

# VISION 管略

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## Solutions to Imminent Threat of Climate Change 解決迫在眉睫的氣候變化之威脅

Increasing Hong Kong People's Awareness on Climate Change  
提升香港人對氣候變化的意識

Current Status and Development of Voluntary Carbon Trading Market  
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Recent financial turmoil makes us difficult to plan our future as we do not know when the "Real" tsunami will come and how worse the situation can be. Such a global detrimental problem was not evolved in one day but cumulated over time. Instead of solving it, people covered it up with something that caused even bigger problems. Our lives will definitely be affected by the economical downturn but the scale will never be comparable to that of climate change. If we do not act immediately to slow down the process of global warming, a critical point may be triggered within our lifetime and most of the natural resources will be gone one by one. The overall awareness of climate change in Hong Kong is still low and we believe VISION can play a role to improve the situation.

Dr Yu of Hong Kong University of Science and Technology, Mr Salter of RESET Limited and Ms Ho of WWF shed light on the subject matter by sharing their valuable experiences and knowledge. In the Technical Corner, Dr Croft highlights the new features of ISO 9001:2008 standard which has become the core element of management systems worldwide.

On behalf of the editorial team, I sincerely hope you would find VISION a helpful reference that provides useful information.

最近掀起的金融動盪使我們難以計劃我們的未來，我們不知道什麼時候「真正的」海嘯會來臨，也不知道那刻的情況有多惡劣。這個全球性的禍害並不是在一天內形成，而是隨著時間慢慢累積。人們沒有尋求解決的方法，反之用一個又一個的手段隱瞞真相，最後釀成更大的問題。我們的生活肯定會受到經濟衰退所影響，但其影響還遠不及氣候變化對我們的影響。如果我們不立即採取行動，緩和全球變暖的進程，一個致命的時刻可能會在我們有生之年出現，大部分的天然資源將會逐一消失。香港對整體氣候變化的認識仍然很貧乏，我們相信《管略》可以發揮作用來改善這種狀況。

香港科技大學的俞博士、RESET公司的Salter先生及世界自然基金會的何女士，將就上述的主題分享他們的寶貴經驗和知識。在技術研討一欄，倪國夫博士會扼要討論已成為全球管理體系核心元素的ISO 9001:2008標準中之新內容。

我謹代表編輯委員會，衷心希望《管略》可以為讀者們提供實用的參考和有用的資訊。

### 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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# Solutions to Imminent Threat of Climate Change

## 解決迫在眉睫的氣候變化之威脅

Record highest temperature, record greatest storm, record largest flood, record strongest hurricane. Throughout recent decades, more and more extreme weather events have been observed worldwide. Studies have found that these abnormal climate changes are connected to the increase of anthropogenic greenhouse gas concentration<sup>[1]</sup>. The build up of atmospheric greenhouse gas traps thermal radiation from the Earth's surface and keeps the surface warmer than it would be otherwise. Since greenhouse gas has significant impact on climate change, urgent action for greenhouse gas reduction shall be taken.

Different regimes and agreements are formed in attempt to tackle climate change problem. The Kyoto Protocol, which entered into force in 2005, was the first truly global regime to address climate changing problems. It is an international agreement that sets binding targets for industrialized nations for reducing greenhouse gas emission. Participating countries are obligated to reduce worldwide greenhouse emission by an average of 5.2% compared with the 1990 baseline levels over the five-year period 2008-2012<sup>[2]</sup>. More recently, the topic on carbon emission reduction was also seriously discussed in the annual G8 summit meeting held in July 2008. G8 leaders have pledged to halve carbon emissions by 2050<sup>[3]</sup>. This is in fact the first time that all the leading industrialized nations agreed to set a target for carbon emission reduction.

In response to the need of reducing carbon emission, people are taking various approaches:

1. Estimate carbon footprint
2. Develop and implement of carbon reduction programs and projects
3. Purchase carbon offsets in carbon market

### Estimate Carbon Footprint and Carbon Emission

Knowing the amount of carbon emission produce is the very first step. However, estimating carbon footprint can get very complicated as it could involve detail examination of every aspect of a life cycle that lead to direct and indirect carbon emissions. Governments and organizations have developed a simple measuring tool, carbon calculator, to help individuals or companies to determine their carbon footprint from their daily activities. Carbon calculator is usually designed to allow people to work out their own carbon footprint by answering a few questions about their daily activities and habits. In Hong Kong, WWF has launched the first Hong Kong Carbon Calculator in 2007. We are honoured to have, Ms Inez Ho, the Chief of Campaign Climate Programme Chief of Campaign from WWF Hong Kong to briefly describe their carbon calculator and their objectives in bringing this tool to Hong Kong.

近幾十年來，記錄了最高的溫度、最強烈的風暴、最兇猛的洪水，最猛烈的颶風，越來越多的極端氣候事件已在世界各地出現。研究發現，這些異常的氣候變化相繼增加，與人為溫室氣體濃度<sup>[1]</sup>增加有一定的關連。大氣溫室氣體阻止從地球表面反射的熱輻射，因而使地面溫度比正常高。由於溫室氣體嚴重影響氣候變化，採取減少溫室氣體的排放行動是刻不容緩的。

不同的制度和協議已相繼成立試圖解決氣候變化問題。《京都議定書》在二零零五年起生效，是第一個真正的全球性制度，銳意解決氣候變化問題。這是一項國際性的協議，制定設有強制性的目標，限制工業化國家溫室氣體的排放量。參與國家必須在二零零八年至二零一二年<sup>[2]</sup>內控制全球溫室排放量，使平均排放量比一九九零年基準水平低5.2%。最近，於二零零八年七月舉行的年度八國高峰會議還討論了減少碳排放量的議題。八國領導人承諾於二零五零年<sup>[3]</sup>之前將二氧化碳排放量減少一半，這是第一次所有主要工業化國家同意為減少碳排放量定下明確的目標。

為針對減少二氧化碳排放量之需要，人們正採取各種辦法：

1. 估計碳足印
2. 制定和實施碳減排方案和項目
3. 在碳交易市場中購買碳排放限額

### 評估碳足印及碳排放量

了解碳排放的數額是關鍵的第一步。然而，評估碳足印是非常複雜的事情，因為它可涉及詳細檢查相關生命週期中各個直接或間接導致碳排放量的元素。各國政府和組織為了幫助個人或公司估計他們的日常活動所排放的溫室氣體，制定了一個簡單的測量工具——碳計算器。碳計算器通常是為了讓人們估計出自己的碳足印，回答幾個對他們日常活動和習慣有關的問題。在香港，二零零七年世界自然基金會推出了第一個香港碳計算器。我們很榮幸訪問到世界自然基金會氣候項目總策劃何秀怡女士，簡略地描述他們的碳計算器及引進這個工具到香港的因由。



Besides carbon calculator, some governments and international institutes have set guidelines to help carbon emitter to determine their carbon emission. For example, in Hong Kong, the Environmental Protection Department and the Electrical and Mechanical Services Department developed a set of guidelines to assist building owners and managers to measure GHG emission of buildings<sup>[4]</sup>.

## Carbon Reduction Projects and Programs

Many institutes have taken initiatives to implement carbon reduction programs. These programs could be as simple as limiting the use of light after office hours and yet could increase public awareness of the importance of reducing carbon emission and at the same significantly reduce their carbon footprint. In an interview with Dr Samuel Yu from the Hong Kong University of Science and Technology (HKUST), he mentioned that universities in Hong Kong are also implementing their own carbon emission reduction programs. The objectives and the actions taken in HKUST are presented in his interview article.

Apart from implementing carbon reduction programs, projects that can provide additional greenhouse gas reduction were developed. These projects generate carbon credits which are used to compensate carbon emission. Carbon credit is expressed in metric tons of carbon dioxide-equivalent. Countries and organizations that are interested in lowering their carbon footprint could purchase the offsets from the market. According to the UNEP Risoe CDM/JI Pipeline Analysis and Database, the four largest types of project in the CDM pipeline are methane reduction, energy efficiency, fuel switch and renewable energy<sup>[5]</sup>. Out of the four categories, renewable energy accounts for 60-70% of the total number of projects in the pipeline. Example of renewable energy projects includes hydro, wind, photovoltaic solar power, solar hot water and biomass power.

## Carbon Trading

In order to make carbon reduction regimes to work, monetary cost with carbon are factored into the carbon emission reduction system. In other words, organizations get monetary incentives if they reduce their carbon emission to meet the emission targets or on other hand get monetary penalties if they exceed their limits. In carbon trading, people are putting price tag on emission reduction. Countries can either buy extra carbon credits to compensate the amount of emissions exceeding their targets or sell these credits to make monetary profit if they can reduce the amount of emissions to levels below their commitments. The price of the credit is determined by the quality of the credits and people's willingness to have the right to emit carbon. This is similar to the market where goods are traded, but in this case people are buying carbon credits instead. According to figure provided by the European Climate Exchange (ECX), carbon emission permits in the compliance market for 2008 delivery were selling for as much as 24 euros a ton on the ECX.<sup>[6]</sup> The price of credits has almost doubled from as low as 12.25 euros a ton in early 2007.

Putting a price on emission is a way of incentivizing carbon emission reduction. In the end, climate change problem could only be addressed if public can take active approach to lower their carbon emission instead of paying someone else to do the job for you.

除了碳計算器，一些國家政府和國際機構已制定指引，以幫助溫室氣體排放者，確定其碳排放量。例如，香港的環境保護署及機電工程署制定了一套指引，以協助大廈業主和管理人員衡量建築物所導致的溫室氣體排放量<sup>[4]</sup>。

## 碳減排項目和方案

許多機構已主動實施碳減排項目，項目的複雜程度可以十分簡單。例如，辦公時間外照明系統的限制亦可以提高公眾對減少二氧化碳排放量的意識，同時可以大大減少他們的碳足印。香港科技大學(科大)的俞宗岱博士在接受採訪時提到，科大在香港也正在實施碳排放減少計劃有關的目標和行動，可在相關採訪文章中獲得更多詳情。

除了實施碳減排計劃外，可以額外減少溫室氣體排放的項目接連被開發。這些項目所產生的碳排放配額，用於對沖碳排放。碳排放配額是以一噸二氧化碳之等量為單位。如國家和組織有興趣降低其碳足印可以購買配額。根據聯合國的分析和數據庫(UNEP Risoe CDM/JI Pipeline Analysis and Database)，四大類型的項目在清潔發展機制內的倉存內是沼氣減少、能源效率、燃料轉換和可再生能源<sup>[5]</sup>。四個類別中，可再生能源佔60-70%。可再生能源項目包括水能，風能，太陽能發電，太陽能水熱和生物能量。

## 碳交易

為了減少碳排放制度正常運作，金錢成本需要計算在減少碳排放量的系統中。換言之，如果組織能減少他們的碳排放量；另一方面，如果他們超過了限額時便要繳交罰款。在碳交易中，人們把減少排放量加上價格標籤。國家可以購買額外的碳排放配額，以補償超出規定的排放量。如果他們能夠減少碳排放，低於其承諾的限額時可出售餘額。碳排放的配額價格，是由質量和市場對使用配額換取權的意欲所影響。這是類似貨物市場的交易，但在這種情況下，人們所交易的是碳排放配額。根據歐洲氣候交易所(ECX)所提供的數據，在二零零八年ECX<sup>[6]</sup>內碳排放配額在合規市場的售價高達24歐羅一噸。相比二零零七年12.25歐羅一噸的價格增加了一倍。

減少排放量加上價格標籤能有助鼓勵減少碳排放量。最後，如果公眾可以主動減少碳排放，而不是付錢給別人替你工作，氣候變化問題才能得到解決。

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## Increasing Hong Kong People's Awareness on Climate Change 提升香港人對氣候變化的意識



**Ms Inez Ho**  
**Chief of Campaign for WWF Hong Kong's Climate Programme**  
世界自然基金會香港分會氣候項目總策劃 — 何秀怡女士

The issue of climate change is no longer about saving the environment; it is about saving us all and our future. Hong Kong is ready to take action, as advocated by the Chief Executive's recent Policy Address talking about developing Hong Kong into a "Low Carbon Economy." WWF, since launching Hong Kong's first carbon calculator in November 2007 through the "Climateers" Programme, has been calling for a low-carbon lifestyle which leads to sustainable living.

Be a "Climateer" means you are concerned about climate change and you want to take actions, basically any, small or big actions. "Climateers" is an online and interactive web portal ([www.climateers.org](http://www.climateers.org)) that supports a wide range of offline-community activities<sup>[1]</sup> towards achieving the low-carbon living goal. It allows and encourages active individuals and organisations<sup>[1]</sup> to share and bring together climate-saving efforts. By bolstering the general public's awareness on climate change, these leading "Climateers" community forces are creating a hub for the movement that will put Hong Kong on the map with other world cities on a common mission to tackle climate change<sup>[1]</sup>.

Ms Inez Ho said, "Our vision is to provide a 'one stop shop' for the public to tackle climate change - a problem we all indiscriminately face." Ho added that since the program launch last year, WWF has received lots of positive feedbacks and encouraging support from companies and individuals.

One of the major objectives of "Climateers" is to help people understand the impact their lifestyles have on climate change with a simple tool, the carbon calculator, which measures an individual's footprint according to Hong Kong people's specific lifestyle.

### Understand your Carbon Footprint

A carbon calculator is a tool to estimate a person's carbon emissions based on the amount and the kind of energy an individual uses in their daily activities<sup>[1]</sup>. The result of the calculation is an estimated emission figure in terms of tons of CO<sub>2</sub> - that is a person's Carbon Footprint<sup>[1]</sup>. During the interview, Ms Ho pointed out that the carbon calculator developed by WWF and tailor-made for Hong Kong embeds criteria that match local lifestyles, utilities and public transport facilities and uses data sets that are relevant to the city. For example, when an estimation of CO<sub>2</sub> emission contributed by electricity consumption is made, fuel efficiency of Hong Kong power companies are taken into account. Another example is public transportation, WWF's carbon calculator measures emissions from local ferries, which is not a common feature in carbon calculators used by any other countries. "With this fun carbon calculator, people are encouraged to set targets for themselves and take real actions to cut their personal carbon emissions in everyday life," Ho added.

### Things You Can Do To Reduce Carbon Footprint

Remember - even the smallest actions count! Easy examples are turning down the air conditioning at home or at work by a few degree Celsius, avoid unnecessary travelling and using energy-efficient electrical appliances. By keeping track of your own carbon footprint, you will realise your personal "achievements" in carbon reduction. "For activities that are unavoidable, purchasing carbon credits is an option to reduce carbon footprint. However, offsetting carbon emissions shall be the last option because we believe that behavioural change is most important and has a more long-lasting effect." said Ho.

氣候變化已不再只是一個環保議題，它對我們的生活和將來有著深遠的影響。行政長官最近在施政報告中，提倡發展「低碳經濟」，顯示香港已準備好回應氣候變化的挑戰。世界自然基金會的「氣候正能量」項目於二零零七年十一月推行香港首個碳足印計算器，主張低碳生活方式，以達至可持續生活。

成為「氣候正能量」表示您關注氣候變化，並願意身體力行，以大大小小行動回應和解決問題。「氣候正能量」亦是一個互動的網上平台([www.climateers.org](http://www.climateers.org))，並會組織多項以實現低碳生活為目標的離線社區活動<sup>[1]</sup>。這個平台鼓勵個人或組織<sup>[1]</sup>分享和構思拯救氣候的方法。通過加強大眾對氣候變化的認識，這群「正能量大使」協助推動香港加入其他世界主要城市的行列，攜手應付氣候變化的問題。

何秀怡女士說：「氣候變化影響著我們每一個，而「氣候正能量」這個概念就是為公眾提供一個『一站式』的平台，以處理氣候變化這個問題。」何女士續稱，計劃自去年推出以來，世界自然基金會已收到企業和個人的積極回應及支持。

「氣候正能量」其中一個主要目的是幫助人們了解他們的生活方式對氣候的影響，並透過一個簡單的工具——碳足印計算器，根據香港人的生活模式，計算個人的碳足印。

### 了解您的碳足印

碳足印計算器這個工具根據我們在日常生活中各種活動所消耗的能源種類和數量，計算各人的碳排放量<sup>[1]</sup>。計算結果是以噸計的二氧化碳，亦即個人的碳足印<sup>[1]</sup>。何女士在訪問中指出，世界自然基金會研發的碳足印計算器，是根據香港人的生活模式、公用事業及公共交通設施，以及與本港相關的數據而設計。例如在估計用電所產生的二氧化碳排放量時，亦會考慮香港電力公司的燃油效益作出計算。另一個例子就是在計算公共交通工具的排放量時，也會將渡輪產生的碳排放量計算在內，這在其他國家的碳足印計算器中並不常見。何女士說：「有了這個有趣的碳足印計算器，我們可以為自己設定個人目標，並採取實際行動，以減少個人在日常生活中的二氧化碳排放量。」

### 立即行動 減少碳足印

緊記——即使是很細微的行動，亦有其功效。簡單例子包括在家中或公司調高空調溫度，避免不必要的旅遊及使用高能源效益的電器。只要你留意自己碳足印的變化，便會知道這些減排活動是否收效。何女士表示：「至於一些不可避免的活動，可透過購買碳排放權減少碳足印。然而，抵消碳排放量應是最後一步，因為我們相信改變生活模式才是最重要，它所帶來的效果亦是最持久的。」

#### Reference 參考資料

- [1] Climateers website, [www.climateers.org](http://www.climateers.org)  
[1] 「氣候正能量」網頁: [www.climateers.org](http://www.climateers.org)



## Current Status and Development of Voluntary Carbon Trading Market

### 自願碳交易市場的現狀及發展

The topic on voluntary carbon trading market has always been discussed together with the compliance carbon trading market as both involve buying and selling of carbon credits. However, the principles behind the trades are very different. In the compliance market, companies and countries are buying carbon credits because they need to meet regulated carbon emission targets set by the policymaker, whereas in the voluntary market, carbon credits are purchased on a voluntary basis.

As Salter pointed out the voluntary market is independent of Kyoto Protocol and is a demand driven by corporation and individuals who wants to offsets their carbon emission or to become carbon neutral. Corporations are interested in the carbon trading because it helps enhancing their environmental aware image and they could at the same time get experience with carbon trading before the carbon emission reduction regulation comes into force. Carbon trading has become a common practice in many of the commercial sectors including banks, retailers, finance. Some companies, i.e. Cathay Pacific, even offer carbon offset package to their customers.

The price of carbon credits is vulnerable and is dependent on the quality of the credits. Within the EU Cap and Trade system, the price of the carbon credit is around 23 Euro for a ton carbon dioxide. In the voluntary market, the average price of the Verified Emission Reduction Credits was \$6.3 per ton of carbon dioxide in July-August 2008.

### How does Carbon Trading System Benefit the Environment?

The carbon trade system helps countries meeting their greenhouse emission targets. More importantly, Salter believes that the carbon trading could at least introduce the practice of people paying for their carbon emission, as well as making them aware of their impacts on the environment and incentivizing clean energy technology. In addition, it also encourages companies to internalize the carbon costs into economic decision making.

### Difficulties and Challenges in the Voluntary Market

"A major problem with the voluntary market in the past is that no clear standard to assure buyers that the credits they are buying were real. With the increasing demand of carbon trading in the voluntary market, there must be a minimum standard to assure the quality of the carbon credits. The Gold Standard for example was developed for high quality carbon offset and it is most widely accepted by about 50 NGOs worldwide," said Salter. In order to restore the creditability of voluntary market, it is necessary to use such recognized standards for quality assurance.

At present, the driving force of the voluntary market mainly comes from the West. As Salter pointed out, the major challenge in the domestic voluntary market is the lack of local projects. "We are observing the growth in the Asia demand, but many people are only interested in buying the credits in Hong Kong or from countries in Asia. In order to grow the domestic voluntary market, we will have to produce more projects in Hong Kong," said Salter.

### Future Development of the Voluntary Market

The demand of carbon offset in the voluntary market has grown rapidly over the past couple of years. However, Salter thinks that the future development of the voluntary market remains uncertain at this stage because people are not sure about how big the market is going to be. Furthermore if the quality of the credits does not continue to improve there is the risk that people will back out from the voluntary market.

#### Liam Salter's Bio

Liam Salter is Director of Business Development at RESET, a Hong Kong-based carbon and energy services provider, focusing on providing integrated climate solutions to key sectors in South East Asia. Liam was previously the Head of WWF Hong Kong's Climate Programme.

#### 宋利民簡介

宋利民現任職RESET公司業務發展部的總監，是香港的碳及能源服務供應商，主要為東南亞地區的主要單位提供氣候方案。宋利民曾任世界自然基金會香港分會氣候變化項目主管。



自願碳交易市場和強制碳交易市場均涉及購買和出售碳排放權，但兩者背後的原則有很大的不同。在強制碳交易市場中，企業和國家購買碳排放權之目的，是為了滿足規範的碳排放指標。自願碳交易市場是建立在自願購買碳排放權之基礎上。

正如宋利民指出，自願碳交易市場不受《京都議定書》所限制。市場的需求主要是由一些補償其碳排放量或成為碳中和的企業和個人所驅動。企業對碳交易感興趣的原因，是減排有助於提高公司在環保認知的形象。同時，他們可以在減少碳排放量規例生效前獲得碳交易經驗。在許多商業部門，包括銀行、零售業及金融業，碳交易已成為一種常見的做法。有部分公司如國泰航空公司，甚至為消費者提供碳補償購買計劃。

碳排放權的價格是很易受影響的，並以質量為基礎。在歐盟限額和貿易制度下，碳排放權的價格是每噸二氧化碳為23歐羅。在自願碳交易市場，碳排放權在二零零八年七月至八月的平均價格是每噸二氧化碳為6.3歐羅。

### 碳交易制度如何有利於環境？

碳交易系統有助各國履行其溫室排放指標。宋利民認為更重要的是碳交易至少可以令企業或個人支付其碳排放量，使他們認識到自己對環境的影響，以及鼓勵發展無污染能源技術。此外，它還鼓勵企業把排碳成本納入經濟決策內。

### 自願碳交易市場的困難和挑戰

宋利民稱：「從前，自願碳交易市場的主要問題是沒有一個明確的標準，以確保買家所購買的碳抵消是真實的交易。隨著需求不斷增加，自願碳交易市場必須有一個最低標準，以保證碳抵消的質量。黃金標準（The Gold Standard）是一個為高質量碳補償的發展例子，而這標準更有約五十個來自世界各地的非政府組織接受。為了恢復自願碳交易市場的信譽，一個公認而有質量保證的標準是必要的。」

目前，自願碳交易市場的主要動力是來自西方國家。正如宋利民所指，國內自願市場所面對的主要挑戰是缺乏本土項目。宋利民稱：「我們觀察到亞洲的需求不斷增長，但這些需求都是針對在香港或鄰近國家的項目。為了加強國內自願碳交易市場，我們必須增加更多本土的項目。」

### 自願市場在未來的發展

過去幾年，碳補償在自願市場的需求迅速增長。然而，宋利民對自願市場的未來發展仍抱著審慎的態度。他說未來的發展是不確定的，因為自願碳基金並不存在，購買者不知道將來這個市場會有多大。如果碳補償質量不能持續改善，我們將面對購買者退出自願市場的風險。





World carbon emissions are still on the rise, how does Hong Kong University of Science and Technology (HKUST) bring awareness to its staff members and students to this issue and spread the message of reducing carbon footprint in Hong Kong? Dr Samuel C.T. Yu, Associate Director of Health, Safety & Environment Office (HSEO) of HKUST, shared the objectives and hands-on experience in implementing carbon emission reduction projects in HKUST.

## It All Begins with Energy Saving...

HKUST has been paying attention to the issue of carbon emission reduction for years, but under a different name previously. Dr Yu frankly pointed out, the slogan then was "energy saving", and the main objective was reducing expenses.

In the summer of 2007, when HKUST first took on the task of defining its carbon footprint, effort was focused on assessing carbon emission from consumption of electricity and town gas on campus, and release due to transportation on and off campus. According to the HKUST Environmental Report, 89% of the university's carbon emission in the 12-month period of July 2006 to June 2007 came from electricity consumption, while transportation and town gas usage accounted for 10% and 1% respectively. As a result, the effort of further carbon emission reduction was naturally focused on electricity saving.

## How is it done at HKUST...

In addition to all the positive results of electricity saving, HKUST continued to launch a variety of measures and schemes to create and sustain a green campus. As Dr Yu mentioned, recently more than 500 sets of energy lamps were deployed to replace aged and less energy efficient units in the Academic Building. Service-on-demand escalators, motion sensors, electronic ballasts, T5 fluorescent tubes and digital power monitoring meters were installed on campus for energy saving and energy management purposes. 'University is a unique place for students to learn more about environmental protection, as well as a place to arouse their aspiration in sustainability,' Dr Yu said. Since April 2007, HSEO established an Organic Farming Club to provide opportunities for staff members and students to participate in organic farming.

HKUST also gave support to Government initiatives, such as the "Vehicle Emission Test", which was launched by the Environmental Protection Department (EPD). This program focused on pollutants generated by exhaust from motor vehicles. The data and findings of this project would help EPD establish an advanced air quality control program.

## Challenges in Implementing Carbon Emission Reduction Project in Hong Kong...

It is well-known that, other than energy saving, renewable energy can contribute to substantial carbon reduction. However, Dr Yu admitted that land in Hong Kong is so scarce and the density of the urban development so high that it may preclude the development of large-scale renewable energy projects, such as wind farms. Nevertheless, regardless of this and other challenges, there should be comprehensive environmental and sustainability education in Hong Kong, so as to educate the future generation who will continue to strive for this vision. This is a sure path for us to achieve a sustainable and low-carbon community.



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香港科技大學健康、  
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全球的碳排放量仍不斷上升，香港科技大學(科大)怎樣喚起教職員與學生的關注，並在香港傳揚減少碳足印的信息？香港科技大學健康、安全及環境處副處長俞宗岱博士分享在科大實施減少碳排放計劃的目的和經驗。

## 一切從節約能源開始.....

多年來，科大一直關注減少排放碳的問題，只是早年以另一個名稱推行。俞博士直言，當時以「節省能源」為口號，主要之目的是減少學校開支。

在二零零七年夏天，科大進行了首個碳足印工作，著力從校園的電力和煤氣的消耗量，以及往來校園的交通工具排出的廢氣來評估碳的排放量。根據科大的環境報告顯示，在二零零六年七月至二零零七年六月間的十二個月內，89%的碳排放是來自電力，而從交通工具及煤氣錄得的分別為10%及1%。因此，要進一步減少碳排放量，自然是將努力集中在節省電源了。

## 科大如何做得到.....

除了得到節省電力的成效，科大繼續推出了多項措施和計劃以建立和維持一個綠色校園。如俞博士所說，最近在教學樓範圍採用了五百套節能照明電燈，更換了老化的電燈和較少能源效益的組件。科大更在校園安裝了按需求服務的升降機、感應器、電子鎮流器、T5節能光管和數碼能源監察器，以節省能源及作能源管理用途。俞博士稱：「大學是一個獨特的地方，可以讓學生學習到更多關於環保的知識，更可引發他們對環境的可持續發展的渴求。」在二零零七年四月，健康、安全及環境處成立了有機種植學會，為學校職員及學生提供參與有機種植的機會。

科大亦對政府實施的綠色計劃給予支持。例如參與由環境保護署(環保署)推行的「汽車廢氣測試」，該項測試旨在測試車輛排放廢氣的物質。從測試中得出的數據及調查結果會幫助環保署確立進一步的空氣質素控制計劃。

## 在香港推行減少碳排放計劃的挑戰.....

眾所周知，除了節省能源，再生能源亦有助於減少大量的二氧化碳；但是，俞博士承認，香港的土地稀少，而且市區發展的密度高，可能妨礙發展大規模再生能源項目，如風力發電場等。不過，儘管面對這個問題和其他挑戰，香港也需要推行全面的環境和可持續發展教育，以教育下一代繼續為這憧憬努力。這是一個必行之路為我們實現一個可持續發展的低碳社會。

### Hong Kong University of Science and Technology

Since its official opening in October 1991, the Hong Kong University of Science and Technology has established itself as an intellectual powerhouse, energizing the community's transformation into a knowledge-based society, and securing a place on the academic world map in record-breaking time.

#### 香港科技大學

香港科技大學自一九九一年十月創校以來，以破竹之勢，迅速成為國際知名學府，並牽頭帶動香港轉型為知識型社會。





# ISO 9001: 2008 is Ready for Publication

## ISO 9001: 2008 準備出版

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It is now almost eight years since the year 2000 version of ISO 9001 was published, bringing with it the need for major change for many organizations, including a change of focus from the old 20-clause structure to a more pragmatic process approach, and a change in emphasis from "procedures" to "process management" and from "records" to "documented results".

As part of an ongoing process to ensure that its standards remain relevant and useful, ISO requires all its international standards to be reviewed every five years to decide whether they should be reconfirmed without change, revised or withdrawn. In the case of ISO 9001, this process involved an extensive web-based user survey carried out in 2004, where the overwhelming majority of comments were favourable towards the structure and content of the standard, and only minor suggestions for areas of improvement were made. Also, during the period 2001-2004, the official ISO/TC176 Interpretations process became fully operational, and the requests for interpretation indicated some areas where clarifications to the wording of the standard might be beneficial. All ISO/TC176 interpretations are available free of charge on [www.tc176.org](http://www.tc176.org).

It was within this context that ISO's technical committee TC176, responsible for the ISO 9000 family of standards, has been working on developing the latest version of ISO 9001, to be published later this year. At its latest meeting held in Novi Sad, Serbia, from 20-24 May 2008, the committee approved the final text of ISO 9001:2008 which will now be subjected to formatting and translation into ISO's official languages before being released in late October/early November.

Unlike the 2000 version of the standard, which brought with it major changes, the 2008 revision aims to make only minor improvements to the text where there is a clearly identified need for better clarity (for example, where interpretation requests have highlighted a lack of understanding from users), or where better alignment with ISO 14001 (for environmental management systems) can be achieved. There has been no intention to generate any new requirements.

### The Development Process for ISO 9001:2008

Whilst ISO makes no formal distinction between a "revision" and an "amendment" to its standards, the decision to describe the 2008 version of ISO 9001 as an "amendment" is intended to send a clear message to the more than 1,000,000 certificate holders worldwide that the changes are very minor.

Based on feedback from the user survey, it was agreed that the development work on the new version of the standard should adopt an "impact versus benefit" approach to analyse every individual change to ISO 9001 that might be proposed. The intent was to limit any changes to those where there are clear benefits to users and where the potential impact is relatively low.

- "High benefit" means that the change:
  - Removes ambiguity in the requirements
  - Provides better clarity of text
  - Improves the compatibility with ISO 14001
  - Results in improvement in translatability

ISO 9001:2000年版本出版至今已將近八年，對於很多組織機構都有重大修訂的需要，包括轉移對舊版的二十個條文的過份執著而忽略有效性，取而代之以更務實的過程導引，由只著重「程序文件」改為「過程管理」，從只顧「記錄」轉成「記錄結果」的等變化。

作為一個持續的進程，確保標準仍然是恰當和有效用，ISO每五年就其所有的國際標準加以審查，以決定它們是否需要、修改或取消的必要。就ISO 9001標準而言，在二零零四年已開始了廣泛的網上用戶意見調查，對於標準的結構和內容，都獲得絕大多數一致性的贊成票，只有對部分需要改進的地方作出輕微建議。另外在二零零一年至二零零四年間，ISO/TC176的官方解釋標準的支援亦正式全面運作，其間一些對於解釋的要求，表示在標準上的某些地方需要加以解釋用詞，將對標準更為有利。所有ISO/TC176的釋義於網頁 [www.tc176.org](http://www.tc176.org) 免費提供。

負責ISO 9000家族的標準的國際標準化組織技術委員會TC176，一直致力於發展最新的ISO 9001新版標準。於二零零八年五月二十日至二十四日在塞爾維亞諾維薩德舉行的會議上，委員會核實了ISO 9001:2008的最後版本，並在十月下旬至十一月初發布之前，把標準格式化並翻譯成ISO的不同官方語言。

有別於2000年版本所帶來的重大變化，2008年新版的修訂目的有兩個：第一、只為那些有需要更清晰內容的條文稍微優化。例如，對標準條文的含義缺乏理解的部份。第二、可使標準與ISO 14001環境管理體系有更佳的一致性。新版並無意加入任何新的條文。

### ISO 9001:2008的發展過程

雖然ISO沒有正式為「改版」和「修訂」兩者作出明確的區分，但決定用「修訂」來形容ISO 9001:2008年的版本，目的是向全球百萬以上的證書持有人發出一個清楚明確的信息——變更是很輕微的。

從用戶調查中顯示，一致認為新版標準的發展工作應採取「影響相對效益」的方法，分析每一個ISO 9001變化的提議。目的是局限那些對標準有明顯益處和潛在影響較低的內容作出變更。

- 「高效益」是指以下改變：
  - 刪除條文中含糊的地方
  - 提供含義更清晰的內容
  - 提升與ISO 14001的兼容性
  - 改善翻譯的結果



- "Low Impact " means that the change requires:
  - Little or no additional training
  - Little or no change to documentation
  - Little or no change to quality management system processes
  - No additional audits in order to migrate to ISO 9001:2008

Some examples of the type of change being introduced into the new standard are as follows:

#### Clause 0.1 (General)

- ISO 9001:2008 now refers to the organization's business environment, and although there are no requirements in this introductory clause, organizations should pay attention to ensure that their Quality Management System (QMS) remains relevant to the changing business environment (for example, as the organization grows, uses new technologies etc). It is important to ensure that the level of detail of the QMS and associated processes is appropriate to the risks involved in the organization's activities.
- There is also a clarification to emphasize that ISO 9001 includes only statutory and regulatory requirements applicable to the product (and not, for example, related to environmental, social, financial or other topics).

#### Clause 0.2 (Process Approach)

- Although this clause includes no requirements, this is probably one of the most subtle, but important changes introduced in the new standard. Text has been added to emphasize the importance of processes being capable of achieving desired outputs. In other words, the quality management system should be achieving its primary objective, which is to provide confidence in the organization's ability to "consistently provide conforming product". Over the years, some organizations seem to have forgotten this primary objective of the QMS, and have focused their attention on producing documentation and records, rather than on managing their processes to achieve the desired results.

#### Clause 1.1 (Scope)

- The new version of ISO 9001 clarifies that wherever the term "product" is used throughout the standard, this also includes any intended output resulting from the product realization processes (from purchasing through to delivery of the final product, and, in some cases, including post-delivery activities)

#### Clause 4.1 (General Requirements)

- Clause 4.1 (e) clarifies that process measurement may not be applicable in all cases, though all processes have to be monitored.
- Notes have been added to explain more about outsourcing, including examples of the types of control that may be applied to outsourced processes, based on factors such as:
  - the potential impact of the outsourced process on the organization's capability to provide product that conforms to requirements
  - the degree to which the control for the process is shared
  - the capability of achieving the necessary control through the application of clause 7.4 (Purchasing)
- The notes also clarify that outsourced processes remain the responsibility of the organization and must be included in the quality management system.

#### Clause 4.2.1 (Documentation)

- Minor changes have been introduced to clarify that:
  - QMS documentation also includes records
  - Documents required by the standard may be combined
  - ISO 9001 requirements may be covered by more than one documented procedure

- 「低影響」是指改變需要以下的配合：
  - 很少或沒有額外的培訓
  - 很少或沒有文件的改變
  - 很少或不需要質量管理體系中過程的變化
  - 不需要額外的審核便可轉證到ISO 9001:2008

一些按以上原則引入到新標準的變更，例子如下：

#### 條文0.1 (總則)

- ISO 9001:2008現十分關注組織機構的營商環境，雖然此條文中沒有設定要求，但組織機構須注意確保其質量管理體系仍然符合變化中的營商環境，例如，利用新技術去配合該組織機構的發展等。此外，亦需要確保質量管理體系的仔細程度和相關流程與組織機構活動時所涉及的風險是相稱的。
- 另外，強調了ISO 9001只包括適用於產品上的法例和法規的要求。而不關於環境、社會、金融或其他方面的法例和法規。

#### 條文0.2 (過程方法)

- 條文加入了文字來強調實現預期輸出的過程的重要性。換言之，質量管理體系應實現它的首要目標：組織機構能對外給予信心，保證可以持續及穩健地提供合符規格的产品。雖然這項條文也並沒有包括要求，但在新標準中，這可能是其中一個最微小但重要的改變。多年來，一些組織機構似乎已經忘記了質量管理體系的首要目標，把注意力都集中在編寫文件和記錄，而不是管理過程，以達到理想的績效。

#### 條款1.1 (總則)

- 新版ISO 9001闡明了凡在整個標準不同部份中使用「產品」的解釋，產品也包括從產品實現過程中產生的任何預期結果，從實現過程可採購到付運最終產品，以及在某些情況下，包括付運後的服務。

#### 條款4.1 (總要求)

- 條款4.1(e) 闡明了雖然所有過程都需要監視，但過程的測量不適用於所有情況下。
- 加入附註解釋更多關於外包過程，影響外包過程的控制的因素：
  - 在外包過程，對組織機構提供符合產品要求能力的潛在影響
  - 流程控制可共享之程度
  - 通過應用條文7.4(採購)，來達致必需的控制之能力
- 附註更清晰指出組織機構仍然有責任和必須把外包過程包括在質量管理體系之內。

#### 條款4.2.1 (文件化要求)

- 稍作修改以闡明：
  - 質量管理體系文件也包括記錄
  - 標準所規定的文件可以合併
  - ISO 9001要求可對應多於一個文件化程序文件



### Clause 4.2.3 (Document Control)

- ISO 9001:2008 clarifies that the only external documents that need to be controlled are those determined by the organization to be necessary for the planning and operation of the quality management system.

### Clause 5.5.2 (Management Representative)

- The new version of the standard clarifies that the Management Representative has to be a member of the organization's own management team, and, under normal circumstances, not an outside party (such as a consultant) working on a part-time basis.

### Clause 6.2.1 (Human Resources)

- ISO 9001:2008 makes an important clarification that competence requirements relate not only to those personnel whose work directly affects the product quality, but also those who are indirectly involved (for example in purchasing, supplier evaluations, internal audits etc).

### Clause 6.3 (Infrastructure)

- This clause now recognizes the importance of information technology in modern organizations, and the effect that information systems can have on product conformity.

### Clause 7.1 (Planning of Product Realization)

- ISO 9001:2008 strengthens the requirement for planning of product realization to include measurement ("as appropriate").

### Clause 7.2.1 (Customer Related Processes)

- The standard now clarifies that post-delivery activities may include:
  - actions under warranty provisions
  - contractual obligations such as maintenance services
  - supplementary services such as recycling or final disposal

### Clause 7.3.1 (Design & Development Planning)

- A note has been added to explain that design and development review, verification and validation have distinct purposes. As such, they may be conducted and recorded separately or in any combination as suitable for the product and the organization.

### Clause 7.3.3 (Design & Development Outputs)

- The requirements of this clause have been clarified, and a note added to explain that outputs should also include those related (for example) to packaging where this is needed for product preservation.

### Clause 7.5.3 (Identification and Traceability)

- The wording has been changed to clarify that identification may be needed throughout the product realization process, not only for the final product.

### Clause 7.5.4 (Customer Property)

- The note to this clause now explains that both intellectual property and personal data should be considered as customer property.

### Clause 7.6 (Now retitled Control of Monitoring and Measuring Equipment)

- Explanatory notes have been added regarding the use of computer software, mentioning verification and configuration management as typical methods to satisfy the intended application and to maintain its suitability for use.

### Clause 8.2.1 (Customer Satisfaction)

- A note has been added to explain that monitoring of customer perception can include input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims and dealer reports.

### 條款4.2.3 (文件管制)

- ISO 9001:2008闡明需要管制的外部文件，是那些組織機構的質量管理體系中所需用以規劃和運作有關的。

### 條款5.5.2 (管理代表)

- 新版本的標準闡明管理代表必須是組織機構中的管理階層成員，並在正常情況下，不是公司以外的人員（如顧問）以兼職形式出任。

### 條款6.2.1 (人力資源)

- ISO 9001:2008對人員符合性的要求作出了重要的澄清，不僅是對產品質量有直接影響的人員，還有那些間接參與的人員（例如採購、供應商評估和內部審核員等）。

### 條款6.3 (基礎設施)

- 這項條款確立了資訊科技在現今組織機構中的重要性和資訊科技能夠對產品符合性的影響。

### 條款7.1 (產品實現策劃)

- ISO 9001:2008加強對產品實現的策劃之要求，包括測量度（"適當性"）。

### 條款7.2.1 (與顧客有關的過程)

- 標準現闡明了付運後的服務可包括：
  - 在保養期內的服務規定
  - 合約訂明的責任，例如：維修服務
  - 附加服務，例如：回收或最終的棄置

### 條款7.3.1 (設計和開發策劃)

- 加入附註以明確解釋設計與開發審評、驗證和確認的不同目的。這些活動可透過適合組織機構和產品的形式，以單獨或合併的方式來執行和記錄。

### 條款7.3.3 (設計和開發輸出)

- 加入附註解釋設計輸出也應包括有關提供產品防護的內容（例如：包裝）。

### 條款7.5.3 (標識和可追溯性)

- 修改字眼以闡明不單只最終產品需要標識，而是在整個產品實現過程中也可能需要標識。

### 條款7.5.4 (顧客財產)

- 在條款中，附註現解釋了知識產權和個人資料都應被視為顧客的財產。

### 條款7.6 (重新標題為監視和測量設備的管制)

- 加入附註解釋關於使用電腦軟件、提及慣常使用軟件的驗證和技術狀態管理，以保持其使用的適合性。

### 條款8.2.1 (客戶滿意)

- 加入附註解釋客戶滿意度的監視方式可包括客戶滿意度調查、客戶對交貨後產品質量的資料、用戶意見調查、業務流失的分析、客戶的讚賞、保養索償和經銷商的報告等。



**Clause 8.2.2 (Internal Audit)**

- This now includes the need to ensure that both corrections and corrective actions are addressed, as appropriate.

**Clause 8.2.3 (Monitoring / Measurement of Process)**

- Whenever QMS processes do not achieve planned results, the organization must now evaluate the need to make corrections and/or corrective action, regardless of the direct impact on product conformity.
- A note has also been added to clarify that when deciding on the appropriate monitoring and/or measurement methods, the organization should consider both the impact on product conformity and on the effectiveness of the quality management system.

This list is not intended to be exhaustive. There are other changes in wording at various places in the new standard, but in general these are editorial in nature and will have no impact at all on certified organizations.

**Transition to ISO 9001:2008**

As previously mentioned, the changes introduced in the 2008 version of ISO 9001 are very minor in nature, and they should not necessitate any additional audits in order to verify compliance with the new standard. For that reason, ISO and IAF (the International Accreditation Forum) have decided not to refer to a "transition" policy, which might imply that ISO 9001:2008 is in some way "better" than ISO 9001:2000. Certification to ISO 9001:2008 should not be viewed as an "upgrade", and, during the "co-existence period" of the old and new versions, organizations that are certified to ISO 9001:2000 should be afforded the same status as those who have already received a new certificate to ISO 9001:2008.

However, it should not automatically be assumed that an organization certified to ISO 9001:2000 necessarily continues to meet the requirements of ISO 9001:2008. It may be that in some cases the clarifications introduced in the new standard result in a better understanding of the requirements and in the organization having to make some small changes to its QMS. It is expected that the need for any such changes could be verified during routine surveillance audits.

The official implementation policy for ISO 9001:2008, agreed by the IAF/ILAC/ISO Joint Working Group, can be summarized as follows:

- New certificates may only be issued after a routine surveillance or recertification audit to ISO 9001:2008.
- No accredited certificate to ISO 9001:2008 shall be issued until after the standard has been officially published by ISO.
- 1 year after publication by ISO, all future certificates (initial and recertification) must be issued according to ISO 9001:2008.
- 2 years after publication of ISO 9001:2008 by ISO, certificates issued to ISO 9001:2000 will no longer be valid.

ISO 9001:2008 is scheduled for publication in November 2008. The intent of this new version of the standard is to clarify existing requirements, rather than to introduce any new requirements, and to improve compatibility with ISO 14001 (the Environmental Management System standard). Although the changes introduced in ISO 9001:2008 are minor, there may be implications for some organizations that could necessitate small changes to the quality management system in order to maintain certification.

**條款8.2.2 (內部審核)**

- 包括需要確保糾正和糾正行動都得到適當的執行。

**條款8.2.3 (過程的監視和測量)**

- 當質量管理體系過程中未能實現預期的成效，不論是否對產品的整體符合性有否直接的影響，組織機構必須即時評估是否需要作出糾正和/或糾正行動。
- 加入附註以闡明在選擇適當的手段監視和/或測量某過程之前，組織機構應考慮該過程對產品符合要求和質量管理體系的有效性之影響。

以上所列只是重點所在，新標準還有許多在字眼上的變更。但一般來說，這些都是評論性質和不會對已認證的組織機構有任何影響。

**ISO 9001:2008的過渡期**

如前所說，ISO 9001:2008版本只有非常輕微性質的變更，就那些變更而言，無須進行額外的審核來確定體系是否能夠滿足新標準。因此，ISO和國際認可論壇（IAF）已決定不會使用「過渡」的政策，這已可能表示ISO 9001:2008比ISO 9001:2000「更好」，但不等於現有體系不能滿足新標準。ISO 9001:2008的認證不應看作是一個「升級」，在新舊版本共同存在的期間，已獲ISO 9001:2000認證的組織機構和剛通過新的ISO 9001:2008認證的組織機構都應擁相同的地位。

然而，已獲得ISO 9001:2000認證的組織機構不應假設已繼續符合ISO 9001:2008的要求。在某些情況下，新標準加入的說明，給大家對條文一個更深入的理解，組織機構的質量管理體系便有機會需要作出稍微改變，那些改變則可在監督審核時核實。

由IAF/國際實驗室認可合作組織（ILAC）/ISO聯合工作小組認可的ISO 9001:2008官方實行政策，可以概括為如下：

- 新證書可按ISO 9001:2008標準進行下的監督審核或換證審核後簽發。
- 待ISO的新標準正式出版後，才可簽發ISO 9001:2008證書。
- 按照ISO出版起後一年，其後所有的證書（初次和換證）也必須簽發ISO 9001:2008證書。
- 按照ISO 9001:2008出版後兩年，所有ISO 9001:2000證書將會失效。

ISO 9001:2008預定在二零零八年十一月出版。修訂這個標準的目的是要進一步闡明現存的規定，而不是引入任何新要求，並改善與ISO 14001環境管理體系標準的相容性。雖然ISO 9001:2008新版只屬輕微變化，但一些組織機構可能也需要在質量管理體系上稍作改動，以維持認證的有效性。



# Quality: Foundation for the Development of Asset Evaluation Industry

## 質量:資產評估業的發展基石

As one of the leading companies in asset evaluation industry, Shanghai Lixin Appraisal Ltd. has started to establish its ISO 9001 quality management system in 1999 and became the first company attained quality management system certification among asset evaluation companies in Mainland China. With a well-established quality management system, Lixin is able to manage internal processes effectively and gain a high position of competitiveness in the industry, as of today, Lixin has carried out thousands of evaluation projects successfully.

### Risk Prevention and Quality Control

More than ten years ago, when ISO 9001 certification was still at the initial stage in China, Madam Zhang Meilin, Chairman of Lixin had already realized the importance of quality management to asset evaluation industry, Zhang emphasized. "The quality level of an asset evaluation company shall not be judged by the volume of business only, the seriousness of quality control measures is the key factor instead." Along with the diversified nature and increased complexity of projects, evaluation firms are facing higher and higher risk of litigation. The effect of better quality control to regulate and avoid risks of evaluation towards the protection of both the evaluation firm and asset valuers cannot be underestimated.

Taking risk management for a project as an example, asset valuers and related project members should define quality objectives and requirements of the whole evaluation process before commencing the evaluation. Regulatory documents, monitoring method, controlling standard and related quality records shall be studied; relevant risk elements shall be measured; and risk level and type associated to processes shall be analyzed so as to formulate an effective quality control plan for the evaluation. Through these steps, Lixin has successfully reduced operating risks and costs, and most importantly, uplifted her credibility in the industry.

### Company Culture and Quality Management

For years, a unique corporate culture has been fostered within Lixin to serve her customers. People of Lixin have adhered to the following values: "Set our mission on trust; discipline ourselves on trust; undertake our duties with trust; treat others with trust". Quality and corporate culture compliments to each other and become a strong commitment to her clients. At present, Lixin has established a mature quality management system to define requirements for each process. Besides, Lixin has established a three-level audit system, and corrective and preventive action procedure to drive quality improvement. In addition, Lixin recruited experts to handle evaluation of special fields. As a result, evaluation reports become much authoritative and professional.

It is not difficult to appreciate the dedication of Lixin to quality through their three-level evaluation report audit mechanism. According to the requirements of ISO 9001 and to make the mechanism effective, Lixin set up a working draft marking system as well as an evaluation report grading system which can score each report in an objective manner comprehensively. Those effective quality and risk control system can protect clients' legal rights. With the strong foundation of quality and corporate culture built up for more than ten years, quality management system certification does not mean merely a certificate to Lixin, the spirit of Lixin people will lead all members of Lixin to pursuit quality excellence.

作為行業領導者的上海立信資產評估有限公司，早在一九九九年就開始建立了ISO 9001質量管理體系，成為國內首家在該行業中取得質量管理體系認證的企業。時至今日，立信公司已成功完成數千個評估項目，完善的質量管理制度令立信公司得以規範企業內部操作流程，提升在行業內的競爭力。

### 風險防範與質量控制

十多年前，當ISO 9001認證在國內仍處於起步階段，立信資產管理公司董事長張美靈女士已經意識到質量管理對資產評估企業的重要性：「一個評估機構的好壞不單是業務量的多少，嚴格的質量把關最為關鍵。」隨著評估業務對象的日益多元化和評估複雜程度的提高，評估機構所面臨的法律訴訟風險逐漸顯現，所以對於保障評估機構和人員就調控和防範執業風險方面，能有效控制質量的重要性更是不容忽視。

以項目風險規劃為例，在開展評估項目前，企業就應當讓資產評估師以及參與項目評估的相關人員明確整個評估過程的質量目標和要求、了解規範文件、監測方法、控制標準和相關質量記錄，對項目實施風險因素進行測控，分析風險存在的環節與類型，並制定出適合的規避措施。通過評估過程的有效質量控制，立信公司成功地降低了運營風險和交易成本，更提升了在行業中的公信力。

### 企業文化與質量管理

多年以來，立信人始終以「信以立志、信以守身、信以處事、信以待人」的立信企業文化作為服務宗旨，質量文化與企業文化一脈相承，成為立信對客戶的品質承諾。目前，立信公司已經建立了完善的質量管理機制：明確規定評估過程中各階段的質量要求，建立完善的三級審核機制和健全的糾正預防措施，以及在特殊評估領域聘請專家，提升評估報告的權威性和專業性。

僅從對資產評估報告書實行三級審核機制，我們不難看出立信對質量要求之嚴謹與用心。根據ISO 9001質量管理要求，立信制定了一套報告評分體系和工作草稿稿評分體系，對每份報告進行綜合客觀的評分，以有效地控制業務質量和報告風險，從而更保障客戶的合法權益。十多年的質量文化和企業文化的根基，使得立信公司取得的認證已經不再是單純的一紙證書，立信精神將一直帶領立信全體員工走出一條卓越的質量管理之路。





# Social Challenges and Business Opportunities - Managing Long Term Success

## 「社會挑戰與營商機遇：締造長久佳績」



The HKQAA Symposium has been the best event of its kind for regional businesses since 2001. The theme of the Symposium 2008 will be **"Social Challenge and Business Opportunities - Managing Long Term Success"**. We aim at sending a strong message to industry that corporate social responsibility, supply chain management, climate change initiatives and emission reduction are vital for sustainable business. This year symposium will be held from 10 to 12 December 2008, details as below:

### DAY 1: SUSTAINABLE DEVELOPMENT DAY

**Date : 10 December 2008 (Wednesday)**

**Venue: Marco Polo Hongkong Hotel**

#### Session 1: Sustainable Business Strategy

In this session, we are going to explore the factors that will affect the strategy for building a sustainable business model such as social responsibility, public administration, and climate change. Also, the ability for enterprises to face crisis is another important topic for the age of rapid and widespread information flow.

### DAY 2: CORPORATE SOCIAL RESPONSIBILITY DAY

**Date : 11 December 2008 (Thursday)**

**Venue: Auditorium Main Hall, Hong Kong Science Park Phase 2**

#### Session 2: Corporate Social Responsibility (CSR) in Practice

In this session, we are going to widen our horizons to the new international standard on social responsibility; recent development of code of business practice; and current CSR practices in HK and western countries.

#### Session 3: Responsible Food Supply and Public Health

In this session, we will discuss how consumers' health can be protected throughout the food supply chain. Focus will be put on the issue of food nutrition facts, food supply control, and hygienic food processing and serving.

#### Session 4: Meeting Buyers' Expectations about Social Responsibility Issues (to be held at TianLun International Hotel, Guangzhou)

In this session, senior executives from major buying offices are invited to talk about their expectations and the senior executives of major trade associations will discuss the current situations in China.

### DAY 3: GREEN DAY

**Date : 12 December 2008 (Friday)**

**Venue: Auditorium Main Hall, Hong Kong Science Park Phase 2**

#### Session 5: Green Infrastructures and Buildings

In this session, speakers from the government and the industry will discuss how architectural designs and construction projects can be managed and controlled in order to become green.

#### Session 6: Carbon Emission Reduction

In this session, experience gained in various carbon emission reduction projects will be shared. Also, latest carbon trading and carbon neutral management system certification scheme will also be discussed.

自二零零一年，「香港品質保證局專題研討會」被視為業界的重要盛會。「香港品質保證局專題研討會2008」以「**社會挑戰與營商機遇：締造長久佳績**」為議題，藉以與業界探討企業社會責任、供應鏈管理、氣候變化倡議、減少排放等對企業持續發展之重要性。今年專題研討會將於二零零八年十二月十日至十二日舉行，詳情如下：

#### 第一日：持續發展日

**日期：2008年12月10日(星期三)**

**場地：馬可勃羅香港酒店**

#### 專題一：持續發展策略

這個專題中我們會探討如企業社會責任、公共行政及氣候變化等影響持續營商模式的因素。此外，亦會討論在信息萬變的年代，企業面對危機的應變能力的必要性。

#### 第二日：企業社會責任日

**日期：2008年12月11日(星期四)**

**場地：香港科學園第二期主樓堂**

#### 專題二：企業社會責任操守

在這個專題裡，我們會擴大討論層面至社會責任的新國際標準。同時，亦會關注企業操守方面的近期發展，以及近年香港和西方國家的社會責任的情況。

#### 專題三：可靠的食物供應鏈與公眾健康

我們會就這個專題，討論消費者的健康如何透過食品供應鏈得到保障。議題焦點將放在食品的營養成份、生產控制、衛生食品的製造過程及服務供應。

#### 專題四：切合買家的期望

**(研討會於廣州天倫萬怡大酒店舉行)**

在這個專題裡，外國主要的採購公司高級行政人員將暢談作為買家的期望，而來自貿易組織的高級行政人員將討論中國近年的狀況。

#### 第三日：綠色環保日

**日期：2008年12月12日(星期五)**

**場地：香港科學園第二期主樓堂**

#### 專題五：綠色基建與樓宇

在這個專題裡，政府和建造界的講者會討論怎樣在環保概念下進行建築設計及建設工程。

#### 專題六：減少二氧化碳的排放

在這個專題裡，將會分享減少排放二氧化碳計劃所獲得的經驗。同時，我們也會討論最新推出的碳排放與碳中和管理體系認證計劃。



# Mainland China 中國內地

## Mainland China 中國內地

### 1761 PRC Standards are Planned to be Developed or Revised in 2008

The National Development and Reform Commission (NDRC) has published 2008 year project plan for development or revision of industrial standards in July this year. 1761 items were mentioned in it with major interests on product standards, management standards as well as standards that are relevant to energy saving and carbon emission reduction, and safety standards. Priorities are given to those standards that are useful to drive technological advancement and regulate market economics. In addition, standards with emphasize on energy consumption and carbon emission reduction, innovative technology application, and food and commodity safety assurance are also in the top positions.

### 國家今年計劃制定及修訂1761項行業標準

中華人民共和國國家發展和改革委員會(國家發改委)於七月正式達成了二零零八年發展或修訂行業標準項目計劃。共1761個項目列入該計劃，主要涵蓋產品標準、管理標準，以及其他相關節約能源、減少碳排放量及安全的標準。行業標準修訂的重點是優先編制有利於推動行業技術進步及規範市場經濟秩序等的標準項目。此外，節能減排、嶄新技術應用、建立食品和產品安全保障體系所需的標準均在優先編制的位置。

### A New International Credibility Standard Released in China

The standard, "Credit Management Systems Requirements with Guidance for Use (ICCO 26001:2008)" which was enacted by the International Credit Cooperation Organization has recently published in China. This standard has made reference to ISO 9001:2000 and ISO 14001:2004 management system in terms of the requirements in company quality, business capability, profitable capability, debt repayment capability, implementation capability and future development, key personnel creditability and follow-up management. This standard is intended to assess organization's creditability and risk management system for the development a trustful and honorable social environment with low risk of creditability problem.

### 國際誠信標準登陸中國

由國際誠信合作組織(協會)制定的《誠信管理體系要求及使用指南》(ICCO26001:2008)標準在中國發行。該標準參考了ISO9001:2000和ISO14001:2004標準的部分，會根據企業素質、經營能力、獲利能力、償債能力、履約能力和發展前景等資訊，以及關鍵人員的誠信及跟進管理，對受評對象的信用度和信用風險管理能力進行整體審核與評價，以營造誠實守信的社會氛圍和建立良好的經濟秩序，降低企業的失信風險。

### The State-owned Assets Supervision and Administration Commission of the State Council Calls for Driving on Social Responsibility for Central Enterprises

The State-owned Assets Supervision and Administration Commission of the State Council currently announced that over 20 central enterprises have prepared social responsibility reports or sustainable development reports to demonstrate their support and development in social responsibility. To ensure continuous improvement, enterprises shall carry out the following five tasks in the next step:

1. Increase the awareness of social responsibility;
2. Develop regulations;
3. Improve reporting system on social responsibility;
4. Strengthen international cooperation; and
5. Enhance Communist Party's leadership on social responsibility.

### 國資委要求中央企業積極推進社會責任工作

日前，國務院國有資產監督管理委員會有關負責人表示，截至今年六月底，已有二十多家中央企業發布了企業社會責任報告或可持續發展報告，展示了中央企業在社會責任方面的進展。為了確保企業的可持續發展必須做好以下五項工作：

- 一、提高企業對社會責任的意識；
- 二、建立社會責任的規則；
- 三、改善社會責任的報告制度；
- 四、促進國際交流合作；及
- 五、加強黨組織對企業社會責任的領導作用。



# Hong Kong 香港

## Hong Kong 香港

### ISO 9001:2008 Implementation Seminar

ISO 9001, first published in 1987, will be evolving to the fourth edition later this year. The changes being introduced in ISO 9001:2008 are intended to provide greater clarity of existing requirements and improve compatibility with the ISO 14001:2004 environmental management systems standard.

In September, Dr Nigel H. Croft, Associate Technical Director of Hong Kong Quality Assurance Agency conducted an ISO 9001:2008 Implementation Seminar in Hong Kong to introduce the "transition" process from one of the key authorities in ISO and IAF for ISO 9001:2008, and to further explore the vision and objective of future development of ISO 9000 family of standards.



### HKQAA was granted CNAS OHSMS Accreditation

China National Accreditation Service for Conformity Assessment (CNAS) confirmed Hong Kong Quality Assurance Agency (HKQAA) to be the first organization receiving Occupational Health and Safety Management System (OHSMS) accreditation out of Mainland China. Effective on 30 June 2008, HKQAA provides accredited OHSMS certification services to various industries such as construction; transport, storage and communication; financial intermediation, real estate, renting; and engineering services in Hong Kong.

### Dr Michael Lam interviewed by Metro Finance

Dr Michael Lam, Executive Director of Hong Kong Quality Assurance Agency (HKQAA), received an interview by a radio live show "Ming's Tea House" from Metro Finance in September. Topics around the recent big scandal over contaminated baby milk powder, which was found to be causing kidney stones and other complications in babies.

Dr Lam pointed out, it is critical to food suppliers, manufacturers, distributors and retailers in the food supply chain to ensure food safety. Professional assessment services of material sources and handling procedures are especially important, and as a result to identify sources and prevent hazardous food contamination. Effective food supply chain management systems will not only ensure food safety but also increase customer's confidence in food products.

HKQAA has been taking an active role in promoting the message of food safety by joining hands with different organizations and the Government to conduct a wide range of seminars or lectures in order to provide a better understanding of related requirements and standards in food industry.

### ISO 9001:2008 實施研討會

於一九八七年首次推出的 ISO 9001 質量管理體系標準系列，將於本年度發行第四版。改版後的 ISO 9001:2008 標準認證為現存的體系要求提供更清晰的指引，並提高了與 ISO 14001:2004 環境管理體系的兼容性。

九月份，香港品質保證局技術總監倪國夫博士在香港就 ISO 9001:2008 改版舉辦了相關的研討會，介紹了 ISO 聯合工作小組及 IAF（國際認證論壇）發布的 ISO 9001:2008 改版的過渡期，並進一步探討 ISO 9000 體系家族之標準的前景及未來發展的目標。

### 香港品質保證局取得 CNAS OHSMS 認可資格

香港品質保證局（HKQAA）中國合格評定國家認可委員會（CNAS）批准為中國境外第一家機構取得職業健康及安全管理體系（OHSMS）領域的認可資格。於二零零八年六月三十日起，HKQAA 可於香港簽發認可的 OHSMS 證書予建設、運輸、倉儲及通信、金融、房地產、出租服務等行業。

### 林寶興博士接受新城財經台訪問

香港品質保證局總裁林寶興博士在九月份接受了新城財經台直播節目「明茶館」的訪問，內容圍繞近期嬰兒奶粉受污染的醜聞——導致嬰兒飲用後結腎石及其他後遺症。

林博士稱，食品供應鏈中的供應商、製造商、經銷商和零售商必須共同採取一連串的措施以確保食品的安全。對食品原料的篩選及處理尤其重要，以能識別食品來源和防止食品污染。透過有效的食品供應鏈管理體系，不僅能確保食品的安全，更可以增強顧客對食品的信心。

香港品質保證局一向積極推廣食品安全的信息，與各方協會或政府舉辦不同的研討會及講座，為業界提供進一步講解相關的要求及準則。



# International 國際

## International 國際

### ISO 9001:2008 Implementation Policy Formally Approved

During its meeting in July 2008, the Joint Working Group of ISO, IAF (the International Accreditation Forum) and ILAC (the International Laboratory Accreditation Cooperation) approved the implementation plan for ISO 9001:2008. In summary, this foresees the following:

- New certificates may only be issued after a routine surveillance or recertification audit to ISO 9001:2008.
- No accredited certificates to ISO 9001:2008 are allowed to be issued until after the standard has been officially published by ISO.
- 1 year after publication by ISO, all future certificates (initial and recertification) must be issued according to ISO 9001:2008.
- 2 years after publication of ISO 9001:2008 by ISO, certificates issued to ISO 9001:2000 will no longer be valid.

We will be working closely with all our certified clients to ensure the transition to ISO 9001:2008 goes smoothly.

### Chartered Quality Institute Appoints New CEO

The Chartered Quality Institute (CQI) has appointed Mr Simon Feary to take over from John Frame as CEO, upon Mr Frame's retirement in July 2008. Mr Feary formerly headed up the International Register for Certificated Auditors (IRCA).

HKQAA continues its close collaboration with the CQI, and Dr Michael Lam, Executive Director and Dr Nigel Croft, Associate Technical Director of HKQAA were able to congratulate Mr Feary during their recent visit to CQI's headquarters in London.



Dr Nigel Croft (Left) and Dr Michael Lam (Right) of HKQAA visited Mr Simon Feary of CQI.

香港品質保證局倪國夫博士(左)和林寶興博士(右)到訪英國特許質量協會Simon Feary先生。

### ISO 9001:2008 實施政策正式批准

ISO聯合工作小組、IAF (國際認證論壇) 和 ILAC (國際實驗室認證聯盟) 二零零八年七月會議期間，批准了ISO 9001:2008實施計劃。總括如下：

- 新證書可在按ISO 9001:2008標準進行下的監督審核或換證審核後簽發。
- 待ISO的新標準正式出版後，才可簽發ISO 9001:2008證書。
- 按照ISO出版起後一年，其後所有的證書(初次和換證)也必須簽發ISO 9001:2008證書。
- 按照ISO 9001:2008出版後兩年，所有ISO 9001:2000證書將會失效。

我們將與所有認證客戶緊密合作，以確保ISO 9001:2008的過渡順利進行。

### 英國特許質量協會任命新的行政總裁

英國特許質量協會(CQI)已正式委任Simon Feary先生接管在二零零八年七月退休的John Frame先生擔任英國特許質量協會行政總裁。Feary先生曾在國際審核員註冊協會(IRCA)擔任領導工作。

香港品質保證局和CQI將會繼續緊密合作，香港品質保證局總裁林寶興博士和技術總監倪國夫博士到訪倫敦CQI總部期間向Feary先生送上熱烈祝賀。



# New Certified Clients 新認證客戶

May 2008 to Jul 2008 | 2008年5月至2008年7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 May to July 2008, we have been pleased to welcome fifty-five organizations to our community. Among them, they have attained forty-five certificates of ISO 9001, ISO 10002, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, SA 8000, TL 9000, HKQAA-HACCP, QSPSC and SQM. 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。

由二零零八年五月至七月期間，香港品質保證局共頒發五十五張證書，包括 ISO 9001, ISO 10002, ISO 14001, ISO 22000, ISO 27001, OHSAS 18001, SA 8000, TL 9000, HKQAA-HACCP, QSPSC 和 SQM，在此謹祝賀四十五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) HKD 收費 (每人) 港幣	Course Code & Date 課程編號及日期			
			Oct 十月	Nov 十一月	Dec 十二月	Jan 一月 (2009年)
Quality 質量						
ISO 9001:2008 Quality Management Systems - Introduction ISO 9001:2008 質量管理體系 — 入門	 Half day 半天	Free 免費		QMS1C/HK-11A 10		QMS1C/HK-01A 20
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-10A 2	VM1C/HK-11A 14	VM1C/HK-12A 5	VM1C/HK-01A 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-10A 13-14	VM3C/HK-11A 18-19	VM3C/HK-12A 18-19	VM3C/HK-01A 15-16
ISO 9001:2008 Quality Management Systems - Advanced Internal Auditing Techniques ISO 9001:2008 質量管理體系 — 進階內部審核培訓	 2	HKD 3,000			QMS5C/HK-12A 18-19	
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 12,000/ HKD 10,000*			IQA1/IRCA/12A 1-3 & 8-9	
Environment 環境						
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	EMS2C/HK-10A 3 	EMS2E/HK-11A 3 	EMS2C/HK-12A 31 	
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		EMS3E/HK-11A 4-5 		EMS3C/HK-01A 6-7 
Occupational Health and Safety 職業健康和安全管理						
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	 1	HKD 1,500	OHS8C/HK-10A 10		OHS8C/HK-12A 4	
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	 2	HKD 3,000		OHS9C/HK-11A 25-26		OHS9C/HK-01A 12-13
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	 1	HKD 1,500		OH04C/HK-11A 12		
Food Safety 食品安全						
Hygiene Control System - Understanding & Implementation 衛生監控系統- 理解與實施	 1	HKD 1,300			GP02C/HK-12A 1	
ISO 22000:2005 Food Safety Management Systems Implementation Course [NTTS Approved Course] 實施食品安全管理體系課程 [NTTS認可課程]	 3	HKD 4,800/ HKD 5,200**	HA9C/HK-10A 29-31			
ISO 22000:2005 Food Safety Management 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*		IRCA/FSMS/11A 3-7		
Customer Satisfaction 顧客滿意						
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-01A 14
Delivering Quality Service : Managing Customer Expectation 優質服務由處理顧客期望開始	 1	HKD 1,300		EW16C/HK-11A 28		
Information Security 信息安全						
ISO 27001:2005 Information Security Management Systems Lead Auditor Training Course (IRCA Reg.#A17321) [NTTS Approved Course] ISO 27001:2005信息安全管理體系 - 主任審核員證書培訓課程 (IRCA註冊號A17321) [NTTS認可課程]	 5	HKD 12,000 HKD 11,000**		ISE6/IRCA/11A 24-28		
Integrated Management Systems 綜合管理						
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-12A 11-12	
Management Tools and Skills 管理工具和技能						
Implementation of HKQAA 5S in the Workplace Operation 實施HKQAA—5S 在工作間的營運	 1	HKD 1,300				GP03C/HK-01A 9
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-10A 6			MT23C/HK-01A 19
Getting the Best Out of Six Sigma (Green Belt Certification) 從六西格瑪中獲取最佳效益 (綠帶證書)	 3	HKD 5,000/ HKD 4,500*			EW01C/HK-12A 15-17	
Asset Management 資產管理						
The Essentials and Application of PAS-55 Asset Management PAS-55 資產管理—精要與應用	 2	HKD 3,000	MT24C/HK-10A 27-28			
Automotive Management Systems 汽車管理體系						
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				MT25C/HK-01A 9

Remarks  
備註

\* Delegates who register and settle the payment 3 weeks before the class can entitle for early bird discount  
凡於開課前最少三星期報名並繳付所有學費，可享有指定的優先報名優惠

# 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			
			Oct 十月	Nov 十一月	Dec 十二月	Jan 一月 (2009年)
Quality 質量						
ISO 9001:2000 Quality Management Systems - Introduction ISO 9001:2000 質量管理體系－入門	P Half day 半天	Free 免費		QMS1P/SZ-11A SU 14	QMS1P/SZ-12A SU 31	QMS1P/SZ-01A SU 14
ISO 9001:2000 Quality Management Systems - Understanding & Application ISO 9001:2000 質量管理體系－理解與應用	P 1	RMB 600	VM1P/SH-10A SH 15	VM1P/SZ-11A SU 21	VM1P/SH-12A SH 1 VM1P/SZ-12A SU 8 VM1P/SH-12B SH 12	VM1P/SH-01A SH 12
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		VM01P/GZ-11A GZ 3	VM01P/GZ-12A ZS 17	VM01P/GZ-01A SZ 14
ISO 9001:2000 Quality Management Systems - Internal QMS Auditor Training ISO 9001:2000 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/SH-10A SH 16-17		VM3P/SH-12A SH 2-3 VM3P/SZ-12A SU 9-10 VM3P/SZ-12B SU 29-30	VM3P/SH-01A SH 13-14
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		VM03P/GZ-11A GZ 4-5	VM03P/GZ-12A ZS 18-19	VM03P/GZ-01A SZ 15-16
Environment 環境						
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-11A GZ 26		
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-11A GZ 27-28		
Occupational Health and Safety 職業健康和安全管理						
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			OHS08P/GZ-12A GZ 1	
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			OHS09P/GZ-12A GZ 2-3	
Customer Satisfaction 顧客滿意						
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-11A GZ 21		
Information Security 信息安全						
ISO/IEC 27001:2005 Information Security Management Systems - Understanding & Application ISO/IEC 27001:2005 信息安全管理体系－理解與應用	P 1	RMB 800			ISE3P/SH-12A SH 11	
Social Accountability 社會責任						
SA 8000:2001 Social Accountability Management Systems - Introduction SA 8000:2001 社會責任管理體系－入門	P Half day 半天	Free 免費		SA02P/SH-11A SH 14		
SA 8000:2007 Social Accountability Management Systems - Internal Auditor Training SA 8000:2007 社會責任管理體系－內部審核員培訓	P 2	RMB 1,200	SA02P/GZ-10A SZ 30-31	SA02P/GZ-11A GZ 20-21		
Management Tools and Skills 管理工具和技能						
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-10A SH 20			
Telecommunications and Information Service 電訊和資訊服務						
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/SZ-10A SU 13-15	TL04P/SH-11A SH 5-7 TL04P/GZ-11A GZ 17-19		

For registration and enquiry  
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For training course details and online registration, please visit HKQAA website 詳細課程資料及網上報名, 請瀏覽香港品質保證局網頁

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