

香港工商業獎
2009
HONG KONG
AWARDS FOR
INDUSTRIES

Productivity & Quality

生產力及品質



香港生產力促進局
Hong Kong
Productivity Council



2009 Hong Kong Awards for Industries: Productivity and Quality Grand Award
二〇〇九香港工商業獎：生產力及品質大獎

Fuji Xerox (Hong Kong) Limited
富士施樂(香港)有限公司



2009 Hong Kong Awards for Industries: Productivity and Quality Award
二〇〇九香港工商業獎：生產力及品質獎

HSBC PhoneBanking
滙豐電話理財中心

LUK FOOK HOLDINGS (INTERNATIONAL) LIMITED
六福集團(國際)有限公司

Print-Rite Holdings Limited
天威控股有限公司

Shun Tak-China Travel Ship Management Ltd
信德中旅船務管理有限公司

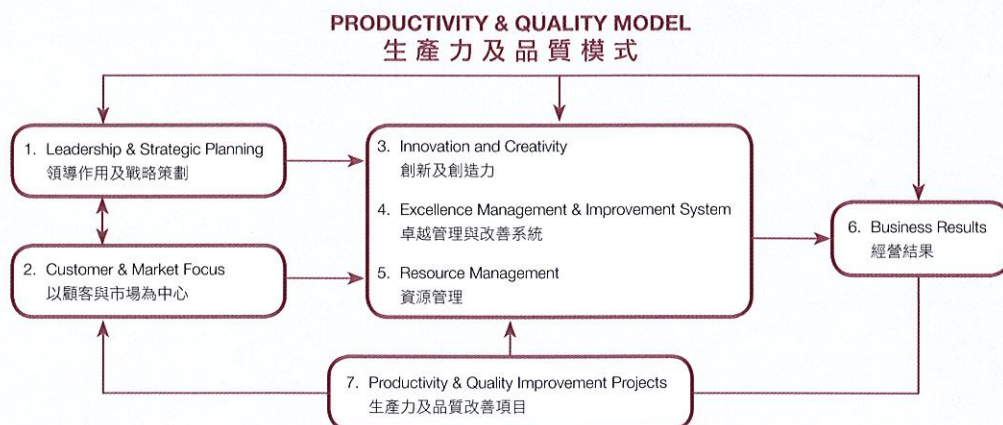


2009 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit
二〇〇九香港工商業獎：生產力及品質優異證書

HEALTHBABY BIOTECH (HONG KONG) CO., LTD
生寶生物科技(香港)有限公司

Tat Chun Interconnect Holdings Ltd
達進精電控股有限公司

Well Born Real Estate Management Limited
偉邦物業管理有限公司



**Message from Mr. Clement CHEN Cheng Jen, BBS, JP,
Chairman, Hong Kong Productivity Council,
for “2009 Hong Kong Awards for Industries: Productivity & Quality” Winners’ Brochure**

**二〇〇九香港工商業獎：生產力及品質
香港生產力促進局主席
陳鎮仁先生 獻詞**



Every year the Hong Kong Productivity Council (HKPC) organizes the “Productivity & Quality” Category of the Hong Kong Awards for Industries to recognize the achievements of local enterprises in productivity and quality excellence.

For this Category, entries are assessed according to a set of criteria covering leadership and strategic planning, customer and market focus, innovation and creativity, excellence management and improvement systems, resource management, business results as well as the achievements of productivity and quality improvement projects.

This year, 24 local companies from manufacturing, banking, retailing, bio-technology, business servicing, transportation, property management as well as information technology services sectors competed in the Category.

On behalf of HKPC, my congratulations go to the five award winners. Their outstanding achievements will no doubt serve as benchmarks for other organizations in their respective sectors.

I would like to express my gratitude to members of the Judging Panel for their relentless efforts in selecting the winners among a highly qualified field of entrants.

I am confident that the Scheme will continue to support and recognize the efforts of local enterprises in productivity and quality enhancement for years to come.

「二〇〇九香港工商業獎：生產力及品質」由香港生產力促進局(生產力局)主辦，旨在鼓勵香港企業持續改進生產力及品質，表揚及推廣卓越管理典範。

參選機構必須通過嚴格及全面的評審，涵蓋領導作用及戰略策劃、以顧客與市場為中心、創新及創造力、卓越管理與改善系統、資源管理、經營成果以至生產力及品質改善項目的持續改善效果等多個範疇，參選機構亦可藉此深入評估本身的管理水平。

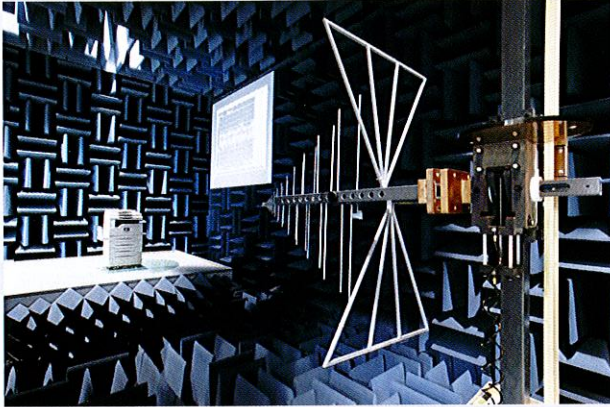
本年度的參賽機構共有二十四家，分別來自本港的製造、銀行、零售、生物科技、商用服務、運輸、物業管理及資訊科技等行業。

本人謹代表生產力局向五家得獎機構致賀，其卓越成就足以樹立同業典範，亦特別感謝評審委員會的鼎力支持，從芸芸高水平參賽者中選出得獎機構。

謹祝各得獎機構「精益求精、迭創佳績」。



Fuji Xerox (Hong Kong) Limited 富士施樂(香港)有限公司



Business Nature

業務範圍

Fuji Xerox (Hong Kong) Limited is a leading provider and system integrator of knowledge and document management solution in Hong Kong. Established in 1964 (formerly known as Rank Xerox (Hong Kong) Limited), the company became part of Fuji Xerox Company Limited in 2000. Today, the company has more than 800 employees in Hong Kong.

Committed to helping customers increase their competitive edge, Fuji Xerox offers the most comprehensive range of best-in-class document management products, solutions and services, including multifunction devices, digital printing and publishing systems, printers and office supplies. It also offers digital document software and solutions, managed print services, document outsourcing and business process services. These solutions and services effectively help to enable enterprises of all sizes to enhance their productivity through effective knowledge utilization.

富士施樂(香港)有限公司是香港著名的知識及文件管理方案供應商和系統整合商，前身為蘭克施樂(香港)有限公司，在一九六四年正式成立，其後於二零零零年十二月成為富士施樂株式會社的成員。公司現有員工八百多人。

富士施樂致力提供業內最佳的文件管理產品，方案和服務，涵蓋辦公室數碼多功能設備、辦公室耗材、鐳射打印機、企業數碼出版及印刷系統。富士施樂亦為客戶提供多元化的數碼文件管理軟件方案、託管式打印服務、文件外判服務及業務流程服務。這一系列解決方案及服務適合各階層企業使用，協助他們有效運用知識來提升生產力，創造盈利及提升競爭優勢。

Productivity & Quality 生產力及品質

Comments by Judging Panel

評審委員會意見

Fuji Xerox deserved the Grand Award. Fuji Xerox takes "Quality" to be its core business value, which cultivates innovative products and services, and keeps the organization ahead of competitors.

Fuji Xerox sets clearly its business strategy of productivity and quality enhancement. Through a systematic "Kaizen Team" approach, the organization successfully improves its efficiency in operation by various "Kaizen" projects and on-going performance evaluation.

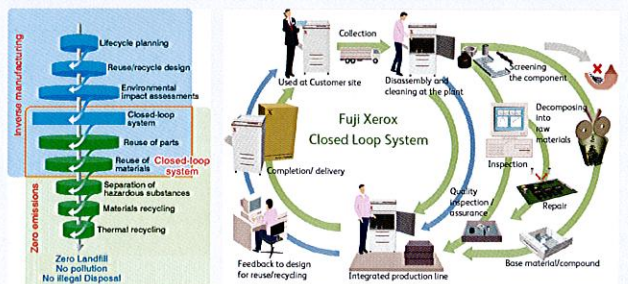
富士施樂榮獲「2009香港工商業獎：生產力及品質大獎」乃實至名歸。機構一直以「品質」為企業的核心價值，不斷提供創新的產品及服務，傲視同儕。

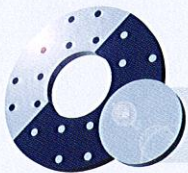
富士施樂視改進品質及生產力為策略重點，積極透過系統化的改善小組機制，不斷開發各式規模的改善項目，並注重績效評估，成功持續優化營運效率，精益求精。

On Productivity and Quality

生產力及品質金句

- Quality is the basic business principle for us
- Quality means providing our external and internal customers with innovative products and services that fully satisfy their requirements
- Quality improvement is the job of every FXHK employee
- 品質是富士施樂香港的基本業務原則
- 品質意味著為我們的外部 and 內部客戶提供創新我產品和服務，全面滿足他們的需要
- 改進品質是每一位富士施樂香港員工的職責





HSBC PhoneBanking 滙豐電話理財中心

HSBC  滙豐
The world's local bank
環球金融 地方智慧



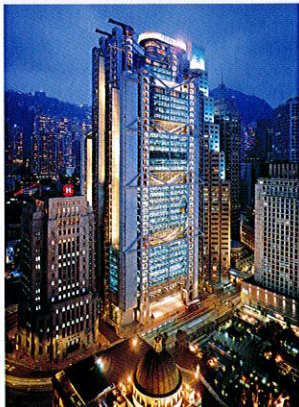
Business Nature

業務範圍

Being one of the key servicing channels in HSBC, HSBC PhoneBanking grows rapidly with the bank in recent years. We provide high quality, round-the-clock financial services to millions of customers in Hong Kong and overseas. Our customers are able to access our full range of services via one hotline.

To make the success in achieving our Vision "To be the best place to work and the best place to bank!", we are fully committed to "invest in our people" to develop them as all-rounded and professional call agents, backed by stringent quality assurance and process management as well as advanced contact centre technology.

滙豐電話理財已成為本行核心業務發展之一。我們為數以百萬計本港或海外銀行客戶，提供二十四小時全面的電話理財服務。客戶只須透過一個電話號碼，即可妥善處理所有戶口賬務及理財事宜。



滙豐電話理財致力投放資源，培訓專業及全面的電話理財客戶服務主任，配合嚴謹的品質監控，流程管理及與時並進的科技，使滙豐成為客戶心中最優秀的銀行及員工心中最好僱主。

Comments by Judging Panel

評審委員會意見

HSBC PhoneBanking makes great effort in human resources management to achieve efficiency. The organization carries out Multi-Skill Model in staff development, which enhances significantly the staff serving skill and quality. As a result, the organization, the staff and the clients can all benefit.

滙豐電話理財成功透過重整人力資源管理，提升營運效率。其多元技巧的員工發展模式，大大優化員工的生產力及服務力，令機構、員工及其客戶，均能得益。

On Productivity and Quality

生產力及品質金句

As the world's local bank servicing millions of customers in Hong Kong, HSBC is committed to providing quality services. The holistic Quality Assurance process includes dedicating resources to uplift staff's competency. The process also blends in with daily operation and recognition programs to drive staff commitment.

秉承 環球金融 地方智慧 宗旨，滙豐致力為客戶提供多渠道的便捷優質服務。全面品質保證流程與日常運作緊密結合，確保資源優化。



LUK FOOK HOLDINGS (INTERNATIONAL) LIMITED 六福集團(國際)有限公司



Business Nature

業務範圍

Luk Fook Holdings (International) Ltd principally engages in the sourcing, designing, wholesaling and retailing of a variety of gold jewellery, gold ornaments, gem-set jewellery, jadeite, gemstones and other accessory items. Luk Fook Group currently has over 510 retail outlets in the PRC, Hong Kong, Macau, Canada and the United States.

六福集團(國際)有限公司主要從事各類黃金首飾、黃金裝飾品、鑽石首飾、翡翠、寶石及其他配飾之採購、設計、批發及零售業務。現時在中國、中國香港、中國澳門、加拿大及美國超過510間六福珠寶零售店。

Comments by Judging Panel

評審委員會意見

Luk Fook successfully implements the "Luk Fook CRM" program to achieve the continuous improvement of customer service and products quality. In order to enhance the productivity, the organization is also keen on developing new technology, which benefits not only the group itself, but also the whole industry.

六福集團透過落實「六福全方位」的服務理念，成功持續改善服務及產品質素。機構亦致力開發新型技術以提升生產力，為本身，以致整個業界帶來裨益。

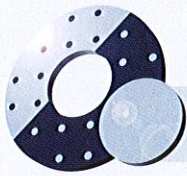
On Productivity and Quality

生產力及品質金句

Consistently exploring new technologies and creation by endless innovative ideas, breakthrough the routine jewellery design. Luk Fook Holdings (International) Ltd aim to provide attentive services and unique products to our value customers.

透過創新的設計意念不斷研發新技術及產品，突破首飾設計的常規，六福集團時刻為顧客帶來稱心服務及獨創產品。





Print-Rite Holdings Limited 天威控股有限公司



Business Nature 業務範圍

PRINT-RITE is one of the leading companies in the worldwide printer consumables market. Founded in the early 1980s, PRINT-RITE has offered a more cost-effective way to meet the printing needs of numerous customers in over 100 countries and districts. Today, the PRINT-RITE product line includes over 4,000 products developed by a dedicated team of 300 engineers and technicians. These products are produced in modernized and well-equipped plants that meet ISO 9001, ISO 14001 and IECQ HSPM QC 080000 standards. At present, the business of PRINT-RITE is supported by more than 4,500 employees all over the world.

天威是全球打印機通用耗材市場上的領頭企業之一。成立於80年代初。天威不斷地提供以更具成本效益的方式，滿足全世界100多個國家及地區的眾多客戶對打印的需求。天威共有300多個工程師和技術人員專門負責開發，現時天威的產品已經超過4,000種。工廠擁有現代化和精良的設備，並達到ISO9001，ISO14001和IECQ HSPM QC 080000標準的要求。目前，天威的員工遍佈全世界，總數超過4,500人。



Comments by Judging Panel 評審委員會意見

PRINT-RITE's management believes that innovation is the key to the enhancement of productivity. The organization's capabilities for developing innovative technique and products have been widely recognized in the industry.

天威的管理層相信創新對改善生產力尤其關鍵，並努力開發各項專利，研發高效的生產技術及產品，成功獲得業界認同，成績斐然。

On Productivity and Quality 生產力及品質金句

The key to have high productivity and good quality is the seamless integration of various business functions. Using the analogy of an aeroplane:

The nose points the direction – based on the information from market, brand and knowledge management.

The wings determine the quality – through continuous improvement, green production and reliable services under integrated logistics management.

The engines control the velocity – powered by technological innovation as core competence.

要有好的生產力與品質，各功能的完善結合就是關鍵，如一艘飛機 …

機頭定方向 – 以市場、品牌及知識管理為導向

機翼定質量 – 精益及綠色生產配合整體的供應鏈管理，提供可靠穩定的服務

引擎定速率 – 技術創新為核心競爭力



Shun Tak-China Travel Ship Management Ltd 信德中旅船務管理有限公司



Business Nature

業務範圍

TurboJET, the flagship brand of Shun Tak-China Travel Ship Management Limited, is the world's largest jetfoil fleet. It provides ferry services connecting the Pearl River Delta Region, and was the pioneer in providing 24-hour ferry services between Hong Kong and Macau. In the course of business development, TurboJET spearheaded the air-sea inter-modal platform, and offers airport routes, that significantly strengthened overall connectivity between the region and the world. To meet diversified needs of travelers, a comprehensive range of value-added services were introduced, which included the launch of the first 5-Star "Premier Jetfoil" in the market.

信德中旅船務管理有限公司旗下的「噴射飛航」，是全球最大的噴射船隊，於珠三角區域經營海上客運服務，亦是提供24小時港澳渡輪服務的先驅。噴射飛航透過業務拓展，開創海空中轉的多模式聯運

服務、推出機場航線，強化珠三角地區內與國際的網絡聯繫；並推出多項高增值服務包括業界首隻特級豪華的「至尊噴射船」，為旅客締造更臻圓滿的海上旅程。

Comments by Judging Panel

評審委員會意見

To match up the development in the region, Shun Tak-China Travel Ship successfully makes a service breakthrough by utilizing information technology, expanding service network and providing premier passenger service. The overall service efficiency and quality has also been significantly improved.

信德中旅船務積極地配合區域發展，不斷透過應用資訊科技、拓展服務網絡及開創尊貴客運服務等項目，突破故有的服務框架，成功提升服務效率及質素。

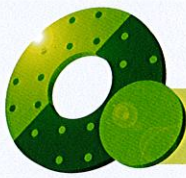
On Productivity and Quality

生產力及品質金句

Two leading pillars at the heart of TurboJET's philosophy are "Perpetual Improvement" and "Customer Satisfaction". Through the provision of safe, premium and environmental-friendly services covering an extensive network, the brand plays an important role in contributing to the integral development of Hong Kong, Macau as well as the Pearl River Delta Region.

與時並進，以客為先。以安全、優質、環保的服務和廣泛網絡，推動港澳以至珠江三角洲的融和發展。





2009 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit
二〇〇九香港工商業獎：生產力及品質優異證書

HEALTHBABY BIOTECH (HONG KONG) CO., LTD 生寶生物科技(香港)有限公司



Business Nature

業務範圍

Founded in 1998 and listed on the main board of Stock Exchange of Hong Kong in 2006, TC Interconnect is one of the Top 10 Printed Circuit Board ("PCB") manufacturers in Hong Kong and the PRC. We take pride to be called upon as a trusted and high quality PCB manufacturer that offers tailor-made, high quality and wide range of products to customers both domestic and overseas. Our management is at all times devoted to creating a long-term sustainable growth and delivering the optimal returns to our shareholders.

達進精電控股有限公司（「達進精電」）於1988年創辦，2006年於香港聯交所上市，是香港及中國十大印刷線路板生產商之一。我們感到非常自豪，能夠成為一間信譽超著及優質的印刷線路板生產商，

為我們於本地及海外之客戶提供各式各樣高質素產品。我們的管理層亦一直致力促進業務增長，務求帶給股東們最佳回報。

On Productivity and Quality 生產力及品質金句

"Innovation and Quality".

Frequently contact with customers to ensure the customers' satisfaction and understand their demands with an aim of adjusting the design and manufacturing processes of the products.

"創新卓越、精益求精"

確保客戶滿意我們的產品品質，與客戶保持緊密關係，透過探訪及廠房審核等活動，以獲取客戶對我們產品質素及服務的意見，適時對產品設計及生產進行適當的調節。

Well Born Real Estate Management Limited 偉邦物業管理有限公司



Business Nature

業務範圍

HealthBaby Biotech (Hong Kong) Co Ltd is the only cord blood and umbilical cord storage service company which locates in Hong Kong Science & Technology Park. By emphasizing the highest processing and storage quality, we have been awarded the most accreditations including HOKLAS, AABB, ISO9001:2000. We have 70% market share and have its branches in Taiwan, Macau, Thailand and U.S. Also we are being the pioneer of Asian cord blood bank to enter the U.S. market, where the original place of the medical use of cord blood stem cells to provide the quality and reliable services to our customers.

生寶生物科技(香港)有限公司是唯一進駐香港科學園的臍帶血及臍帶儲存公司。生寶著重優質處理及

儲存品質，考獲多項國際認證，包括：HOKLAS、AABB、ISO9001:2000。生寶的市場佔有率達70%，並於台灣、澳門、泰國及美國開設分公司，更是亞洲唯一臍帶血庫進駐臍帶血發源地—美國，為客戶提供優質及可靠的臍帶血儲存服務。

On Productivity and Quality 生產力及品質金句

All staff of HealthBaby are quality driven, clients focused, committed to ensure high quality umbilical cord blood and umbilical cord collection, processing, testing, cryogenic storage and maternal blood testing services are provided to satisfy the requirements of our customers. 加強遵守作業規範，使產品符合國際水準。以優越的品質，達成客戶的滿意。

Tat Chun Interconnect Holdings Ltd 達進精電控股有限公司



Business Nature

業務範圍

Well Born Real Estate Management Limited was established in 1997 as a wholly-owned subsidiary of the Henderson Land Group. We provide sophisticated property management services for approximately 33,000 units including premium residential units, shopping arcades, car parks and low-rise luxury properties. Well Born employs more than 1,200 staff and manages 20 properties including Regence Royale, King's Park Hill, Grand Promenade, Grand Waterfront, the Beverly Hills, Casa Marina, the Metropolis, the Pinnacle, Metro Harbourview, Metro City, the Sherwood, Shining Heights etc. and provides quality handover and property management services for the group's residential sites developments located in mainland China.

偉邦物業管理公司為恒基兆業地產集團直屬機構，1996年成立，97年正式運作。

屬下逾1,200名僱員為集團發展逾20個大型屋苑、商場、車場及豪宅，33,000餘單位提供服務。轄下屋苑包括富匯豪庭、京士柏山、嘉亨灣、翔龍灣、比華利山別墅、淺月灣、都會豪庭、豪峰軒、港灣豪庭、新都城、豫豐花園、亮賢居等。更為集團之國內大型樓盤提供優質交樓及物業管理服務。

On Productivity and Quality 生產力及品質金句

Well Born uphold its management philosophy - "Interactive Services for Quality Management".

"We strive for excellence and perfection," said by Mr Suen Kwok Lam, MH, Executive Director of Henderson Land Group.

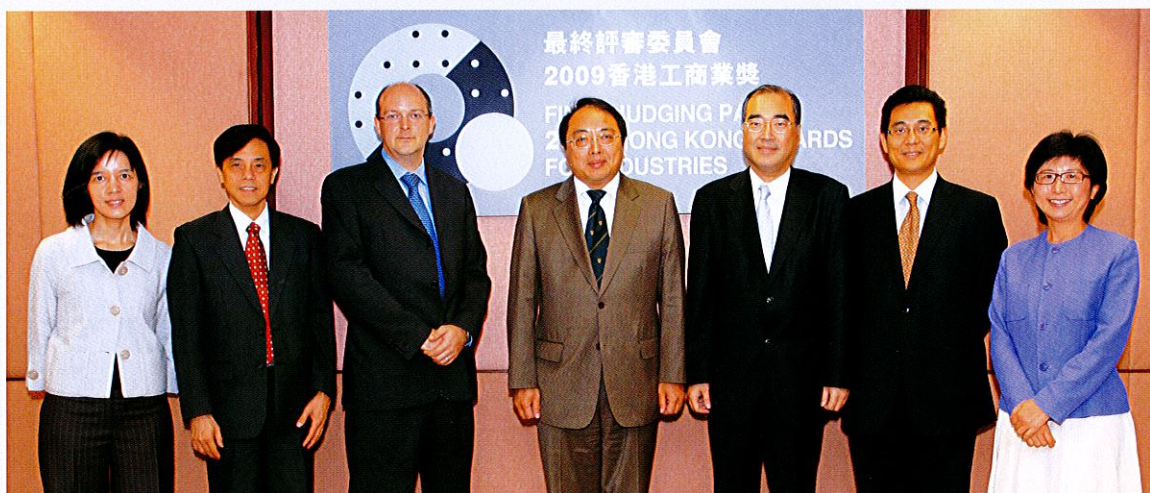
「互動服務 攜手進步」—「偉邦」之服務理念

「做到100分並不足夠，一定要做到120分」

— 恒基兆業地產有限公司執行董事孫國林對屬下員工之勉勵

2009 Hong Kong Awards for Industries
Customer Service, Environmental Performance, Innovation and Creativity,
Productivity and Quality, and Technological Achievement
Final Judging Panel

二〇〇九香港工商業獎
顧客服務、環保成就、創意、生產力及品質、科技成就組別
最終評審委員會



由左起 (From Left) :

Ms Hydde Chan
Senior Manager
Hong Kong Retail Management Association

陳麗群女士
香港零售管理協會高級經理

Mr K C Leung
Vice Chairman
Industry and Technology Committee
Hong Kong General Chamber of Commerce

梁廣泉先生
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2010 Hong Kong Awards for Industries: Productivity and Quality
二〇一〇香港工商業獎：生產力及品質

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To : Organizer of 2010 Hong Kong Awards for Industries : Productivity & Quality
Hong Kong Productivity Council
2010年香港工商業獎：生產力及品質
香港生產力促進局

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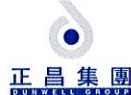
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to enhance the value added content of products and services,
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香港生產力促進局的使命，
是透過向香港企業提供橫跨價值鏈的
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HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Hong Kong

香港 九龍塘 達之路78號 生產力大樓

Tel 電話 : 2788 5830 / 2788 5753

Fax 傳真 : 2788 5350

E-mail 電郵 : clui@hkpc.org / ericpheng@hkpc.org