

騎術學校減聲手推車

Shock Absorbent Trolley for Public Riding Schools

團隊背景 Background of the Team

團隊名稱 Team Name	馬會圈 HKJC PRS Circle
成立日期 Date of Formation	2014年6月 June 2014
業務單位 Business Unit	設施管理-香港賽馬會公眾騎術學校 Facility Management - HKJC Public Riding Schools
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背景 Background

騎術學校外圍地面鋪設百歲磚，前線同事使用手推車經過地面時會發出聲響，除了容易令附近馬匹受驚，甚至會使騎師墜馬受傷。

Noise disturbances are usually emanated from trolleys used on uneven pavement at riding schools. A sudden noise from trolley may scare the horses and even poses falling risk to horse-riders.

問題成因 Cause of the Problem

- 前線同事日常需要使用手推車，搬運物料到騎術學校內的不同位置，有時無可避免會經過凹凸不平的地面，產生噪音。
 - 噪音會引起馬匹恐慌，並對正在策騎的騎師構成墜馬風險，所以搬運工作只能安排於學校午膳時間或休息日進行。
 - 過往亦曾發生不少懷疑因附近產生噪音，導致騎師墜馬事故的個案。
- In daily operation, our staff members need to transport material to different locations by trolley at riding schools. Noise disturbance is unavoidable when the trolley is passing through the uneven floor surface.
 - Noise can create panic to horses, which poses risk of falling off to horse-riders on the pavement. Therefore, our staff members could only carry the material delivery at lunch time or school rest day.
 - Suspected noise-induced incidents of falling from horses had occurred in the past.

解決方法 Solution

- 改良手推車車輪，減低行車時產生的噪音。
- 以馬房廢棄膠板覆蓋手推車車輪，配以膠水穩固，製作低成本「騎術學校減聲手推車」。
- Modify the trolley wheels to minimise the noise disturbance during transportation.
- Unused rubber sheets from the stables were glued to the wheels to produce an economical 'Shock Absorbent Trolley'.

成果及效益 Achievement & Benefit

有形得益

- 經用分貝測試器量度後，使用減聲手推車確實有效減低噪音。
- 客戶及前線同事都認同「減聲手推車」能有效減低聲量，於任何時候均可以於學校內使用。
- 有效控制成本，符合經濟效益。

無形得益

- 透過是次提案，認知客戶服務的重要性。
- 各團員積極參與，充份發揮團結精神，增加對公司歸屬感及工作滿足感。
- 勇於面對新事物，突破傳統方式，建立自信。
- 改善工作得到客戶認同，促進彼此間的溝通及信任。

Tangible Benefits

- Noise is effectively reduced as measured by sound level meter.
- Both the client and our staff members have positive feedback – the new trolley can be used at riding schools at all times.
- Achieve Cost effectiveness.

Intangible Benefits

- Recognise the importance of customer services through participation in Quality Circle Proposal.
- All members have gained a greater sense of belonging and achieved job satisfaction.
- All members have learnt to develop an innovative mindset and build up their self-confidence.
- Foster better communications and build mutual trust with the client.



使用手推車時所產生的噪音會引起馬匹恐慌
Noise disturbances emanated from trolleys can create panic to horses



以馬房廢棄物料包裹車輪達至避震效果
Surround trolley wheels with rubber waste from horse stable to absorb vibration