

# VISION 管略

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“Heal the world, make it a better place, for you and for me, and for the entire human race”. These are a few of the lyrics of the song “Heal the World”, and they remind us of the need to stop climate change before it is too late. Although there are a number of factors that could be causing this problem, excess consumption of energy is definitely one of the key contributors.

Energy conservation begins with us! All human activities consume energy but by preventing wastage and improving efficiency it may be possible to reduce greenhouse gas emissions. In the cover story of this issue, Mr Edwin Ginn of Hong Kong Observatory, Ir Roger Lai of Hong Kong Association of Energy Engineers and Ir Cary Chan of Swire Properties Ltd give us ideas about how energy consumption is linked to climate change and comment on different aspects of energy conservation. In the Technical Corner, Dr Nigel Croft give us an overview of the development of management systems since the most common management standard, ISO 9001, was first published twenty-two years ago.

We would like to be an example and use less energy and fewer resources in the production of this publication. To that end, we will reduce the printing of hard copies and distribute electronic copies to our clients and business partners from the next issue onwards. Of course, the quality will remain the same and we will continue to ensure that 'VISION' keeps providing latest information and exploring contemporary issues of interest to us all.

「治癒這世界，成為更好的地方，為你也為我，為全球人類……」撮錄自《治癒這世界》的歌詞，這提醒我們及時遏止氣候惡化的需要，以免為時過晚。雖然有多個原因形成氣候變化，但過度耗用能源絕對是導致氣候變化的主要原因之一。

節約能源由我們做起！人類活動均會消耗能源，但減少浪費和提升績效便可減少溫室氣體的排放。今期的封面故事，香港天文台的甄榮磊先生、香港能源工程師學會的黎仕海工程師及太古地產有限公司的陳永康工程師會為我們講解節約能源與氣候變化的關係，以及分享在不同方面節約能源的意見。在技術研討一欄，倪國夫博士會概述管理體系自二十二年前首次推出被廣泛應用的ISO 9001質量管理體系標準後的發展進程。

我們會以身作則，減少製作刊物的能源和資源，所以從下一期開始，我們會發送電子版的《管略》予客戶及合作夥伴。當然，精彩豐富的內容將會維持不變，我們會繼續為大家搜羅最新資訊和探討更多熱門議題。

## Mission 宗旨

To promote management systems and product certification concepts in accordance with the applicable certification standards; to assist industry and commerce to implement relevant systems; and to deliver world-class assessment and certification services.

以推動管理體系和產品認證概念為己任；協助工商界實施有關體系；提供國際級評審及認證服務。

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# Energy Conservation Begins with Us

## 節約能源由我們做起

Climate change has become a global challenge. A number of inspirational articles on this matter has been published including our previous issues of VISION which depicted the scale of the problem across the continents. We are going to drill down a bit to explore one of the aspects that can help alleviate the shift of climate in the future — Energy Conservation.

According to data from Environmental Protection Department, the annual carbon dioxide emission is about 45 million tons while over 60% of which is from the local power plants. 89% of the total power consumption is generated by Hong Kong's stock of buildings. The reduction of electricity consumption in buildings, therefore, not only can reduce greatly greenhouse gas emission in Hong Kong, but also at the same time, lower the operating costs and improve the local and regional air quality.

At present, people's awareness of energy conservation keeps rising, nevertheless, the implementation force should have been stronger. To appreciate the importance of energy conservation, to get a better picture of how we are doing, this featured article may provide a clue. It is necessary to encourage more discussion on energy conservation, to work together to save energy in their daily lives and to adhere to the principle of "use if required, save if possible" and also to make Hong Kong an energy-efficient and environmental-friendly city.

氣候變化已成為全球面對的挑戰。多篇發人心省的文章亦就此議題上發表了，包括我們之前出版多期的《管略》都描述了這個跨越各大洲的氣候問題。我們將要再進一步探討幫助減緩氣候變化的因素 — 節約能源。

根據環境保護署的數據，香港每年排放約四千五百萬噸的二氧化碳，而逾六成來自本港發電廠。由於建築物的耗電量佔全港總耗電量的 89%，因此，減低建築物運作時的用電量不但能減少溫室氣體的排放，同時亦可降低營運成本，以及改善本地及鄰近區域的空氣質素。

現時，人們的節能意識正不斷提升，然而，我們必須多加實踐。今期的專題特寫可以為我們提供一些線索，認識到節約能源的重要性，並且更清楚目前在節能方面的表現。我們必須鼓勵探討節約能源的問題，攜手推動節約能源，在生活裡付諸行動，以符合「須用則用，可慳則慳」的節能原則，使香港成為一個節能和環保的城市。

# Energy Conservation Makes a Better Planet

## 節約能源締造理想家園

As we know, energy conservation is one of the most effective ways to slow down climate change. But what are the effects of over-consumption of energy on the climate and how will our life be affected by climate change? Mr Edwin Ginn, Senior Scientific Officer and Head of the Climate Change and Climate Forecasting Division of the Hong Kong Observatory, answers these questions and talks about the efforts of the Observatory in related public education activities and the resources provided in helping the public to combat climate change.



**Mr Edwin Ginn**  
Senior Scientific Officer  
(Climate Change and Climate  
Forecasting Division)

甄榮磊先生  
香港天文台(氣候變化及氣候預報)  
高級科學主任

### Excessive Energy Consumption Leads to Global Warming

Rapid development of economic and industrial activities since the 18<sup>th</sup> century has led to excessive use of energy and resources. In particular, the burning of fossil fuels, especially coal, emits large amounts of greenhouse gases into the atmosphere. The increase in anthropogenic (human induced) greenhouse gas concentrations in the atmosphere enhances the greenhouse effect. This can be visualized as the thickening of an invisible blanket covering the earth, resulting in global warming. Various positive feedback loops amplifies this warming. One example being the melting of snow and ice due to the warming. This in turn results in less incoming solar radiation being reflected back into space and hence further warming of the earth's surface. Global warming also leads to thermal expansion of sea water and extensive melting of ice and snow over ground flowing into the sea, resulting in the rise of the global mean sea level.

眾所周知，節約能源是減緩氣候變化的最有效方法之一，但過度耗用能源對氣候變化會帶來怎樣的影響？而氣候變化又會如何影響我們的日常生活？香港天文台（氣候變化及氣候預報）高級科學主任甄榮磊先生講解上述的問題，並介紹香港天文台有關的公眾教育推廣工作和協助減緩氣候變化的資訊。

### 過度能耗引致氣候暖化

經濟及工業活動自 18 世紀開始急速發展，人類在這段期間大量耗用地球上的能源和資源，尤其是煤這種燃燒時會釋放大量溫室氣體的化石燃料。人類活動令大氣中溫室氣體濃度上升，溫室氣體就像無形的大棉被一樣覆蓋地球，引致溫室效應增強，並帶來全球變暖。

The greenhouse gases added through human activities - carbon dioxide, methane and nitrous oxide - will reside in the atmosphere for decades or even centuries. The resulting global warming and its effect are thus long lasting. As such, it is considered by scientists and policy makers to be one of the most serious problems that mankind has to face, not only now but for generations to come.

Climate change can affect our daily life in many ways. Potential areas of impact include:

- Rising temperatures with more frequent heat waves.
- Global sea level rise and more storm surges, especially in low-lying areas and major river deltas.
- Increase in storms, floods and associated damage.
- More frequent floodings and droughts, with the likelihood of hundreds of millions of people facing water shortage crises.
- Decreases in agricultural production and reduced food supply.
- Ecological and environmental imbalance; significant extinction of species around the globe.
- Enhanced the spread of infectious diseases.
- Increased morbidity and mortality from heat waves, floods and droughts.

### Efficient Energy Use Helps Combat Climate Change

Besides engaging in weather observations and scientific research on climate change, the Hong Kong Observatory has been working proactively to keep government departments and all sectors of the public informed about the climate changes that are taking place. Efforts have also been made to help the public to understand the scientific basis of climate change and what an individual or organization can do to combat it. An extensive public education and outreach campaign has been carried out through the launch of the Observatory's climate change webpages, exhibitions, lectures, talks and educational videos (such as "16 Degrees" for Roadshow), and by participating in various activities organized by the government, non-government organizations and green groups. To engage school children on the subject, the Observatory produced an educational package on climate change for free distribution to schools and libraries. A team of professional meteorologists from the Observatory has also been formed to deliver talks on climate change for schools, universities and other organizations.

Carbon dioxide, as a result of burning of fossil fuel, is a major contributor to the enhanced greenhouse effect and global warming. We can help to reduce its concentration in the atmosphere by adopting a simpler life style and using energy more wisely. This will help to slow down the rate of global warming and reduce the adverse effects of human-induced climate change.

而地球上的冰雪溶化，會使反射回太空的太陽輻射減少，形成正反饋，令暖化進一步加劇。此外，全球變暖還會引致海水受熱膨脹及陸地上的冰雪溶化流入海洋，使全球平均海平面上升。

人類活動所產生的溫室氣體，例如二氧化碳、甲烷和一氧化二氮等會在大氣中逗留一段非常長的時間，其暖化效果會持續數十年甚至數個世紀，對全球變暖有長遠影響。正因如此，很多科學家及政策決策者都認為全球變暖是人類現在及未來都要面對的最嚴重問題。

氣候變化會在多方面影響我們日常生活，潛在影響包括：

- 氣溫上升和熱浪增多。
- 全球海平面上升，風暴潮增加，尤其是在低窪地區及主要河流三角洲地帶。
- 增加由風暴潮所帶來的破壞。
- 澇旱頻仍，更多人面對缺水危機。
- 農作物產量減少。
- 生態環境失去平衡，會出現全球性大規模物種滅絕。
- 傳染病蔓延。
- 增加由熱浪、水災及乾旱引致的疾病及死亡。

### 善用能源有助對抗氣候變化

除了進行天氣觀測和氣候變化的科學研究外，香港天文台亦主動地通知公眾和各政府部門有關氣候變化的最新發展。天文台近年致力提高公眾對氣候變化的認識和關注，亦教育公眾有關氣候變化的基礎知識以及個人和機構如何對抗氣候變化的方法。天文台也透過網站內的氣候變化網頁及各種不同渠道，例如展覽、講座、教育宣傳片（由路訊通拍攝的「救亡十六度」）以及參予各個綠色團體、非政府組織和政府部門的活動來教育公眾有關氣候變化的知識。為了增加香港學生對氣候變化的認識和關注，香港天文台編纂了一輯氣候變化教材套，免費贈予各學校及圖書館。除此以外，我們成立了一隊由天文台專業氣象人員組成的隊伍，會應各學校或機構邀請，舉行有關氣候變化的講座。

燃燒化石燃料時釋放的二氧化碳是主要的人為溫室氣體，對全球變暖影響重大。如果我們可以明智地使用能源和採納簡樸的生活方式，便能減少對化石燃料的需求，二氧化碳的排放將會減少，從而減緩全球變暖和它帶來的不良影響。



# Energy Saving in Property Management

## 物業管理行業如何節約能源



**Ir Cary Chan**  
Head of Technical Services of Swire Properties Ltd

陳永康工程師  
太古地產有限公司技術統籌總監

How does the property management sector contribute to energy conservation? Ir Cary Chan, Head of Technical Services of Swire Properties Ltd, shares his experience with us.

物業管理行業如何為節能出一分力？太古地產有限公司技術統籌總監陳永康工程師將與我們分享他的經驗。

### Energy Conservation - a Long Term Battle

In the past, most companies in the property management sector thought that the objective of energy reduction was to reduce operating costs. Now, forward-looking companies are starting to adopt business changes to meet the emerging challenges of the future “Low Carbon Economy”. It is expected that combating air pollution and global warming will be a long term battle which requires business to get ready for the following changes:

- Fuel costs will be much higher, with social costs added to them.
- Much more stringent regulations will be in place, and these may put companies out of business if they are not prepared. But at the same time, this may create more business opportunities for companies that are prepared.
- Customers will be better aware of the effects of climate change and drive demands for buildings emitting less carbon.

### 能源節約 任重道遠

大多數物業管理公司都認為減少能源消耗，目的只為節省經營開支。具前瞻性的公司現在已經開始改變經營策略，以應付日漸浮現之「低碳排放經濟」挑戰。應付空氣污染及氣候轉變是一場持久戰，商界需要準備面對下列轉變及增強其競爭力：

- 能源價格在加入社會成本後會越來越高。
- 沒有作好應付轉變的公司會在更嚴格之法規下更難經營。相反，對已準備好的公司可帶來商機。
- 客戶會更關注氣候轉變之影響，要求建築物減少碳排放。

### Building Green Buildings

For new buildings, the use of environmental assessment tools, such as BEAM and LEED, can allow designers to choose the design option with the lowest expected energy consumption. However, before a building is ready to operate, verifying that the original design intent and energy-efficient systems are functioning well are equally important. Testing and commissioning records should become an integral part of operation manuals for building operation personnel.

For buildings in operation, the focus should be on continuous improvement. Most buildings are equipped with a sophisticated Building Management System (BMS), and plant operating data collected from it can be transformed into useful information that can be used for understanding where and how improvements can be made to the performance of equipment. It is important that such data are kept and stored in a central database so that they can be easily retrieved for analysis and other purposes, like fault detection and diagnosis, whenever needed.

### 綠色城市 由建築著手

新建築方面，設計師使用 BEAM 及 LEED 等評估各不同方案之能源消耗，以選擇最佳能源效益之方案。雖然如此，在建築物運作之前，調較及測試系統以求達到設計標準及最有效之能源使用亦非常重要。對於大廈操作人員，該等測試記錄是操作手冊內不可缺少的。

另外已建成之建築物，焦點應放在持續改進方面。大部份商業樓宇已有大廈自控裝置 (BMS) 用作收集各系統作運行數據，該等數據可以轉化為有用資料，用來量度各系統之狀況及需要改善之處。數據亦要儲存在中央數據庫，以便日後用作分析或其他用途，例如故障預測及診斷。

### Overcoming Difficulties

In technical level, the “Building Management System” is still being used as an expensive time clock instead of meeting its intended purpose, which is to optimize the operation of plant and equipment, and to provide information for energy management. Besides, a lot of resources are being put into upgrading the BMS and improving the knowledge of the engineers and operators in order to better utilize the BMS.

Aligning the attitude to combating climate change across the different departments of a company is difficult. A clear message from the top management is needed so that a good balance of environment, quality of services and resources can be maintained.

### 跨越困難

在技術層面上，大廈自控裝置仍然主要用作自動開關，而應用在收集數據作為優化能源使用方面則很少。要達致更有效應用大廈自控裝置，需要投放大量資源去以進大廈自控裝置之應用，及改善操作人員之知識。

要劃一不同部門對應付氣候轉變之價值觀很困難，管理層在這方面要作出協調，從而在環境保護、服務質素及資源投放三方面取得平衡。

# Assessment on the Performance of Energy Conservation in Commercial Sector

## 評估商界的節能表現



**Ir Roger Lai**  
President of Hong Kong Association of Energy Engineers

Energy conservation is so important to the future of mankind. Hong Kong, as an international business and financial centre, the commercial activities are responsible for a major share of energy consumption. How can we assess the performance of energy conservation in commercial activities and act accordingly? Ir Roger Lai, President of Hong Kong Association of Energy Engineers (HKAEE), shared his insights on this topic with us.

### Industry Norm as Benchmark Continuous Improvement

Different industries will have different energy consumption patterns. Benchmarking oneself with the norm of the same or similar industries is one way of knowing assessing the performance of energy conservation in one's own particular commercial activity. For example, in the transportation industry, fuel consumption per passenger-km is one commonly used benchmark. In commercial office buildings, the energy consumption per unit area per year is a widely used benchmark. This means that we should conduct energy audits periodically. Nowadays, carbon reduction has received increased attention. Energy audits have been broadened to become energy-cum-carbon audits

One should not be satisfied with being better than the norm, strive for energy efficiency should be a continuous improvement process. We should strive for better and better energy efficiency incessantly. The combat against climate change is a campaign that would last for decades before the trend of increase in green house gas can be reversed. Thus, every organization should establish some form of energy audit, and to set targets for energy-efficiency improvements in regular intervals.

### Top Management Should Play the Leading Role

A sustained vigilance and drive on energy-efficiency and carbon reduction could only achieved with commitment from top management, and also putting in place an energy-efficiency cum carbon reduction management system. Staff should be briefed on such company policies, and staff groups are to be engaged in discussions on the topic to achieve buy-in, and relevant training should be provided to staff. Roger's experience in implementation of ISO9001, and ISO14001 shows that, in many cases, the quest for quality and environmental care can be sustained if top management is committed to the implementation of a quality management system and an environmental management system respectively. Roger also has high hopes that the implementation of energy-efficiency cum carbon reduction management system will achieve the same degree of success as the ISO9001 or the ISO14001 systems.

### Hong Kong's Performance on Energy Saving

Regarding the world averages, Hong Kong has been doing quite well on energy saving, but we are not among ones at the top of the league and there is a long way to go. Many countries have already established various systems to mandate observation of energy efficiency. Some countries have imposed tax systems to encourage carbon reduction. Also, the proposed mandatory energy efficiency code for building service systems has yet to be enacted. We have some degree of improvement in the past, but that are mainly due to voluntary efforts. Hopefully, the performance of the energy conversation in Hong Kong will keep pushing ahead.

**黎仕海工程師**  
香港能源工程師學會會長

節能對人類的未來非常重要，香港作為世界商貿金融中心，其中商業活動需要消耗很多能源。商界要怎樣評估他們商業活動上的節能表現呢？我們可怎樣評估商界的節能表現然後實施相應的節能措施？我們特別請來香港能源工程師學會會長黎仕海工程師與我們分享他對這議題的見解。

### 同業為基準 進步求突破

不同類型的工商業有不同的能耗，其中一個方法是將自己的能耗和同類型工商業機構的平均能耗作比較。比如在運輸業，每乘客每公里的燃油使用量是一個常用的比較指標。在商業大廈的用能方面，一個廣泛採用的比較指標是每平方米樓面面積每年的平均能耗。要用這些數據作比較，我們需要定期執行能源審計。近年來，社會越來越重視減少碳排放，能源審計亦擴大，變成「能源及碳審計」。

但是我們不應只滿足於自己的能耗數據比同類型的工商業機構的平均值優越。提升能源效益應該是一個持續改善的過程，我們要不斷追求更好的能源效益。對抗世界氣候轉變，需要全人類數十年的功夫，才有可能扭轉現時溫室氣體排放仍在增加的趨勢。每個機構都應建立能源審計機制，定期制定改善能源效益目標。

### 推節能計劃 管理層有責

要持續關注及推動節能減排，管理層要有承擔，並且應該推行一套節能減排管理體系。此外，管理層要向員工陳述公司這方面的政策，鼓勵員工及員工組群去討論這些問題，從討論中逐步取得員工的認同和支持，並安排員工接受節能減排的培訓。以往在實踐 ISO9001 及 ISO14001 的經驗證明，如果管理層積極地及有承擔地推行質量管理體系及環保管理體系，機構內追求卓越質量及提升環保的意識便會持續不衰，相信執行節能減排管理體系，效果會媲美執行 ISO9001 及 ISO14001。

### 港人齊積極 同創新里程

相對於世界各地的平均表現，香港在節能方面是做得比較好的。但我們並非榜上最好的一群，香港還有很大的進步空間。很多地區經已定立了強制性的能源效益的體系，有些國家則以徵稅形式鼓勵碳減排。而強制性建築物能源守則仍在諮詢階段，有待正式立法。我們過往的節能成果，主要是大家自願配合的，展望香港的節能表現能繼續向前邁進。

# Love the Earth · Use Less Paper

## 愛地球 · 減用紙

Traditional publishing requires a lot of paper, and large amount of timber is used, with greenhouse gases and chemical pollutants by-products of the process. And if we do not use, treat and recycle waste paper properly, it will surely increase the burden on our landfills. If we wish our future generations to grow up in a pleasant environment, we must do our part to minimize wastage.

One obvious answer is to make more use of electronic media, and this is a practical step most companies can take to protect our environment. Given HKQAA's concern with environmental protection and sustainable development, we have decided to offer an online version of our quarterly newsletter from October 2009.

We will upload the full version of "VISION" to our official website [www.hkqaa.org](http://www.hkqaa.org) for free download and will email an e-version automatically to existing subscribers.

If you would still like to receive printed copies, please complete and return the following "Subscription Form" to us by fax (Fax no.: 2202 9222).

出版印刷品會消耗大量紙張，而且印刷過程會產生大量溫室氣體和化學污染物。再者，香港現正面對堆填區不勝負荷的問題，廢紙如果沒有得到適當的回收處理，絕對會加重堆填區的負擔。如果我們的下一代能夠在優美愉快的環境下成長，我們必須為環境保護出一分力，改變現有造成浪費的生活模式。

一個顯而易見的解決方法是利用電子媒介，減印刷是大部份公司及機構都可身體力行的環保行動。本署致力協助社會邁向高質素生活的理念，環境保育及可持續發展一向是香港品質保證局所關注的課題。因此我們積極將每季印製的通訊期刊《管略》電子化以減少用紙，盡我們所能為環保出一分力。由10月開始，我們會將《管略》之全部內容上載至本局之官方網頁 [www.hkqaa.org](http://www.hkqaa.org) 供免費下載。如要索取印刷本，請填妥以下表格傳真至 2202 9222。

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# 2009 Mainland and Hong Kong Construction Industry Forum

## 2009內地與香港建築業論壇



The annual conference “2009 Mainland and Hong Kong Construction Industry Forum”, jointly organized by Ministry of Housing and Urban-Rural Development and Development Bureau, was held from 8 to 10 April 2009 in Chengdu, Sichuan. The Hong Kong delegation was led by Mrs Carrie Lam, Secretary for Development. As in the past, Hong Kong Quality Assurance Agency and the construction industry have been very supportive to the forum. HKQAA’s Chairman, Ir Prof. Peter Mok, Deputy Chairman, Ir Dr W K Lo together with the top management joined this major event in the industry.

The theme of this year’s Forum is “Sustainable Urban Form: From Disaster Risk Reduction and Prevention to Quality Construction”. The devastating 5·12 Wenchuan earthquake has added a new dimension to this year’s forum. The core programme will comprise three interactive discussion forums: 1) Lessons learnt from Disaster; 2) Disaster Risk Prevention and Reduction; and 3) Quality City Construction. The event provided a platform for distinguished industry leaders from Hong Kong and the Mainland to share their experience and vision on topics under the main theme, and to promote the exchange of construction technology and expertise, and enhance the co-operation between the construction industry of the Mainland and Hong Kong.

A study mission was also arranged after the Forum to cities/areas with reconstruction projects supported by the HKSAR. “The site visit to Dujiangyan is very inspiring and meaningful. We can have a real picture of the post-quake reconstruction work. It is glad to see that different sectors of the Mainland and Hong Kong Community have been actively supporting the reconstruction work.” Coleman Tse, General Manager of Construction Business of HKQAA said.

Reconstruction support works need us! Exploring more new ideas in pursuance of disaster risk reduction/ prevention and quality construction is always a good approach to protect us from the disaster.



由住房及城鄉建設部與發展局聯合主辦一年一度的「2009內地與香港建築業論壇」已於二零零九年四月八日至十日在四川成都舉行。香港代表團由香港特別行政區政府發展局局長林鄭月娥女士帶領。一如以往，香港品質保證局及建築業都鼎力支持該論壇。香港品質保證局主席莫國和教授工程師、副主席盧偉國博士工程師及高級管理層人員均參與了此項建築業界盛事。

今年大會的主題為「可持續城市形態：防災減災與優質建設」。5·12汶川大地震，論壇主要包括三個範疇進行互動討論：一、城市災害的啟示；二、城市防災減災；三、建設優質城市。該論壇為業界領導人及與會者提供一個平台，就大會的主題分享經驗和前景，並可促進內地與香港建造業在技術和專業知識等方面的交流，加強彼此的合作。

大會安排了與會者在論壇後實地考察由香港特區政府贊助重建的區域。香港品質保證局建築業務總經理謝健雄表示：「都江堰內的考察活動充滿啟發性且饒有意義。我們能夠看到地震後重建工作的實況，慶幸看到內地和香港不同業界主動支持各項重建工作。」

重建工作需要我們！探討更多新方法達致減災防災是保障人民安全的好方法。





# New Certified Clients 新認證客戶

Feb 2009 to Apr 2009 | 2009年2月至2009年4月

The HKQAA Carbon Seminar, on the theme of “Carbon Emission Reduction — The Right Thing to Do”, was held on 12 May 2009 at City University of Hong Kong. The event attracted more than a hundred decision-makers from different industries, which was very encouraging, and all speakers and audience members were enthusiastic about sharing their views on reducing carbon footprints in Hong Kong.

At the event, professional representatives from government and industry shared their insights and experience of carbon emission reduction. The keynote speakers were: Mr Edwin Ginn, Senior Scientific Officer of Hong Kong Observatory; Ir Colin Chung, Executive Director of Parsons Brinckerhoff (Asia) Limited; Ms Connie Sham, Senior Manager of Strategic Business of Hong Kong Quality Assurance Agency; Ir Roger Lai, President of The Hong Kong Association of Energy Engineers; Mr Henry Chan, President of The Hong Kong Institute of Housing; Ir Cary Chan, Head of Technical Services of Swire Properties Limited; Ir Sidney Tong, Head of Business Development- Engineering of Hong Yip Service Company Ltd.; and Mr Kent Fung, Assistant Secretary for the Environment (Energy) of Environment Bureau.



The Seminar was generously sponsored by Camelpaint Chemicals Co. Ltd., Synergy Global (Hong Kong) Ltd. and TioStone Environmental Limited.

Hong Kong Quality Assurance Agency has developed various products and services to assist organizations to reduce carbon emissions effectively, such as carbon audits, carbon reduction labeling and carbon management systems.

Due to the overwhelming response to the seminar, HKQAA will arrange another carbon workshop on 30 July.

由香港品質保證局舉辦的「碳」研討(“Carbon Emission Reduction — The Right Thing to Do”)已於2009年5月12日假香港城市大學順利舉行，吸引了逾百位不同行業的觀眾蒞臨。當日的反應相當熱烈，講者跟與會者都熱忱於分享對減少香港「碳」足印的看法及意見。

研討會上，來自政府及業界的專業人士就減輕「碳」排放等不同議題分享真知灼見及經驗。演講嘉賓包括：香港天文台高級科學主任殷榮磊先生、栢誠(亞洲)有限公司執行董事鍾志良工程師、香港品質保證局高級策略業務經理沈小茵女士、香港能源工程師學會會長黎仕海工程師、香港房屋經理學會會長陳世麟先生；太古地產有限公司技術統籌總監陳

永康工程師；康業服務有限公司業務發展總監—工程唐培強工程師，以及環境局助理秘書長(能源)馮健兒先生。

是次研討會獲駱駝漆化工有限公司、Synergy Global (Hong Kong) Ltd. 及天奧環保有限公司鼎力贊助。

香港品質保證局推出了多項產品及服務協助機構有效減少「碳」排放，例如「碳」審核、減「碳」標籤和「碳」管理體系。

由於研討會的反應踴躍，香港品質保證局將於7月30日再次舉行「碳」研討會。



## HKQAA becomes the Qualified Service Providers for Energy-cum-carbon Audit Projects 香港品質保證局成為能源及二氧化碳排放綜合審計項目合資格服務提供者

HKQAA has recently become one of the accreditation bodies to be the qualified Service Provider for Energy-cum-carbon Audit Projects<sup>1</sup>. The objective of the programme is to encourage existing building owners to carry out energy-cum-carbon audits, with a view to systematically reviewing the use of energy and quantifying the greenhouse gas (GHG) emissions associated with their buildings. Opportunities for enhancing energy efficiency and conservation, and reducing the level of GHG emissions arising from building operations, will also be sought. The scheme covers energy-cum-carbon audits carried out in communal areas of residential, commercial and industrial buildings or composite buildings comprising any two of these three types.

香港品質保證局於近期成為了「能源及二氧化碳排放綜合審計項目合資格服務提供者」<sup>1</sup>的認證機構之一。

該計劃的目的，是鼓勵現有的大廈業主進行能源及二氧化碳排放綜合審計，以便有系統地檢討其建築物使用能源的情況及量化其溫室氣體排放量，並在建築物運作方面尋求機會，提升能源效益和節約能源，以及減低溫室氣體排放量。本計劃涵蓋在住宅、商業、工業建築物或包含這三類用途其中兩類的綜合樓宇的公用地方所進行的能源及二氧化碳排放綜合審計。

### Reference 參考資料

<sup>1</sup> 環境及自然保育基金網頁：<http://www.building-energy-funds.gov.hk/tc/registers/ECA-Projects-Company.html>

<sup>1</sup> Energy and Conservation Fund website: <http://www.building-energy-funds.gov.hk/en/registers/ECA-Projects-Company.html>



# Management Systems - Then and Now <sup>1990</sup> 管理體系的過去和現在 <sup>1988</sup> 1989

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 Associate Technical Director, HKQAA

作者：倪國夫博士  
 香港品質保證局技術總監

In 1989, the ISO 9000 family of international standards had only recently been launched; there was no ISO 14001 standard for environmental management, no ISO 9001-based sector-specific standards like TL 9000 or ISO/TS16949 for the telecommunications and automotive industries, and certainly no international standards on Information Security, Supply Chain Continuity or Corporate Social Responsibility. Health and Safety in the workplace was largely controlled in a regulatory manner, with "enforcement" by government regulators being the typical approach. So how have things changed in the last 20 years? This article focuses on the technical and philosophical changes that have seen a gradual move away from traditional "prescriptive" engineering-type approaches of the 1980's, focused primarily on manufacturing industry, towards a more principles-based approach suitable for all kinds of organization, focusing on defining policies and achieving planned results by effective process management.

於 1989 年，國際標準 ISO 9000 系列首次推出，而 ISO 14001 環境管理體系還沒有推行；所有以 ISO 9001 為基礎的標準，如為電訊業的 TL 9000 或汽車產業的 ISO/TS 16949，及針對信息安全、供應鏈的可持續性或企業社會責任的國際標準也尚未推出。職業健康和 safety 則一直由政府以「強制實施」的方法規管。各種管理體系在過去二十年有著如何的變化呢？本文重點介紹技術和概念方面的改變，檢閱逐步擺脫二十世紀 80 年代較適合於製造業的傳統工程類的「處方式」模式，朝向一個適用於各種組織以原則為基礎的模式，通過政策的制定和有效的過程管理，達致預期的成果。

## Quality

The first edition of the ISO 9000 standards, published on 15 March 1987, was developed based on traditional quality assurance standards used in the manufacturing sector (specifically in the engineering, aeronautical, nuclear and military-related industries) that had been around since the 1950's. The "quality system" requirements standard ISO 9001 was developed to address contractual situations where the "supplier" had to demonstrate the ability to "design/develop, produce, install and service" its products. ISO 9002 was used in situations where the "supplier" was required only to produce and install according to customer specifications and ISO 9003 was a much simplified (and little-used) version aimed at "suppliers" where conformance of product to customer requirements was ensured only by final inspection and testing.

## 質量

ISO 9000 標準在 1987 年 3 月 15 日首次出版，它是建基於 1950 年代已開始應用於製造業的質量保證標準（特別在工程、航空、核能和軍事相關的行業）。當中的 ISO 9001「質量體系」要求，是說明在合約情況下「供應商」需要證明針對其產品在設計/開發、生產、安裝和服務所具備的能力。ISO 9002 是在「供應商」需要根據客戶要求生產和安裝的情況下才會適用。ISO 9003 的要求是比較簡單（及很少使用），旨在「供應商」只需要以最終檢查和測試來確保產品符合客戶要求時使用。

The first small revision to ISO 9001, issued in 1994, maintained the general structure and manufacturing focus of the standard, and introduced a specific sub-clause addressing requirements for preventive action. By this time, ISO had also published ISO 9000-2 (an implementation guide for ISO 9001, 9002 and 9003) and ISO 9004-2 (a guide for implementing a quality system in the service sector), both of which were withdrawn when the Year 2000 version of the ISO 9000 standards were published.

於 1994 年，出版了第一個輕微修訂的 ISO 9001 標準，保留了整體結構和傾重於製造業的特點，帶出了明確的預防措施的條文要求。ISO 同時也出版了 ISO 9001、9002、9003 認證實施指南 — ISO 9000-2 服務行業實施質量管理體系指南，當 ISO 9000 標準 2000 年版推出時，這兩個標準已被取替了。

In order to make the ISO 9000 standards more business-focused and easier to understand for those not involved in manufacturing industries, ISO placed great emphasis during the development of the ISO 9000:2000 family on defining and deploying throughout the standards a set of eight quality management principles. These now form the basis for both the ISO 9001 requirements standard and the ISO 9004 guideline standard. The eight principles are:

為了使 ISO 9000 標準更加適合於業務上的需要和讓非製造行業的機構更容易理解標準的要求，在 ISO 9000:2000 標準族的過程中，ISO 特別界定了在制定標準時應用的八大質量管理原則。至今，這八大原則仍是 ISO 9001 和 ISO 9004 指南的基礎。八大原則如下：

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach
- Factual based decision-making
- Continual improvement
- Mutually-beneficial supplier relationships

- 以顧客為中心
- 領導作用
- 全員參與
- 過程方法
- 管理系統方法
- 基於事實的決策方法
- 持續改進
- 供應商的互利關係

In addition to the shift from "Quality Assurance" to "Quality Management", ISO 9001:2000 also saw a change in focus from many "hard" engineering-based requirements to "softer", more abstract "people-focused" requirements. Requirements related to "management commitment" and "employee awareness" were introduced, and, whilst these are much more appropriate for a

此外，ISO 9001:2000 標準也出現除了從「品質保證」演變為「質量管理」之外，引入了「管理承諾」和「員工意識」相關的條文要求，亦改變了以往「機械化」的條文要求，加添了較「人性化」注重人的能力之條文。更適合現代機構的需要，但比 1994 年版本中那些「黑或白」（「是/否」）的要求就較難進行審核。



modern organization, they are also much more difficult to audit than some of the old “black or white” (“Yes/No”) requirements of the 1994 versions.

The recently-published ISO 9001:2008 standard incorporated only a few small changes to existing (ISO 9001:2000) requirements, and retained the eight quality management principles at its core. Future revisions to ISO 9001 (though still at least five or six years away) are likely to include an increased emphasis on risk management, organizational agility to respond to changing business environment, and possibly the introduction of ethical business considerations.

### “Quality with a capital Q”

The last 20 years have seen ever-increasing societal concerns about the need for organizations to address issues other than the narrow concept of “product quality”, in order to improve the quality of life for their stakeholders (direct customers and end-users, employees, investors, suppliers, society as a whole, and indeed future generations). ISO 9000 had introduced the concept of a management systems approach to quality, and we have seen the same rationale applied to the environment, health and safety, information security, and Corporate Social Responsibility, among others.

In 1989, there was no international standard for environmental management systems, but several recent events had already identified the need for increased international awareness of environmental issues.

The landmark Brundtland Commission report to the United Nations, published in 1987, emphasized the need for “sustainable development that meets the needs of the present without compromising the ability of future generations to meet their own needs.” This has since been one of the cornerstones for the development of the ISO 14000 family of standards, and, indeed, the future ISO 26000 standard on Social Responsibility (due for publication in 2010)

ISO 14001 was published in 1996, and has since been revised in 2004. Over the years, there has been significant work done “behind the scenes” between ISO’s Technical Committees TC176 (Quality management) and TC207 (Environmental management) to bring the standards closer together in terms of their format, sequence and common elements, and this will almost certainly continue in the future.

Over recent years, we have also seen the emergence of a new standard for Health and Safety management systems. Although not an “ISO standard”, OHSAS 18001 has seen increasing acceptance around the world in its use for certification purposes. The standard loosely follows the structure and content of ISO 14001, and employs both the process approach and the use of the Plan-Do-Check-Act cycle to identify and manage health and safety risks.

Although there are many more sector-specific and other standards that have come into existence, together with the soon-to-be-published ISO 9004:2009 (“Guidelines for Sustained Success – A quality management systems approach”) and the future ISO 26000 (“Guidance on Social Responsibility”) form the basis for organizations to develop a truly sustainable approach for the long-term. Hopefully 20 years from now, we will be able to look back and see that the world is a better place than it was when the journey began in 1989.

In general, there has been a shift away from the traditional “manufacturing” focus of the original (1987) series of ISO 9000 standards, towards a more people-oriented approach suitable for organizations in the service and other non-manufacturing sectors. Global recognition of the need for sustainable development will further emphasize this shift in the future, as organizations become more and more concerned with their long-term sustained success, the environment in which they operate and the health, safety and overall welfare of their personnel.

最近出版的 ISO 9001:2008 標準，只是在 ISO 9001:2000 標準中作出了輕微的改動，並保留了八大質量管理原則為核心。今後修訂的 ISO 9001 標準（雖然仍相距至少五至六年），將增加風險管理和機構的靈活性的重視，以應對不斷變化的營商環境，也會考慮引入商業道德的元素。

### 廣義質量

為了提高持分者的生活質素（包括客戶和最終用戶、僱員、投資者、供應商、社會整體和我們的下一代），在過去二十年，社會日趨關注機構應對方面問題的需要，不單單著眼於較狹義的「產品質量」。ISO 9000 引入了以管理體系的模式去管理工作和產品的質量，以及可適用於環境、健康和 safety、信息安全和企業社會責任等則顧及生活的質量、環境的質量及社會的質量。

在 1989 年的時候並沒有任何環境管理體系的國際標準，從最近一些事件可證明，國際間對環境問題的意識是需要提高的。

於 1987 年出版的布倫特蘭委員會向聯合國提出的報告，強調可持續發展的需要——既能滿足現今的需求，又不危及下一代人滿足其需要之發展。這是發展 ISO 14000 標準系列和即將在 2010 年出版出版的 ISO 26000 社會責任標準的基石之一。

於 1996 年出版的 ISO 14001 標準系列在 2004 年作出了修訂。多年來 ISO 技術委員會 TC176（質量管理）和 TC207（環境管理）「在幕後」完成了重要的工作，使標準在其格式、序列和共同要素更加配合，這工作肯定會在未來延續下去。

近年來，我們也看到新的職業健康和安全管理體系新標準的出現。OHSAS 18001 雖然不是一個「ISO 標準」，但已經不斷得到世界各地的接受並用於認證用途。標準大體上是根據 ISO 14001 標準系列的結構和內容制定，並採用了策劃—執行—檢查—行動 (Plan-Do-Check-Act) 的過程管理方法，去找出和管理健康和安全的風險。

雖然現已存在許多行業標準和其他標準，但是加上即將出版的 ISO 9004:2009——「持續成功指南—質量管理體系方法」和將來的 ISO 26000——「社會責任指南」之後，便會成為機構達成持續發展的基礎。希望我們在二十年後再次回顧，會發覺世界比起從 1989 年走到今天的現況更美好。

總括而言，原本以傳統「製造業」作重點的 1987 年版 ISO 9000 標準系列，已轉變為一個「以人為本」的標準，適合於服務業和其他非製造業的機構。機構愈來愈關心取得持續的成功、在健康和安全的環境工作，以及整體員工的福利，在全球認識到可持續發展的需要下將會在未來更強調這些轉變。

# Corporate Social Responsibility Does it Matter to Me? 企業社會責任，與我何干？



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It is not difficult to find stories in the media related to corporate social responsibility (CSR). Recently, for example, a large telecommunications company laid off staff, as did a television company. Labour groups protested that these organizations did not have any sense of social responsibility. Before this there was the toxic milk scandal, the mini-bonds scandal and the subprime mortgage crisis, and in all of these cases the media did stories on enterprises that were said to display a lack of social responsibility. During NPC & CPPCC sessions, national leaders have also pointed out that enterprises should have a sense of social responsibility.

So, it seems that we all agree that enterprises should be socially responsible. But do business owners share this view? Friends of mine who are business owners do not. They believe corporations that perform well in terms of social responsibility are those obeying the law, paying tax on time and hiring staff, as well as providing a stable job in a time of global financial crisis. Many employers think that the commitment to greater social responsibility means higher operating costs; this seems to be a far-fetched topic in today's economic environment.

However, some market research results show that corporations who show greater CSR can create greater business opportunities, but not just doing something good for society. The Food Marketing Institute in the United States is a research institute that serves major retailers. It recently published research showing that about 80% of consumers choose brands with better performance in social responsibility, assuming they are the same price and quality as their competitors' products. This view seems to be supported by the CIES Business Forum (Food Business Forum) survey. CIES members include world-renowned retailers such as Wal-Mart and TESCO, and Hong Kong well-known brands such as Jusco and Dairy Farm. In 2008, CIES conducted a survey with more than 400 retailers worldwide in 52 countries, to ask about the retailers' "Top of Mind" issue. Corporate social responsibility was at the top of the list, food safety was second and customer health and nutrition third; the economy and consumer demand, which business owners concern most was fourth. We should not forget that these 400 retailers are the target customers of many local corporations, so it seems that ignoring CSR is not an option.

Today, the Internet and advanced telecommunications products have driven super brands like Wal-Mart and TESCO to pay more attention to CSR. In a globalized world, information about social responsibility, like quality, environmental protection and ethical behaviour, can spread rapidly. If you, as a customer, is dissatisfied with the attitude of service personnel during a shopping experience, you can use your phone to video the incident and upload it to YouTube. Similarly, unflattering photos of a factory used by a supplier to a large brand could have a great impact and lead directly to business losses. This explains why well-known international brands and local companies have invested resources in CSR for their management and supply chain in recent years.

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近日，從媒體中不難發現大量關於企業社會責任的報導，例如：有某大電訊公司及電視媒體機構相繼裁員，勞工團體抗議企業沒有社會責任。去年，有毒奶事件、毒債事件、毒按揭事件，傳媒亦有大肆報導相關企業沒有社會責任，連國家領導人亦在早前兩會其間，提出企業應有社會責任。

一時間，社會似乎逐漸形成共識，企業應承擔一些責任。但作為企業老闆的一方，又是否有著相同的觀點呢？身邊一些當老闆的朋友，卻有著不同的看法，對他們來說企業守法準時交稅和聘用員工，並能在全球金融危機的營商環境中，為員工提供穩定的工作已是非常有社會責任的表現。對很多老闆來說，承擔更大的社會責任意味著付出更大的經營成本，在今天的經濟環境，似乎是遙不可及的課題。

然而，在一些市場研究結果顯示，企業表現出更大的社會責任卻能創造更大的商機，而非單單為社會做點善事。在美國的 Food Marketing Institute (食品市場研究所)，這所是為各大零售商服務的研究機構，發表的研究結果顯示約八成的消費者在購物時，在同等價錢與質量中會選用或轉用商品來自於有更佳社會責任表現的品牌。這個觀點似乎在 CIES Business Forum (食品商業論壇) 的普查中得到支持。CIES 的會員來自全球各地知名的零售商，如 Wal-Mart、TESCO 等，香港人所熟悉的 Jusco 和牛奶公司等亦是會員之一，CIES 在 2008 年向全球超過 400 個零售商在 52 個國家進行普查，詢問這些零售商的老闆對企業來說甚麼是最重要的 Top of Mind。結果第一位是企業社會責任，第二位是食品安全，第三位是顧客的健康及營養，而一般企業老闆最關注的經濟及顧客需求卻排在第四位；在頭三位均與企業社會責任有著直接和間接的關係。看來企業社會責任已不再是企業一個可有可無的課題，不要忘記這 400 個零售商正是很多本地商業機構的目標客戶。

互聯網及現今先進的電訊產品正不斷促使像 Wal-Mart、TESCO 等超級品牌更重視其社會責任的形象。在全球一體化的信息世界，相關企業的質量、環保及道德行為等社會責任資訊能在瞬間從香港傳到世界各地。在購買產品時若不滿意服務態度，閣下可立刻使用有拍照功能的手提電話拍下錄像，然後傳到 YouTube，讓全球都知道某商店劣質的服務態度。同樣地，某大品牌供應商的血汗工廠照片更能引起極大的社會迴響。這將為品牌帶來直接的商業損失。這是品牌不願意見到的，這說明了為什麼國際品牌和本地知名企業近年都投放了大量資源在管理自身及其供應鏈上的社會責任表現。



An enterprise's position on corporate social responsibility will undoubtedly have an impact on social harmony and stability. Let's take the examples of Wal-Mart and China Mobile. Wal-Mart had over four trillion dollars of total revenue in 2008, which would make it number 23 on the International Monetary Fund (IMF) list of countries (ranked by GDP), just behind Poland and higher than Taiwan and Hong Kong. China Mobile earns less than Wal-Mart, but earned more than sixty billion U.S. dollars, and would rank 61 in the IMF list, just behind Vietnam. The commercial activities of these corporations can thus directly affect thousands of other businesses and tens of thousands of jobs.

The ISO 26000 social responsibility guideline (said to be more important than the ISO 9000 standard) will be an important international standard that aims to promote the establishment of harmonious societies. Four hundred experts from 48 countries have been working on the guidelines since 2003. It was my honor to meet with Dr Jorge Cajazeira, Chairman of the Working Group, in Hong Kong at the end of last year. He looked forward to the completion of the draft of ISO 26000 standard and to its official publication by the end of 2009. Those standard define what social responsibility means to human beings and therefore recommend corporations on how to enhance performance on social responsibility.

As Asia's world city, Hong Kong cannot be left behind when it comes to embracing international business trends. Of course not all companies have huge financial resources like Wal-Mart and China Mobile, but I believe that every corporation can do something to improve the well-being of people. Let's start learning together today, implementing the ways to enhance CSR performance and creating a win-win situation for business and society.

事實上，像 Wal-Mart 於 2008 年的總收入超過 4 千億美元，若放在 International Monetary Fund (國際貨幣基金) 國家 GDP 排行榜已能穩佔第 23 位，僅次於波蘭，高於台灣及香港。而我們所熟悉的中國移動相對 Wal-Mart 收入較少，但亦超過 600 億美元，只僅次於越南排第 61 位。這些企業的商業活動，直接拉動著數以千計企業和數以萬計的工作職位。可以想像得到企業在社會責任上的取態，將影響到社會的和諧與穩定。

《ISO 26000 社會責任指南》正是為推動建立和諧社會而研發的一個重要國際標準，有人說這將是較 ISO 9000 更為重要的標準。制定《ISO 26000 社會責任指南》的工作小組，來自 48 個國家的 400 位專家，自 2003 年起草擬標準藍本，筆者去年底有幸在香港與工作小組主席 Jorge Cajazeira 博士會面，他期望 ISO 26000 標準能在 2009 年底完成草擬正式出版，為人類定義出甚麼是社會責任，並且就企業應如何提升社會責任表現提出建議。

我們經常說香港是亞洲國際都會，試問又怎能對這些國際營商的新趨勢落後於鄰近地區呢！當然不是所有

企業都像 Wal-Mart 和中國移動般擁有鉅大財政能力，但我相信每個企業均聯繫著很多人的福祉。就讓我們從今天一起努力學習，並執行提升企業社會責任表現的方法，為企業和社會創造雙贏。



# International, Hong Kong & Mainland China

## 國際、香港及中國內地

### International 國際

#### ISO/CASCO moves closer to new standard for third-party audit requirements

During its recent meeting in Geneva at the beginning of June 2009, ISO's Conformity Assessment Committee further progressed its work on developing additional requirements for third party management systems auditing. The future ISO/IEC 17021 Part 2 will define requirements for a certification body's contract review process, audit team selection, auditor competence and the selection and use of technical experts, among other topics. It will supplement the existing structural and managerial requirements for certification bodies that are specified in ISO/IEC 17021:2006 standard, which is used as a basis for accreditation.

As a result of the Geneva meeting, the Draft International Standard will be made available in the near future, and the final standard is on schedule for publication in 2010.

#### Publication of ISO 26000 on schedule for 2010

ISO's Working Group on Social Responsibility (ISO/WG SR) held its 7<sup>th</sup> meeting in Québec, Canada from 18-22 May, and consensus was achieved among the 300 + multi-stakeholder participants present to move the development of ISO 26000 forward for publication as a Draft International Standard. More than 3,000 comments had been submitted during the successful balloting of the Committee Draft that was made before the meeting. During the meeting, a number of complex issues such as barriers to trade, human rights and user friendliness of the text were discussed and agreed. ISO 26000 will provide organizations with guidance on incorporating social responsibility into their operations.

Dr Jorge Cajazeira, Chair of ISO/WG SR, commented: "This was an outstanding meeting which included some 'passionate' debates. Nevertheless, the sense of justice and the fairness has never been closer and has allowed us to move the draft ISO 26000 to another crucial step in its path to publication."

The next meeting of the ISO/WG SR will be held in Copenhagen, Denmark, in the first half of 2010, and the publication of ISO 26000 is targeted for September 2010.

#### New Food Safety Recognition Scheme approved

The Global Food Safety Initiative (GFSI) recently announced that the ISO 22000-based scheme offered by the Foundation for Food Safety Certification in the Netherlands has now been formally benchmarked and approved. FSSC 22000 Food Safety System Certification is based on ISO 22000, and includes additional "pre-requisite programme requirements" for food manufacturers as defined in the "Publicly Available Specification" PAS 220.

FSSC 22000 is one of only five GFSI-benchmarked Food Safety Certification schemes that are recognized by major food retailers around the world, including Carrefour, Tesco, Metro, Migros, Ahold, Wal-Mart and the Delhaize Group, and is currently the only one based on the international standard ISO 22000.

HKQAA is accredited by UKAS in the United Kingdom to provide certification to ISO 22000, and, as a participating member of the GFSI Technical Committee, expects to be among the first certification bodies worldwide recognized to provide accredited certification to FSSC 22000, early in 2010.

#### ISO/CASCO 進一步發展第三方管理體系審核要求

2009年6月初在日內瓦舉行的會議期間，國際標準化組織合格評定委員會進一步發展第三方管理體系審核的附加要求。除其他議題外，未來的ISO/IEC 17021第二部分將確定認證機構的合同評審過程、審核團隊的選擇、審核員的能力和選擇及使用技術專家的要求。這將補充ISO/IEC 17021:2006指定的標準認證機構現有的結構和管理方面的要求，可以用作認證的基本要求。

日內瓦會議結果公佈，國際標準草案將在不久的將來推出，而最終定案的標準可以如期在2010年出版。

#### ISO 26000於2010年如期出版

國際標準化組織的社會責任工作小組於5月18至22日在加拿大魁北克省舉行的第七次會議中，與三百多個持分者就推動發展ISO 26000國際標準草案的出版達成了共識。在會議之前舉行的委員會草案投票時已收到三千多個意見。投票期間，一些如貿易障礙、人權和方便使用者的文本等複雜的問題都已會議上討論和通過。ISO 26000將為機構提供指導，把社會責任融入業務運作當中。

ISO 26000工作小組主席Jorge Cajazeira博士認為：這是一個富代表性的會議，會議期間出現了「激烈」的討論。儘管如此，各代表對公義和公平的看法從未如始接近，促使ISO 26000初稿能邁出關鍵的一步向著標準出版的目標前進。

下一次的國際標準化組織工作小組會議將在2010年上半年度在丹麥首都哥本哈根舉行。ISO 26000將訂於2010年9月出版。

#### 全新食品安全認可計劃獲得通過

最近，全球食品安全倡議(GFSI)技術委員會宣布由荷蘭食品安全認證基金會(FSSC)以ISO 22000為基礎的計劃已正式通過和認可。FSSC 22000食品安全體系認證建基於ISO 22000，包括PAS 220「公開可用規範」中為食品製造商所界定的附加「前提方案要求」。

FSSC 22000是GFSI技術委員會五個基準食品安全認可計劃之一，獲得世界各地主要的食品零售商公認，包括家樂福、特易購、麥德龍、米格羅、阿霍德、沃爾瑪和Delhaize Group，並且是目前唯一以國際標準ISO 22000為基礎的認可計劃。

香港品質保證局獲英國認可局(UKAS)認可提供ISO 22000認證，是GFSI技術委員會的參與成員，預計在2010年初將成為全球首間提供FSSC 22000認證服務的認證機構。



## Hong Kong & Mainland China 香港及中國內地

### The publication of a new ISO/IEC standard gives an overview of Information Security Management Systems

With more and more organizations implementing information security management systems (ISMS) as part of their risk management strategy recently, ISO/IEC developed ISO/IEC 27000:2009 "Information technology - Security techniques - Information Security Management System - Overview and Vocabulary" has been published.

Edward Humphreys, convenor of the working group which developed the standard, comments: "Standardized security techniques are becoming mandatory requirements for e-commerce, health-care, telecommunications, and automotive industries in both the commercial and government sectors. ISO/IEC 27000:2009, together with the other ISO/IEC 27000 family of standards, aims to assist organizations to achieve an appropriate level of information security."

Applicable to all types and sizes of organizations and corporations, the new standard will assist organizations to understand the fundamentals, principles and concepts for improving the protection of their information assets.

### China issued 400,000 certifications for voluntary certification

According to the Certification and Accreditation Administration statistics as of 31 March this year, China had issued 415,282 valid voluntary certifications in 15 major categories. Voluntary certification distributed in Hong Kong, Macau and other regions, including 34 provinces, autonomous regions and municipalities, a total of 171 certification bodies have been approved by the CNCA to engage in voluntary certification.

In 15 major certification categories, including quality management system certification, environmental management system certification, occupational health and safety management system certification, hazard analysis and critical control point management system certification, food safety management system certification and information security management system certification, altogether more than 350,000 certifications have been issued, as well as 6,683 issued to foreign companies by the certification bodies in China. Quality management systems, including the GB/T 19001-2000/ISO 9001:2000, TL 9000 specially designed for the telecommunications industry manufacturers, ISO 13485 quality management system for medical devices industry and ISO/TS 16949 for the automotive industry. GB/T 19001-2000/ISO 9001:2000, has obtained the most certificates, more than 230,000.

### Publication of "China's Restriction on Excessive Packaging of Goods Standard"

According to the General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China (AQSIQ), the national standard "restriction on excessive packaging of food and cosmetic products" has been approved and will be implemented in April 2010. The standard was developed by experts from the Standardization Administration with extensive investigation, research and reference to relevant information from outside of China. It aims to solve the problem of excessive packaging of some goods, thereby reducing the consumption of resources.

The standard of food and cosmetic packaging sets the three mandatory requirements, as follows:

- Porosity (amount of empty space between products): packaging must not exceed 60% of the porosity
- Packaging layers: there can be no more than three layers of packaging
- Cost: the total cost of all packaging must not exceed 20% of the sales price

The requirements of the standard have been adjusted for products such as wine, cakes, grain, health food and cosmetics, all products which traditionally use more packaging materials.

### ISO/IEC 關於資訊安全管理體系綜述的新標準出版

日前，隨著越來越多的機構實施資訊安全管理體系（ISMS）作為其風險管理策略的一部分，由 ISO/IEC 制定的《ISO/IEC 27000:2009 資訊技術-安全技術-資訊安全管理體系-綜述和詞彙》已經出版。

負責制定該項標準的工作組召集人 Edward Humphreys 表示，標準化的資訊安全技術正在逐漸成為電子商務、衛生保健、電訊及汽車等領域的強制性要求，無論從政府或企業兩個層面來說都是如此。ISO/IEC 27000:2009 與 ISO/IEC 27000 系列的其他標準相互配合，其目的是為了幫助各個機構更有效達到信息安全水平。

據悉，ISO/IEC 27000:2009 適用於所有類型和規模的機構和企業，新標準的出版將有助各類機構更理解 ISMS 的基本原則、原理和概念，以便更有效保護其資訊資產。

### 中國自願性認證證書逾四十萬張

根據國家認監委的統計顯示，截止到今年 3 月 31 日，中國目前有效的自願性認證證書達到 415,282 張，共十五個主要認證類別。自願性認證分佈在全國包括香港、澳門等地區在內的 34 個省份、自治區、直轄市，共有 171 家認證機構經國家認監委批准從事自願性認證。

十五個主要認證類別包括質量管理體系認證、環境管理體系認證、職業健康和安全管理體系認證、危害分析和關鍵控制點管理體系認證、食品安全管理體系認證、資訊安全管理體系認證等逾 35 萬張，以及國外獲得中國認證機構頒發的證書 6,683 張。其中質量管理體系認證包括了 GB/T 19001-2000/ISO 9001:2000、TL 9000 為電訊業生產商特設的質量管理體系、ISO 13485 醫療器械行業質量管理體系和 ISO/TS 16949 汽車產業質量體系。GB/T 19001-2000/ISO 9001:2000 證書數量最多，達到 23 萬餘張。

### 限制商品過度包裝國家標準發布

根據國家質檢總局消息，《限制商品過度包裝要求食品和化妝品》國家標準近日已獲批准，並於 2010 年 4 月 1 日起開始實施。該標準是國家標準委組織專家經過廣泛的調查及研究和參考國外相關資料而制定的，目的是為了整頓中國部分商品過度包裝問題，從而減少資源消耗。

該標準對食品和化妝品銷售包裝之間的空隙率、層數和成本等三個指標做出了強制性規定：

- 包裝空隙率不得超過 60%。
- 包裝層數必須在三層以下。
- 初始包裝之外的所有包裝成本總和不得超過商品銷售價格的 20%。

所有酒類、糕點、糧食、健康食品、化妝品等過度包裝現的商品，標準指標要求作出了相應調整。

# The Implementation of TL 9000 Quality Management System in Telecom Industry

## TL 9000 電訊業質量管理體系的實踐

Fujian FUNO Mobile Communication Technology Co., Ltd (FUNO) celebrated its 10<sup>th</sup> anniversary in 2008. In the same year, FUNO obtained TL 9000 quality management system certification and successfully implemented enhancement of processes like network planning, engineering works and installation network maintenance and information services.

### Optimized Service Measurement

Mr Zhu Zhi Yong, System Management Specialist & Administration Supervisor of FUNO CO Department, emphasizes that the company values and understands the needs of their customers. FUNO continues to enhance the measurement of service processes through a combination of TL 9000 application characteristics by maintaining the quality of service, aiming for zero complaints as well as no more than one accident per year. In order to ensure that all processes are under control, FUNO monitors the input process, transfer and output activities, and regulates the effectiveness and efficiency of every process measurement method, including testing, validation, data analysis and internal audit.

During the implementation process, FUNO has achieved acceptable levels on measurement indicators according to their own quality requirements, for example, when applying the quality service indicator (SQ) during service installation. Combining the work with the measurement requirements leads to reductions in the duplication of statistics, and can reflect the actual work done and directly help with management decision-making.

### Rational Allocation of Resources Means Continual Improvement

"While effectively implementing the TL 9000 quality management system, we must achieve the resources invested for quality objectives at the same time, including human resources, infrastructure, working environment, information, financial resources, natural resources, suppliers and resources provided by business partners," said Mr Zhu. FUNO makes use of network diagrams, flow charts and text to present in logical order the processes and sub-process necessary for achieving quality objectives, interfaces and interrelationships, then uses these to determine the duties of the various departments, thus assigning resources effectively. At the same time, during the quality management process, FUNO provides training for internal auditors and studies third-party quality inspection reports, as well as holding internal quality meetings to introduce Plan - Do - Check - Act (PDCA) into the quality management system process. As we know, resources are always scarce so enterprises must allocate them optimally.

二零零八年福建福諾移動通信技術有限公司 (福諾) 創立十週年，同年，福諾順利考取了 TL 9000 電訊業質量管理體系認證，成功實現了優化網絡規劃、工程安裝、網絡維護和信息服務等流程。

### 優化測量流程

綜合管理部朱志勇先生表示，福諾十分重視和理解客戶的需求，通過結合 TL 9000 在電訊業的應用特點，不斷優化對服務的測量流程：服務質量要保持零書面投訴，質量事故發生率控制在一年一次之範圍以內。為了確保所有流程在受控範圍下進行，會監視過程的輸入、轉換和輸出活動，規定每個過程的有效性和效率的測量方法，包括檢驗、驗證、數據分析和內部審核等。

在實施過程中，福諾根據本身的質量要求來制定測量指標的可接受水平，例如，安裝服務中的服務質量指標 (SQ)。這樣做的好處是將實際工作與測量要求互相結合，一方面可減少重複統計，另一方面又可反映實際工作情況，對管理層的決策起了直接的作用。

### 合理分配資源 持續改進

朱先生續說：「在有效執行 TL 9000 的同時，必須實現質量目標投放的資源，這些資源包括人力資源、基礎設施、工作環境、信息、財務資源、自然資源、供應方及合作者提供的資源等。」福諾會利用網絡圖、流程圖或文字，科學化地描述實現質量目標所必需的過程和子過程的邏輯順序、接口和相互關係，分派予負責的部門並確定其職務，然後有效地分派資源。同時，在質量管理過程中，加強培訓內部審核員，定期學習第三方質量檢查報告和舉行內部質量會議，把質量管理引入策劃—執行—檢查—行動 (PDCA) 的持續改進流程中。當然，資源永遠是稀缺的，企業在分配資源時必須配合完善的方案。



**FUNO**  
福諾



# New Certified Clients 新認證客戶

Feb 2009 to Apr 2009 | 2009年2月至2009年4月



## Memorable Moments 紀念一刻

Hong Kong Quality Assurance Agency (HKQAA) has been helping industrial and commercial bodies to develop effective management systems to achieve organizational and business goals since 1989.

From Feb 2009 to Apr 2009, we have been pleased to welcome sixty-six organizations to our community. Among them, they have obtained eighty certificates of ISO 9001, ISO 10002, ISO 14001, ISO 20000, ISO 22000, ISO 27001, OHSAS 18001, SA8000, HKQAA-5S, HKQAA-HACCP and HCS. We believe the new members will contribute to the overall success of the brand that adds values to stakeholders.

香港品質保證局自一九八九年成立以來，致力協助工商界實施管理體系，有效地達致機構和營商目標。

由二零零九年二月二零零九年四月期間，香港品質保證局共頒發八十張證書，包括 ISO 9001, ISO 10002, ISO 14001, ISO 20000, ISO 22000, ISO 27001, OHSAS 18001, SA 8000, HKQAA-5S, HKQAA-HACCP 和 HCS. 在此謹祝賀六十六家機構加入獲認證的行列。本局深信，新成員的加入將可為我們的品牌和利益相關方面帶來更大的裨益。



Hong Kong 香港

Course Title 課程名稱	Duration (Day) 課程長度 (天)	Fee (per head) RMB 收費(每人)港幣	Course Code & Date 課程編號及日期			
			July 七月	Aug 八月	Sep 九月	Oct 十月
<b>Quality 質量</b>						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系—入門	9:00am-12:00pm Half-day 半天	Free 免費	QMS1C/HK-07A 2		QMS1C/HK-09A 21	
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系—理解與應用	1	HKD 1,300	VM1C/HK-07A 6	VM1C/HK-08A 3	VM1C/HK-09A 4	VM1C/HK-10A 5
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系—內部質量管理體系審核員培訓	2	HKD 2,800	VM3C/HK-07A 13-14	VM3C/HK-08A 10-11	QMS1C/HK-09A 17-18	VM3C/HK-10A 29-30
ISO 9001:2008 Quality Management Systems Auditor/Lead Auditor Transition Course Update ISO 9001:2008 質量管理體系—主任審核員新版演變培訓課程	1	HKD 1,600/ HKD 1,500*				S059E/HK-10A 13
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系—進階內部審核技巧	2	HKD 3,000/ HKD 2,700*		QMS5C/HK-08A 25-26		
ISO 9001:2008 Quality Management System Documentation ISO 9001:2008 質量管理體系文件	1	HKD 1,300		QMS4C/HK-08A 20		
Quality Management Systems Auditor/Lead Auditor Training Course (IRCA Reg #A17071) 質量管理體系—主任審核員證書培訓課程 (IRCA註冊號#A17071)	5	HKD 10,000/ HKD 9,500*				IQA1/IRCA/10 7-9 & 12-13
<b>Environment 環境</b>						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系—理解與應用	1	HKD 1,500/ HKD 1,300*	EMS2C/HK-07A 10	EMS2C/HK-08A 7	EMS2C/HK-09A 22	
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系—內部環境管理體系審核員培訓	2	HKD 3,000/ HKD 2,700*		EMS3C/HK-08A 20-21		EMS3C/HK-10A 22-23
Greenhouse Gases : Control, Monitoring, Verification & Validation 溫室氣體：控制、監察、驗證和確認	1	HKD 2,000/ HKD 1,800*				EM02E/HK-10A 5-Oct
Building a Carbon Management System 建立「碳」管理體系	2	HKD 3,600/ HKD 3,400*				EM03E/HK-10A 5-6 Oct
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Conversion Training ISO 14001 環境管理體系—主任審核員轉證培訓課程	3	HKD 6,200/ HKD 5,700*				EMS9E/HK-10A 14-16 Oct
ISO 14001 Environmental Management Systems Auditor/Lead Auditor Training ISO 14001 環境管理體系—主任審核員證書培訓課程	5	HKD 10,000/ HKD 9,500*				EM01E/HK-10A 14-17 & 19
<b>Occupational Health and Safety 職業健康和安</b>						
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	1	HKD 1,500/ HKD 1,300*		OH04C/HK-08A 6		
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系—理解與應用	2	HKD 1,500/ HKD 1,300*	OHS8C/HK-07A 7	OHS8C/HK-08A 14	OHS8C/HK-09A 9	OHS8C/HK-10A 16
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系—內部職業健康	1	HKD 3,000/ HKD 2,700*	OHS9C/HK-07A 30-31	OHS9C/HK-08A 26-27		OHS9C/HK-10A 27-28
Implementation of Occupational Health and Safety Management Systems - based on OHSAS 18002:2008 實踐職業健康和安系—基於OHSAS 18002:2008	2:00pm-5:30pm Half-day 半天	HKD 500		OH07C/HK-08A 25		
<b>Food Safety 食品安全</b>						
ISO 22000:2005 Food Safety Management Systems - Understanding & Application ISO 22000:2005 食品安全管理體系—理解與應用	1	HKD 1,300		HA5C/HK-08A 12		
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	2	HKD 2,800				
ISO 22000:2005 Food Safety Mgmt Systems Auditor/Lead Auditor Course (IRCA Reg.#17289) [NTTS Approved Course] ISO 22000:2005 食品安全管理體系—主任審核員證書培訓課程 (IRCA註冊號#17289) [NTTS認可課程]	5	HKD 10,000/ HKD 9,500*			IRCA/FSMS/09 25-26 & 28-30	
GMP for Pharmaceutical Industry : An Overview Training Course 製藥工業的良好操作規範：概覽	1	HKD 1,300		GP04C/HK-08A 22		
<b>Automotive Management Systems 汽車管理體系</b>						
ISO/TS 16949:2002 Automotive Quality Management Systems - Understanding & Application ISO/TS 16949:2002 汽車的質量管理體系—理解與應用	1	HKD 1,500/ HKD 1,300*	MT25C/HK-07A 30			
ISO/TS 16949:2002 Automotive Quality Management Systems - Core Tools Application Training ISO/TS 16949:2002 汽車質量管理體系—核心工具應用課程	2	HKD 2,800		MT27C/HK-08A 10-11		
<b>Customer Satisfaction 顧客滿意</b>						
ISO 10002:2004 Customer Satisfaction - Guidelines for Complaints Handling - Understanding & Application ISO 10002:2004 客戶滿意度—投訴處理指引—理解與應用	1	HKD 1,300			MT14C/HK-09A 14	
Manage Difficult Customer Situations 如何有效處理棘手的客戶問題	1	HKD 1,300			EW24C/HK-09A 24	
<b>Integrated Management Systems 綜合管理</b>						
Integrated Management Systems Set Up & Audit Approach 綜合管理體系—建立與審核方法	2	HKD 3,000			IMS2C/HK-09A 24-25	
<b>Management Tools and Skills 管理工具和技能</b>						
The Must-know Essentials for Quality System Management Representative 質量管理體系—管理者代表的重要須知	1	HKD 1,300			MT23C/HK-09A 22	
Effective Presentation Skill for Managers 管理人必備表達技巧	1	HKD 1,300		EW22C/HK-08A 26		
<b>Social Accountability 社會責任</b>						
Integrating Social Responsibility into your Organization 企業中的社會責任	1	HKD 1,500		EW21C/HK-08A 24		

Remarks \* Please refer the early bird payment deadline to our web-site  
請於本局網頁參看優先報名之付款詳情

備註 # NTTS approved course with 50% course fee reimbursement  
NTTS認可課程可獲退回50%的課程費用

Mainland China 中國內地

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			
			July 七月	Aug 八月	Sep 九月	Oct 十月
<b>Quality 質量</b>						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系—入門	P Half-day 半天	Free 免費	QMS1P/SH-07A SH 17 QMS1P/SZ-07A SU 24			
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系—理解與應用	P 1	RMB 600	VM1P/GZ-07A GZ 27 VM1P/SH-07A SH 29	VM1P/GZ-08A GZ 19	VM1P/GZ-09A GZ 9	VM1P/GZ-10A GZ 14
ISO 9001:2008 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2008 質量管理體系—內部質量管理體系審核員培訓	P 2	RMB 1,200	VM3P/GZ-07A GZ 28-29 VM3P/SH-07A SH 30-31	VM3P/GZ-08A GZ 20-21 VM3P/SZ-08A SU 27-28	VM3P/GZ-09A GZ 10-11 VM3P/SZ-09A SU 24-25	VM3P/GZ-10A GZ 15-16
ISO 9001:2008 Quality Management Systems - Internal Auditor Transition Training ISO 9001:2008 質量管理體系內審員轉版培訓	P 1	RMB 800		VM4P/SH-08A SH 7	VM4P/SH-09A SH 2	VM4P/SH-10A SH 13
<b>Environment 環境</b>						
ISO 14001:2004 Environmental Management Systems - Understanding & Application ISO 14001:2004 環境管理體系—理解與應用	P 1	RMB 600	EMS2P/GZ-07A GZ 1 EMS2P/SH-07A SH 6	EMS2P/GZ-08A GZ 12	EMS2P/GZ-09A GZ 16 EMS2P/SH-09A SH 9	
ISO 14001:2004 Environmental Management Systems - Internal EMS Auditor Training ISO 14001:2004 環境管理體系—內部環境管理體系審核員培訓	P 2	RMB 1,200	EMS3P/GZ-07A GZ 2-3 EMS3P/SH-07A SH 7-8	EMS3P/GZ-08A GZ 13-14	EMS3P/GZ-09A GZ 17-18 EMS3P/SH-09A SH 10-11	
Environmental Aspects' Identifying and Evaluating Techniques 環境因素的識別與評價技術	P 1	RMB 780	EMS6P/GZ-07A GZ 3			
<b>Occupational Health and Safety 職業健康和安全</b>						
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Understanding & Application OHSAS 18001:2007 職業健康和安全管理體系—理解與應用	P 1	RMB 600	OHS8P/GZ-07A GZ 15		OHS8P/GZ-09A GZ 23 OHS8P/SH-09A SH 16	OHS8P/SH-10A SH 21
OHSAS 18001:2007 Occupational Health and Safety Management Systems - Internal OHS Auditor Training OHSAS 18001:2007 職業健康和安全管理體系—內部職業健康和安全管理體系審核員培訓	P 2	RMB 1,200	OHS9P/GZ-07A GZ 16-17		OHS9P/GZ-09A GZ 24-25 OHS9P/SH-09A SH 17-18	OHS9P/SH-10A SH 22-23
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	P 1	RMB 780	OH04P/GZ-07A GZ 23		OH04P/GZ-09A GZ 24	
<b>Food Safety 食品安全</b>						
ISO22000:2005 Food Safety Management Systems - Internal FSMS Auditor Training 食品安全管理體系—內部食品安全管理體系審核員培訓	P 2	RMB 1,500	HA7P/GZ-07A GZ 27-28			HA7P/GZ-10A GZ 29-30
<b>Customer Satisfaction 顧客滿意</b>						
Design and Plan of Customer Complaints Handling Process - Based on ISO 10002 Management Systems 客戶投訴處理程序的編排與設計—基於ISO 10002管理體系	P 1	RMB 780	MT16P/GZ-07A GZ 10			MT16P/SH-10A SH 27
<b>Information Security 信息安全</b>						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理體系—理解與應用	P 1	RMB 800			ISE3P/SH-09A SH 25	
<b>Integrated Management Systems 綜合管理</b>						
Integrated Managements Systems Set Up & Audit Approach 綜合管理體系- 建立與審核方法	P 2	RMB 1,800		IMS2P/GZ-08A GZ 13-14	IMS2P/GZ-09A GZ 28-29	
<b>Management Tools and Skills 管理工具和技能</b>						
How to Create 5S Culture and Conduct Internal Assessment 如何建立5S文化和進行內部評估	P 1	RMB 780		GP01P/SH-08A SH 14		
The Must-know Essentials for Quality System Management Representative 質量管理體系- 管理者代表的重要須知	P 1	RMB 780	MT23P/GZ-07A GZ 2	MT23P/GZ-08A GZ 20		MT23P/GZ-10A GZ 22
<b>Social Accountability 社會責任</b>						
SA8000:2008 Social Accountability Management Systems - Internal Auditor Transition Course SA8000:2008社會責任管理體系—內部審核員轉版培訓	P 1	RMB 680	SA04P/GZ-07A GZ 17		SA04P/GZ-09A GZ 30	SA04P/GZ-10A GZ 19
SA8000:2008 Social Accountability Management Systems - Internal Auditor Training SA8000:2008社會責任管理體系—內部審核員培訓	P 2	RMB 1,200	SA01P/GZ-07A GZ 23-24		SA01P/GZ-09A GZ 17-18	SA01P/GZ-10A GZ 29-30
WRAP Internal Auditor Training WRAP 內部審核員培訓	P 1	RMB 780	WR01P/GZ-07A GZ 10	WR01P/GZ-08A GZ 6		WR01P/GZ-10A GZ 21
BSCI Internal Auditor Training BSCI 內部審核員培訓	P 1	RMB 780	BS01P/GZ-07A GZ 13	BS01P/GZ-08A GZ 5		BS01P/GZ-10A GZ 20
<b>Telecommunications and Information Service 電訊和資訊服務</b>						
TL 9000 R4.0 Quality Management Systems - Internal Auditor Training TL 9000 R4.0 質量管理體系—內部審核員培訓	P 3	RMB 3,800		TL04P/GZ-08A GZ 26-28 TL04P/SH-08A SH 26-28		TL04P/GZ-10A GZ 19-21
TL 9000 R4.0 Quality Management Systems - Auditing TL 9000 R4.0 質量管理體系審核課程 (QUEST論壇認可課程)	P 3	RMB 8,200	TL02P/GZ-07A GZ 22-24			TL02P/GZ-10A GZ 28-30

For registration and enquiry  
報名及查詢

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