

# Committing to Quality Assurance

## 致力推動優質管理

In addition to providing product-testing and inspection services, the Hong Kong testing and certification industry offers certification services for a range of internationally recognised management systems that Hong Kong companies implement, helping them to ensure that products and services consistently meet customers' requirements, and that quality is consistently improved. By Lydia Li

香港檢測及認證業除了提供產品測試和檢驗服務，也為實施國際承認管理體系的香港企業提供認證服務，以協助企業的產品和服務品質持續改進，以滿足客戶的要求。撰文：李敏慧



ISO 9001 offers guidance and tools that enable organisations to establish and maintain a management system

ISO 9001透過提供指引及工具使企業建立及維護其管理體系

Photo courtesy of the Hong Kong Council for Testing and Certification 圖片提供：香港檢測和認證局

There are tens of thousands of standards available for companies large and small to consider implementing, among which the ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 50001 Energy Management System and OHSAS 18001 Occupational Health and Safety Management System are some of the most widely implemented standards.

ISO 9001, considered to be the quality management system benchmark, offers guidance and a set of tools that enable organisations to establish and maintain a management system, providing a basis for better customer satisfaction, staff motivation and continual improvement. Both ISO 14001 and ISO 50001 are environmental-related management system standards: ISO 14001 enhances the awareness of business owners and managers towards their environmental responsibilities, while ISO 50001 provides a dynamic framework for optimising

energy efficiency in public- and private-sector organisations. Designed to be compatible with other management system standards such as ISO 9001 and ISO 14001, OHSAS 18001 provides a framework to identify, control and manage the health and safety challenges and risks within any workplace.

### Benefits for certified companies

The Green Council is one of the third-party certification bodies in Hong Kong accredited by the Hong Kong Accreditation Service (HKAS).

Linda W P Ho, Chief Executive Officer of the Green Council, states that by implementing management systems and getting them certified, companies can standardise their operation procedures, improve their manufacturing efficiency and service quality, reduce overall business expenditures, and ultimately enhance their level of competitiveness. "The certifications are a guarantee that the company possesses quality management," she says. "In fact, many overseas companies consider the ISO 9001 and ISO 14001 certifications as the minimum requirements for their business partners. In Hong Kong, some government departments and organisations also require contractors to be certified to standards such as ISO 9001, ISO 14001, ISO 50001 and OHSAS 18001."

She continues, "As a company scales up, its internal management systems will inevitably become more and more complex. Implementing effective quality management systems and having them certified can therefore help companies to continually review and improve their performance and lower the chances of making mistakes." Companies looking for funding, mergers and acquisitions, or preparing for listing on the stock market should also acquire management system certifications, "so as to let investors, existing and potential business partners and the general public know that your company is up to international standards," she says.

Management system certifications are also crucial for start-ups, as they help to establish their credentials as quality business partners. "With



Training programmes provided by certification bodies could help companies to understand various management systems  
認證機構提供的培訓課程可協助企業了解不同標準基礎

市場上有數以萬計的標準可供不同規模的企業選擇實施，當中ISO 9001質量管理體系、ISO 14001環境管理體系、ISO 50001能源管理體系和OHSAS 18001職業健康安全管理體系，是其中一些最為廣泛實施的標準。

ISO 9001是國際性的質量管理指標，透過提供指引及工具，使企業能建立及維護其管理體系，並提升客戶的滿意程度、員工積極性及持續改善。ISO 14001和ISO 50001均與環保有關，前者提高企業管理人員和員工的環保意識和責任感，後者為公私營企業提供優化能源效率的框架。OHSAS 18001用以識別、控制和管理任何工作環境中與職業健康及安全有關的挑戰和風險，並可與ISO 9001和ISO 14001等管理標準結合。

### 認證效益

環保促進會是香港其中一家獲香港認可處發出認可的第三方認證機構。

該會行政總幹事何惠萍指出，通過實施管理體系並獲取認證，企業可以將營運流程標準化，從而提升生產效率、服務質素和減少整體業務開支，同時提高競爭能力。她說：「認證能有效證明企業符合管理體系的條件。事實上，許多海外企業均要求業務夥伴最少須具備ISO 9001和ISO 14001認證。在香港，亦有政府部門和機構要求承辦商須取得ISO 9001、ISO 14001、ISO 50001、OHSAS 18001等管理體系認證。」

Photo courtesy of the Green Council 圖片提供：環保促進會

very few or even no job references to showcase their capabilities, start-ups often find it difficult to attract business partners and orders. Acquiring certifications can lend a helping hand," Ho says.

### How to implement and get certified

The certification process of various management systems is quite similar. Companies first need to decide on which management systems they plan to implement. Certain management system standards, such as ISO 9001 and ISO 14001, are designed to be integrated with each other. As such, companies, especially SMEs, can implement and get certified in more than one management system at the same time to streamline the application processes and minimise the costs and effect on operations involved. Certification bodies are able to provide training programmes to help companies to understand the various management systems. Once companies have been audited against the certification requirements and conformity with the management system standard has been demonstrated, they will receive the certificates, which are valid for three years.

The certification process, however, does not stop once the certificates are issued. "Certification bodies will carry out surveillance audits regularly with the certified companies to make sure that they not only maintain the systems, but also continually improve them, so that they can make the most of those systems and stay competitive in the market," Ho says.

她續說：「當企業規模愈來愈大，內部管理系統自然會變得愈來愈複雜。因此，有效實施質量管理體系並取得認證，可以幫助企業持續審視和改善表現，減少出錯機會。」此外，尋求融資、合併及收購或計劃上市的企業也應獲取管理體系認證，「這樣可以讓投資者、現有和潛在業務夥伴，以及大眾知道你的企業運作達國際標準。」

管理體系認證對初創企業同樣重要，有助他們確立優質業務夥伴的資格。何惠萍說：「由於初創企業只有很少或甚至完全沒有工作實證用以展示實力，因而往往很難找到業務夥伴和訂單。獲取認證可以協助這些企業建立優勢。」

### 如何實施和獲取認證

不同管理體系的認證過程均相類似。企業首先需要決定計劃實施哪套管理體系，其中如ISO 9001和ISO 14001等管理體系可互相結合，成為綜合管理體系。因此企業，特別是中小企，可同時實施多個體系並獲取認證，以簡化申請程序，盡量減少過程中涉及的開支和對日常營運造成的影響。認證機構可為申請企業提供培訓課程，以協助企業了解不同標準基礎。當企業已按照相關標準的要求實施其管理體系並通過認證機構審核後，將會獲發管理體系證書，有效期為三年。

認證過程在企業獲發證書後並未就此完結，何惠萍說：「認證機構將對已獲取認證的企業進行定期監督審核，確保他們不僅落實執行相關體系，並持續進行改善。這樣企業才能從中獲得最大效益，在市場上保持競爭優勢。」

### 品質保證

僑豐行有限公司於1965年成立，是一家食品生產商和出入口商，有多家合作生產工廠，當中大部分取得不同的管理體系認證。行政總裁黃偉鴻博士說：「合作夥伴取得認證令我們對他們更有信心，因為證明他們的管理水平已符合國際標準。」

### Quality assurance

Established in 1965, Kiu Fung Hong Ltd is a food manufacturer, exporter and importer with a number of partner factories, many of which are certified to various management systems. "Seeing that they are certified gives us more confidence in them, for the certifications prove that they have met specific management system standards' requirements, ones that are recognised internationally," says Dr Ellis Wong, the firm's Chief Executive Officer.

Wong states that although his partner factories already have their own management systems in place, implementing internationally recognised management systems such as ISO 9001 helps them to standardise and continually improve their management and operations because they act as additional surveillance systems, making sure that everything is properly executed. "Therefore companies certified to international standards have an assured level of quality and stable production, giving us — their client — an extra sense of security and peace of mind. Besides, it takes the whole company's co-operation and effort to implement such management systems and to acquire and re-acquire certifications, so in a way the process of acquiring the certification is a very practical and valuable corporate training programme," says Wong. "For these reasons, we strongly encourage companies, especially manufacturers and exporters, to implement recognised management systems and get certified," he says.

Testing and certification services provide quality assurance for goods and services to customers. For more information about Hong Kong's testing and certification industry, please visit the Hong Kong Council for Testing and Certification website at [www.hkctc.gov.hk](http://www.hkctc.gov.hk).

Accreditation helps testing and certification service users to identify reliable service providers. To identify service providers accredited by the Hong Kong Accreditation Service (HKAS) and the scope of their services, please visit [www.hkas.gov.hk](http://www.hkas.gov.hk).



Certification to management systems helps standardising management and operations 取得管理認證助規範管理和營運

黃偉鴻指出，雖然合作工廠本身已有管理系統，但實施如ISO 9001這類國際性管理體系，有助規範和持續改善管理和營運，仿如為企業添加了額外的監察系統，確保各個工序能妥善執行。他說：「正因如此，取得認證的企業能有優質穩定的生產，令身為他們客戶的我們更放心和安心。此外，由於企業上下必須共同合作和努力，才能成功實施管理體系和獲取與持續獲取認證，所以整個認證過程等於是一個非常實用和重要的企業培訓計劃。我們非常鼓勵企業，特別是製造商和出口商，實施管理體系並獲取認證。」

檢測及認證服務為客戶提供產品及服務的質素保證，欲知更多香港檢測和認證行業的資料，請瀏覽香港檢測和認證局網頁：[www.hkctc.gov.hk](http://www.hkctc.gov.hk)。

認可資格有助用家識別可靠的檢測和認證服務提供者，欲知更多獲香港認可處認可的服務提供者及其認可範圍的資料，請瀏覽網頁：[www.hkas.gov.hk](http://www.hkas.gov.hk)。

## Certification flowchart 認證過程

