

2014 Hong Kong Awards for Industries: Productivity and Quality

Grand Award

二〇一四年香港工商業獎：生產力及品質大獎

Tsuen Lee Metals & Plastic Toys Co. Ltd.
全利五金塑膠玩具有限公司

2014 Hong Kong Awards for Industries:

Productivity and Quality Award

二〇一四年香港工商業獎：生產力及品質獎

Kai Shing Management Services Ltd. – International Commerce Centre
啟勝管理服務有限公司–環球貿易廣場

Ngai Shun Construction and Drilling Co. Ltd.
毅信鑽探工程有限公司

Pulse MediaTech Ltd.
嘉昂媒體技術有限公司

2014 Hong Kong Awards for Industries:

Productivity and Quality Certificate of Merit

二〇一四年香港工商業獎：生產力及品質優異證書

Asia Airfreight Terminal Co. Ltd.
亞洲空運中心有限公司

CITIC Telecom International CPC Ltd.
中信國際電訊（信息技術）有限公司

DBS Bank (Hong Kong) Ltd.
星展銀行（香港）有限公司

Fu Hong Industries Ltd.
富康玩具製品有限公司

Versailles Lamps Co. Ltd.
梵爾賽燈飾有限公司

Yan Hing Engineering Works Ltd.
仁興機器廠有限公司

2014 Hong Kong Awards for Industries:

Productivity and Quality

Message from Dr. Clement CHEN Cheng Jen, SBS, JP

Chairman, Hong Kong Productivity Council

二〇一四香港工商業獎：生產力及品質

香港生產力促進局主席

陳鎮仁博士，SBS，JP 獻詞

Organized by the Hong Kong Productivity Council (HKPC), the “Productivity & Quality” category of the Hong Kong Awards for Industries aims to recognize the achievements of local enterprises in promoting productivity and quality excellence as a way to strengthen their competitiveness.

For this category, entries are assessed according to a set of comprehensive 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 productivity and quality improvement projects.

This year’s participants came from a wide range of business sectors, including manufacturing, trading, information technology, construction, banking, telecom, education, transportation and property management.

On behalf of HKPC, I would like to take this opportunity to express my gratitude to the Judging Panel, and wish all 10 recognized enterprises even greater success in the future.

香港生產力促進局（生產力局）一直致力推動本地企業透過提升生產力及品質加強競爭力，並透過主辦「香港工商業獎：生產力及品質」表揚企業相關方面的成就，及推廣卓越管理的成功典範。

本年度參賽的企業來自製造、貿易、資訊科技、建築、銀行、電訊、教育、運輸及物業管理等行業。他們需通過全面的評審，包括領導才能與策略規劃、顧客服務與市場策略、創新與創意、卓越管理與完善化系統、資源管理、業務表現，以及項目的生產力和品質的改善。

本人謹代表生產力局向評審委員會致謝，並藉此機會恭賀十家獲得表揚的得獎機構「百尺竿頭，更進一步」。

香港工商業獎發展歷程

1989

總督工業獎設立，以表揚及鼓勵有傑出成就的廠商。有關獎項將以往獎勵計劃（包括香港總督設計獎及香港新產品獎）的範圍加以整理，避免重複，並表揚其他重要的工業表現。獎項頒發予兩個以產品為獲獎單位的組別：

- 「消費品設計」；及
- 「機器及設備設計」。

1990

總督工業獎範圍擴闊，增設了兩個以公司為獲獎單位的獎項組別，以表揚本港公司對提高生產力及在生產過程中採用良好品質管理系統所付出的努力。兩個新增的獎項組別為：

- 「生產力」；及
- 「品質」。

1992

總督工業獎進一步擴展，增設了兩個以公司為獲獎單位的獎項組別，以表揚為保護及改善環境而致力節省原料及減少污染的本港製造商，及表彰在拓展及打開出口市場方面的傑出成就。兩個新增的獎項組別為：

- 「環保成就」；及
- 「出口市場推廣」。

1995

「總督工業獎」易名為「香港工業獎」，以助在海外推廣這項獎勵計劃，及建立香港在亞太區作為高科技製造中心的形象。

1997

「香港工業獎」增設一個以公司為獲獎單位的獎項組別，以突顯本港製造業發展和應用新科技的重要性，並表揚本地公司在高科技行業中的傑出成就。新增的獎項組別為：

- 「科技成就」。

同年，「香港服務業獎」設立，以表揚本地服務業的卓越表現，藉以提高業界的水平。獎勵計劃涵蓋五個獎項組別：

- 「創意」；
- 「生產力」；
- 「優質顧客服務」；
- 「旅遊服務」；及
- 「出口市場推廣」。

2005

「香港工業獎」及「香港服務業獎」合併為「香港工商業獎」。「香港工商業獎」將兩個原有獎勵計劃進行重整和革新，繼續致力表揚香港企業在邁向高科技、高增值的過程中取得的成就，以及在不同範疇的傑出表現。

合併後的獎勵計劃包括七個獎項組別：

- 「消費產品設計」；
- 「機器及設備設計」；
- 「顧客服務」；
- 「環保成就」^註；

- 「創意」；
- 「生產力及品質」；及
- 「科技成就」。

2014

香港工商業獎成立 25 周年，現已發展成為本港製造業及服務業一年一度重要的盛事，為業界的發展和改進起了莫大的鼓勵。多年來，獲表揚的優秀企業共有約九百三十間。

獎勵計劃涵蓋六個獎項組別：

以產品為獲獎單位的組別

- 「消費產品設計」；
- 「設備及機器設計」；

以公司為獲獎單位的組別

- 「顧客服務」；
- 「創意」；
- 「生產力及品質」；及
- 「科技成就」。

註 鑑於「香港工商業獎」當中的「環保成就」獎項組別在某程度上與表揚機構在環保方面有卓越表現的「香港環保卓越計劃」有所重疊，自 2011 年，「香港工商業獎」不再涵蓋該組別，以免資源重疊。

Key Milestones of the Hong Kong Awards for Industries

1989

The Governor's Award for Industry was established to recognise and to encourage excellence in industrial performance. It had rationalised the scope of the previous awards, including the Governor's Award for Hong Kong Design and the Hong Kong New Product Award, to avoid overlap and to recognise other important aspects of industrial performance. Two product-based categories were involved :

- 'Consumer Product Design'; and
- 'Machinery and Equipment Design'.

1990

The scope of the Governor's Award for Industry was broadened to include two company-based categories to recognise endeavours by Hong Kong companies on achieving improved productivity and applying good quality management systems in their manufacturing process. The two new categories were :

- 'Productivity'; and
- 'Quality'.

1992

The Governor's Award for Industry was further expanded to include two company-based categories to recognise endeavours by Hong Kong manufacturers on protecting or improving the environment through conservation of raw materials and pollution reduction, and to commend excellence in expanding and opening export markets. The two new categories were :

- 'Environmental Performance'; and
- 'Export Marketing'.

1995

The 'Governor's Award for Industry' was renamed the 'Hong Kong Awards for Industry' to facilitate overseas promotion of the awards scheme and Hong Kong as a centre of high technology manufacturing in the Asia Pacific region.

1997

The 'Hong Kong Awards for Industry' added a new company-based category to underscore the importance of technological development and application of new technologies in Hong Kong's manufacturing sector, and to recognise achievements of local companies in high technology sectors. The new category was :

- 'Technological Achievement'.

In the same year, the 'Hong Kong Awards for Services' was established to showcase outstanding achievements of the services sector and to raise the standard of the service industries in Hong Kong. Five categories were involved :

- 'Innovation';
- 'Productivity';
- 'Customer Service';
- 'Tourism Services'; and
- 'Export Marketing'.

2005

The 'Hong Kong Awards for Industries (HKAI)' was officially launched by merging the former 'Hong Kong Awards for Industry' and 'Hong Kong Awards for Services'. The HKAI rationalised and updated the two award schemes, and continued to recognise the outstanding achievements of Hong Kong enterprises in pursuit of high technology and high value-added activities, and to commend excellence in various aspects of their performance.

The merged awards scheme covered seven categories :

- 'Consumer Product Design';

- ‘Machinery and Equipment Design’;
- ‘Customer Service’;
- ‘Environmental Performance’^{Note};
- ‘Innovation and Creativity’;
- ‘Productivity and Quality’; and
- ‘Technological Achievement’.

2014

With its 25th anniversary, the HKAI has now developed into an important annual event for Hong Kong’s manufacturing and services industries and is a stimulus to progress and improvement in the industries. Over the years, the award scheme has recognised and commended the exemplary performance of about 930 companies.

The award scheme comprises six categories :

Product-based Categories

- ‘Consumer Product Design’;
- ‘Equipment and Machinery Design’;

Company-based Categories

- ‘Customer Service’;
- ‘Innovation and Creativity’;
- ‘Productivity and Quality’; and
- ‘Technological Achievement’.

Note As there was a certain degree of overlap between the HKAI and the Hong Kong Awards for Environmental Excellence which recognises organisations that excel in environmental performance, the HKAI no longer included the ‘Environmental Performance’ category since 2011 so as to avoid duplication of resources.

2014 Hong Kong Awards for Industries: Productivity and Quality Grand Award

二〇一四香港工商業獎：生產力及品質大獎

Tsuen Lee Metals & Plastic Toys Co. Ltd.

全利五金塑膠玩具有限公司

Business Nature

Established in 1982, Tsuen Lee concentrates on production of high quality plastic toys, plush toys and electronic toys as well as gifts, premiums, children clothing and household items. Currently, Tsuen Lee's business extends to self-owned brand development, retails and service industry. Tsuen Lee established modernized production bases in Shenzhen, Jiang Xi, Zhong Shan and He Yuan, with a total production area reached 550,000 square meters, and employees over 15,000. There is strict quality control throughout the entire manufacturing process from product design, development to procurement, production and logistics management. Every detail – from a small screw to the packaging materials – goes through serious scrutiny. Emphasizing its core value on quality and responsibility, Tsuen Lee has obtained ISO 9001, ISO 14001, OHSAS 18001, QC 080000, ICTI-COBP and GSV.

Achievements in Productivity and Quality

The manufacturing processes consist of various kinds of lead time including production cycle time, raw material purchasing, inventory and transportation, which affect shipment schedules. When non-added value activities occur too frequently, it will influence the production efficiency and cause cost impact. Therefore, Tsuen Lee has implemented Value Stream Mapping improvement project since 2013. Eight toy companies were invited to participate in the project, to understand the current state of toy manufacturing and plan for the lean strategies in the future state. The improvement plan included four major processes: injection molding, decoration, electronic and electrical, assembling and packing. By analyzing and evaluating the current state, improvement actions have been established in each process. Through the implementation of VSM improvement project, production plan completion rate improves from 80% to over 95% and inventory cycle time drops from 64.5 days to 35 days.

Owing to the special requirement, certain product has to pack several different toys in one shell. In traditional production management, it requires experienced and skillful workers to pack the specific type and quantity of the toys to avoid missing parts or extra parts. The efficiency is low and human errors cannot be avoided. It reduces the customer confidence level and satisfaction. Thus, the company invested a set of tailored made automated assembly and packing line. The assembling and packing is completed by semi-automation machines which greatly reduce number of labors, defects occurrence and pressure of quality control checkpoints. It uplifts the productivity and production efficiency. Taking a production of 15,000,000 pieces of end product as example, the application of automated production line has saved 55,000 work hours.

業務範圍

全利成立於 1982 年，主要從事高品質塑膠玩具、毛絨玩具、電子玩具、禮品、贈品、兒童服裝及家庭用品的生產製造，業務範圍已延伸至品牌發展、零售業及服務等領域。如今，全利已成為一家極具規模的現代化企業，生產基地覆蓋深圳、江西、中山及河源，總面積達 55 萬平方米，配備先進的生產和檢測設備，擁有職工約 1.5 萬人。全利秉持質量與責任的價值觀，為此，其在產品設計開發、採購、生產、物流管理過程均實施嚴格的品質控制，從一顆螺絲開始到後期包裝材料都經過嚴格監控；公司並先後獲得了 ISO 9001、ISO 14001、OHSAS 18001、QC 080000、ICTI 社會責任體系、GSV 供應鏈安全驗證體系國際管理標準和體系的認證。

生產力及品質成就

產品製造過程存在週期時間、原料採購、存倉及搬運時間等，導致生產的前置時間過長，影響交貨期的安排；而產品生產過程的非增值流程過多，會影響產品的生產效率和經濟效益。為此，公司於 2013 年起啟動產品價值流改善專案(Value Stream Mapping – VSM)，特邀請了 8 家同行企業及本公司各分廠負責人開展了 VSM 活動，藉此瞭解整個生產現狀，從而進一步改善並制訂未來精益改善策略。主要的改善流包括：注塑成型，噴油移印、電子加工階段和裝配包裝等四個階段，對各個階段的現狀進行分析和評估，找出需改善的地方並對不同的階段制定改善策略，縮短前置時間並減少非增值流程。生產達成率由 80% 改善至超過 95%，庫存週期由 64.5 天縮短至 35 天。

由於產品的特殊性，某些產品需要由數種玩具混合裝入外殼，按照傳統的生產模式，需要根據裝入產品種類及數量的多少安排熟練的崗位和人手以人工進行操作，導致諸如效率低下，組裝錯誤，產值低等問題的發生，影響了客戶的信心和滿意度。為此，公司投資了一套專門針對此類產品的半自動化裝配包裝線，從產品的分類到裝配和包裝由一條半自動化生產線直接完成，大量減少了人工的使用、錯誤率的發生以及品質檢驗的壓力。設備提升了生產效率和生產能力，以生產 15,000,000 件成品為例，運用自動化機器生產便節省了 55,000 個工時。

2014 Hong Kong Awards for Industries: Productivity and Quality Award

二〇一四香港工商業獎：生產力及品質獎

Kai Shing Management Services Ltd. – International Commerce Centre

啟勝管理服務有限公司 – 環球貿易廣場

Business Nature

Established in 1978, Kai Shing is one of the largest property and facility management companies with business in Hong Kong, China and Singapore. The company has over 8,000 staff and manages over 100 million sq. ft. of space. Guided by 4 visions and 6 goals, Kai Shing's staff always puts customers first and protects the environment. Over the years, Kai Shing has gained a number of recognitions and is the pioneer in applying various ISO standards such as the Energy Management System (ISO 50001) and Business Continuity Management System (ISO 22301) in property management sector.

業務範圍

啟勝於 1978 年成立，是最具規模的物業及設施管理機構之一，服務更遍佈於中國、星加坡及香港等地。公司現時聘用超過八千名員工，其管理物業總面積超過 1 億平方呎。在公司 4 大願景及 6 大目標的指導下，啟勝各成員均以客為先，並致力保護環境。多年來，啟勝獲頒多個獎項，更是物業管理行業內首間成功獲得應用能源管理系統（ISO 50001）和營運持續管理（ISO 22301）認證的公司。

Achievements in Productivity and Quality

Kai Shing is the first property and facility management company in Hong Kong to apply for the ISO 50001 Energy Management System in improving the energy performance of a commercial building. Since 2011, the on-site management team of International Commerce Centre (ICC) has conducted over 70 energy saving programs in optimizing the energy consumption of the building. Compared the energy consumption between 2013 and 2012 based on similar occupancy pattern, 6.42 million kWh of energy is conserved as a result of the above measures.

Business continuity management is an integral part of the management of ICC. Potential scenarios which affect building operations are identified, and accepted service level is discussed and agreed with occupants in advance. The team has then prepared a number of business continuity plans and practiced those plans with occupants of the building regularly. Various drills and exercises were conducted in 2013, which some were repeatedly conducted to perfect the responsive actions. In 2013, in fulfilling the international standard as laid down by ISO 22301, Societal Security - Business Continuity Management Systems, Kai Shing is the first company in Hong Kong to have achieved this standard.

生產力及品質成就

啟勝是本港首間物業及設施管理公司應用 ISO 50001 能源管理系統以提高商業大廈的節量效益。自 2011 年以來，環球貿易廣場管理團隊已實施超過 70 項優化能源表現措施以改善大廈的能源使用。比較 2013 及 2012 年的用電量，大廈共節省 642 萬千瓦小時的電能。

營運持續管理也是環球貿易廣場服務處的一個不可缺少的部分，為了應對不斷變化的周邊環境，管理團隊一直致力於識別或會干擾大廈持續營運的因素。團隊事前與租戶商討，就可接受服務水平達成共識。此外，準備好一連串的業務持續營運應對措施，並定期為租戶舉行應急預案演練。在去年間，服務處透過不斷持續舉行多項演習及訓練，以達致更佳應對行動。在 2013 年，啟勝達到 ISO 22301 所制定的國際標準，並是首間達到此標準的公司。

2014 Hong Kong Awards for Industries: Productivity and Quality Award

二〇一四香港工商業獎：生產力及品質獎

Ngai Shun Construction and Drilling Co. Ltd.

毅信鑽探工程有限公司

Business Nature

Ngai Shun is one of the leading specialists of piling and deep foundation contractors for both private and public works in Hong Kong for the past 30 years. The company is currently employing around 260 employees and dedicates to provide technical expertise and quality services in piling works that meet all contractual obligations to satisfy the clients. Quality, Productivity, Innovation, Advanced Piling Equipment & Machinery, and Dedicated, Experienced & Professional People are the five keys to the company's development. In October 2013, the company has been successfully listed at the Hong Kong Stock Exchange Main Board.

業務範圍

「毅信」是香港其中一間領先的專業鑽樁及地基工程承建商，30年來承接各私營及公營項目。集團目前僱用約260名員工，一直致力提供地基工程的專業意見和優質服務以符合所有的合約要求從而滿足客戶的需要。質量、生產力、創新、先進的鑽樁設備及機械和專注、具豐富經驗的專業團隊為集團發展的5大要訣。於2013年10月，集團成功在香港聯合交易所主板上市。

Achievements in Productivity and Quality

In the project of environmental friendly total enclosed automatic grout station and RFID measures of fuel consumption for air compressors and drillrigs, the company reduced noise pollution, air pollution and waste pollution of cement grout mixing while increased productivity and efficiency of grouting process in piling and minimize the unnecessary wastage of fuel consumption. The speed of grouting per day increased from 70m to 120m, amounting to 171% increment, and the staff involved decreased from 9 to 6. Additionally, diesel fuel quantity consumption decreased 14.9% and 5.9% in 2012 and 2013 respectively.

In the project of advanced drilling machinery and drill bit for piling, the company improved the production rate of piling, the depth of piling and minimized disposal of excavated material and usage of cement material in piling. The maximum record of piling depth of 107.192m, achieved at the MTRC Express Rail Link Choi Yuen Tsuen project, is a Hong Kong record. Moreover, the production rate of piling has increased from average 25m up to 40m per day; a reduction of approximately 20% excavated material for disposal and 20% cement material usage has been achieved.

生產力及品質成就

隨著應用環保型全封閉式自動灌漿槽和應用在空氣壓縮機及鑽機上的無線射頻識別技術措施計算耗油量，使本集團可降低噪音污染、空氣污染和水泥漿廢物污染，同時提高鑽樁過程的生產力和灌漿過程的效率，也減少燃料消耗中不必要的浪費。灌漿速度因而從每天70米增快至120米，迅速增長171%，每隊人手從而由9人精簡至6人。此外，柴油消耗量減少大約為2012年的14.9%和2013年的5.9%。

因引進先進的鑽樁機械和鑽頭，令鑽樁生產速度、鑽樁深度、挖掘物料棄置的減低和水泥使用量都有所改善。在地鐵高速鐵路菜園村項目中，所錄得的107.192米，成為香港最深的鑽樁紀錄。此外，鑽樁的生產速度從平均每天25米增加到每天40米，並減低挖掘物料的棄置約20%和減低水泥使用量約20%。

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二〇一四香港工商業獎：生產力及品質獎

Pulse MediaTech Ltd.
嘉昂媒體技術有限公司

Business Nature

Since the establishment of Pulse Mediatech (PMT) in 2009, the company specialises its services in several fields such as web and mobile application development, digital publishing, and electronic bookstore management. The company always adheres to the phrase "providing a perfect user experience" by constantly listening to customer's needs and anticipating changes in the market. Today, PMT serves over 20 markets worldwide and more than 200 well-known domestic and overseas enterprises and organizations. PMT always carries high enthusiasm for bringing new digital innovations to the industry.

業務範圍

嘉昂媒體技術有限公司於 2009 年成立以來，一向抱持對數字化革新的熱誠，專注於網頁及移動應用程式開發、數碼出版、電子書店等業務。嘉昂媒體堅持「提供更臻完美的用戶體驗」，傾聽客戶需求、洞悉市場變化，至今累計在全球超過 20 個市場服務超過 200 家海內外知名企業和機構。

Achievements in Productivity and Quality

For running the "Handheld Culture Bookstore" which houses about 10,000 publications, PMT develops and deploys "Maestro DPS" as the core for the e-book publication. The "Maestro DPS" is a break-through of traditional publishing methods: it integrates text with multimedia elements (audio, visual effect and animation) to enhance the readability and attractiveness of e-books; and deploys on iOS, Android and other mobile devices with a single source. Besides enhancing the quality of reading, the "Maestro DPS" also breaks through the time for production from 2 days for e-book and 2-4 weeks for e-magazine to 0.5 day and 1 week respectively.

Nowadays, event promotion must ride on website, mobile app and QR Code. To enhance the productivity and quality, PMT develops an easy-to-use web content management system (CMS). Its clients can easily deploy a series of specially designed templates to create and edit their web content. The system would then generate an event website, a Hybrid mobile app and a related QR Code. The QR Code would then be promoted via poster, email, social media, etc. By scanning the QR Code, readers will be directed to the event website or the app download page for the event. This greatly reduces the production time of a website and a mobile app by more than 50%, and prevents common human errors in the production process.

生產力及品質成就

「首尚文化電子書店」為廣大出版社和獨立創作者提供完整的解決方案，利用其核心科技「Maestro DPS」負責電子書出版，現已擁有近萬本電子書及電子雜誌。該平台突破傳統，將文字與聲音、視覺效果、動畫等多媒體形式融合起來，增強電子書的可讀性和吸引力，此平台更可以利用同一個文檔在 iOS、Android 及其他流動平台發布。除提高閱讀質量之外，此平台同時突破電子書制作所需的時間，相對行內需 2 天做一本電子書和 2 至 4 週做一本電子雜誌，該平台卻相對地只需半天及一週的時間完成。

現今，活動的宣傳必須透過網站，手機應用程式和二維碼（QR 碼）發放消息。為了提高工作效率和質量，該公司開發了一套簡單易明的網上內容管理系統，讓客戶能夠迅速掌握、自行編輯和維護網站的內容。完成編輯後，系統會產生一個該活動的網站、一個「混合型流動應用程式」和相關的 QR 碼，此 QR 碼可以通過海報、電子郵件、社交網絡等渠道發布。消費者只需掃描此 QR 碼，就會被直接轉到該活動網站或者下載該網頁的應

用程式。這大大縮短行內一般開設網站和移動應用程式所需的時間一半以上，且能避免制作過程中的錯誤。

2014 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit

二〇一四香港工商業獎：生產力及品質優異證書

Asia Airfreight Terminal Co. Ltd.
亞洲空運中心有限公司

Business Nature

Asia Airfreight Terminal Company Ltd. (AAT) has started operation since 1998. As a Cargo Terminal Operator, AAT provides total airfreight solutions in Hong Kong International Airport and serves the world's leading airlines from physical cargo handling to documentation processing. The handling capacity is 1.5 million tonnes per annum. AAT has invested in state-of-the-art facilities, established stringent service standards and developed user-friendly IT systems to meet the high demands of air logistics industry.

Achievements in Productivity and Quality

In the previous process of cargo collection, customers have to queue up at the Customer Services Counter and Cargo Collection Office and walk between these two places, which is time-consuming. After streamlining the process and leveraging on IT applications, the above processes could be done at a single point - Customer Services Counter. The average handling time is shortened by 16%.

AAT well commits to environmental protection. The management of AAT has set a target of “reduction in carbon emission” as a corporate key performance indicator to encourage and reward staff to support green initiatives. In 2010, AAT implemented bio-diesel (B5) for tractors, which reduced 5% carbon emission. Besides, its cumulative reduction in energy consumption has reached 33% since 2008 by switching off electrical equipment during off-peak hours and using energy-efficient lighting and air-conditioning equipment.

業務範圍

亞洲空運中心於 1998 年開始營運，在香港國際機場提供全方位空運貨站服務，為世界各地航空公司提供由貨物以至文件處理的相關服務。每年貨物吞吐量達一百五十萬公噸。亞洲空運中心投資最先進及完善的設備、釐訂嚴格的服務水平以及開拓創新的電腦系統以迎合空運業嚴謹的要求。

生產力及品質成就

在以往提取貨物的過程中，客戶需費時分別於顧客服務櫃檯及貨物提取辦公室排隊和奔走兩地間。在流程優化後，客戶可於同一個地方 – 顧客服務櫃檯辦理所有手續。提取入口貨物的程序平均縮短了百分之十六的時間。

亞洲空運中心積極為保護環境作出貢獻。公司管理層更以與節能掛鈎的「減少炭排放量」為企業關鍵績效指標以鼓勵和獎勵員工支持公司的環保措施。於 2010 年，亞洲空運中心的拖拉機使用了生物柴油，從而減低了近百分之五的碳排放量。此外，自 2008 年以來，通過於非繁忙時間關掉部分電器設備和採用高效能的照明及空調設備，使亞洲空運中心的耗電量累積減省了百分之三十三。

2014 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit

二〇一四香港工商業獎：生產力及品質優異證書

CITIC Telecom International CPC Ltd.
中信國際電訊（信息技術）有限公司

Business Nature

CITIC Telecom International CPC Ltd., a wholly owned subsidiary of CITIC Telecom International Holdings Limited (SEHK: 1883), is an information and communication technology solutions provider with multiple branches across Asia Pacific, and a partner by multinational corporations and business enterprises. The company delivers a range of innovative services, including: TrueCONNECT™ - an advanced MPLS VPN service which employs state-of-the-art fully meshed network, TrustCSI™ - an integrated suite of information security solutions, and SmartCLOUD™ - smarter, better and high performance cloud computing solutions which complement the company's managed network and managed security solutions; all supported by multiple world-class Internet Data Centers in Asia.

Achievements in Productivity and Quality

CITIC Telecom CPC always strives to deliver the highest level of services and excellent solutions to customers. The operation of "Global Operations Centers" (GOCs), with seamless integration of security, cloud and network best practices and infrastructures, is a powerful foundation for the company's solution offerings. Supported by an advanced and integrated operation system, GOC operators who equip with thorough knowledge and certifications in various areas can significantly streamline the daily ticket handling process and reduce handling time by over 66% on average.

The project of "Quality 360" is a continuous and comprehensive customer services program for addressing the overall customer experience on three key areas, namely a more reliable network (Net+), simpler and faster response (Power Forward) and user-friendly customer process (As You Like). With the enhancement of network infrastructure and process, the company has achieved 99.999% network availability in 2013 compared with 99.99% as the industry standard.

業務範圍

中信國際電訊（信息技術）有限公司是中信國際電訊集團有限公司的全資附屬公司（香港交易所股份代號：1883），在亞太區設有多個辦事處，主要提供資訊及通訊科技解決方案，是跨國企業及商業機構的合作伙伴。該公司提供一系列創新的產品及服務，包括透過專業及嚴謹管理全連接的優化分佈網絡，以 MPLS（多協議標籤交換）技術為基礎的 VPN 服務 - TrueCONNECT™；綜合信息安全服務套件 - TrustCSI™，以及創新智慧、靈活高效，能與公司的網絡管理及安全管理解決方案互相融合的雲端運算解決方案 - SmartCLOUD™；服務平台更由多個分佈在亞太區的世界級數據中心支持，致力提供全面創新的通訊產品、安全方案及管理服務。

生產力及品質成就

中信國際電訊 CPC 一直致力為客戶提供優質的服務和產品，透過整合信息安全、雲端及網絡的最佳流程及基建，「Global Operations Centers」（GOCs）可全面支援公司所提供的方案服務，確保服務穩定。GOC 的操作人員均具備全面的專業知識及認證，利用中心內設置的先進綜合系統，可大大簡化日常事故處理流程，將平均的事故處理時間縮短百分之六十六。

「Quality 360」是一個具持續性及全面的客戶服務項目，主要加強公司在三方面的整體服務質素，包括：提供更可靠的網絡（「至 Net 升」項目）、清晰及快速的回應（「大

前鋒」項目)、簡單方便的客服流程(「隨您鍾意」項目),透過不斷優化網絡基建及流程,於2013年,公司的網絡可用性表現達至99.999%(行業標準為99.99%)。

2014 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit

二〇一四香港工商業獎：生產力及品質優異證書

DBS Bank (Hong Kong) Ltd.
星展銀行（香港）有限公司

Business Nature

DBS is a leading financial services group in Asia. DBS provides the full range of services in corporate, SME, consumer and wholesale banking activities across Asia and the Middle East. In Hong Kong, DBS has over 50 branches including loan centers, enterprise banking centers and SME banking space. It is one of the first banks to offer cross-border RMB trade settlement service and RMB retail products in Hong Kong. DBS is also a leading consumer bank in Hong Kong, serving 1 million retail customers.

Achievements in Productivity and Quality

The DBS Management System links all the departments in the value stream of a product, provides a holistic view of the resources so as to see if the operations team can support the business volume, and enables management to determine the utilization rates, efficiency and productivity. It results in a 77% productivity improvement in our credit card team.

The Red Dragon Project simplifies documentation requirements, and sets up of a dedicated team to check all documents within the same day upon receipt, and arrange personalized call to customer for immediate clarification. This productivity campaign does not only enhance customer experience during their application but raise the successful application rate by nearly 30%.

業務範圍

星展集團是亞洲最大的金融服務集團之一，在亞洲及中東等地提供包括零售銀行、中小企業銀行及大型企業銀行的全面金融服務。在香港，星展銀行已擁有包括貸款中心、企業銀行中心和中小企業銀行在內的五十多間分行，服務超過一百萬零售客戶。星展銀行亦是最早在香港提供人民幣跨境貿易結算服務和人民幣零售投資產品的銀行之一。

生產力及品質成就

DBS Management System 能夠把銀行產品的價值流程上各個部門串聯起來，並提供一個資源方面的整體觀，從而研究營運團隊的工作量，並讓管理層計算資源利用率、效率和生產力。星展管理系統的運用讓信用卡團隊的生產效率提升了七十七巴仙。

Red Dragon Project 將所需的申請文件簡化，並成立了一個團隊將當日收到的文件審核完畢，更即時安排專人致電有需要的客戶澄清個人資料。這項提高生產力的項目不單讓客戶於信用卡的審批過程帶來更好的服務體驗，更令成功申請的個案增加近三成。

2014 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit

二〇一四香港工商業獎：生產力及品質優異證書

Fu Hong Industries Ltd.
富康玩具製品有限公司

Business Nature

Fu Hong Industries Ltd. established in 1989 with over 600 employees. Its vision is to become the dominant baby feeding products provider in global baby care product industry. It aims to create long-term benefits to different target audiences. Its mission is to develop safe and innovative products that empower children to actively participate in the discoveries of mealtime, which keeps babies safe, healthy, intelligent and happy.

Achievements in Productivity and Quality

Sophisticated engineering system was used for new products design and utilized CNC machine tools for output. Digital technology was able to simulate complicated parts of the product whereas explanation was not easy nor enough. It was then manufactured by semi-automatic machines, which helped to maintain the high quality and stability of the products. These processes not only enhanced the chance of the innovative products in the highly competitive market, it also succeeded in reducing raw material cost of RMB 190,000; 23 manpower and production cost of RMB 192,000 in half a year.

As for the Food Grinder Quality Project, changes had been made to improve the moulding machine, re-do the ratio of the material costs, solve the metal scrap problem, reduce manufacturing cost and production time. Thus required material could be put to better use. With regard to the quality performance, highest quality management systems had been utilized on both the products and procedures. Various kinds of techniques and analysis had been applied to address quality problems, efficiently tracked down abnormality, correction confirmation and uplifted quality level of the products.

業務範圍

富康玩具製品有限公司成立於 1989 年，共有員工超過 600 名，公司願景是在全球的嬰幼兒產品行業中成為嬰兒餵食產品領導者，致力於為不同目標對象創造長期價值。其使命是開發安全及具創意的產品讓嬰幼兒可以積極主動用餐及於進餐時發掘不同樂趣，使他們能安全、健康、聰明及快樂地成長。

生產力及品質成就

新的產品利用精密的工程軟件建立，並使用 CNC 技術輸出，數碼化技術令以前做不到或難以理解的結構可以先模擬出來，然後以半自動化機器生產，亦同時提供等量標準工藝的產品，讓品質保持高度水準和穩定性，從而大大提升創意產品在競爭激烈的市場的生存空間。半年節省原材料損耗約人民幣 19 萬元，自動化減少勞動力 23 人，工藝改良節省人民幣 19.2 萬元。

在「食物攪拌器品」項目中，首先改良模具，同時重新計算物料的成本比例，解決金屬削的問題並讓生產的成本下降，生產時間及所需物料的運用更佳。在品質績效角度，就產品面及流程面應用最高品質管理系統，運用各項品質手法與分析，確實改善品質問題，以更有效作出品質異常追蹤及作矯正確認，提升產品的品級。

2014 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit

二〇一四香港工商業獎：生產力及品質優異證書

Versailles Lamps Co. Ltd.
梵爾賽燈飾有限公司

Business Nature

Versailles Lamps Co. Ltd. was founded in 1975. With a workforce of over 160 employees, the company's vision is to provide high-quality light fixtures, be a world-class lighting brand, promote elegant, noble, and fine art Versailles lighting concept. The objective is to bring illumination and creating beauty with light.

Achievements in Productivity and Quality

With rising cost in labor and material, the profitability for lamp productions has gradually compressed. To remain competitive, it is mandatory to address every sector of the lamp production process to find areas for improvement, reduce redundant work, avoid losses, maximize benefits, and better costs management directly from the recuperation of every sector. Through this revitalization for lighting production, the overall cost has been reduced by 20%.

From observing industrial development and trends, environmental protection and energy conservation are under global spot light; LED products are being used widely for consumers and businesses. The company's development and production of LED lighting products (indoor and outdoor series, landscape series and decorative series, etc.), are currently sold abroad mainly for hotel engineering and office buildings, and also road construction. The LED products will enter thousands of homes in the future.

The market value is projected to increase from 3 to 20 million RMB, equivalent to an increase of 85% over the course of three years.

業務範圍

梵爾賽燈飾有限公司成立於 1975 年，共有超過 160 名員工，公司願景是提供高品質的燈具，打造世界燈飾一流品牌，發揚梵爾賽宮的典雅、高貴、精細的燈具藝術理念，為人們帶來光的明亮，更有美感的享受。

生產力及品質成就

隨著人力成本、物料成本的攀升，燈具製作的利潤空間逐漸被壓縮，要改善這樣的局面，就必須從燈具製作的各個環節入手，尋求每一個環節中可以改善的地方，減少冗員，避免損耗，爭取最大化的效益，從每個環節的節省而直接降低成本，通過這個燈具製作工藝改良項目，整體成本降低百分之二十。

從產業發展和趨勢來看，由於環保節能減排受到重視，使得 LED 產品應用日益廣泛，公司開發和生產 LED 燈具系列產品（室內及戶外系列、景觀系列以及裝飾系列等），目前產品已銷售國內外，主要用於酒店工程及辦公大樓和道路建設，未來會走進千家萬戶。市場銷售額預計會從 300 萬上升到 2000 萬人民幣，三年間增幅百分之八十五。

2014 Hong Kong Awards for Industries: Productivity and Quality Certificate of Merit

二〇一四香港工商業獎：生產力及品質優異證書

Yan Hing Engineering Works Ltd.
仁興機器廠有限公司

Business Nature

Yan Hing Engineering Works Ltd., the earliest member of Yan Hing Group, has been established in Hong Kong since 1950's and now employs about 500 staff both in Hong Kong and Mainland China. Going through more than 60 years of development, the company's business is to produce and enhance plastics injection moulding machinery and die casting machinery. In 2003, the company successfully developed the first magnesium alloy hot/cold chamber die casting machine in the country. The company group is now building a new manufacturing plant in Foshan City, China with the aim of not only strengthen its development in injection molding and die casting machines, but also diversify to other types of machinery.

Achievements in Productivity and Quality

To deal with the pressing pressure in this competing market, Yan Hing Group has initiated a reformation of its supply chain management policy to implement ERP system in 2011. The implementation of the ERP system brings the company with greater flexibility, higher efficiency, better communication, lower operating costs, more revenue, less cycle time, better collaboration and higher profit margin. As a result, the production order processing time has been reduced by 70%, average production lead time improved by 15%, and average supply chain wait time reduced by 70%.

To further improve the machine's Productivity & Quality, Yan Hing Group has adopted a modified lean manufacturing system by means of 7S and Quality Circle System. The objective of applying the two methodologies is not only to enhance machine's Productivity & Quality, but also to cultivate safety awareness and sense of belongings among all the staff. As a result, the production waste is reduced by 20%, manpower by 15%, and accidents count by 25%.

業務範圍

仁興集團最早的成員 — 仁興機器廠有限公司成立於香港二十世紀五十年代，於香港及中國內地共聘用員工近 500 名。經過超過 60 年的經營，集團致力研制注塑成型機及金屬壓鑄機。在 2003 年，集團更成功研制全國第一台鎂合金冷熱室壓鑄機。近年，集團在中國佛山市新建超級工業園廠房，除加強研制注塑成型機及金屬壓鑄機外，更計畫制造其他精密機械。

生產力及品質成就

面對市場競爭的壓力，仁興集團對生產供應鏈進行了改革，於 2011 年引入 ERP 系統，帶來不少益處：例如營運靈活性提升、營運效率提高、溝通及協調加快、營運成本降低、收入提升、生產周期縮短及盈利率提高。集團的訂單處理時間及平均物料等候時間都減少了 70%，平均生產周期縮短了 15%。

為了進一步優化生產的效率及品質，集團開始推行精益生產模式，分別採用了車間 7S 管理及提案改善項目作為推行辦法。除了提升生產效率及品質外，還提高了員工生產安全的警覺性及加深了對公司的歸屬感，產生廢料、人力需求及發生意外次數分別減少了 20%、15% 及 25%。

**2014 Hong Kong Awards for Industries:
Customer Service, Innovation and Creativity, Productivity and
Quality, and Technological Achievement Final Judging Panel**

二〇一四香港工商業獎：

顧客服務、創意、生產力及品質、科技成就組別 最終評審委員會

Ms Ruth Yu
Executive Director,
Hong Kong Retail Management Association
余麗姚女士
香港零售管理協會執行總監

Mr K C Leung
Chairman, Industry and Technology Committee,
Hong Kong General Chamber of Commerce
梁廣泉先生
香港總商會工業及科技委員會主席

Mrs Agnes Mak
Executive Director,
Hong Kong Productivity Council
麥鄧碧儀女士
香港生產力促進局總裁

Prof Tony F Chan
Chairman of the Final Judging Panel
President,
The Hong Kong University of Science and Technology
陳繁昌教授
最終評審委員會主席
香港科技大學校長

Ir Allen Yeung
Vice President,
Business Development and Technology Support
Hong Kong Science and Technology Parks Corporation
楊德斌先生
香港科技園公司企業拓展及科技支援副總裁

Ms Belinda Wong
Assistant Director-General of Trade and Industry,
Trade and Industry Department
王婉蓉女士
工業貿易署助理署長
(非評審委員會成員 not judging panel member)

2014 Hong Kong Awards for Industries: Productivity and Quality Judging Panel

二〇一四香港工商業獎：生產力及品質組別評審委員會

Ms Belinda Wong
Assistant Director – General of Trade and Industry,
Trade and Industry Department
王婉蓉女士
工業貿易署助理署長

Ms Linda So (representing Mr Stanley Lau)
Director-General,
Federation of Hong Kong Industries
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