、非住宅項目和翻新及活化項目。

另外，大獎的最終階段－決賽項目團隊向評審團進行匯報－於2020年3月20及21日完滿結束。六個參賽類別的項目團隊均為是次匯報作出了充足的準備，並向評審團展示了參賽項目最優秀的一面。



Hong Kong Green Organisation Certification - Now Open for Applications

香港綠色機構認證 - 現正接受申請



The Hong Kong Green Organisation Certification (HKGOC) is organised by the **Environmental Campaign Committee** together with the **Environmental Protection Department** and main chambers of commerce in Hong Kong, including Advisory Council on the Environment, Business Environment Council, Federation of Hong Kong Industries, Hong Kong General Chamber of Commerce, Hong Kong Productivity Council, the Chinese General Chamber of Commerce, the Chinese Manufacturers' Association of Hong Kong, the Hong Kong Chinese Importers' & Exporters' Association and the Hong Kong Council of Social Service. Different certificates are launched under the HKGOC, namely "**Wastewi\$e**", "**Energywi\$e**", "**IAQwi\$e**" and "**Carbon Reduction**", to encourage participating companies to adopt environmental practices on different aspects, benchmark their performance and recognise their efforts and commitments to the environment. Participating companies can further obtain the title of "**Hong Kong Green Organisation**" if they demonstrate achievements in multiple environmental aspects.

All local businesses and organisations as well as their functional units that primarily operate within Hong Kong are eligible to participate in the HKGOC. Applications are **free of charge** and accepted **all year round**.

香港綠色機構認證由環境運動委員會聯同環境保護署，以及本港主要商會合辦，包括環境諮詢委員會、商界環保協會、香港工業總會、香港總商會、香港生產力促進局、香港中華總商會、香港中華廠商聯合會、香港中華出入口商會及香港社會服務聯會。

香港綠色機構認證設有不同證書，包括「**減廢證書**」、「**節能證書**」、「**清新室內空氣證書**」及「**減碳證書**」，鼓勵參加機構在不同範疇實施環保措施，為他們訂定基準，及表揚他們在環保方面所作出的貢獻及承諾。參加機構如在多個環保範疇均有成就，更可進一步獲取「**香港綠色機構**」名銜。

所有以香港為業務基地的企業及機構，以及其營運單位，均有資格報名參加香港綠色機構認證。計劃**費用全免**，**全年接受申請**。

For enquiries or applications, please contact the HKGOC consultant (HKQAA):

如欲申請或查詢，請聯絡香港綠色機構認證技術顧問(香港品質保證局)：

Tel 電話：(852) 2202 9822 | Email 電郵：enquiry-hkgoc@hkqaa.org

Online Seminars on Public Hygiene 關注社區公共衛生 舉辦網上研討會



In February and March 2020, HKQAA organised three online seminars related to hygiene control systems. The seminars advised participants from kindergartens, schools and property management companies how to implement a good hygiene control system to reduce the risk of spreading disease.

HKQAA also organised a series of online seminars for a new service to support the community in the fight against the COVID-19 pandemic, the CoV Prevention Certification Scheme. This Scheme aims to promote awareness of pandemic prevention in different industries, particularly those with more public interaction, and restore public confidence in shopping. A total of six online seminars were held in March and April 2020. They introduced this new service to different sectors, including professionals from food and beverage, public utilities and education, and elderly home service providers.

Online seminars for another service, the “Community Health Ambassador” Personnel Registration Scheme, were also held in April. The Scheme aims to provide frontline employees with personal and public health knowledge which conforms to their industry’s service characteristics.



有見2019冠狀病毒病於社區不斷擴散，本局以網上會議形式，於2020年2月28日舉行了三場有關提升衛生監控的業界研討會，為幼稚園、中小學校及物業管理界別講解如何實施良好的衛生體系，以減低疾病傳播的風險。

此外，本局亦舉行了多場研討會，介紹本局有關應對疫情的嶄新服務。

本局推出的預防冠狀病毒疾病衛生措施認證計劃，旨在於業界推廣防疫意識（尤其是針對一些牽涉較多人群互動或聚集的行業），以及加強大眾對外出消費的信心。一連六場的網上業界諮詢會於2020年3月至4月舉行，為不同行業人士介紹新服務的內容，獲得來自餐飲、公共機構、安老及教育行業等界別的專業人士的踴躍參與。

本局另一新服務，「企業同心」健康社區大使人員註冊計劃的多個簡介會亦於4月份順利舉行。計劃因應各行業的需要，教授前線員工合適的個人及公眾衛生知識。

International 國際

“Annex L” will become “Annex SL” once again

Most users of ISO’s management system standards are very familiar with the “High-Level Structure” (HLS) and common text that facilitates the integration of these standards into a single management system. The HLS was originally published in 2012 as “Annex SL” of the ISO Supplement to the ISO/IEC Directives (hence the “S” in “SL”). This meant it was only applicable to ISO standards, and not to those published by the International Electrotechnical Commission (IEC).

Early in 2019, the IEC decided that they would also adopt the HLS, so “Annex SL” became “Annex L” of the ISO/IEC Directives (applicable to both ISO and IEC Standards).

Now, to complicate matters further, the IEC has reversed its previous decision, and opted out of the HLS from the beginning of 2020. This means that from May 2020, “Annex L” will become “Annex SL” once again!

It is important to emphasise that whilst some users might hear about and be confused by these changes, there are no practical implications whatsoever. “Annex L” and “Annex SL” are identical, and there will be no impact on any of ISO’s management system standards such as ISO 9001, ISO 14001, ISO 45001, ISO 50001 etc.

「附件 L」將再度變成「附件 SL」

大多數 ISO 管理體系的使用者都會對融合眾多標準到同一管理體系之「高階架構」及共同文本十分熟悉。「高階架構」最初於2012年以 ISO/IEC 指令補充文件（亦即 SL 內的 S）內的「附件 SL」發布，彼時只適用於 ISO 標準，而不適用於國際電工委員會（IEC）所發布的標準。

2019年初，IEC 決定採用「高階架構」，因此「附件 SL」成為 ISO/IEC 指令內的「附件 L」（同時適用於 ISO 及 IEC 標準）。

更為複雜的是，現在 IEC 推翻了原來決定，於2020年初將「高階架構」刪去。換言之，由2020年5月起，「附件 L」將再度變成「附件 SL」。

一些使用者可能會對以上變動感到混淆，但其實沒有實際變動。「附件 L」等同於「附件 SL」，而對於 ISO 管理體系，如 ISO 9001、ISO 14001、ISO 45001、ISO 50001 等亦沒有影響。

Memorable Moments 紀念一刻

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 November 2019 to January 2020, we have been pleased to welcome various organisations to our community. They have obtained certificates in the following areas respectively:

- ISO 9001 Quality Management System 質量管理體系
- ISO 50001 Energy Management Systems 能源管理體系
- ISO 21001 Educational Organization Management System 教育組織管理體系
- ISO 22000 Food Safety Management 食品安全管理體系
- ISO 22716 Cosmetics Good Manufacturing Practices 化妝品良好生產規範
- ISO 22301 Business Continuity Management Systems 營運持續管理體系
- ISO 45001 Occupational Health and Safety Management 職業健康安全管理體系
- Quality Scheme for the Production and Supply of Concrete (QSPSC) 混凝土生產和供應質量規範
- Quality Scheme for the Production and Supply of Aggregates for Concrete (QSPS-AC) 混凝土用石料生產和供應質量規範
- SA 8000 Social Accountability Management 社會責任管理
- US FDA Cosmetic Good Manufacturing Practice (GMP) 美國食品藥物管理局 - 化妝品良好生產規範
- GB/T 23331 Energy management systems - Requirements 能源管理體系要求
- GB/T 24001 Environmental management systems—Requirements with guidance for use 環境管理體系要求及使用指南
- Green Finance Pre-issuance Stage Certificate 綠色金融發行前證書
- Residential Care Home for the Elderly Certification Scheme 安老院舍認證計劃
- HKQAA-5S
- HKQAA Hazard Analysis and Critical Control Points (HACCP) 危害分析和關鍵控制點
- TL 9000 Quality Management System for the Telecom Industry 電訊業生產商品質管理體系
- Wine Storage Management Systems – Fine Wine 葡萄酒儲存管理體系—高級葡萄酒

We believe the new clients will contribute to the overall success of the brand that prides itself on adding value to stakeholders.

香港品質保證局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11月至2020年1月期間，香港品質保證局共頒發多張證書，包括以下範疇：

本局深信，新客戶的加入將可為我們的品牌和持份者帶來更大的裨益。



Cathay Pacific Services Limited
國泰航空服務有限公司



Vinda Household Paper (China) Limited
維達生活用紙(中國)有限公司



CLP Power Hong Kong Limited
中華電力有限公司

培訓課程 Training Schedule

Macau 澳門

May - Aug 2020 2020年5月至8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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
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		01, 03, 05		
Effective Performance Review 優質績效評核	1.5	HKD 770		15, 17, 19		
Excellence in B2B presentation 高效B2B演示	1.5	HKD 770			06, 08, 10	
High Impact Presentation 高效演練	1.5	HKD 770	18, 20, 22			17, 19, 21
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	25, 27, 29	08, 10, 12		
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				03, 05, 07
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			10, 12, 14
Professional Project Management for New Service Launch 新服務推出的項目管理	1.5	HKD 770		22, 24, 26		
Contract Management 合約管理	2	HKD 1,030				24, 26, 28

Remarks 備註

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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

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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
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-05A 04	VM1C/HK-06A 01	VM1C/HK-07A 02	VM1C/HK-08A 03
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-05A 18-19	VM3C/HK-06A 08-09	VM3C/HK-07A 16-17	VM3C/HK-08A 17-18
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/06 15-19		QMS/IRCA/08 03-07
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-07A 22	
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 品質管理體系 - 進階內部審核技巧	2	HKD 3,500/ HKD 3,300*	QMS5C/HK-05A 14-15			
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-05A 15			IMS5C/HK-08A 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-05A 25	EMS2C/HK-06A 01	EMS2C/HK-07A 16	EMS2C/HK-08A 28
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*	EMS2C/HK-05A 28-29	EMS3C/HK-06A 29-30	EMS3C/HK-07A 22-23	EMS3C/HK-08A 20-21
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/06 08-12		
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-05A 15			
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-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-05A 21			
Occupational Health and Safety Management 職業健康和安全管理						
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 職業健康安全體系 - 理解與應用	1	HKD 1,730/ HKD 1,630*	OH19C/HK-05A 25	OH19C/HK-06A 09	OH19C/HK-07A 06	OH19C/HK-08A 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*	OH28C/HK-05A 28-29	OH20C/HK-06A 29-30		OH20C/HK-06A 17-18
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/06 01-05		
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-05A 10			GP02C/HK-08A 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-06A 04		HA5C/HK-08A 07
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-05A 14-15	HA7C/HK-06A 23-24		
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/07 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-05A 22			HA14C/HK-08A 11
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-05A 28-29			HA9C/HK-08A 13-14
Master Workshop on HACCP 食品危害分析重點控制 HACCP	10 hours	HKD 2,200	HA16C/HK-05A 06, 13 & 20			
Certificate Course for Food Hygiene Managers 食品衛生經理證書課程	3	HKD 1,600		M091C/HK-06A 03, 10 & 17		
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-06A 06, 13, 20 & 27		

Hong Kong 香港

May - Aug 2020 2020年5月至8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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Medical Device & Pharmaceutical 醫療器材及製藥						
NEW Optimization of Secondary Packaging Process and Warehouse Management	4 hours	HKD 1,600	M800C/HK-05A 16		M800C/HK-07A 11	
NEW Pharmaceutical Labelling Requirement & Legal Aspect of Secondary Packaging	4 hours	HKD 1,600	M801C/HK-05A 23		M801C/HK-07A 18	
NEW ISO13485:2016 Medical Devices - QMS - Requirements for Regulatory Purposes - Understanding & Application ISO13485:2016 醫療器材品質管理系統標準 - 理解與應用	1	HKD 1,580	MT22C/HK-05A 08	MT22C/HK-06A 10		
Technology, Telecommunications, Information Security and Management 科技、電訊、資訊保安與管理						
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-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-05A 04	ISE3C/HK-06A 10		ISE3C/HK-08A 19
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/07 13-17	
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-07A 20-21	
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-06A 15		
Legal Fundamentals of Tendering 招標法律基礎	1	HKD 1,500		M909C/HK-06A 23		
Negotiation and Mediation Skills for Managers and Professionals 商業談判及調解技巧 - 管理及專業人士必用法律	1	HKD 1,500		M911C/HK-06A 05		
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		M921C/HK-06A 19		
Introduction to Company Law for Non-lawyers 公司法律入門 - 非法律人員必讀	1	HKD 1,500	M922C/HK-05A 25			
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-06A 29		
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-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-06A 08		
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			
10 Common Mistakes in Negotiating and Drafting Contracts - And How to Avoid Them	1	HKD 1,500		M944/HK-06A 22		
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-07A 23	
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 客戶滿意度 - 投訴處理指引 - 內部審核員培訓	2	HKD 3,200/ HKD 3,000*				MT56C/HK-08A 03-04
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-06A 25		

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			May 五月	Jun 六月	Jul 七月	Aug 八月
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-05A 06			RM01C/HK-08A 11
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-05A 19	RM04C/HK-06A 05	RM04C/HK-07A 20	RM04C/HK-08A 10
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-06A 26		
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-06A 02	SM04C/HK-07A 03	
Soft Skills Training Program 軟技巧訓練課程						
NEW 最新課程 職場讀心術 - 身體語言訓練班	1	HKD 1,380/ HKD 1,280*	M945C/HK-05A 07	M945C/HK-06A 04		
NEW 最新課程 點子爆發與創新思維工作坊	1	HKD 1,380/ HKD 1,280*	M940C/HK-05A 26			
NEW 最新課程 強勢、魅力演說訓練班	1	HKD 1,380/ HKD 1,280*	M941C/HK-05A 20			
NEW 最新課程 入型入格識人術訓練班	1	HKD 1,380/ HKD 1,280*	M942C/HK-05A 07	M942C/HK-06A 30		
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-06A 12	GP03C/HK-07A 24	
Team Building 團隊建設						
NEW 最新課程 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 最新課程 Team Collaboration in LEGO® SERIOUS PLAY®	1 to 2					
NEW 最新課程 Team Collaboration in Meaningful Micro-Film Production 微電影製作團隊建立	1 to 2					
NEW 最新課程 Money War 錢戰	1 to 2					

**Remarks
備註**

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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

May - Aug 2020 2020年5月至8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			
			May 五月	Jun 六月	Jul 七月	Aug 八月
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/GZ06A GZ 15-17		
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/SH07A SH 03	
ISO 9001:2015 Quality Risk Management Implementing ISO 9001:2015 质量风险管理实务	1	RMB 1,590				QM07P/GZ08A GZ 24-25
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/GZ08A GZ 13-14
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/GZ07A GZ 13-15	
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/GZ08A GZ 05-07
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/GZ07A GZ 20-22	
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/SH08A SH 17-19
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/GZ07A GZ 27-29	
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/GZ06A GZ 04-05		
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/GZ06A GZ 29-30		
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/GZ07A GZ 16-17	
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/SH06A SH 10-12		
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/SH07A SH 31	
JIT (Just In Time) of Lean Production 精益生产之JIT(准时生产)	2	RMB 3,180		GM21P/GZ06A GZ 01-02		
GD&T Gage Design and Detection in Practice GD&T 检具设计及检测	2	RMB 3,800			GM14P/GZ07A GZ 06-07	
Measurement Management 计量管理与仪器效验管理实务培训	1	RMB 1,590				MS10P/GZ08A GZ 21
Flexible Production Planning Management 柔性生产计划与排程管理	2	RMB 3,180			EC08P/GZ07A GZ 23-24	
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/GZ08A GZ 17-18
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/SH06A SH 29		
Total Quality Management TQM 全面质量管理	2	RMB 3,180				MS15P/SH08A SH 27-28
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/GZ07A GZ 15	
Failure Mode and Effects Analysis FMEA 潜在失效模式分析	2	RMB 3,180				MS04P/GZ08A GZ 05-06
Seven QC Tools (Traditional & New) QC七大手法	2	RMB 2,650		GM12P/GZ06A GZ 18-19		
Advanced Study for Supplier Quality Engineers 供应商质量工程师研修班	2	RMB 2,650	MS19P/GZ05A GZ 07-08			
Management Development Training 管理发展培训						
Communication Skills 沟通技巧	2	RMB 2,544				GM07P/SH08A SH 10-11
TTT Training on Internal Lecturer - Professional Presentation Skill TTT 内部培训师培训之专业演示技巧	2	RMB 3,710		GM06P/GZ06A GZ 22-23		
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/GZ07A GZ 20-21	
Meeting Management with High Efficiency 高效会议管理	1	RMB 1,590				GM08P/GZ08A GZ 31
Employee Motivation 员工动力驱动器 - 员工激励	2	RMB 3,180			GM23P/SH07A SH 13-14	
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/GZ08A GZ 19
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/GZ06A GZ 15-16		

For registration and enquiry
報名及查詢

Hong Kong Office 香港辦事處 • Tel 電話 : (852) 2202 9111 • Email 電郵 : training@hkqaa.org
 HKQAA Certification (Macau) Ltd. 標準認證服務(澳門)有限公司 • Tel 電話 : (853) 2875 1199
 HKQAA Certification (Shanghai) Ltd. 標準認證服務(上海)有限公司 • Tel 電話 : (86 21) 6876 9911
 HKQAA Certification (Shanghai) Ltd. Guangzhou Branch 標準認證服務(上海)有限公司廣州分公司 • Tel 電話 : (86 20) 8383 3777

Last Updated Date : 1 Apr 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>

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GDPR and Cyber Security GDPR及網路安全

Implementing Your Compliance and Risk Management, and Safeguard Measures 合規、風險管理及安全措施

4-Day Workshop 四天工作坊

Highlights 重點內容：

- **Compliance Management 合規管理**
Basic elements to implement and manage a Compliance Management System (CMS)
引進及管理合規管理體系 (CMS) 的基本元素
- **Risk Management 風險管理**
Basics of Risk Management System (RMS)
風險管理 (RMS) 基本概念
- **General Data Protection Regulation (GDPR) 《通用數據保障條例》**
The fundamental principles, articles, and regulations that underpin the GDPR
條例的基本原則、條文、規管
- **Information Security and Cyber Security 資訊及網路安全**
Information Security Management System (ISMS)
資訊安全管理體系 (ISMS)
Best practices for facilitating cyber security
網路安全最佳實例

Venue 地點： Online Seminar Format 以網上研討會形式進行

Language 語言： Cantonese 粵語

Speaker 講者： Mr Albert So 蘇文傑律師
Mr William Wong 王偉林先生

Date 日期：

Class 1 課程1: 3/6 (Wed星期三), 10/6 (Wed星期三), 17/6 (Wed星期三), 29/6 (Mon星期一)	Class 2 課程2: 5/6 (Fri 星期五), 12/6 (Fri 星期五), 19/6 (Fri 星期五), 30/6 (Tue 星期二)
Target audience 對象: Health Related Professional 從事醫護行業人士	Target audience 對象: Accounting and Business Consultancy Professionals 從事會計及商業顧問行業人士

Time 時間： 上午9:00am - 下午5:00pm

Enrollment 報名：

Class 1
課程



<https://event.hkqaa.org/index.php/958265?lang=zh-Hant-HK>

Class 2
課程



<https://event.hkqaa.org/index.php/656777?lang=zh-Hant-HK>

Enquiry 查詢
Mr Edmond Fung 馮先生
Tel 電話：
(852) 2202 9319
Email 電郵：
edmond.fung@hkqaa.org

This material/event is funded by the Professional Services Advancement Support Scheme of the Government of the Hong Kong Special Administrative Region.
此刊物/ 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。

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

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

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

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

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