



VISION 管略

Issue 75 第七十五期 | 05 · 2020

**Develop New Services to Support
the Community's Fight against COVID-19**
支持社区抗疫 开发崭新服务

**ISO 22301:2019 Business Continuity Management –
More important now than ever before!**
ISO 22301: 2019 营运持续管理体系 –
比以往任何时刻都更显重要

Support the Development of Start-up and Open API in Hong Kong
支持初创企业及开放API在香港的发展



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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.

协助商界应对挑战 支持社会持续抗疫

新冠肺炎疫情是全球共同面对的挑战，不但影响社会民生，亦冲击企业业务和运作。国际知名智库麦肯锡公司今年4月中发表的报告指出，公私营机构在疫情下，需要持续保护员工及顾客，有效地搜罗及使用个人防护装备。疫情过后，社会经济更会步入新常态，机构需要提升处变的韧力。

自疫情爆发以来，本局一直密切关注事态发展，期望发挥自身专业知识及能力，协助商界应对挑战，支持社会持续抗疫，并开发了香港首个「医用防护口罩产品认证计划」，协助本地生产厂商展示其口罩不论在产品质量及生产过程管理方面，都达到国际标准水平，以助保障市民健康。

本局亦配合业界需要，为公共及工作场所制定「预防冠状病毒疾病卫生措施认证计划」，以及推出提高员工卫生和预防疾病知识的「企业同心『健康社区大使』人员注册计划，旨在多管齐下推广防疫意识，保护员工及顾客，同时加强大众对外出消费的信心。

此外，本局率先提供「ISO 22301 社会安全 — 营运持续管理体系」2019年新版的认证服务，协助机构建立有效的管理框架，让它们面对新冠肺炎疫情这类重大危机时，仍能持续运作，并尽快回复至正常状态。

在新常态下，市场环境日趋多变难测。本局将继续带来更多崭新服务，协助机构不断创新求进，应对各种挑战，掌握发展机遇。

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

支持社区抗疫 开发崭新服务

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.



为了支援社会各界长期对抗2019冠状病毒病(COVID-19)，香港品质保证局开发几项新服务，此举除响应政府的抗疫举措外，更希望能协助机构或个人提升管理能力，一起克服当前的挑战。

本局一系列新服务包括「预防冠状病毒疾病卫生措施认证计划」、「企业同心『健康社区大使』人员注册」和「医用防护口罩产品认证计划」，详情请参阅下文。

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"

医用防护口罩产品认证计划

2019冠状病毒病在全球蔓延，口罩的供应及质量课题备受各界关注。香港特区政府推出连串抗疫措施，支援本地口罩生产；不少企业及民间团体，都密锣紧鼓开拓本地口罩生产线。

为支持政府抗疫工作，配合业界及社会需要，本局制定了「医用防护口罩产品认证计划」，旨在透过提供专业公正的第三方认证服务，协助本地生产厂商展示其口罩不论在产品质量及生产过程管理方面，都达到国际标准水平，以助保障市民健康。

参考国际标准制定 满足本地法规要求

在制定第一个针对本地市场需要的口罩产品认证计划的过程中，本局参考了ISO 9001质量管理体系、ISO 13485 医疗器械质量管理体系标准、ISO 14644-1 无尘室标准、中国GB 19083 医用防护口罩技术要求、以及美国 ASTM F2100及欧盟 EN 14683 有关医用口罩的标准，以及本地法律法规等国际、国家及地方要求，务求令计划的认证规范更全面。

生产商要为口罩产品取得认证，必须符合「医用防护口罩产品认证计划」手册的条文要求。该要求是以ISO 13485为基础，增加风险管理及口罩生产的特别管理要求而制定。此外，产品需通过 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 的口罩测试，其生产环境亦要达到 ISO 14644-1 标准。

持续管控质量 增强市民信心

「医用防护口罩产品认证计划」要求口罩生产商必须持续有效地执行生产质量管控，并非只是一次性的测试证明，不但有助生产商提升商誉，更可推动业界不断优化整体水平，让市民更有信心。成功获得认证的口罩产品，更将可展示计划的认证标志于产品包装上，方便消费者在市场上识别，从而作出明智的选择。



Medical Face Mask Product
医用防护口罩产品

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

「医用防护口罩产品认证计划」

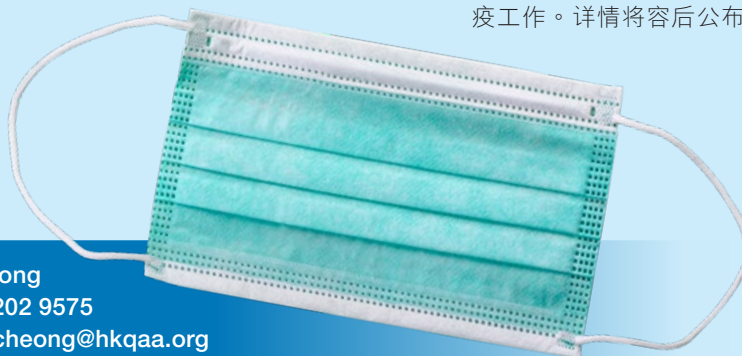
首两间先导计划申请者 豁免首次认证费用

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.

有见2019冠状病毒病疫情不断蔓延，本局竭尽所能支援社会抗疫，迅速启动了香港本地首个「医用防护口罩产品认证计划」。

本局欢迎本地口罩生产商参加此认证的先导计划。为支持及推动他们取得认证，从而展示有能力生产达国际标准水平的口罩，以助保障市民健康安全，首两间申请先导计划的个案，将获本局豁免首次认证费用。此外，本局有计划与其他先导计划参加者携手合作，安排将其获证口罩产品贡献于社区的抗疫工作。详情将容后公布。



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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.



预防冠状病毒疾病卫生措施认证计划

本计划旨在业界，尤其是针对一些牵涉较多人群互动或聚集的行业内推广防疫意识，以及加强大众对外出消费的信心，计划的评核准则参考香港卫生防护中心的指引，当中包括针对业界及工作场所而制定的预防2019冠状病毒病健康指引。参与机构需提交一份包含其制定的卫生防疫措施之自我声明予本局进行文件评审，并于本局网站上公开，以提高透明度及方便公众监察。证书有效期内，本局会派员到场进行突击评审，以确保机构能持续满足认证要求，期望大众对其到访的地方能确立信心。

企业同心「健康社区大使」人员注册

机构除了需要做足日常清洁工作之外，更需要提高前线员工的风险意识，才能得到双重保障。企业应带领员工提高对卫生及预防疾病的意识，让员工能够胜任企业内的抗疫工作；此举不但能提升员工信心，更能增加顾客对机构的信任；因此，本局推出了企业同心「健康社区大使」人员注册计划。计划因应各行业的需要，教授前线员工合适的个人及公众卫生知识，课程亦包含运动健康、关爱社会等与社会企业责任息息相关的元素。每一位员工完成课程并通过考试后，便可获得一枚「健康社区大使」徽章，以展示他们实践健康社区的决心及成就。



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

ISO 22301: 2019 (营运持续管理体系) – 比以往任何时刻都更显重要

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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.

简介

灾难往往难以预料，既可能是大型天灾、恐怖袭击，也可能是科技相关事故、环境事故、大流行病如严重急性呼吸系统综合症 (SARS)、伊波拉病毒以及目前的2019 冠状病毒病 (COVID-19) 等等。无论这些危机是人为疏忽、恶意破坏或是自然灾害所造成，其带来的冲击同样严重。营运持续管理体系让组织在遭受这类冲击下，有能力在可接受的时限内，按预定生产力继续提供产品及服务。

ISO 最近更新了 ISO 22301《安全与韧性－营运持续管理体系要求》。ISO 22301:2019 修订了于2012年2月初次发布的原标准，并列明以下要求：「一旦遭受冲击时，该如何执行、维持及改善管理体系，未雨绸缪，以防避及降低冲击发生的可能性，或当遭受冲击时，亦可以及时应对和恢复运作。」

ISO 22301:2019 的发展

ISO 22301:2019 为 ISO TC 292 (安全与韧性) 技术委员会所开发的一系列标准之一。标准提及并融合了一连串紧紧相扣的规范，如风险管理、危机管理及紧急事故管理；重要工具如危机沟通、指令与控制、持续管理、安全管理、灾难管理及韧性等亦一应在内。

ISO 22301:2019 的架构及内容

ISO 22301:2019 规定了执行及维持营运持续管理体系 (简称 BCMS) 的架构及要求，为组织订立合宜的营运持续方案，就遭受冲击后，组织 (及其持分者) 可接受或不可接受的不同类型和数量之影响。

鉴于 ISO 22301:2012 为首个基于《附件 SL》内之高阶架构而出版的 ISO 标准，其2019年版本亦无重大变动。因此，ISO 9001、ISO 14001、ISO/IEC 27001 等管理体系的使用者会对 ISO 22301 之架构及核心内容感到熟悉。

- **条文四 (组织环境)** 要求组织了解环境，确立 BCMS 的范围，包括顾全利益相关方的需求及期望，以及适用的法律法规要求。
- **条文五 (领导作用)** 总结了最高领导层于 BCMS 的角色，组织内各层面的领导应如何定义、衔接及落实政策。



- **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.

- **条文六（策划）** 纵观整个BCMS所要建立之策略目的及指引原则的要求。
- **条文七（支持）** 定义了众多支援营运持续运作的过程及活动之要求——尤其是对人力资源层面上的能力及认知，以及于文档资料方面的沟通及控制。
- **条文八（运行）** 定义了关键的营运持续需求；而当遭受冲击时，如何满足这些要求，以及管理组织所需过程。条文具体的阐述了以下课题：
 - 运行策划及控制
 - 业务影响分析及风险评估
 - 营运持续策略及解决方案
 - 营运持续策划及程序
 - 演练计划
 - 营运持续文件化及能力的评估
- **条文九（积效评价）** 包罗衡量营运持续表现的必要要求，包括内部审核及管理评审。
- **条文十（改进）** 著墨于BCMS的不符合项、纠正行动及持续改善措施。

主要变动

与先前版本比较，ISO 22301:2019的主要变动如下：

- 一些基于最终版附件SL作出的细微改动（原版ISO 22301以草拟版的附件SL写成）
- 在简介（0.2）内增添了名为「营运持续管理体系的好处」的部份，为游说管理层采用此管理体系提供更佳理据。
- 数组有关营运持续的术语作出了修改，变得更清晰及跟上现今思维。
- ISO 22301:2019的唯一主要新要求为新增的条文6.3，组织需确保BCMS的任何变更俱有计划地执行，包括审视以下几点：
 - 变更的目的及其后果
 - 变更会如何影响BCMS的完整性
 - 可供使用的资源来执行此变更
 - 责任及权限的分配或再分配

虽然此变更非现有附件SL的高阶架构的要求之一，但与ISO 9001:2015及ISO 14001:2015的新增条文接近，更会纳入至正在开发中的新版附件SL。

- 标准对某些要求作出了厘清，但并没有修改要求的准则。例如条文6.1.2便厘清了所须处理的危机及机遇与BCMS的有效性相关，与条文8.2.3内所描述的冲击风险有所不同。
- 更着重于确保负责设计及运行BCMS的人员具备足够专业能力。
- 专门行业的营运持续要求现几乎已包含在条文8之中，而该条文被重新整改，令人更清晰地理解关键要求。



- 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.

- 进行业务影响分析 (BIA) 的要求描述得更为具体。定义了不能承受的冲击后果、遭受冲击最大限度的可接受期，以及重启活动优先时限三者之关系，同时亦使用 BIA 识别「优先行动」。
- 除拟定营运持续策略外，找寻解决方案亦需倍加重视，包括识别合适资源。

其他重要的支援标准

上文提到，ISO 22301 是一系列标准中，唯一在面对冲击事故时可确保营运持续的标准。而其他 ISO TC 292 技术委员会开发的相关标准包括：

- ISO 22313:2020 (《ISO 22301 使用指南》)
- ISO 22300:2018 (《安全与韧性—术语》) 包括适用于安全与韧性术语及定义
- ISO 22320:2018 (《事故管理指南》) 提供指南予组织，以提升其处理所有事故种类 (紧急状况、危机、冲击及灾难) 时的水平，尤其当责任可能会落在多间不同的组织及代理公司时。
- ISO/TS 22317:2015 (《业务影响分析指南》) 提供指南予组织以建立、推行及维持正统及记录在案的业务影响分析 (BIA)。
- ISO/TS 22318:2015 (《供应链持续管理指南》) 考虑到有些产品或服务供应组织没有到位的持续管理安排，因此为其提供指南。
- ISO 22322:2015 (《紧急事故管理—公众警示指南》) 深明事故后可予以沟通的时间不多，而牵涉到实际行动的具体信息亦需要向群众及时发布。
- ISO/TS 22331:2018 (《营运持续策略指南》) 著重于业务影响分析及风险评估的结果，以及如何将其打造为营运持续的策略。
- ISO 22398:2013 (《演练指南》) 确认了演练是十分重要的管理工具，用以识别差距及改善空间，同时亦可推估应对及恢复策略的有效性。

转换至 ISO 22301:2019

IAF (国际认可论坛) 定下了三年的过渡期予已获 ISO 22301:2012 认证的组织。ISO 22301:2012 的认可认证于 2022 年 10 月 31 日过后便会失效。

总结

ISO 22301:2019 营运持续管理体系标准给予组织极佳的方法以展示其处理严重事故的能力。诚然，对于未准备好应对 2019 冠状病毒疫情的组织来说，现已为时甚晚。事件为大家上了重要的一课，可见当将来类似的流行病或严重事故出现之时，若能有效运用 ISO 22301，将可大大增强组织应对这些危机的信心。

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

香港注册－初创企业星级 支持初创企业及开放API在香港的发展

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冠状病毒病疫情期间，更多企业及个人用户使用网上工具进行遥距操作、管理财务及网上采购。在这新常态下，金融科技及开放应用程式介面(API)被广泛应用，并预期会不停增长及延伸至不同界别。

诚然，金融科技及开放API是近年来炙手可热的话题之一，亦得到香港特区政府的不支持。不过，相关的初创企业在缺少营运知识及管理经验下，要取得客户信任以发展业务仍然十分艰难。

有见及此，香港品质保证局开发「香港注册－初创企业星级」，为「香港注册－初创企业」的延伸计划，并加入了有关开放API的资讯管理元素，以回应香港金融管理局为智慧银行未来发展铺路的政策文件，满足业界需求。

计划建议做法背后的管理概念以「策划、执行、检查、行动」循环及风险管理思维为本，为企业识别和管理品质、财务、资讯安全(尤其是有关开放API)范畴内的重大风险，以及提升其管理表现。获得注册后，初创企业更可展示其管理水平及能力，以及取得客户和业务夥伴的信心。

今期《管略》邀得积极发展开放API的香港金融管理局、香港注册－初创企业的策略夥伴香港科技园公司，以及参与先导计划的初创企业彼乐科创(beNovelty)为读者分享香港不同持分者对于金融科技及开放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 促进开放API生态健康发展

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 金融科技促进办公室 首席金融科技总监



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

香港金融管理局于2018年发布了「银行业开放应用程式介面框架」。可否分享发布框架的背后原因？

金管局于2017年9月公布七项举措，推动香港迈向智慧银行新纪元。制定开放API框架为其中一项举措。

金管局于2018年初就开放API框架咨询业界，银行业和科技公司都表示非常支持，此框架能让银行业广泛和有序地实施开放API。银行与第三方服务提供者的合作不仅有助银行业保持竞争力，亦能提升金融服务的质素，从而为客户提供更佳的经验。

框架可如何协助业界高效地应用API？

开放API框架以「风险为本」为原则，分四阶段实施，以协助银行业广泛而有系统地开放各API功能。该框架由风险较低的功能开始，先实施产品资料(第一阶段)和产品申请(第二阶段)的API，然后再实施帐户资讯(第三阶段)和财务交易(第四阶段)类的API。

该框架还提供指引和建议，协助银行业更有效地采用开放API。例如框架建议使用国际惯用的技术标准，

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.

以确保API能互相兼容和安全可靠。另外，框架亦提供指引，让银行与第三方服务提供者合作时，能确保消费者得到充分的保障。

我们相信框架将为银行业有效实施API提供重要指引，并在创新与风险之间取得适当平衡。

开放API会为初创企业带来什么影响？

开放API为初创企业提供使用银行开放数据的机会，而初创企业亦可与银行合作，共同为客户提供创新产品和崭新体验。

例如，自去年第一阶段开放API推出以来，我们留意到越来越多网站及流动应用程序正利用这些开放API提供各类服务，如汇率资讯、存款利率及贷款产品比较等。

香港金融管理局会如何规划开放API的未来发展及宣传策略？

金管局一直与银行和金融科技业界紧密合作，促进开放API生态的健康发展。例如，我们很高兴香港科技园的「Data Studio」能设立统一资料库，罗列各银行开放API的资料，以便第三方服务提供者获取资讯。我们还促进了共同基准的制定工作，该基准由香港银行公会编制，以简化银行与第三方服务提供者建立合作时的流程并提高透明度。

金管局亦正与业界紧密合作，为第三及第四阶段的开放API制订更详细的技术标准，以促进开放API在整个行业安全和有效地实施。

金管局会继续鼓励银行业采用开放API，例如我们会考虑与相关机构合作举办推广项目、教育活动和比赛，推动业界使用开放API，我们亦会考虑举办研讨会和工作坊，让银行和科技公司与同业交流成功案例或海外经验。

Hong Kong Science and Technology Parks Corporation (HKSTP) Sharing Enabling regulatory compliant implementation for open banking collaboration effectively 香港科技园公司分享 有效促进符合法规框架的开放银行模式合作

Mr George Tee, Chief Technology Officer, HKSTP
戴绍龙先生 香港科技园公司首席科技总监



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.

您对香港品质保证局推出「香港注册—初创企业星级」这种类型的计划有何意见？

香港科技园公司喜见香港品质保证局的计划推出。此计划可评估香港科技园公司的夥伴企业之质量管理表现，并增加成为金融机构的第三方服务提供者的机会，通过API进行开放式银行合作。

在创新的过程中，能否符合法规框架，是促进银行与第三方服务提供者合作之重要考虑。通过这类评估服务，可以鼓励市场有效地物色适合而又已通过评估的第三方服务提供者，亦有助于整体金融行业于这方面的发展。作为银行业开放银行模式的合作夥伴，当然企业在开展业务正式合作前，仍需要按内部需要作出进一步审核。我们期望可逐渐建立一定数量获评估的初创企业群组，作为开放银行合作的直接考虑对象。

Ir Peter Yeung, Head of Electronics & ICT Clusters, Smart City Platform, HKSTP
杨天宠工程师 香港科技园公司高级总监，电子、信息及通讯科技群组，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于开放银行模式的未来发展？

开放银行业务集中提供不同的创新服务，同时亦需要确保客户得到充分的保障。这些都有赖银行与第三方服务提供商之间建立有效且安全的合作。

香港科技园公司期望此类项目(以此次香港品质保证局的计划为例)，能够覆盖科学园内不同阶段的园区企业，从年轻的初创公司，以至成熟的公司。另一方面，开放银行模式可促进合作的多样性，从而探索实践更多金融服务的创新。同时，香港科技园公司继续与银行合作，在我们的 Data Studio 中整理各银行开放 API 的资料，以促进资讯交流。

在市场上推行参考标准将让香港科技园的公司受惠，因为它将有助提高对香港科技园园区公司的认可，从而进一步提升金融机构与园区公司合作的信心水平。香港科技园公司积极推广良好的技术应用参考模式。这些努力不但加快创新之路的探索步伐，同时更提高企业对园区公司的信心，促进既安全又有效的协作。

Mr Peter Mok, Head of Strategic Partnership, HKSTP
莫伟轩先生 香港科技园公司策略夥伴总监



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.

您认为初创企业应如何善用开放银行模式的合作机会？

开放 API 协作模式鼓励银行参与及建设具备开放、创新以及协作特性的生态系统。此开放型模式令传统的银行业模式有更大的发展空间，而金融机构可为客户提供更多创新方案及提升服务。当中以银行无法或没有资源提供的服务尤其关键，银行将更积极探索与可提供此类服务的初创公司合作。初创公司如能够于市场上提供独有的服务方案，将可在此开放模式上有更大的合作机会。

香港科技园公司一直鼓励我们的初创公司，在探索与银行开放模式合作时，展示其准备程度和品质。透过与拥有大量客户群及丰富商业知识的金融机构合作，有助更准确掌握早期伙伴合作机会，迅速扩大业务规模。

Sharing of Pilot Program Participant – Hong Kong Registration- Start-up Plus 先导计划参与企业分享 – 香港注册—初创企业星级

Mr Patrick CS Fan, CEO / Chief API Strategist, beNovelty
范镇声先生 彼乐科创行政总裁及首席API策略师



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.

请介绍彼乐科创的背景及服务。

彼乐科创 (beNovelty) 是一家屡获殊荣的 API 公司，致力于在 API 经济下促进企业与第三方服务提供商 (TSP) 之间的业务合作。彼乐科创提供了一个一站式平台 (包括培训、设计、实施和运营服务)，使企业和 TSP 可以共同实现跨行业的新产品及服务创新。我们的客户和合作夥伴来自包括领先的银行、保险、餐饮、旅游、医疗保健、房地产界别等等，现正不断扩展。彼乐科创同时是香港科学园开放 API 计划的战略合作夥伴及其企业飞跃计划 (LEAP) 计划下的公司。

贵公司为何会参加先导计划？

可否分享参与计划后的成果，以及本局的注册计划如何帮助贵公司提升业务表现？

在加入这个先导计划之前，彼乐科创已参与现有初创企业注册计划长达 2 年，并注册成为白金初创企业。这个独立的注册计划增强了我们业务合作夥伴的信心，并成为我们公司管理能力的第三方认证来源。该计划涵盖了品质，财务和信息安全等各方面的评估标准，亦是企业客户一般对初创公司特别关注的忧虑。作为开放 API 领域的前瞻者，我们很荣幸被邀请参与香港注册—初创企业星级工作小组，并能够从 API 社群前瞻者的角度提供见解。经过几个月的努力，我们很高兴成为该计划的首批先导公司，同时加快了各种业务合作的进度。

请分享一下公司的未来发展动向。

香港的开放 API 社群正处于发展阶段，我们观察到香港金融管理局 (HKMA) 在 2018 年推出开放 API 框架后，各界对该领域的认识不断增加。彼乐科创坚信开放 API 和开放创新将是推动不同公司未来数字化转型的催化剂。凭藉多年的开放 API 经验，团队从技术、业务和监管角度观察了企业和 TSP 之间常见的缺口，这些缺口导致了协作上的障碍。彼乐科创正在积极开发具有可重用资产和专有技术的云业务平台，以弥合常见的缺口并减少协作障碍，使各公司能够专注于真正的业务价值。该团队已与各行各业的企业领导者建立了夥伴关系，以在未来几个月内，与我们的 TSP 合作夥伴社群一起推出创新用例。此外，我们与香港科学园将在 2020 年一起发起于不同类别，有关开放 API 的活动和培训计划，例如共同开发金融科技 API 社群、金管局金融科技人才培养计划 " Mastering FinTech Skills "，以及将世界领先的 API 会议系列，APIDays 带来香港。

Quality Building Award 2020 – Site Visit and Finalist Presentation

「优质建筑大奖2020」— 实地考察及决赛入围团队汇报

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.

本局很荣幸能担任2020年度优质建筑大奖的轮任主席。大奖的第二阶段评审——实地考察——于1月18日至1月19日顺利完成。各位评审以及学会代表在两天内考察了超过35个参赛项目。参赛项目分布在全港各地，项目包括：住宅项目、非住宅项目和翻新及活化项目。

另外，大奖的最终阶段——决赛项目团队向评审团进行汇报——于2020年3月20及21日圆满结束。六个参赛类别的项目团队均为是次汇报作出了充足的准备，并向评审团展示了参赛项目最优秀的一面。



Hong Kong Green Organisation Certification - Now Open for Applications

香港绿色机构认证 - 现正接受申请



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**.

香港绿色机构认证由环境运动委员会联合环境保护署，以及本港主要商会合办，包括环境咨询委员会、商界环保协会、香港工业总会、香港总商会、香港生产力促进局、香港中华总商会、香港中华厂商联合会、香港中华进出口商会及香港社会服务联会。

香港绿色机构认证设有不同证书，包括「减废证书」、「节能证书」、「清新室内空气证书」及「减碳证书」，鼓励参加机构在不同范畴实施环保措施，为他们订定基准，及表扬他们在环保方面所作出的贡献及承诺。参加机构如在多个环保范畴均有成就，更可进一步获取「香港绿色机构」名衔。

所有以香港为业务基地的企业及机构，以及其营运单位，均有资格报名参加香港绿色机构认证。计划**费用全免**，**全年接受申请**。

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

如欲申请或查询，请联络香港绿色机构认证技术顾问（香港品质保证局）：

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

Online Seminars on Public Hygiene 关注社区公共卫生 举办网上研讨会



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.



有见 2019 冠状病毒病于社区不断扩散，本局以网上会议形式，于 2020 年 2 月 28 日举行了三场有关提升卫生监控的业界研讨会，为幼稚园、中小学校及物业管理界别讲解如何实施良好的卫生体系，以减低疾病传播的风险。

此外，本局亦举行了多场研讨会，介绍本局有关应对疫情的崭新服务。

本局推出的预防冠状病毒疾病卫生措施认证计划，旨在业界推广防疫意识（尤其是针对一些牵涉较多人群互动或聚集的行业），以及加强大众对外出消费的信心。一连六场的网上业界咨询会于 2020 年 3 月至 4 月举行，为不同行业人士介绍新服务的内容，获得来自餐饮、公共机构、安老及教育行业等界别的专业人士的踊跃参与。

本局另一新服务，「企业同心」健康社区大使人员注册计划的多个简介会亦于 4 月份顺利举行。计划因应各行业的需要，教授前线员工合适的个人及公众卫生知识。

新闻搜索 News & Trends

International 国际

“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」将再度变成「附件 SL」

大多数 ISO 管理体系的使用者都会对融合众多标准到同一管理体系之「高阶架构」及共同文本十分熟悉。「高阶架构」最初于 2012 年以 ISO/IEC 指令补充文件（亦即 SL 内的 S）内的「附件 SL」发布，彼时只套用于 ISO 标准，而不适用于国际电工委员会（IEC）所发布的标准。

2019 年初，IEC 决定采用「高阶架构」，因此「附件 SL」成为 ISO/IEC 指令内的「附件 L」（同时适用于 ISO 及 IEC 标准）。

更为复杂的是，现在 IEC 推翻了原来决定，于 2020 年初将「高阶架构」删去。换言之，由 2020 年 5 月起，「附件 L」将再度变成「附件 SL」。

一些使用者可能会对以上变动感到混淆，但其实没有实际变动。「附件 L」等同于「附件 SL」，而对于 ISO 管理体系，如 ISO 9001、ISO 14001、ISO 45001、ISO 50001 等亦没有影响。

Memorable Moments

纪念一刻

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 质量管理体系
- ISO 50001 Energy Management Systems 能源管理体系
- ISO 21001 Educational Organization Management System 教育组织管理体系
- ISO 22000 Food Safety Management 食品安全管理体系
- ISO 22716 Cosmetics Good Manufacturing Practices 化妆品良好生产规范
- ISO 22301 Business Continuity Management Systems 营运持续管理体系
- ISO 45001 Occupational Health and Safety Management 职业健康安全管理体系
- Quality Scheme for the Production and Supply of Concrete (QSPSC) 混凝土生产和供应质量规范
- Quality Scheme for the Production and Supply of Aggregates for Concrete (QSPS-AC) 混凝土用石料生产和供应质量规范
- SA 8000 Social Accountability Management 社会责任管理
- US FDA Cosmetic Good Manufacturing Practice (GMP) 美国食品药品监督管理局 - 化妆品良好生产规范
- GB/T 23331 Energy management systems - Requirements 能源管理体系要求
- GB/T 24001 Environmental management systems—Requirements with guidance for use 环境管理体系要求及使用指南
- Green Finance Pre-issuance Stage Certificate 绿色金融发行前证书
- Residential Care Home for the Elderly Certification Scheme 安老院舍认证计划
- HKQAA-5S
- HKQAA Hazard Analysis and Critical Control Points (HACCP) 危害分析和关键控制点
- TL 9000 Quality Management System for the Telecom Industry 电讯业生产商品质量管理体系
- Wine Storage Management Systems – Fine Wine 葡萄酒储存管理体系—高级葡萄酒

香港品质保证局致力协助工商界实施管理体系及良好做法，有效地达至机构和营商目标。

由2019年11月至2020年1月期间，香港品质保证局共颁发多张证书，包括以下范畴：

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

本局深信，新客户的加入将可为我们的品牌和持份者带来更大的裨益。



Cathay Pacific Services Limited
国泰航空服务有限公司



Vinda Household Paper (China) Limited
维达生活用纸(中国)有限公司



CLP Power Hong Kong Limited
中华电力有限公司

培训课程 Training Schedule

Macau 澳门

May - Aug 2020 2020年5月至8月

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Retail, Marketing and Sales 零售、市场及销售						
Marketing for Service Industry 服务业市场攻略	2	HKD 1,030		01, 03, 05		
Effective Performance Review 优质积效评核	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 高效演练	1.5	HKD 770	18, 20, 22			17, 19, 21
Marketing for Retail Industry 零售业市场攻略	1.5	HKD 770			13, 15, 17	
Brand Marketing 品牌推广及管理	1.5	HKD 770	25, 27, 29	08, 10, 12		
Management, Public Administration, Organisational Management, Human Resources and Public Relations 管理、公共管理、机构管理、人事管理及公共关系						
Outsourcing Management 外判管理	2	HKD 1,030			20, 22, 24	
Risk Management 危机管理	2	HKD 1,030				03, 05, 07
Appreciation for Project Management 项目管理基础	1.5	HKD 770	04, 06, 08			
Professional PM for IT project IT项目管理	1.5	HKD 770	11, 13, 15			10, 12, 14
Professional Project Management for New Service Launch 新服务推出的项目管理	1.5	HKD 770		22, 24, 26		
Contract Management 合约管理	2	HKD 1,030				24, 26, 28

Remarks 备注

* Please refer the early bird payment deadline to our website 请于本局网页参看优先报名之付款详情 ** QuEST Forum member
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本局网页
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Quality and Integrated Management Systems 质量和综合管理						
ISO 9001:2015 QMS - Understanding & Application ISO 9001:2015 质量管理体系 - 理解与应用 (U&A)	1	HKD 1,580	VM1C/HK-05A 04	VM1C/HK-06A 01	VM1C/HK-07A 02	VM1C/HK-08A 03
ISO 9001:2015 QMS - Internal Auditor Training ISO 9001:2015 质量管理体系 - 内部质量管理体系审核员培训	2	HKD 3,300	VM3C/HK-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 质量管理体系 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		QMS/IRCA/06 15-19		QMS/IRCA/08 03-07
ISO 9001:2015 QMS Documentation ISO 9001:2015 质量管理体系文件	1	HKD 1,680/ HKD 1,580*			QMS4C/HK-07A 22	
ISO 9001:2015 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2015 质量管理体系 - 进阶内部审核技巧	2	HKD 3,500/ HKD 3,300*	QMS5C/HK-05A 14-15			
Understanding and Application of an Integrated Management System (IMS) 整合管理体系 (IMS) 的理解与应用	2	HKD 3,500/ HKD 3,300*	IMS5C/HK-05A 15			IMS5C/HK-08A 03-04
Sustainability (Environmental and CSR) 可持续发展 (环境与社会责任)						
ISO 14001:2015 EMS - Understanding & Application ISO 14001:2015 环境管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*	EMS2C/HK-05A 25	EMS2C/HK-06A 01	EMS2C/HK-07A 16	EMS2C/HK-08A 28
ISO 14001:2015 EMS - Internal Auditor Training ISO 14001:2015 环境管理体系 - 内部环境管理体系审核员培训	2	HKD 3,400/ HKD 3,300*	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 环境管理体系 - 主任审核员证书培训课程 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		EMS/IRCA/06 08-12		
ISO 14064-1:2018 Greenhouse Gases - Transition Course ISO 14064 温室气体排放查验 - 温室气体转版课程	1	HKD 1,730/ HKD 1,630*	EM26C/HK-05A 15			
ISO 50001:2018 Energy Management Systems - Understanding & Application ISO 50001:2018 能源管理体系 - 理解与应用	1	HKD 1,200/ HKD 1,080*	EM07C/HK-05A 15			
ISO 50001:2018 Energy Management Systems Transition Course ISO 50001:2018 能源管理体系 - 转版课程	1	HKD 1,200/ HKD 1,080*	EM21C/HK-05A 21			
Occupational Health and Safety Management 职业健康和安全管理						
ISO 45001:2018 OHSMS - Understanding & Application ISO 45001:2018 职业健康安全管理体系 - 理解与应用	1	HKD 1,730/ HKD 1,630*	OH19C/HK-05A 25	OH19C/HK-06A 09	OH19C/HK-07A 06	OH19C/HK-08A 11
ISO 45001:2018 OHSMS - Internal Auditor Training ISO 45001:2018 职业健康安全管理体系 - 内部审核员培训	2	HKD 3,400/ HKD 3,300*	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 职业健康安全管理体系 - 主任审核员证书 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*		OHSM/IRCA/06 01-05		
F&B - Hygiene, Food Safety & Wine Storage 卫生、食品安全及酒贮存						
Hygiene Control System - Understanding & Implementation 卫生监控系统 - 理解与实施	1	HKD 1,600	GP02C/HK-05A 10			GP02C/HK-08A 10
ISO 22000:2018 FSMS - Understanding and Application ISO 22000:2018 食品安全管理体系 - 理解与应用	1	HKD 1,600/ HKD 1,500*		HA5C/HK-06A 04		HA5C/HK-08A 07
ISO 22000:2018 FSMS - Internal Auditor Training ISO 22000:2018 食品安全管理体系 - 内部审核员培训	2	HKD 3,500/ HKD 3,300*	HA7C/HK-05A 14-15	HA7C/HK-06A 23-24		
CQI & IRCA Certified ISO 22000:2018 FSMS Lead Auditor Training ISO 22000:2018 食品安全管理体系 - 主任审核员证书 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*			IRCA/FSMS/07 20-24	
ISO 22000:2018 FSMS Transition Course ISO 22000:2018 食品安全管理体系审核员转版课程	1	HKD 1,600/ HKD 1,500*	HA14C/HK-05A 22			HA14C/HK-08A 11
ISO 22000:2018 FSMS Implementation Course ISO 22000:2018 实施食品安全管理体系课程	2	HKD 3,700/ HKD 3,500*	HA9C/HK-05A 28-29			HA9C/HK-08A 13-14
Master Workshop on HACCP 食品危害分析重点控制 HACCP	10 hours	HKD 2,200	HA16C/HK-05A 06, 13 & 20			
Certificate Course for Food Hygiene Managers 食品卫生经理证书课程	3	HKD 1,600		M091C/HK-06A 03, 10 & 17		
Trainer Certificate for Food Safety Practitioners 食品安全专业导师证书课程	24-26 hours	HKD 6,300		M935C/HK-06A 06, 13, 20 & 27		

Hong Kong 香港

May - Aug 2020 2020年5月至8月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) HKD 收费 (每人) 港币	Course Code & Date 课程编号及日期			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Medical Device & Pharmaceutical 医疗器材及制药						
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 医疗器材品质管理系统标准 - 理解与应用	1	HKD 1,580	MT22C/HK-05A 08	MT22C/HK-06A 10		
Technology, Telecommunications, Information Security and Management 科技、电讯、资讯保安与管理						
ISO/IEC 20000:2018 IT Service Management Auditor Course ISO/IEC 20000:2018 信息技术服务管理审核员培训	2	HKD 6,200/ HKD 5,800*	IS09C/HK-05A 26-27			
ISO/IEC 27001:2013 ISMS - Understanding & Application ISO/IEC 27001:2013 资讯安全管理系统 - 应用与理解	1	HKD 1,600/ HKD 1,500*	ISE3C/HK-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 资讯安全管理系统 - 主任审核员 (CQI & IRCA 认可)	5	HKD 9,800/ HKD 9,300*			ISMS/IRCA/07 13-17	
Implementation of ISO/IEC 27001:2013 ISMS ISO/IEC 27001:2013 实践信息安全管理体系	2	HKD 3,500/ HKD 3,300*			ISE5C/HK-07A 20-21	
Law and Legislation (Hong Kong, Macau & China) 法律与法规 (香港、澳门及中国)						
Fundamental Contract Law for Managers and Professionals 管理者必须认识的合同法	1	HKD 1,500		M906C/HK-06A 15		
Legal Fundamentals of Tendering 招标法律基础	1	HKD 1,500		M909C/HK-06A 23		
Negotiation and Mediation Skills for Managers and Professionals 商业谈判及调解技巧 - 管理及专业人士必用法律	1	HKD 1,500		M911C/HK-06A 05		
Legal Aspects of Food Safety Management in Hong Kong 香港食物安全管理法律实务	1	HKD 1,500		M921C/HK-06A 19		
Introduction to Company Law for Non-lawyers 公司法律入门 - 非法律人员必读	1	HKD 1,500	M922C/HK-05A 25			
Advanced Seminar on False Trade Description and Mis-selling 《商品说明条例》实用法律课程	1	HKD 1,500		M926C/HK-06A 29		
Fundamentals of Negligence for Managers and Professionals 与疏忽有关的基础法律、承担责任及赔偿风险	1	HKD 1,500	M907C/HK-05A 29			
Safety and Environmental Offences in Construction Projects 「知法守法」课程系列 - 解构违反安全及环保法例事故	1	HKD 1,500		M908C/HK-06A 08		
Updates on Insurance Law and Practice in Hong Kong 香港保险法与实务最新修订	1	HKD 1,500	M932C/HK-05A 20			
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 顾客服务：迈向优越						
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2018 客户满意度 - 投诉处理指引 - 理解与应用	1	HKD 1,280			MT14C/HK-07A 23	
ISO 10002:2018 Customer Satisfaction - Guidelines for Complaints Handling - Internal Auditor Training ISO 10002:2018 客户满意度 - 投诉处理指引 - 内部审计员培训	2	HKD 3,200/ HKD 3,000*				MT56C/HK-08A 03-04
Effective Complaint Handling & Risk Management in the Customer Service Centre 高效投诉管理技巧及服务中心风险管理	1	HKD 1,200		EW53C/HK-06A 25		

Course Title 课程名称	Duration (Day) 课程长度(天)	Fee (per head) HKD 收费(每人)港币	Course Code & Date 课程编号及日期			
			May 五月	Jun 六月	Jul 七月	Aug 八月
Business Continuity Management, Risk and Crises Management 营运持续管理、风险管理						
ISO 22301 Business Continuity Management Systems - Understanding & Application ISO 22301 营运持续管理体系 - 理解与应用	1	HKD 1,600	RM01C/HK-05A 06			RM01C/HK-08A 11
ISO 31000:2009 Principles and Guidelines for Risk Management - Understanding & Application ISO 31000:2009 风险管理的原因及指引 - 理解与应用	1	HKD 1,600	RM04C/HK-05A 19	RM04C/HK-06A 05	RM04C/HK-07A 20	RM04C/HK-08A 10
ISO 37001 Anti-Bribery Management Systems - Introduction ISO 37001 防贪管理体系入门	9:00am - 12:00pm	HKD 980		A001C/HK-06A 26		
ISO 55001:2014 Asset Management System - Understanding & Application ISO 55001:2014 资产管理体系 - 应用与理解	1	HKD 1,600/ HKD 1,500*		SM04C/HK-06A 02	SM04C/HK-07A 03	
Soft Skills Training Program 软技巧训练课程						
NEW 最新课程 职场读心术 - 身体语言训练班	1	HKD 1,380/ HKD 1,280*	M945C/HK-05A 07	M945C/HK-06A 04		
NEW 最新课程 点子爆发与创新思维工作坊	1	HKD 1,380/ HKD 1,280*	M940C/HK-05A 26			
NEW 最新课程 强势、魅力演说训练班	1	HKD 1,380/ HKD 1,280*	M941C/HK-05A 20			
NEW 最新课程 入型入格识人术训练班	1	HKD 1,380/ HKD 1,280*	M942C/HK-05A 07	M942C/HK-06A 30		
Entrepreneur Management Tools 企业家管理工具						
Implementation of HKQAA 5S in the Workplace Operation 实施 HKQAA 5S 在工作间的营运	1	HKD 1,600/ HKD 1,500*		GP03C/HK-06A 12	GP03C/HK-07A 24	
Team Building 团队建设						
NEW 最新课程 Zodiak: The Game of Business Finance and Strategy	1 to 2		我们专为企业提供度身定造的培训，详情可与本局课程经理洽谈。 Ms. Joanne Chan (2202 9330 / joanne.chansm@hkqaa.org)			
NEW 最新课程 Team Collaboration in LEGO® SERIOUS PLAY®	1 to 2					
NEW 最新课程 Team Collaboration in Meaningful Micro-Film Production 微电影制作团队建立	1 to 2					
NEW 最新课程 Money War 钱战	1 to 2					

Remarks 备注

* Please refer the early bird payment deadline to our website 请于本局网页参看优先报名之付款详情 ** QuEST Forum member
The course schedule is subject to change. Please refer to the most updated schedule in our web-site 课程内容或会略为改动，最新详情请参看本局网页
Organisations contracted HKQAA as their management system certification service providers have no obligation to enroll in any HKQAA training services
聘用本局管理体系认证服务的机构并无义务参加本局所举办的培训课程

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



Mainland China 中国内地

May - Aug 2020 2020年5月至8月

Course Title 课程名称	Duration (Day) 课程长度 (天)	Fee (per head) RMB 收费 (每人) 人民币	Course Code & Date 课程编号及日期			
			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
报名及查询

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Last Updated Date : 1 Apr 2020

For training course details and online registration, please visit HKQAA website 详细课程资料及网上报名, 请浏览香港品质保证局网页 <http://www.hkqaa.org>

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GDPR and Cyber Security GDPR及网路安全

Implementing Your Compliance and Risk Management, and Safeguard Measures 合规、风险管理及安全措施

4-Day Workshop 四天工作坊

Highlights 重点内容：

- **Compliance Management 合规管理**
Basic elements to implement and manage a Compliance Management System (CMS)
引进及管理合规管理体系 (CMS) 的基本元素
- **Risk Management 风险管理**
Basics of Risk Management System (RMS)
风险管理 (RMS) 基本概念
- **General Data Protection Regulation (GDPR) 《通用数据保障条例》**
The fundamental principles, articles, and regulations that underpin the GDPR
条例的基本原则、条文、规管
- **Information Security and Cyber Security 资讯及网路安全**
Information Security Management System (ISMS)
资讯安全管理体系 (ISMS)
Best practices for facilitating cyber security
网路安全最佳实例

Venue 地点： Online Seminar Format 以网上研讨会形式进行

Language 语言： Cantonese 粤语

Speaker 讲者： Mr Albert So 苏文杰律师
Mr William Wong 王伟林先生

Date 日期： **Class 1 课程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)

Target audience 对象:
Health Related Professional
从事医护行业人士

Class 2 课程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 对象:
Accounting and Business Consultancy Professionals
从事会计及商业顾问行业人士

Time 时间： 上午9:00am - 下午5:00pm

Enrollment 报名：

Class 1
课程



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

Class 2
课程



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

Enquiry 查询
Mr Edmond Fung 冯先生
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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/ 本项目由香港特别行政区政府「专业服务协进支援计划」拨款资助。

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