



# 優質改善經驗交流會 2017/18

Quality Improvement and Experience Sharing Convention

**SUSTAIN QUALITY  
PURSUE EXCELLENCE**  
**持續優質 再創高峰**

主辦機構  
Organizer



協辦機構  
Co-Organizers



# 關於優質改善經驗交流會

## ABOUT QUALITY IMPROVEMENT AND EXPERIENCE SHARING CONVENTION

### 背景及歷史

#### History and Background

為了面對顧客日益轉變的需求，今天，有許多商業機構都着重保持及提高品質服務水平，並視之為成功的重要元素。除了發展及應用有效的品質管理系統之外，機構亦鼓勵他們的員工成立品質改善小組或品質圈，就日常運作定期提出改善建議，以達致顯著、實質及配合營運政策的成效，從而提升生產力及員工能力。本着和其他機構交流切磋、互惠互利的宗旨，一個舉辦優質品質改善個案分享會的念頭就此誕生。

第一屆優質改善經驗交流會由六間機構於1997年攜手創辦，其後得到其他機構的支持及響應，交流會成為了一年一度的品質圈盛事，並由各參與機構輪流主辦。

In an ongoing effort to meet the changing needs of customers and maintain a competitive edge, many businesses are focusing today on sustaining and enhancing quality service – which is regarded as an important element of success. In addition to developing and applying effective quality control systems, they encourage their staff to set up Quality Improvement Teams (QITs) or Quality Control Circles (QCCs). These teams regularly put forward suggestions for improvements in daily operations, and have achieved substantial and tangible results concordant with operational policies that enhance both productivity and staff capabilities. With an aim of sharing and learning together to reach a win-win situation among businesses, the idea to organise experience sharing conventions for successful quality improvement cases was initiated.

The first Quality Improvement & Experience Sharing Convention was instituted in 1997 by 6 participating organisations. With strong support from other organisations thereafter, the Convention has become an annual major quality event with participating organisations taking turns to host.

### 標誌

#### The Logo



此標誌是特別為優質改善經驗交流會而設計，並於2001年起沿用至今。標誌上的人頭和引號代表各優質機構彼此間的分享和交流，併構成的「Q」突顯其優質管理的成就。整個標誌亦象徵優質經驗交流會提供了互相交流的平台，讓各優質機構分享其卓越改進的經驗及其優質管理的美好成果。

This logo is especially designed for the Quality Improvement and Experience Sharing Convention and has been used since 2001. The silhouetted heads and the inverted commas not only symbolise the sharing among the quality organisations, but also form a letter "Q" highlighting their quality achievements. This logo also represents that the Convention has established a learning platform for sharing their improvement experience and achievements of quality management.

### 歷屆主辦機構

#### Host Organisers

1997(1st)  
九廣鐵路公司  
Kowloon-Canton Railway Corporation

2004(8th)  
港鐵公司  
MTR Corporation

2011(15th)  
香港賽馬會  
The Hong Kong Jockey Club

1998(2nd)  
香港中華煤氣有限公司  
The Hong Kong and China Gas Company Limited

2005(9th)  
機電工程署  
Electrical and Mechanical Services Department

2012(16th)  
港鐵公司  
MTR Corporation

1999(3rd)  
屯門醫院  
Tuen Mun Hospital

2006(10th)  
維他奶國際集團有限公司  
Vitasoy International Holdings Limited

2013(17th)  
維他奶國際集團有限公司  
Vitasoy International Holdings Limited

2000(4th)  
昇捷管理服務有限公司 (前稱「新昌管理服務有限公司」)  
Synergis Management Services Limited

2007(11th)  
電訊盈科有限公司  
PCCW Limited

2014(18th)  
香港房屋協會  
Hong Kong Housing Society

2001(5th)  
香港郵政  
HongKong Post

2008(12th)  
香港中華煤氣有限公司  
The Hong Kong and China Gas Company Limited

2015(19th)  
香港中華煤氣有限公司  
The Hong Kong and China Gas Company Limited

2002(6th)  
富士施樂(香港)有限公司  
Fuji Xerox (Hong Kong) Limited

2009(13th)  
昇捷管理服務有限公司 (前稱「新昌管理服務有限公司」)  
Synergis Management Services Limited

2016(20th)  
中華電力有限公司  
CLP Power Hong Kong Limited

2003(7th)  
香港賽馬會  
The Hong Kong Jockey Club

2010(14th)  
富士施樂(香港)有限公司  
Fuji Xerox (Hong Kong) Limited

2017/18(21st)  
昇捷控股有限公司  
Synergis Holdings Limited

# 節目程序

## PROGRAMME RUNDOWN

大會司儀  
Masters of Ceremony

昇捷控股有限公司  
Synergis Holdings Limited

港鐵公司  
MTR Corporation

李曉峯  
Derek Li

林樂彤  
Cheryl Lam

接待嘉賓	13:30	Guest / VIP Reception
入場	13:45	Admission
開幕儀式	14:00	Opening Ceremony
致送紀念品予協辦機構	14:25	Souvenir Presentation to Co-organisers
昇捷控股有限公司 副主席兼董事總經理 梁兆昌先生 致開幕辭	14:40	Opening Speech by Mr. Terence LEUNG, Deputy Chairman and Managing Director Synergis Holdings Limited
中華電力有限公司 發佈提案	14:50	Presentation by CLP Power Hong Kong Limited
金城營造集團 發佈提案	15:03	Presentation by Kum Shing Group
維他奶國際集團有限公司 發佈提案	15:16	Presentation by Vitasoy International Holdings Limited
新世界發展有限公司 發佈提案	15:29	Presentation by New World Development Company Limited
中場休息	15:42	Break
香港中華煤氣有限公司 發佈提案	16:15	Presentation by The Hong Kong and China Gas Company Limited
港鐵公司 發佈提案	16:28	Presentation by MTR Corporation
香港機場管理局 發佈提案	16:41	Presentation by Airport Authority Hong Kong
昇捷控股有限公司 發佈提案	16:54	Presentation by Synergis Holdings Limited
投票時間	17:07	Vote Casting
頒發獎項	17:22	Prize Presentation
節目完結	17:37	End of Convention

### 架空線自動復電系統 Automatic Power Restoration System for Overhead Line



團隊名稱	藝術大師
Team Name	ARTS
成立日期	2013年3月
Date of Formation	March 2013
業務單位	資產管理部，北區
Business Unit	Asset Management, North Region
部門促進員	袁德宙
Team Facilitator	YUEN Tak Chau
隊長	劉兆麒
Team Leader	LAU Siu Ki
團隊	伍仕華   鍾利民   張建文   黎偉超   廖相財   余浩良   梁寶珊
Team Members	NG Sze Wah   CHUNG Lee Man   CHEUNG Kin Man   LAI Wai Chiu LIU Sheung Choi   YEE Ho Leung   LEUNG Po Shan

#### 背景 BACKGROUND

中電研發了架空線自動復電系統，將因受干擾的線路自動化復電，提高供電可靠性和質量。

CLP developed Automatic Power Restoration System in distribution overhead line network. Upon line faults caused by various environmental interferences, the system automates to restore electricity supply. It enhances the supply reliability and power quality of electricity supply to customers.



### 提升煤氣立管檢查成功率 Enhance Gas Service Riser Inspection



團隊名稱	立管檢查器
Team Name	Riser Inspector
成立日期	2017年1月3日
Date of Formation	3 January 2017
業務單位	客戶維修服務部
Business Unit	Customer Maintenance Services Department
部門促進員	楊培正
Team Facilitator	Kenny Yeung
隊長	鄧志浩
Team Leader	David Tang
團隊	劉佩儀   陳章欣   陳志成   郭子卓   黃永忠
Team Members	Michelle Lau   Ivy Chan   Chan Chi Shing   Kwok Tsz Cheuk Wong Wing Chung

#### 背景 BACKGROUND

自行研發立管檢查器，提高煤氣立管檢查成功率。

Self-develop a Riser Inspector to increase the success rate of gas riser inspection.



安全觀察應用程式  
Safety Observation App



團隊名稱	『正』『易』聯盟
Team Name	Justice Ease League
成立日期	2017年8月
Date of Formation	August 2017
業務單位	供電系統
Business Unit	Power System
部門促進員	黎子江
Team Facilitator	Lai, Jacky T.K.
隊長	羅坤城
Team Leader	Law, Tom Kwan Shing
團隊	莊建忠   劉家樂   蘇志雄   李梓深   黃凱晶
Team Members	Chong, Kin Chong   Lau, George Ka Lau   So, Frankie Chi Hung Li, Samson Tsz Sum   Wong, Veronica H.C.

背景 BACKGROUND

電力、鐵路、機場等基礎設施的可靠運作，對城市持續發展至關重要。金城的多元化工程服務涵蓋廣泛、人員眾多，在項目管理、系統保證和資訊科技團隊合作下，我們研發手機程式以提升安全觀察效率、加強生產力，不僅為客戶提供更大價值，亦有助在一向被視為傳統的建造業推動應用科技。

The reliable operation of power, railway and airport infrastructure is critical to a city's sustainable development. In Kum Shing, multi-faceted engineering services are delivered by a large workforce with safety as its highest priority. The teams of Project Management, System Assurance and Information Technology joined hands and developed a mobile application to enhance the efficiency of safety observation and to improve productivity. It also creates greater value for clients as well as promotes the use of technology in the traditional construction industry.



港鐵公司  
MTR Corporation

提高行李提存處理效率 (行李易)  
Improve the efficiency of baggage handling (Baggage Easy)

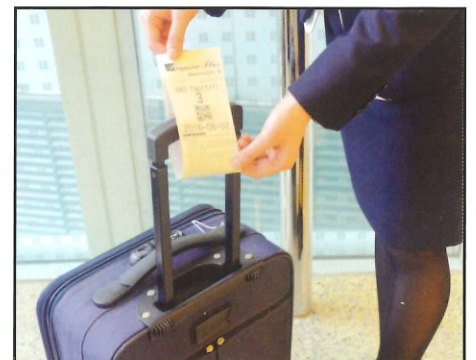


團隊名稱	88圈+
Team Name	88 Circle +
成立日期	2004年1月
Date of Formation	January 2004
業務單位	物業部
Business Unit	Property Department
部門促進員	丘美琪
Team Facilitator	Maggie YAU
隊長	區詠暉
Team Leader	AU Wing Fai
團隊	黃嘉偉   陸治平   周偉光   何思敏   賴文俊   陳蘊明   周文婷
Team Members	Calvin WONG   Robert LUK   Raycon CHOW   Mandy HO Ryan LAI   Gloria CHAN   Jess CHOW

背景 BACKGROUND

88圈+組員以提高客戶體驗為目標，融合科技於日常運作，成功設計了一個寄存服務處理系統。新系統應用無線網絡及電腦設備，既提高處理效率，亦加強物流管理，協調行李提存流程，為客戶帶來優質服務，體現公司信念。

88 Circle + has developed a luggage storage mobile application to enhance the customer experience by applying new technologies in daily operations. With the use of Wi-Fi network and computer equipment, the new application is able to enhance handling efficiency, strengthen logistic management and enable smooth processing of luggage storage, thereby providing quality services to customers and bringing out our company's spirit.





維他奶國際集團有限公司  
Vitasoy International Holdings Limited

不會撒嬌的MACHINE  
The Ineloquent Machine



團隊名稱 無線自助售賣機  
Team Name Remote Vending Machine  
成立日期 2017年4月1日  
Date of Formation 1 April 2017  
業務單位 營業部 | 客戶服務部 | 資訊科技部 | 市務設備發展部  
Business Unit Sales | Customer Service | IT | Marketing Equipment Development  
部門促導員 劉嘉星  
Team Facilitator Ben Lau  
隊長 何兆強 | 施綿綿  
Team Leader Michael Ho | Kanas Sy  
團隊 陳麗儀 | 尹少萍 | 梁凱莉 | 李莉  
Team Members 莫文照 | 李鴻光 | 李錦輝 | 林樹強 | 黎健彥  
Kimmy Chan | Charlotte Wan | Kylie Leung | Alice Lee  
Mok Man Chiu | Brian Lee | Kaa Li | Stanley Lam | Albert Lai

背景 BACKGROUND

透過將自助售賣機的營運流程數碼化，從而提供更優質方便的服務予消費者，亦減少環境足跡。

To provide better and efficient services as well as to reduce environmental footprint through digitization of the operation work flow of Vitasoy's full serviced machine service.



香港機場管理局  
Airport Authority Hong Kong

改善香港國際機場的登機橋靠泊指示線  
Enhancement of Airbridge Docking Guiding Lines at HKIA



團隊名稱 日理萬機  
Team Name Integrator  
成立日期 2016年7月  
Date of Formation July 2016  
業務單位 飛行區運作部  
Business Unit Airfield Department  
部門促導員 楊秀鈴  
Team Facilitator Hyuga Yeung  
隊長 王國雄  
Team Leader Wong Kwok Hung Teddy  
團隊 譚溢明 | 趙永鏘 | 李雋晞 | 吳俊毅 | 彭俊傑 | 曾梓軒  
Team Members Tam Yat Ming | Chiu Wing Cheong Ray | Li Chun Hei Alex  
Ng Chun Ngai John | Pang Chun Kit Peter | Tsang Chi Hin Hints

背景 BACKGROUND

這個提案統一及精簡香港國際機場的登機橋靠泊指示線，有助提升登機橋對接過程的運作效率，從而為旅客提供更方便、更優質的服務。

The project standardises and simplifies the airbridge dock guiding lines at Hong Kong International Airport (HKIA) to enhance operational efficiency of the airbridge docking process, bringing greater convenience and better services to passengers.



Dirty Bucket  
Dirty Bucket



團隊名稱	深海九棍
Team Name	Deepsea Lizardfish
成立日期	2016年1月
Date of Formation	January 2016
業務單位	協興建築集團
Business Unit	Hip Hing Group
部門促進員	鄭志強
Team Facilitator	CK Kwong
隊長	梁偉業
Team Leader	Ken Leung
團隊	戴文怡   周澍仁   陳嘉敏   謝學樑 王心艷   何子強   梁文樂   何綺薇   任鎮鴻
Team Members	Amy Tai   Christopher Chow   Carmen Chan   Eric Tse Fiona Wong   Ken Ho   Louis Leung   Timmy Ho   Tony Yam

背景 BACKGROUND

Dirty Bucket是經特殊設計的污水收集缸，它設有除臭器、內置管道、護欄、電極保護及水位警示。

Dirty Bucket is an engineered steel tank for sewage collection in construction site. Its capacity is optimized with specific design features like photo-catalytic deodorizer, build-in pipework, safety guardrails, cathodic protection system and level indicator for overcoming problems of ordinary tanks.



**昇捷控股有限公司**  
Synergis Holdings Limited

互動溝通平台 — Synergis Community及SICA智能電話應用程式  
Interactive Communication Platforms — Synergis Community App & Synergis Internal Communication App (SICA)



團隊名稱	富善圈
Team Name	Fu Shin Circle
成立日期	2017年
Date of Formation	2017
業務單位	管業處
Business Unit	Management Office
部門促進員	張玉龍
Team Facilitator	Ivan Cheung
隊長	莫漢輝
Team Leader	Matthew Mok
團隊	梁啟志   林金增   簡德昌   聶敬瑤   姚柏權   何文傑
Team Members	Ken Leung   Philip Lam   Ken Kan   Alice Lip Leo Yiu   Ho Man Kit

背景 BACKGROUND

昇捷一直致力與持份者保持雙向互動的溝通，先後推出互動物管智能電話應用程式 — Synergis Community 及內部溝通應用程式 — SICA，分別供客戶及員工使用，提供全天候的資訊及互動溝通平台。

As part of its ongoing efforts to maintain a two-way communication with its stakeholders, Synergis has introduced two interactive smartphone communication applications, namely Synergis Community and Synergis Internal Communication Application (SICA). These applications provide round-the-clock information update and communication platforms for its customers and employees.



# 鳴謝

## ACKNOWLEDGEMENT

承蒙下列單位/人士的鼎力協助和支持，2017/18年優質改善經驗交流會得以圓滿舉行，謹此衷誠致謝。  
We would like to express our sincere thanks to the following parties/ individuals for their dedicated efforts and generous support in making the Quality Improvement and Experience Sharing Convention 2017/18 a tremendous success.

大會顧問  
Advisory Panel

大會評判  
Panel of Judges

大會司儀  
Masters of Ceremony

發佈隊伍  
Presentation Teams

優質活動聯絡人  
Company Representatives

所有曾提供協助的人士  
All those who have been of any support to the event

以下機構為本活動提供額外贊助，專此鳴謝。  
Special thanks to the following organisations for the sponsorship they provided for the event.

紀念品及禮品  
Door Gifts



美點供應  
Refreshments



全場飲品  
Drinks



意見調查及分析  
Opinion Survey and Analysis



攝影及影片拍攝  
Photography and Video Shooting



觀察者  
Observers



支持機構  
Supporting Organisations



致意  
With Compliments

主辦機構  
Organizer



策劃及工作委員會全體成員  
Members of Organising Committee