



# VISION 管略

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**HKQAA**  
HONG KONG QUALITY ASSURANCE AGENCY

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20<sup>th</sup> Anniversary

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### Article Contributions 歡迎投稿

"VISION" encourages article submissions. Submitted articles should include both printed and soft copy in Word or Rich Text format. Contributions should reach the Chief Editor by fax: (852) 2202 9222 and e-mail: vision@hkqaa.org.

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《管略》為香港品質保證局定期出版之通訊，所有刊登於本通訊的文章版權為本局所有。本刊所載專文，未必代表香港品質保證局之意見。如欲轉載本刊內容，請致電(852) 2202 9111與本刊總編輯聯絡。

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The year of 2009 is the 20<sup>th</sup> anniversary of Hong Kong Quality Assurance Agency, through these years, our support to the industry has gone beyond quality management system certification, which was the first service offered. Our scope of service has been expanded to cover certification and training services pertaining to quality, environmental protection, occupational health & safety, product compliance and safety, market research, retail service performance, social responsibility and climate change. Our primary function is focused on knowledge sharing, the provision of assurance and technology transfer. VISION is one of the ways in which we share experience of dealing with current issues and pass on the latest market information.

In this issue, we would like to follow up on the main theme of our annual flagship event, the HKQAA Symposium 2008, which was "Managing Long Term Success". Our feature article, "Sustainable Development - Giving Hope to Future Generations" provides insights and useful information to help readers rethink their business processes. In the Technical Corner, Dr Croft gives an authoritative view on the new version of ISO 9004, which also emphasizes sustained success with quality management approach.

I would like to take this opportunity to thank all readers who have supported VISION since 2001. I wish you all a healthy and prosperous Year of the Ox!

二零零九年是香港品質保證局二十週年誌慶，經過多年的努力，我們服務業界的範疇已不局限於創辦時提供的質量管理體系認證。我們的服務範圍已擴大至質量、環境保護、職業健康及安全、產品符合性及安全、市場研究、零售服務表現、社會責任以及氣候變化相關的認證和培訓服務。我們的主要職能專注於分享知識，提供保證和轉移技術。《管略》是我們分享熱門議題的渠道之一，藉此傳遞最新的市場信息。

今期，我們會延續香港品質保證局一年一度的旗艦活動——香港品質保證局專題研討會2008的主題「締造長久佳績」。我們的專題文章「持續發展—給未來締造希望」提供精闢的見解和有用的資訊，幫助讀者重新思考業務的流程。在技術研討的欄目，倪國夫博士會就新版本的ISO 9004分享權威灼見，當中重點提及以質量管理方法取得持續成功。

在此，我藉著這個機會答謝讀者從二零零一年起對《管略》的支持。我衷心祝願各位在牛年身體健康、生活美滿！

### 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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# Sustainable Development - Giving Hope to Future

## 持續發展 — 給未來締造希望

During the last century, technological and industrial advances have dramatically changed the way we live. These advances have made our lives more comfortable than ever, but they have also come at a significant cost to the environment and to our society.

Human beings are consuming more resources than they have ever done because of their escalating demand for resources to improve their quality of life. Cars, houses, worldwide travel... almost everything people desire consumes natural resources. However, the consumption rate is much faster than could possibly be regenerated. Over the past forty-five years, humanity's demand for resources has increased by more than 50%, resulting in a situation where many countries need to import resources to meet their needs<sup>[1]</sup>; humans are consuming 30% more than the Earth can replenish. At this consumption rate, we will need another planet to meet our resource needs by 2030<sup>[1]</sup>. The earth has a finite amount of natural resources which can be safely and sustainably consumed, so their over-consumption will endanger our future prosperity. The problem is not just about degrading the quality of living; there is a real chance that there will be an inadequate supply of basic necessities such as clean air, safe water and healthy food.

To ensure that we will be able to enjoy in future what we are currently enjoying, individuals must begin to recognize the ecological limits and integrate sustainable development into their decision making.

### Global Trend to Achieve Sustainability

The concept of sustainable development is well known to governments, regulators, business enterprises and consumers. As the world is moving towards globalization, the interconnections between countries have made the development of sustainability challenging in the sense that it needs participation from every country to change consumption patterns or improve the efficiency of use of natural resources.<sup>[2]</sup> Humans have tended to behave as though natural resources are free and limitless. Until people take serious action to change their behaviour, real sustainability will never occur.

Many countries have developed initiatives to promote sustainable development. Latin America and the Caribbean have adopted concrete actions in the areas of biodiversity, water resources, vulnerabilities, sustainable cities and social aspects, among others. Asia and the Pacific region, on the other hand, have focused on capacity-building and poverty reduction for sustainable development, sustainable energy production, land management and biodiversity conservation, and the protection and management of freshwater resources.<sup>[3]</sup> Regardless of the approach taken, it has become more and more apparent that sustainable development cannot be achieved by a single country or business sector in isolation. Instead, it requires cooperation and strong commitment from every participant in the global economy<sup>[4]</sup>.

在上個世紀，技術和工業的進步對我們的生活方式帶來重大的改變。這些發展使我們的生活比以往更加舒適，但它們令環境和社會付出了重大的代價。

人類對資源的需求不斷增加，以改善他們的生活質素，所以人們比以往消耗更多的資源。汽車、房子、環遊世界.....幾乎所有人類渴求的都會消耗天然資源。但是，消耗能源的速度遠比能源可再生的速度快得多。在過去的四十五年裡，人類對資源的需求增加了超過50%，造成許多國家需要進口資源來滿足她們的需要<sup>[1]</sup>；人類消耗的比地球可以補充的高於30%。就這個消耗的速度而言，在2030年<sup>[1]</sup>，我們需要找另一個星球，以滿足我們對資源的需求。地球上有限的天然資源可供人類安全地和持續地消耗，過量消耗將危及我們未來的繁榮。這個問題不單是降低了生活質素，而是關乎到基本的必需品，將有可能供不應求，如清新的空氣、安全的飲用水和健康的食品。

為了確保將來能夠享受我們現在所擁有的，今後我們必須認識到生態環境的限制和在決策時把可持續發展納入考慮當中。

### 實現可持續發展的全球趨勢

可持續發展的概念對政府、監管機構、工商企業和消費者並不陌生。隨著全球一體化，國家之間的關係把可持續發展成為一項挑戰，它需要每一個國家的參與，以改變消耗模式和改善使用天然資源的效率<sup>[2]</sup>。人類誤以為天然資源是免費和用之不盡，如果人類不認真採取行動去改變他們的行為，真正的可持續發展將永不發生。

很多國家已經制定促進可持續發展的倡議。拉丁美洲和加勒比地區在生物多樣性、水資源、易損性、可持續發展的城市和社會因素等已採取具體行動。另一方面，亞洲和太平洋地區把重點放在建設生產力和減少貧困，有助可持續發展、可持續能源生產、土地管理和保護生物多樣性，以及保護和管理水資源<sup>[3]</sup>。無論採取何種做法，可持續發展明顯地不可能由一個國家或行業單一實踐。反之，在全球經濟<sup>[4]</sup>中可持續發展是需要大家的合作和堅守承諾並持之以恆。

# Generations



## Implications for Business

The global economy is coming under growing pressure to pay for social problems and the environmental damage arising from business activities. For businesses to maintain their competitiveness and grow requires a revolutionary change in business strategy so as to integrate sustainable development into the business decision making process. In traditional business practice, the decision making process focused primarily on economic considerations. With the increasing demand for achieving sustainability, companies will have to take both social and environmental aspects into consideration and transform core business strategies to drive sustainable development.

Although sustainable development requires a commitment to new responsibilities, it also creates new and exciting business opportunities<sup>[5]</sup>. These include:

1. New technology and product development that will allow people to operate in a resource-constrained world, increasing the efficiency and performance of ecosystems;
2. New trading markets, such as carbon trading and water quality systems;
3. New business opportunities, such as ecosystem restoration and environmental asset finance or brokerage; and
4. New revenue streams for assets currently unrealized but for which new markets or payments for service could emerge.

Businesses obviously have a significant impact on the environment and our society and could well take a leading role in making a sustainable future. However, it is not their responsibility alone. Sustainable development is about caring for our environment, our society and most importantly, our future generations. To have a sustainable future, every individual will have to completely revamp the way they prioritize their needs so as to place the needs of people, community and environment ahead of individual and corporate needs.

## To be Continued...

The topic of sustainable development covers a wide range of social, environmental and economic issues. In the next issue of Vision, we will present interviews with well respected professionals who will share their knowledge and experience in sustainable development. We hope that these interviews will help you better prepare for this new business trend.

## 對業務的寓意

全球經濟正受到越來越大的壓力，以應付商業活動所產生的社會問題和環境破壞。企業為了保持競爭力和發展，需要在經營策略上作出革命性的改變，把可持續發展納入企業的決策過程中。在傳統的商业做法，決策過程主要側重於經濟方面的考慮。隨著實現可持續發展的需求日益增加，公司將要考慮社會和環境方面的因素和改造核心業務的策略以推動可持續發展。

雖然可持續發展需要承諾新的責任，但它也創造了新的商機<sup>[5]</sup>，包括：

1. 新技術和產品開發可讓人們在一個資源有限的世界中提高生態系統的效率 and 表現；
2. 新的貿易市場，如碳交易和水質量體系；
3. 新的商機，如重建生態系統和環境資產融資或中介人服務；和
4. 在現時未被開放的資產開拓新的市場或服務以尋找新的收入來源。

企業顯然對環境和社會有重大的影響，也為可持續的未來發揮著主導作用。但是，這不單只是她們的責任。可持續發展是關於我們對環境、社會和最主要是我們後代的關懷。要擁有一個可持續發展的未來，每個人都必須完全改變考慮優先次序的模式，把大眾、社會和環境的需要的考慮排列於個人和企業的需要之上。

## 待續.....

可持續發展的專題涉及到社會、環境和經濟問題。在下一期的《管略》，我們將訪問一些專家，分享他們對可持續發展的知識和經驗。透過不同層面協助大家進一步了解持續發展，盡早裝備，面對新的市場趨勢。

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- [4] 聯合國永續發展處 — 「二十一世紀議程」
- [5] 世界企業永續發展委員會 — 「生態挑戰及商業衝擊」

# HKQAA-HSBC CSR Index

## HKQAA-HSBC 企業社會責任指數

One of the key challenges to businesses nowadays is the urge to organizations to rethink their social responsibility alongside their business activities to create economic prosperity. This may partly be due to the emerging phenomena of environmental degradation, social inequality, corporate governance and so on.

Hong Kong Quality Assurance Agency (HKQAA) is pleased to launch an index for Corporate Social Responsibility (CSR). It is aimed to provide a quantitative performance metrics for measuring and improving CSR performance of the organizations in Hong Kong. The index can help enhance the competitiveness of organizations in Hong Kong because CSR has been a key concern of local and overseas investors, buyers and brands. Appreciation is given to The Hongkong and Shanghai Banking Corporation Limited (HSBC) for her sponsorship and participation as the co-organizer of the index. The index, named as "HKQAA-HSBC CSR Index", was officially launched on 10 December 2008.

The CSR Index composes of indicators that track performance in four categories based on ISO 26000 "Guidance on Social Responsibility", which are then consolidated to create a final score. The four categories include Corporate Governance, Social Well-Being, Economic Growth and Environmental Conservation.

### Key Features

- Participation is voluntary; helps demonstrate organization's commitment to be a socially responsible brand.
- Organizations will learn the contemporary best practices on social responsibility based on ISO 26000 guidelines.
- Tracking of CSR performance over time is made possible for individual organization and for organizations in Hong Kong as a whole.
- A framework is provided that serves as a reference milestone for ongoing improvement on CSR aspects.
- Individual feedback report on individual organization's strengths and areas for improvements in details is given to each participating organization.

現今企業面臨的主要挑戰之一，是在經營業務獲取經濟增長的同時，亦要再三思考如何履行其應負的社會責任。現今的自然環境惡化，社會上的不公平，公司管治問題的出現可能是部份的誘因。

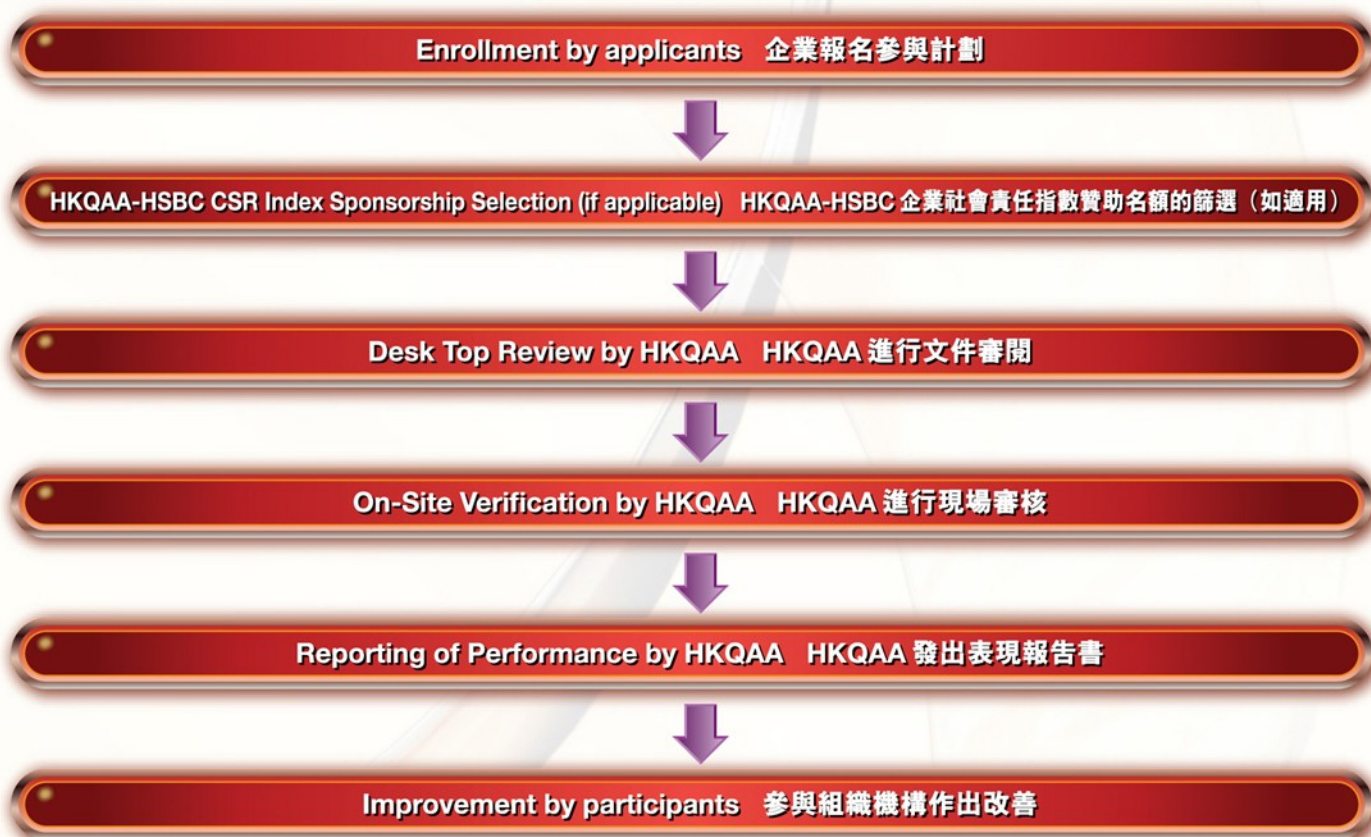
香港品質保證局誠意推出對應企業社會責任(CSR)的指數，旨在提供一個定量的表現指標來衡量企業在香港履行及改善企業社會責任(CSR)的表現。感謝香港上海滙豐銀行有限公司(HSBC)的贊助並擔任合辦機構。指數於二零零八年十二月十日正式推出並名為“HKQAA-HSBC 企業社會責任指數”(CSR Index)。

CSR Index 包含根據ISO 26000定的「社會責任指引」四大類指標評價組織機構的表現，總結後得出最後評分。四大類指標包括企業管治、社會福利、經濟增長及環境保護。

### 主要特點

- 這是一項自願性計劃。組織機構的參與表明其承諾為對社會負責的品牌。
- 組織機構能根據ISO 26000的指引學習現今社會責任的優良運作模式。
- 跟蹤個別組織機構和香港的機構在不同時段履行CSR的表現。
- 提供一個框架作為不斷改進CSR表現的參考里程碑。
- 參與組織機構將收到一份個別的報告，詳述組織機構的長處和需改進的範疇。

## CSR Performance Improvement Process 企業社會責任的改進流程



### Enrollment

The organizations will need to complete and submit the following to HKQAA

- CSR survey questionnaire derived from the HKQAA-HSBC CSR Index Framework
- Supporting evidence of CSR activities
- Enrollment form with a formal sign off by the organizations' Chief Executive or Board member

### HKQAA-HSBC CSR Index Sponsorship Selection

Organizations applied for HKQAA-HSBC CSR Index sponsorship will be randomly selected for the subsidy and will be individually notified of the result in writing.

### Desk Top Review and On-site Verification

Experienced HKQAA auditors will conduct a comprehensive CSR performance assessment for the participating organizations.

### Reporting

All participating organizations will receive detailed confidential feedback on their performance, where possible, comparison with other participants in their sector and all other participants can be made.

### Improvement

Based on CSR Index analysis, organizations will be able to identify areas of strengths and weaknesses, thus implementing appropriate improvement actions.

### 參與方法

欲參與的組織機構須填妥以下文件，並遞交至香港品質保證局

- HKQAA-HSBC 企業社會責任指數之企業社會責任調查問卷
- CSR活動的相關支持證據
- 由機構的行政總裁或董事會成員正式簽署作實的報名表

### HKQAA-HSBC 企業社會責任指數贊助名額的篩選

合資格申請 HKQAA-HSBC 企業社會責任指數贊助的機構，將以隨機抽籤的方式選出，有關結果將個別以書面形式通知。

### 文件審閱及現場審核

經驗豐富的香港品質保證局審核人員會為參與機構進行全面的企業社會責任評估。

### 表現報告書

所書有參與機構將收到保密的報告書，詳細列明機構的表現；在可行的情況下，可與同一界別或所有界別參與者的表現作比較。

### 改善

根據企業社會責任指數的分析，機構能夠掌握其優缺點，從而採取適當的改善方案。

# Social Challenges and Opportunities: Managing Long Term Success 社會挑戰與營商機遇：締造長久佳績



The HKQAA Symposium 2008 was held successfully from 10 to 12 December 2008 at the Marco Polo Hongkong Hotel, Hong Kong Science Park and the Jian Guo Hotel, Guangzhou. Around one thousand participants from industry and commerce attended.

Maintaining a competitive advantage is the only way to maintain market position in this ever-changing business environment. The main theme of the symposium was "Social Challenges and Opportunities: Managing Long Term Success" and different sub-themes were addressed on different themed days, "Sustainable Development Day", "Corporate Social Responsibility Day" and "Green Day".

## Managing Long Term Success 締造長久佳績



The symposium was supported by Government Officials from Guangdong, Hong Kong and Macau as well as various reputable organizations. Miss Vivian Lau Lee Kwan, JP, Deputy Director General of Trade & Industry (Commercial Relations, Controls & Support) and Mr Yi Zhong-qiang, Vice Mayor, Jiangmen Municipal People's Government, officiated at the opening ceremony.

香港品質保證局的一年一度盛事—「香港品質保證局專題研討會2008」已於二零零八年十二月十日至十二日，一連三日假香港馬哥孛羅酒店、香港科學園及廣州建國酒店舉行，三日的研討會共吸引了近千名工商業界人士參加，反應踴躍。

香港品質保證局深明在千變萬化的商業社會中要佔有一定的市場地位，企業必須保持其競爭優勢，所以第八屆香港品質保證局專題研討會以「社會挑戰與營商機遇：締造長久佳績」為主題，再以「一日一主題」的概念，分別為「持續發展日」、「企業社會責任日」和「綠色環保日」與入場人士就不同的專題作深入淺出的講解。



是次研討會更獲得粵港澳三地政府和多個知名機構的鼎力支持，並邀請了香港特別行政區政府工業貿易署對外貿易關係、管制及支援副署長劉利群太平紳士和江門市副市長易中強先生擔任主禮嘉賓，以別開新面的「蓋玉璽」儀式為研討會揭幕。



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# Term Success

Sustainable Development, Corporate Social Responsibility and Environmental Protection are global trends, and critical to the success of every organization. In order to support the development of these areas, HKQAA is taking the lead to introduce three corresponding schemes: the HKQAA-HSBC CSR Index, to provide quantitative performance metrics for measuring the Corporate Social Responsibility (CSR) performance of the organizations in Hong Kong; the HKQAA Business and Community Supporting Fund (HKQAA BCS Fund), to subsidize sustainable development, increase competitive advantages and maintain a harmonious environment in the community; and the HKQAA Carbon Management Certification Scheme, to encourage the reduction of carbon emissions.



This year, HKQAA arranged a session in Guangzhou, "Meeting Buyers' Expectations", which focused on major overseas buyers' expectations about corporate social responsibility among mainland Chinese suppliers, and covered the REACH, ISO 26000 and SA 8000 initiatives.

We would like to take this opportunity to thank all speakers, sponsors and supporting organizations for making this symposium so memorable. For more information, please visit our website <http://www.hkqaa.org>.

持續發展、企業社會責任和綠色環保是營商的大趨勢，亦是每家成功企業不可或缺的一環，為了配合企業於上述範疇的發展，香港品質保證局更同期推動三個相應的計劃，分別為香港品質保證局及香港上海滙豐銀行有限公司合辦的企業社會責任指數(HKQAA-HSBC CSR Index)，旨在為香港的機構提供一個定量表現指標，衡量機構在企業社會責任方面的表現；香港品質保證局的企業社區支援基金(HKQAA BCS Fund)，希望透過不同的渠道，以資助的形式支援企業及社區達致持續發展，提升整體競爭力之餘亦可維持和諧社區；香港品質保證局的「碳」管理體系認證計劃，積極鼓勵各界減少日常運作直接或間接所產生的碳排放。

今年，香港品質保證局更開闢廣州專場，以「切合買家的期望」為題，就外國主要的採購商對於供應商的期望及企業社會責任管理，包括REACH條例、ISO 26000及SA 8000分享知識。

是次研討會能夠成功舉行，有賴各演講嘉賓、尊貴贊助商和支持機構的鼎力支持。有關「香港品質保證局專題研討會2008」的資訊，請瀏覽本局網頁 <http://www.hkqaa.org>。



# ISO 9004: 2009 Begins to Take Shape - A Recipe for "Sustained Success"

## ISO 9004: 2009成為「持續成功」的良方

Success →



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Many organizations think that "Implementing ISO 9000" means meeting the requirements of, and achieving certification to ISO 9001. Although this is an important part of the implementation of a quality management system, and a requirement of many customers, ISO 9001 focuses only on developing an effective system (one that achieves the planned results), with the aim of meeting customer and statutory/regulatory requirements for the product. ISO 9004 has traditionally gone beyond these requirements, and provides guidance (not compulsory, and not subject to a "yes/no" verdict on conformity) to help the organization develop an effective and efficient system with the aim of achieving the long-term satisfaction of all interested parties. According to the ISO 9000 definition, these "interested parties" include all persons or groups that have an interest in the performance or success of the organization, including customers and end-users, people in the organization, owners/investors (such as shareholders, individuals or groups, including the public sector, that have a specific interest in the organization), suppliers and partners, and society in terms of the community and the public affected by the organization or its products.

As most readers of "VISION" will be well aware, the latest version of the ISO 9001 requirements standard (ISO 9001:2008) was published on 15 November 2008. This incorporated only minor changes, aimed mainly at providing better clarity and improved compatibility with the ISO 14001:2004 Environmental Management Systems standard. Work continues, however, on a major revision of the ISO 9004 Guidelines standard, which is currently being circulated among the member countries of ISO's Technical Committee TC 176 as a Draft International Standard ("DIS") for comment and vote, and is due for publication towards the end of 2009. In addition, 73 volunteer organizations around the world are actively involved in validation tests of the DIS version, to ensure it meets user needs on a practical level.

### The ISO Standards Development Process

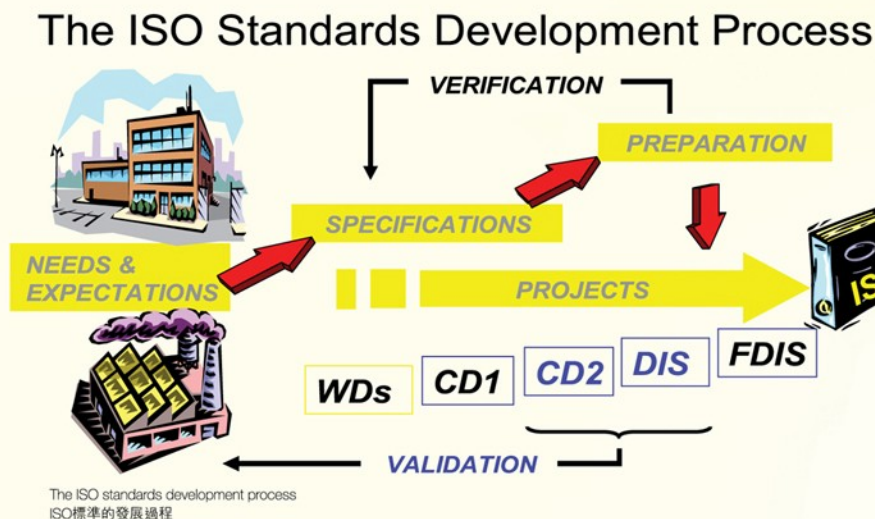
ISO standards are always user-driven, and in the case of ISO 9004, the inputs for the revision process were the result of extensive web-based surveys conducted to determine the needs and expectations of all interested parties (organizations, purchasers, regulatory bodies, certification bodies, governmental organizations, consultants, quality award scheme owners and others).

許多組織機構認為實施ISO 9000是指符合要求和實現ISO 9001認證。雖然這是許多客戶的要求和實施質量管理體系的重要組成部份，ISO 9001著重以滿足客戶及法律法規對產品的要求發展一個有效的系統以實現預期的結果。編制ISO 9004的原意是提倡組織機構要超越那些要求，而非強制性指引，不是以"是與否"裁決其符合性，幫助組織機構建立一個有效和有效率的制度，目的是實現使所有相關方都能達致長期滿意。根據ISO 9000的定義，這些"相關方"包括所有個人或團體、對組織機構的表現或成功與否有被影響的群體，例如：客戶和最終使用者、組織機構內的人員、持有人/投資者（如股東、個人或團體，包括在組織機構中有具體利益的公共部門）、供應商和合作夥伴和受組織機構或其產品影響的社群和公眾。

很多《管略》的讀者也知道，ISO於二零零八年十一月十五日出版了最新版本的ISO 9001"質量管理體系要求"，即ISO 9001:2008。這版本只涉及一些輕微的修改，主要是提供較清晰的條文和提升與ISO 14001:2004環境管理體系標準的兼容性。修改ISO 9004標準指引的工作仍在繼續，相關文件在ISO技術委員會TC176成員國之間傳閱中，並以國際標準草案("DIS")的格式供成員國在二零零九年底出版前提出意見及投票。此外，七十三個志願組織在世界各地也積極參與國際標準草案版本的驗證測試，以實際使用的手法確保它符合用戶需求。

### ISO標準發展過程

ISO標準都是由用戶主導的，ISO 9004改版過程的輸入是以大規模的網絡調查的結果為主，調查確定相關方（組織機構、採購商、規管機構、認證機構、政府組織、顧問、質量獎項主辦機構等）的需求和期望。



## Changes Planned for the New ISO 9004

Although the current (year 2000) version of ISO 9004 provides very useful guidance for organizations seeking continual improvement of their quality management system, it has not been widely embraced at the global level in the same way as the ISO 9001 requirements standard. ISO 9004 will therefore undergo a much more profound revision, based on inputs from the web-based user survey that was carried out in 2003/2004. This is reflected in the standard's new title "Managing for the sustained success of an organization - a quality management approach", where "sustained success" is defined as the ability of an organization to maintain or develop its performance in the long term.

The primary user expectations for the new ISO 9004 standard were as follows:

- It should be written in plain language and structured in an understandable and easy-to-use format.
- It must serve the changing needs of organizations for sustained success.
- It should help users to identify, evaluate, prioritize and satisfy the needs and expectations of interested parties.
- It should facilitate the continual improvement of the capabilities of the organization to deliver value to their customers, and to satisfy the needs and expectations of other interested parties.

Users also expressed a desire for the new ISO 9004 to facilitate improvement in their management systems, taking into account the need for continual adaptation by the organization to changes in its business environment and the importance of risk management related both to strategic and operational issues.

In view of the extent of the proposed changes to ISO 9004, and in order not to delay publication of the new ISO 9001 standard, a decision was made to de-couple the development programmes of the two standards, although the concept of a "consistent pair" of standards (two distinct standards that can be used together or separately) will remain. That is the reason why the new version of ISO 9001 was published in late 2008, independently from the new version of ISO 9004.

## Structure and Content of ISO 9004:2009

Although the detailed text of ISO 9004 is likely to undergo some further changes before it is ready for publication, the main concepts and features of the new standard are unlikely to change, and can be summarized as follows:

- The sustained success of an organization depends on its ability to monitor its external and internal business environment for opportunities, changes, trends and risks, and its ability to respond appropriately. The organization needs to develop and maintain an ability to learn, change and innovate in response to the results of such monitoring.
- Greater importance is given to the formulation of policies and strategies appropriate to the organization's business environment, they must then be planned and deployed throughout the organization taking into account the different scenarios that may develop over time and their associated opportunities and risks. Likewise, the need for innovation and learning is emphasized.
- The new ISO 9004 standard continues to promote the process approach, management using the PDCA (Plan-Do-Check-Act) cycle.

## ISO 9004的改動

雖然目前的ISO 9004:2000版本對尋求質量管理體系的持續改進的組織機構給予了非常有用的指導，但是它不像ISO 9001標準要求同樣得到世界性的廣泛接受。因此，ISO 9004將根據2003/2004年網絡用戶調查中得出的結果，進行全面的修訂。這可反映在標準的新標題《組織機構達致持續成功—質量管理方法》，當中「持續成功」的定義是指組織機構維持或發展長久佳績的能力。

主要用戶對新的ISO 9004標準期望如下：

- 以淺白的語言、易於理解的結構和容易使用的格式來編寫。
- 必須對應組織爭取持續成功時所面對因時而異的需求。
- 幫助用戶識別、評估、處理優先次序和滿足相關方的需求和期望。
- 有助於組織機構持續改進向客戶提供價值的能力，並滿足其他相關方的需求和期望。

用戶更希望在新ISO 9004能夠幫助組織機構改進管理體系，尤其是因應多變的營商環境下持續適應的需要，以及有關策略和營運問題上風險管理的重要性，以達致改善管理體系的需求。

雖然ISO 9001及ISO 9004自2000年版時以“一對協調的標準”的形式推出，但是鑑於擬修改ISO 9004的程度和不希望延誤新ISO 9001標準的出版，所以決定把這兩個標準的發展計劃脫勾。所以新版的ISO 9001標準已在2008年年底率先推出。然而，“一對協調的標準”的概念保持不變，在格式及內容的互容性仍然存在，所以除了單獨使用個別標準外，可以同時執行兩個標準。

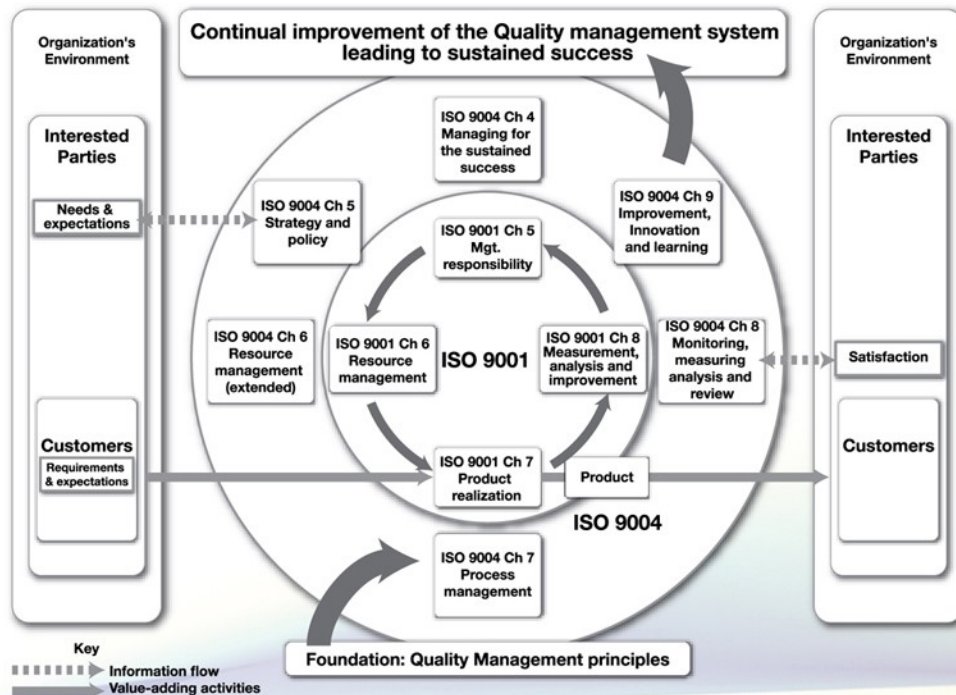
## ISO 9004:2009的結構和內容

雖然ISO 9004的文字細節在出版前很可能會有進一步的修改，但新標準的主要概念和重點是不會改變的，並可歸納如下：

- 組織機構的持續成功要素，是取決於組織機構是否有能力去監察著外部和內部的機遇、變化、發展趨勢和風險，以及作出適當反應的能力。組織機構需要發展和保持學習、改變和創新的能力以應對監察得到的結果。
- 更重要的是按組織機構的業務環境來制定適當的政策和策略，同時組織機構必須考慮可能隨著時間發展的不同情況和其相關的機會和風險作計劃和部署。同樣重要的是需要創新和學習。
- 新ISO 9004標準繼續推動過程方法，按照PDCA循環（策劃 - 執行 - 檢查 - 行動）的管理。

The new standard and its relationship with ISO 9001 can be illustrated in the following figure:

目前新標準與ISO 9001的關係詳見下圖：



Extended model of the quality management system as described by ISO/DIS 9004, showing the linkages between ISO 9001:2008 and the various clauses of the new ISO 9004 standard.  
ISO/DIS 9004 所描述的質量管理體系的擴展圖示，顯示了ISO 9001:2008和新的ISO 9004標準各條款之間的聯繫。

- Includes definitions for "Sustained success" and the organization's (business) environment.
- Here the standard addresses concepts such as the eight quality management principles, including the organization's fundamental attitude and behaviour, operating framework, tools and relationships with interested parties as well as the overall business environment in which the organization operates.
- This includes recommendations relating to the mission and vision of the organization, and the effective deployment of strategies and policies throughout the entire organization by using the appropriate communication tools.
- ISO 9004 not only provides additional guidance on resource issues covered in ISO 9001 (Personnel competence, infrastructure and work environment), but also addresses other topics such as financial resources, the involvement and motivation of people, relationships with suppliers and partners, knowledge, information and technology, and the use of natural resources.
- Emphasizes the need to adopt a "Plan-Do-Check-Act" approach to all the organization's processes, including those that are outsourced.
- In addition to providing additional guidance on monitoring, measurement, internal audit etc that are covered by ISO 9001, the new ISO 9004 addresses topics such as KPI's (key performance indicators), self-assessments, and benchmarking.
- ISO 9004 recognizes that these are essential elements for sustained success, and that an organization has to be agile in order to respond to its changing business environment. This can involve small-step improvements, or major innovations to the organization's processes and products, but at all stages learning from both positive and negative experiences is vital.
- Annex A provides a self-assessment tool that can be used to evaluate organizational maturity (in much the same way as the self-assessment tool of the current version of ISO 9004, though in far greater detail).
- Annex B provides a detailed explanation of the eight quality management principles on which the ISO 9000 family of standards is based.
- Annex C provides a linkage between the various clauses of the new ISO 9004 and ISO 9001:2008.
- There is also a very comprehensive bibliography (including recommended websites) providing further opportunities to understand the topics covered by ISO 9004 in greater detail.
- 定義包括「持續成功」和組織機構的(營商)環境。
- 標準提出了八項質量管理原則的概念，包括組織的基本態度和行為、經營框架、工具和相關方的關係，以及使組織機構運作的整體營商環境。
- 這包括有關組織機構的使命和願景的建議，以及在整個組織機構中使用適當的溝通工具作出有效的策略部署和政策。
- ISO 9004不僅提供了額外的資源給指導ISO 9001所涉及的問題(人員的能力、基礎設施和工作環境)，而且還提出其他議題，如財政資源、人員的參與和動力、與供應商和合作夥伴的關係、知識、資訊科技和自然資源的使用。
- 強調必須採取(策劃-執行-檢查-行動)的方法來管理所有組織機構的過程，包括那些外判工序。
- 除了提供ISO 9001所涵蓋應監視、測量和內部審核等的額外指導，新的ISO 9004也提出關鍵績效指標(KPI)、自我評估和基準化分析法等議題。
- ISO 9004確認了改進、創新和學習都是持續成功不可少的要素，組織機構必須靈活應付萬變的商業環境。這可包括組織機構的流程和產品，逐步改進或重大的創新，但關鍵在於從各個階段正面和負面經驗學習。
- 附件A提供了一個自我評估的工具，可用於評價組織機構的成熟程度(自我評估的工具和現時ISO 9004的版本相似，但內容更為詳細)。
- 附件B根據ISO 9000家族系列的標準，提供了八項質量管理原則的詳細解釋。
- 附件C提供了新ISO 9004和ISO 9001:2008的各項條款之間的聯繫。
- 還有一個非常全面的書目(包括推薦的網站)，提供更多機會詳細了解ISO 9004所涉及的議題。

# Sustainability of Quality Services

## 優質服務的持續性

New World Telecommunications Limited (NWT) is one of the leading companies in the telecommunications sector in Hong Kong. Striving to provide quality, reliable and customer-focused service to customers, NWT obtained ISO 10002, as proof of their quality customer services.

### Attain Sustainable Quality Services

Riding on a "customer-focused" philosophy, NWT tries its best to understand customers' needs and strives to exceed their expectations by offering them customized solutions. NWT has implemented a series of measures to monitor and enhance service effectiveness and quality. The company provides various customer services hotlines and an interactive online customer services platform to cater to the different needs of its customers, allowing customers to contact them timely and experience convenient and high quality services. On top of providing training programmes on languages, products and technology for staff members in order to enhance their efficiency, NWT also enhances complaints handling process so as to conform to the criteria of ISO 10002: 2004 complaints handling management system.

### People is the Key to Success

NWT believes a team of professional staff together with a comprehensive performance management system which aims at continual improvement is the "growth engine" of the Customer Service Department. By using the PDCA (Plan-Do-Check-Act) management practice, various customer service processes are well planned and executed to meet customers' needs and strengthen their relationship with the company. Various systematic quality control measures and customer feedback analysis are also employed to streamline processes and improve service quality.

In pursuit of service excellence, NWT plans and offers systematic training programmes with appropriate skill set to all customer service staff members who are ready to meet the challenges and changes of meeting customers needs and attaining the highest level of customer satisfaction.

### Systems can Smoothen the Operation

ISO 10002 enables NWT to plan and design customer care strategy for the complaint-handling process so as to resolve customers' complaints effectively, and even turns them into business opportunities. By applying the standard, NWT can accurately analyze the situation, find the root cause and take appropriate corrective and preventive actions. Besides, NWT also documents complaint records according to ISO standards, which allows easy review in the future and helps to prevent the recurrence of similar incidents.

NWT sees customers as the foundation of its business. The company also believes in the philosophy of "Happy staff, happy customers" and is committed to deliver quality service consistently as a key to building long-term relationships with customers.

新世界電訊有限公司(新世界電訊)是香港電訊行業的領導者之一，一直努力提供優質可靠和以客為本的服務。新世界電訊首次取得ISO 10002 認證，其高質素的客戶服務備受肯定。

### 實現持續的優質服務

新世界電訊恪守「以客為本」的精神，深明了解客戶需要的重要性，希望做到『想客所想』，提供貼心服務，超越他們的期望。該公司實施一系列措施，以監察和提升服務的效率和質素，並針對不同客戶群，設立不同的客戶服務熱線，再配合網上客戶服務平台，讓客戶可以更快地與他們聯絡，隨時隨地體驗優質、便利的服務。此外，新世界電訊定期為員工提供語言、產品及科技知識等各樣培訓，以提升他們的效率，更優化投訴處理程序，以符合ISO 10002:2004投訴處理管理體系證書之標準。

### 人材是成功的關鍵

新世界電訊深信，一隊高效率的專業團隊跟完善的績效管理制度，有助推動客戶服務部持續改善其服務質素。有見及此，他們採用PDCA (Plan-Do-Check-Act) 循序漸進的管理模式，有效規劃和執行不同的客戶服務流程，以達致優質的服務水平，滿足客戶需要及加強彼此關係。此外，多種系統化的質量控制措施和客戶意見分析亦有助精簡程序和不斷改善服務。

在追求卓越服務方面，新世界電訊為所有客戶服務員提供系統化的培訓計劃，讓他們能應付未來的挑戰和不斷變化的客戶需求。

### 融入體系 優化運作

新世界電訊認為，採用ISO 10002能更有系統地計劃及設計客戶投訴的處理程序，以最有效的方法解決客戶的投訴，甚至將它們轉化成商機。按ISO 10002的準則處理客戶的投訴，可令投訴記錄更詳盡，易於翻查。根據其準則，新世界電訊能準確分析投訴的根本原因，並訂立適當的糾正和預防措施。

新世界電訊一向視客戶為業務發展之基礎，並貫徹「開心員工、開心客戶」的理念，繼續提供優質的服務，務求與客戶建立長遠的關係。



新世界電訊  
new world telecom

# International, Hong Kong & Mainland China 國際、香港及中國內地

## International 國際

### ISO Circulates Committee Draft of ISO / IEC 17021 Part 2 for Ballot

During its meeting in October 2008, the ISO Conformity Assessment Committee (CASCO) completed its initial drafting work on the new standard ISO/IEC 17021 Part 2, "Conformity assessment - Requirements for bodies providing audit and certification of management systems and requirements for third-party certification auditing of management systems", and the Committee Draft is now being circulated to ISO and IEC members for comment and ballot. This standard will provide additional requirements for certification bodies involved in management system certification, and concentrate heavily on auditor competence issues as well as determining other specific criteria for the audit process. Certification bodies are currently required to meet ISO/IEC 17021 Part 1 as the main criterion for accreditation, and to follow the auditor competence guidelines established by ISO 19011:2002. The new ISO 17021 Part 2 standard will require a much more rigorous approach to defining individual auditor competence, selecting a competent audit team to carry out the audit, and will specify competence criteria for other certification body personnel, including, for example, those involved in contract negotiation and review, and those who make the certification decision. The new standard is expected to be published early in 2010.

### New ISO and IAF Strategic Plan to Maintain Credibility of Accredited Certification

The Strategic Joint Working Group between ISO, IAF (the International Accreditation Forum) and ILAC (the International Laboratory Accreditation Cooperation) recently agreed on a joint action plan to address some of the issues surrounding the credibility of ISO 9001 Certification.

These include the following:

- Carrying out a two-year project together with UNIDO (United Nations Industrial Development Organization) to verify the level of satisfaction with ISO 9001 certification in the South Asian countries.
- Developing a mechanism for closer monitoring of accredited certification bodies, using performance "metrics".
- Developing more aggressive market surveillance by accreditation bodies, including short "validation visits" to certified organizations.

### Work Begins on Revision to ISO 19011

ISO has begun work to revise its guidance standard on auditing, currently available as ISO 19011:2002 "Guidelines for quality and/or environmental management systems auditing". The plan is to increase the scope of the document to become applicable to auditing of any management system standard, and not just limit it to Quality and Environmental Management System. It will also take into consideration the work that is being done by ISO/CASCO to develop the ISO/IEC 17021 Part 2 standard. The work on ISO 19011 is being coordinated by ISO's Technical Committee TC176 for Quality Management, and the new standard is expected to be available around 2011.

### ISO 分發 ISO / IEC 17021 第二部分 委員會草案供成員投票

於二零零八年十月舉行的會議期間，ISO 合格評定委員會(CASCO)完成了新編寫的 ISO / IEC 17021 第二部分，「符合性評審－執行管理體系評審與認證及第三方管理體系評審認證的要求」的起草工作。委員會草案目前分發給國際標準化組織(ISO)及國際電工委員會(IEC)成員作評論和投票。這標準將為管理體系認證的認證機構提供附加的要求，著重於審核人員能力以及確定審核過程相關的具體準則。認證機構目前須符合 ISO / IEC 17021 第一部分作為主要的認可標準，並按照由 ISO 19011:2002 建立的審核人員能力指引。新的 ISO 17021 第二部分標準將要求更嚴格的方法來確定個別審核人員的能力，選擇勝任的審核小組進行審核，並詳細列明其他認證機構人員的能力準則，例如，那些參與磋商及審批合約的人員和那些決定發證的人員。新標準預計在二零一零年年初出版。

### ISO 和 IAF 的新策略性計劃保持認可認證之信譽

由 ISO(國際標準化組織)、IAF(國際認證論壇)和 ILAC(國際實驗室認證聯盟)成立的策略性聯合作小組，最近商定了一項聯合行動計劃，以應對關於 ISO 9001 認證信譽的問題。

這些措施包括：

- 與 UNIDO(聯合國工業發展組織)實施一個為期兩年的項目，評核 ISO 9001 認證在南亞國家的滿意度。
- 建立一個表現「指標」，密切監察認可的認證機構。
- 由認證機構建立一個更主動及進取的市場監督機制，包括對認證的機構作短時間的「確認審核」。

### 開始 ISO 19011 標準體系修訂工作

ISO 已開始修訂審核工作的指導標準，現有版本為 ISO 19011:2002「質量和/或環境管理體系審核的指引」。該修訂計劃旨在增加文件的涵蓋範圍，以更適用於審核任何的管理體系標準，而不是限制於質量管理體系和環境管理體系。修訂會將 ISO 合格評定委員會制定 ISO / IEC 17021 第二部分的文件考慮在內。這項修訂 ISO 19011 的工作由 ISO 技術委員會 TC176 負責統籌，而該新標準預計於二零一一年左右發行。



## Hong Kong & Mainland China 香港及中國內地

### The National Special Rectification Plan for Product Quality and Food Safety

On 17 November 2008 officials from China, the United States and the European Union held their first summit meeting on the safety of consumer products. The three parties reached a consensus on further enhancing the quality and safety of children's toys. The EU also signed a memorandum of understanding with China stating that China shall submit four reports annually regarding unsafe products and disclose its rectification plan to the public. The memorandum extended the scale to food safety, and China has been given some new rights to use the EU food-related product quick alarm system.

Responsible Officers from the General Administration of Quality Supervision, Inspection and Quarantine of the PRC (AQSIQ) announced that China has launched nationally a rectification plan, the National Special Rectification Plan for Product Quality and Food Safety, to regulate the quality and safety of products. The Plan establishes a traceability system and a system for assigning responsibility for the further improvements in product quality and food safety. The rectification plan covers the quality and safety of farm products, food processing, food distribution, catering, medicine, meats, health and safety related products and import-export products. For industrial products, it includes the monitoring of whole supply chain, from design through raw materials, processing and distribution to after-sales service. Food products will be monitored at every stage, including planting, feeding, manufacturing, distributing, selling and catering services. For details, please visit [http://www.gov.cn/wszb/zhibo127/content\\_726566.htm](http://www.gov.cn/wszb/zhibo127/content_726566.htm)

### Conversion of ISO 9001:2008 to China National Standards

The new ISO 9001:2008 Quality Management Systems - Requirements was released on 15 November 2008. China established drafting group for the GB/T 19001 national standard in early November 2008. The group is led by the China National Institute of Standardization (CNIS) and will convert the newly released ISO 9001:2008 to the GB/T 19001 - 2008 national standard within the year. The drafting group discussed the principle of conversion and sought opinions from the public and member units of the national quality management and assurance standardization committee (SCA/TC151). After several group discussions and reviews, the first draft is finished and the drafting group called for a review meeting in December 2008.

### National Inspection Exemption Label for Food Industry Cancelled

In the wake of the contaminated baby milk powder scandal, the AQSIQ cancelled all types of national inspection exemptions previously given to food producers and announced that all national inspection exemption labels printed on food products and their packages became invalid from 1 January 2009. Companies or organizations caught using the label will be subject to a fine of RMB 200,000.

### 全國產品質量和食品安全專項整治行動方案

二零零八年十一月十七日，中國、美國和歐盟官員首次舉行保障消費品安全的三方峰會，就努力實現兒童玩具安全標準達成一致共識。另外，歐盟和中國還簽署了諒解備忘錄，中國每年將就危險產品問題提交四次報告，並公開糾正行動。該協議所涉範圍還擴大到食品安全領域，中國政府被賦予一些新的權限，使用歐盟針對受污染食品的快速預警系統。

中國國家質檢總局相關負責人表示，在產品安全問題上，中國已經啟動了覆蓋全社會的產品質量監管之「全國產品質量和食品安全專項整治行動方案」，目的是建立產品質量和食品安全的追溯體系和責任追究體系、提高中國產品質量和食品安全水平。範圍包括農產品質量安全、生產加工食品質量安全、流通領域食品質量安全、餐飲消費安全、藥品質量安全、豬肉質量安全、涉及人身健康和安全的產品質量安全、進出口產品質量安全等。當中涉及到產品設計、原料、加工、銷售到售後服務的整個監察供應鏈，以及從種植、生產加工、流通銷售到餐飲服務的 food 過程監管。詳情可參考 [http://www.gov.cn/wszb/zhibo127/content\\_726566.htm](http://www.gov.cn/wszb/zhibo127/content_726566.htm)。

### 2008 版 ISO 9001 標準將於近期轉化為國家標準

2008 版 ISO 9001《質量管理體系要求》於二零零八年十一月十五日獲正式發布。而早於今年十一月，由中國標準化研究院帶領下，中國已經成立了 GB/T 19001 國家標準的起草小組，決定及時將 ISO 9001:2008 轉化，並於同年發布 GB/T 19001-2008 國家標準。起草小組成員討論了修訂原則，向社會及全國質量管理和質量保證標準化技術委員會 (SCA/TC151) 成員單位徵求意見，經過幾輪會議的討論及評議，目前該國標的送審初稿已經完成，在二零零八年十二月召開了該國家標準的審查會。

### 食品行業國家“免檢”標誌明年停用

鑒於近期奶粉行業出現的三聚氰胺事件，中國將停止所有食品類生產企業獲得的國家免檢產品資格，自二零零九年一月一日起，包裝上印有“免檢”的食品，一律不得再於市場上銷售。一旦發現市場上違法發布“免檢”字樣廣告的，最高可罰款人民幣二十萬元。

# ISO Survey 2007 - Globalization of Management Systems

## ISO 調查報告 2007：全球性管理體系



ISO Survey 2007, published in November 2008, outlines the trend of management system development in different industries. Up to the end of December 2007, 6% of growth was observed in ISO 9001 while 21% of growth was observed in ISO 14001. Among them, 210,733; 3,251 and 99 of ISO 9001 certificates and 30,489; 522 and 18 of ISO 14001 certificates were issued in Mainland China, Hong Kong and Macau respectively.

For the second year to conduct the survey for ISO/IEC 27001:2005, there is 7,732 certifications were issued in 70 countries with 146 in Mainland China, 36 in Hong Kong and 5 in Macau.

The survey captures a worldwide panorama of certification to ISO management systems standards as a reference guide and is not exhaustive. Readers should consider the data reported with care. Principal survey findings are provided free of charge on ISO's website at <http://www.iso.org/iso/survey2007.pdf>.

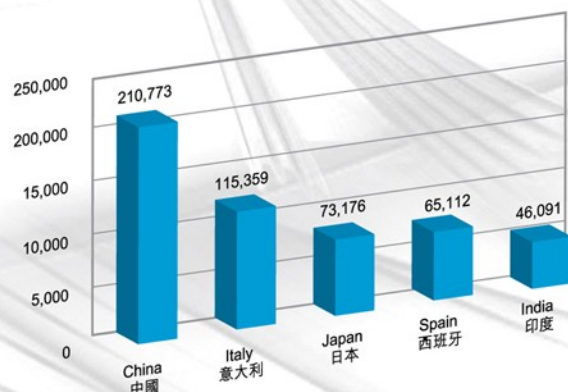
於2008年11月出版之《ISO 調查報告2007》展示出管理體系於世界各地的發展狀況。截至2007年底，ISO 9001 及 ISO 14001 所簽發的證書分別有6%和21%的增長。當中就ISO 9001 證書方面，中國內地、香港及澳門分別簽發了210,733張、3,251張及99張；而ISO 14001 證書方面，分別簽發了30,489張、522張及18張。

另外，今年是第二年就ISO/IEC 27001:2005作出調查，於70個國家共發出7,732張證書，其中中國內地有146張，香港及澳門分別有36張及5張。

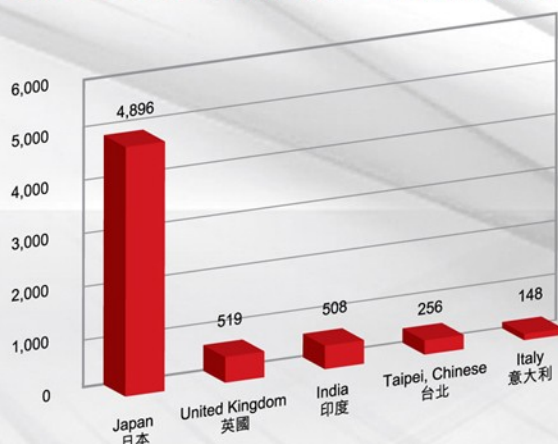
此調查報告為全球國際標準化組織管理體系認證提供了全面的概覽，以供參考之用。有關正式調查報告，可於ISO網頁免費下載<http://www.iso.org/iso/survey2007.pdf>。

	ISO 9001	ISO 14001	ISO/IEC 27001
<b>Total No. of Certificate (year 2007)</b> 簽發證書數量 (2007年)	951,486	154,572	7,732
<b>Total No. of Countries (year 2007)</b> 簽發國家數量 (2007年)	175	148	70

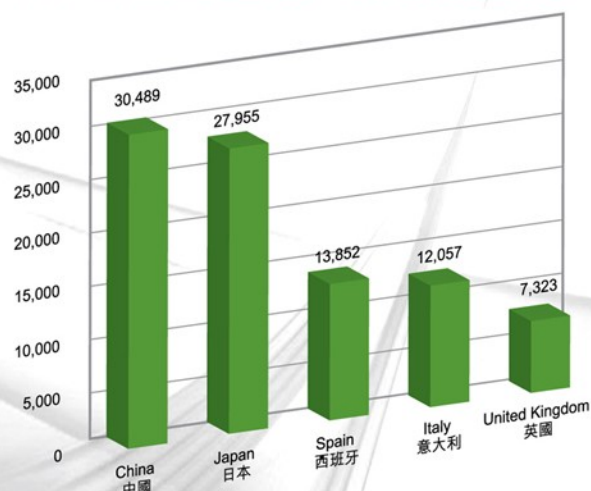
**No. of ISO 9001: 2000 Certificates - Top 5 countries**  
ISO 9001:2000 認證數目 — 首5個認證最多的國家



**No. of ISO/IEC 27001: 2005 Certificates - Top 5 countries**  
ISO/IEC 27001:2005 認證數目 — 首5個認證最多的國家



**No. of ISO 14001: 2004 Certificates - Top 5 countries**  
ISO 14001:2004 認證數目 — 首5個認證最多的國家



\* Data extracted from ISO official website  
\* 資料數據轉載自ISO官方網站

# New Certified Clients 新認證客戶

Aug 2008 to Oct 2008 | 2008年8月至2008年10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 Aug to Oct 2008, we have been pleased to welcome fifty organizations to our community. Among them, they have obtained sixty-one certificates of ISO 9001, ISO 10002, ISO 14001, ISO 27001, OHSAS 18001, SA 8000, TL 9000, GPMS, HKQAA-HACCP, HKQAA-HCS, 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。

由二零零八年八月至十月期間，香港品質保證局共頒發六十一張證書，包括ISO 9001, ISO 10002, ISO 14001, ISO 27001, OHSAS 18001, SA 8000, TL 9000, GPMS, HKQAA-HACCP, HKQAA-HCS, QSPSC 和 SQM，在此謹祝賀五十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			
			Jan 一月	Feb 二月	Mar 三月	Apr 四月
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-01B 22		QMS1C/HK-03A 9	
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-01A 5	VM1C/HK-02A 9	VM1C/HK-03A 18	VM1C/HK-04A 15
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-01A 15-16	VM3C/HK-02A 19-20	VM3C/HK-03A 26-27	VM3C/HK-04A 20-21
Updated ISO 9001:2008 Quality Management Systems Auditor/Lead Auditor Transition Course 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/01B 20		S059E/HK-03A 24 or 25	
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 11,000/ HKD 10,000*				IQA1/IRCA/04 2-3 & 6-8
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-02A 13	EMS2C/HK-03A 2	EMS2C/HK-04A 17
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	EMS3C/HK-01A 6-7		EMS3C/HK-03A 19-20	
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-04A 27, 30-31	
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-04A 26-27, 30-31 Mar & 1 Apr	
Occupational Health and Safety 職業健康和安						
Occupational Health and Safety Risk Assessment in Disciplinary Service Sector 紀律部隊的職業健康和安之風險評估	2	HKD 3,000		OH05C/HK-02A 26-27		
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-02A 11		OHS8C/HK-04A 29
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-03A 13 & 16	
Risk Assessment for Safety Management Implementation 安全管理之風險評估及措施	1	HKD 1,500				OH04C/HK-04A 27
Food Safety 食品安全						
Implementing HACCP for Food Businesses Programme 實踐食物安全重點控制課程	2	HKD 2,800		HA10C/HK-02A 17-18		
ISO 22000:2005 Food Safety Management Systems Implementation Course [NTTS Approved Course] ISO 22000:2005 實施食品安全管理體系課程 [NTTS認可課程]	3	HKD 5,200 / HKD 4,800**				HA9E/HK-04A 15-17
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/01 12-16			
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-03A 31	
Information Security 信息安全						
ISO 27001:2005 Information Security Management Systems - Understanding & Application ISO 27001:2005 信息安全管理體系 — 理解與應用	1	HKD 1,500			ISE3C/HK-03A 4	
Implementation of ISO 27001:2005 Information Security Management Systems 實踐 ISO 27001:2005 信息安全管理體系	2	HKD 3,000			ISE5C/HK-03A 21 & 28	
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**				SE6/IRCA/05 Coming Soon 即將推出
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-02A 23-24		
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-03A 24	
Special Edition : Reading People (By using Questioning Techniques) 語言解碼・助你洞察人心 — 精裝版	1	HKD 1,500		EW19C/HK-02A 25		
Be a Winner in Adversity (Luncheon Seminar) 午間小敘工作坊 — 跨勝逆境篇	12:00pm-2:00pm 2 hours/小時	HKD 500			EW18C/HK-03A 12	
The Art of Speech (Luncheon Seminar) 午間小敘工作坊 — 說話的藝術	12:00pm-2:00pm 2 hours/小時	HKD 500				EW20C/HK-04A 22
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-02A 20		
Post Audit Process for Continual Improvement 審核後的持續改善技巧	1	HKD 1,300		IMS3C/HK-02A 23		

**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			
			Jan 一月	Feb 二月	Mar 三月	Apr 四月
Quality 質量						
ISO 9001:2000 Quality Management Systems - Introduction ISO 9001:2000 質量管理體系－入門	Half day 半天	Free 免費	QMS1P/SZ-01A <b>SU 9</b>			
ISO 9001:2000 Quality Management Systems - Understanding & Application ISO 9001:2000 質量管理體系－理解與應用	1	RMB 600	VM1P/SH-01A <b>SH 4</b>	VM1P/SH-02A <b>SH 9</b>	VM1P/SH-03A <b>SH 13</b> VM1P/SZ-03A <b>SU 27</b>	VM1P/SH-04A <b>SH 27</b>
ISO 9001:2008 Quality Management Systems - Understanding & Application ISO 9001:2008 質量管理體系－理解與應用	1	RMB 600	VM01P/GZ-01A <b>GZ 12</b>	VM01P/GZ-02A <b>GZ 25</b>		VM01P/GZ-04A <b>GZ 27</b>
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	2	RMB 1,200	VM3P/SH-01A <b>SH 5-6</b>	VM3P/SH-02A <b>SH 10-11</b>	VM3P/SH-03A <b>SH 19-20</b>	VM3P/SH-04A <b>SH 28-29</b>
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	RMB 1,200	VM03P/GZ-01A <b>GZ 13-14</b>	VM03P/GZ-02A <b>GZ 26-27</b>		VM03P/GZ-04A <b>GZ 28-29</b>
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	RMB 600			EMS2P/GZ-03A <b>GZ 9</b>	
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	RMB 1,200			EMS3P/GZ-03A <b>GZ 10-11</b>	
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	RMB 600				OHS8P/GZ-04A <b>GZ 15</b>
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	RMB 1,200				OHS9P/GZ-04A <b>GZ 16-17</b>
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	1	RMB 780		MT16P/GZ-02A <b>GZ 19</b>		
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	1	RMB 800			ISE3P/GZ-03A <b>GZ 30</b>	
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	1	RMB 780			GP01P/SH-03A <b>SH 27</b>	
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	3	RMB 3,800			TL04P/GZ-03A <b>GZ 4-6</b>	TL04P/SH-04A <b>SH 14-16</b> TL04P/SZ-04A <b>SU 22-24</b>

For registration and enquiry  
報名及查詢

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 HKQAA Certification (Shanghai) Ltd. Suzhou Representative Office 標準認證服務(上海)有限公司蘇州辦事處 • Tel 電話: (86 512) 6900 9119

Conducted in Cantonese 以廣東話授課	Conducted in English 以英語授課	Conducted in Putonghua 以普通話授課	Guangzhou 廣州	Shanghai 上海	Suzhou 蘇州
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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  
<http://www.hkqaa.org>



## The HKQAA My Dream Home 2<sup>nd</sup> Photo, Writing and Drawing Contest Award Ceremony

# 香港品質保證局 第二屆攝影、徵文及繪畫比賽頒獎典禮

"The HKQAA My Dream Home 2<sup>nd</sup> Photo, Writing and Drawing Contest" has successfully completed and the best submissions have been chosen. To recognize students' outstanding performance, a musical performance cum award ceremony will be held in late March 2009, you are welcome to join this remarkable event!

「香港品質保證局理想家園：第二屆攝影、徵文及繪畫比賽」已順利舉行，並選出優秀的作品。為表揚各同學的卓越表現，香港品質保證局特意於二零零九年三月下旬舉辦「音樂演奏暨頒獎典禮」，我們誠意邀請您出席這項活動！

**Date 日期：** 2009.03.20 (星期五)

**Time 時間：** 20:00 - 21:30

**Venue 地點：** Hong Kong Science Museum, Lecture Hall  
香港科學館演講廳

**Enquiry 查詢：** (852) 2202 9111

**Website 網頁：** <http://www.hkqaa.org>

•得獎者將於三月下旬獲專人通知頒獎典禮詳情

主辦



協辦



教育局  
Education Bureau

協辦媒體



支持機構



香港展能藝術會  
Arts with the Disabled  
Association Hong Kong

香港設計學院  
HONG KONG SCHOOL OF design

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