

# RVM Newsletter Special Issue



## 車輛維修工場約章啟動典禮 Vehicle Maintenance Workshops Charter Launching Ceremony

M字代表維修  
M stands for Maintenance

W字代表工場  
W stands for Workshop

「✓」號代表質量、參與和確認  
✓ stands for quality,  
participation and recognition

V字代表汽車  
V stands for Vehicle



綠色代表環保與安全  
Green stands for environmental  
protection and safety

藍色代表藍天與清潔環境  
Blue stands for blue skies and  
a clean environment

紅色代表高度重要  
Red stands for matters of  
great importance.

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## Speech by the Officiating Guest of Honour

### Speech by Mr. Joseph LAI Yee-tak, JP, Permanent Secretary for Transport and Housing (Transport)

Proper maintenance of vehicles is an effective means to prevent accidents, enhance road safety and reduce air pollution. The Government therefore has always attached importance to the development of the vehicle maintenance trade as it actively promotes the continuous and incremental improvement of service standards in the trade.

In 2000, the Government set up the Working Group on Vehicle Maintenance Services at the suggestion of the trade to explore ways to regulate the vehicle maintenance trade and improve its service standards. The trade in general agreed to the gradual implementation of a voluntary registration scheme and the introduction of a code of practice. After taking into account the views of the trade, the Government considered that the best way to promote the development of the vehicle maintenance trade was to encourage it to exercise self-regulation and pursue continuous professional development and service improvement through a voluntary approach and the introduction of a charter scheme. In early 2011, the Vehicle Maintenance Technical Advisory Committee (VMTAC) proposed a new initiative to, among other things, add value to the vehicle mechanics registration scheme so as to maintain a high registration rate, and introduce a charter scheme to facilitate participation of the employers. To date, over 100 vehicle maintenance workshops have become signatories of the Vehicle Maintenance Workshops Charter, pledging their compliance with the Practice Guidelines for Vehicle Maintenance Workshops.

VMTAC suggests that if the charter scheme is well-received, the Voluntary Registration Scheme for Vehicle Maintenance Workshops will be introduced as the next step. The Government is very supportive of this initiative and will provide additional resources to EMSD to aid the implementation and publicity work of the scheme.

車輛維修技術  
諮詢委員會

VMTAC

機電工程署

EMSD



車輛維修工場約章啟動典禮

Vehicle Maintenance Workshops  
Launch Ceremony  
10.1.2013



Mr. Joseph LAI Yee-tak, JP, Permanent Secretary for Transport and Housing (Transport)



## Speech by the Director of Electrical and Mechanical Services

### Speech by Mr. CHAN Fan, JP, Director of Electrical and Mechanical Services, at the Launching Ceremony of the Vehicle Maintenance Workshops Charter Scheme

More than 100 workshops have become signatories to the Vehicle Maintenance Workshops Charter Scheme since its launch in June last year. The Charter logo is a symbol of vehicle maintenance service quality. Signatory workshops are issued with certificates, and can display the Charter logo prominently for easy identification by their customers. Members of the public may access the website of the Department of Electrical and Mechanical Services to browse the list of these signatory workshops so that they can make the wise choice as consumers.

The Government actually began consulting trade members about the regulation of the vehicle maintenance trade in as early as 2000. The decision was taken after several rounds of study and consultation that the registration of vehicle mechanics on a voluntary basis would be introduced initially. The Vehicle Maintenance Technical Advisory Committee was set up in 2006 to advise the Government on the Voluntary Registration Scheme for Vehicle Mechanics. The response to the Voluntary Registration Scheme for Vehicle Mechanics was great since its launch in 2007. There are now already more than 7000 registered vehicle mechanics, representing nearly 80% of the total number of vehicle mechanics in the trade.

Registration of vehicle mechanics is not the only means to improve the overall standards of the vehicle maintenance trade, which requires also the support of the vehicle maintenance workshops with skills, operational mode and service to match. The Committee therefore decided to launch the Vehicle Maintenance Workshops Charter Scheme to raise the standards of the trade as a whole. The Department of Electrical and Mechanical Services will continue to disseminate the information about the Charter via the trade associations, the registered vehicle mechanics, the relevant websites and the media. Arrangements will also be made for goodwill ambassadors to visit the vehicle maintenance workshops to brief their operators about the contents of the Charter so that more of these workshops will join the ranks of the quality service providers by becoming signatories.



Mr. CHAN Fan, JP, Director of Electrical and Mechanical Services



## Vehicle Maintenance Workshops Charter Launching Ceremony

The Vehicle Maintenance Workshops Charter Scheme is one of the initiatives introduced by the Government in recent years to enhance the service standards of the vehicle maintenance trade in Hong Kong. The Government hopes that by adopting the gradualist approach, and offering a variety of options, the service standards of the vehicle maintenance trade will be improved.

A launching ceremony for the Charter Scheme was held at EMSD Headquarters on 10 January 2013 as part of the effort to enhance the quality standards of vehicle maintenance. Guests attending the ceremony included the Permanent Secretary for Transport and Housing (Transport), the Director of Electrical and Mechanical Services, VMTAC members and the representatives of vehicle maintenance workshops. Following the official launching of the Vehicle Maintenance Workshops Charter, it is hoped that we will work hand in hand to enhance the service quality of the vehicle maintenance workshops in Hong Kong.





## Photos at the Prize Presentation Ceremony for Logo Design Competition and Smart Vehicle Mechanic Competition

### Presenting prizes to the winners of the Vehicle Maintenance Workshops Charter Logo Design Competition

10.1.2013



First Prize: Mr. CHAN Chi-hang

10.1.2013



Second Prize: Mr. CHAN Hoi-tak

10.1.2013



Third Prize: Mr. CHAN Chi-kun

Launching Ceremony  
10.1.2013



The school with the most number of participants:  
Representative of the School of Architecture, Chinese University of Hong Kong

### Presenting prizes to the winners of the Smart Vehicle Mechanic Competition

10.1.2013



Gold Prize winner :  
Mr. HO Chi-ming and representative  
of Anderson Concrete Limited

10.1.2013



Silver Prize winner :  
Mr. LEE Fuk-kin and representative  
of Sime Darby Motor Services Limited

10.1.2013



Bronze Prize winner :  
Mr. CHO Yu-hang and representative  
of Electrical and Mechanical Services Department

10.1.2013



The workshop with the most number of participants:  
Representative of Vitasoy International  
Holdings Limited



Winners of Merit Prizes



## List of VMW Charter Signatory Workshops

Workshops that undertake to comply with the requirements of the Practice Guidelines for Vehicle Maintenance Workshops in their operation:

|                      |                      |                             |
|----------------------|----------------------|-----------------------------|
| 力成汽車維修有限公司           | 挑戰者汽車服務有限公司          | 瑞新汽車服務公司                    |
| 三星汽車有限公司             | 科程汽車工程有限公司           | 運明汽車修理                      |
| 大昌貿易行汽車(賓利)有限公司(九龍灣) | 美聯汽車維修               | 達友汽車服務                      |
| 大昌貿易行汽車(賓利)有限公司(鴨脷洲) | 飛帆汽車服務公司             | 達利汽車有限公司                    |
| 中田貿易有限公司             | 香港汽車會                | 嘉御汽車服務                      |
| 中華電力有限公司             | 香港飛機工程有限公司           | 嘉路車房                        |
| 友聯汽車服務               | 香港電燈有限公司             | 榮英鴻記汽車修理公司                  |
| 永仕貿易機械工程有限公司         | 恒信汽車公司               | 豪華車房                        |
| 永強汽車服務公司             | 高進汽車服務               | 德生(廣泰)汽車修理公司                |
| 田灣汽車服務               | 高雅汽車服務有限公司           | 德利汽車服務中心                    |
| 合信車房                 | 偉明車房                 | 德誠行汽車有限公司                   |
| 合迪汽車有限公司(九龍灣)        | 偉雄電單車行               | 毅勁有限公司                      |
| 合迪汽車有限公司(鴨脷洲)        | 培記汽車修理電池電器冷氣         | 機車文化                        |
| 合德汽車有限公司             | 專業焗油維修中心有限公司         | 機電工程署-小濠灣車輛維修站              |
| 合眾汽車服務公司             | 康威汽車修理冷氣電器           | 機電工程署-屯門車輛維修站               |
| 利華汽車公司               | 強記車房                 | 機電工程署-車輛工程分部(九龍灣)           |
| 志恆車身服務               | 捷成車行                 | 機電工程署-芬園車輛維修站               |
| 快達汽車服務公司             | 捷成車房                 | 機電工程署-香港車輛維修站               |
| 汽車城                  | 捷高汽車服務有限公司           | 盧強汽車修理                      |
| 車專業服務有限公司            | 通力汽車公司               | 臻運汽車公司                      |
| 車華汽車服務有限公司           | 通利電單車服務中心            | 聯合的士服務公司                    |
| 京華汽車修理服務             | 富華汽車有限公司             | 聯孚汽車服務中心                    |
| 其士汽車服務中心有限公司         | 森記汽車修理服務中心           | 聯毅汽車修理有限公司                  |
| 其昌汽車服務               | 森堡汽車有限公司             | 錫山的士(維修)有限公司                |
| 協成汽車服務有限公司           | 皓喬汽車有限公司             | 駿發汽車服務公司                    |
| 忠成汽車服務公司             | 華利汽車服務               | 鴻業汽車維修中心                    |
| 明達拖車服務公司             | 超其汽車公司               | 藝林汽車修理廠                     |
| 東榮汽車服務有限公司(九龍灣)      | 超卓汽車服務公司             | 權興汽車修理中心                    |
| 東榮汽車服務有限公司(上環)       | 雅利民科技有限公司            | 歷迅汽車有限公司                    |
| 泗海汽車服務               | 新力汽車修理               | 滙機工作室                       |
| 長江汽車修理公司             | 新力勁車行                | K.T.MOTORSLIMITED           |
| 南區汽車服務中心有限公司-火炭      | 新世界第一巴士服務有限公司(創富道車廠) | NTI快速汽車護理(西環)               |
| 城巴有限公司(小濠灣車廠)        | 新世界第一巴士服務有限公司(黃竹坑車廠) | NTI快速汽車護理(觀塘)               |
| 城巴有限公司(柴灣車廠)         | 新生汽車工程               | UEELTD(紅磡)                  |
| 威木工作室                | 新成汽車公司               | UEELTD(粉嶺)                  |
| 建德汽車貿易               | 新新全記汽車修理公司           | U.E.E.(HONGKONG)LIMITED(紅磡) |
| 恆昇行汽車維修              | 瑞昌系統有限公司             | U.E.E.(HONGKONG)LIMITED(粉嶺) |



## Vehicle Maintenance Workshops Charter Launching Ceremony — Highlights of Press Interviews



### Chairman of the Study and Development Sub-committee of the Vehicle Maintenance Technical Advisory Committee - Dr LEE Yiu-pui:

The Vehicle Maintenance Workshops Charter and the Voluntary Registration Scheme for Vehicle Mechanics introduced earlier on are complementary to each other. The Charter Scheme has been a success since its launch, winning greater recognition by the day of the trade members. I hope more medium and small sized vehicle maintenance workshops in Hong Kong will subscribe to the Charter so that we can get ready for legislation to further raise service standards.



### Chairman of the Management and Review Sub-committee of the Vehicle Maintenance Technical Advisory Committee - Ir WONG Teck-sun:

The Vehicle Maintenance Workshops Charter is part of the on-going effort to promote vehicle maintenance. We began to make preparations for the introduction of the charter scheme in 2006 by first launching the Voluntary Registration Scheme for Vehicle Mechanics, with nearly 8,000 mechanics registered to date. As we believe that it is not possible to improve the service standards by relying solely on the efforts of vehicle mechanics without the support of the vehicle maintenance workshop owners, the Vehicle Maintenance Workshops Charter was launched to encourage the workshop owners to pledge themselves to run their businesses in accordance with the Practice Guidelines. They should not only enhance the skills in vehicle maintenance, but also ensure that the pricing is reasonable and transparent to provide services to the greater satisfaction of their customers.



### Environmental Vehicle Repairers Association Limited — Mr LAM Hing-cheong:

Due to the absence of a licensing regime in the trade, some of the vehicle maintenance workshops are not being operated in a proper and efficient manner. Subscribing to the Vehicle Maintenance Workshops Charter is a good thing for the trade as this can enhance and improve the maintenance standards of the trade and ensure that compliant equipment is procured. I always urge other trade members to become without delay signatories to the Vehicle Maintenance Workshops Charter.



### The Federation of Hong Kong and Kowloon Labour Unions — Mr LAI Chi-wah:

I registered to obtain the professional status in the trade as soon as the EMSD promotion began earlier of the Voluntary Registration Scheme for Vehicle Mechanics. Vehicle maintenance involves the use of new electronic parts and new technologies all the time, and the prerequisite of continuing professional development for registration renewal is a great booster for the enhancement of the professional competence of the vehicle mechanics. I therefore fully support the launch of the Vehicle Maintenance Workshops Charter. By undertaking to comply with the Practice Guidelines, the service standards of the trade will definitely be improved.



### Gold Prize Winner of the "Smart Vehicle Mechanic Competition" — Mr HO Chi-ming of Anderson Concrete Limited:

Before entering into this competition, I have attended several talks on the Vehicle Maintenance Workshops Charter and acquired a deeper understanding of the Charter Scheme. I am fortunate that my employer greatly supports his mechanics to undergo continuing professional development. We are given the resources and time for continuous self-enhancement.



### First Prize Winner of the "Logo Design Competition" - Mr SIU Chi-heng, a student of the School of Architecture of the Chinese University of Hong Kong:

Knowing that the theme of this competition is about vehicle maintenance, I made a point of visiting the webpage of EMSD. After collecting some materials about spare parts for car repair, I configured them into a heart shape to symbolise the passion for quality vehicle maintenance services to the public.



## Some of the Training Institutes that Providing Continuing Professional Development Courses for Vehicle Mechanics (in random order)

| Name of Training Institute                                                   | Website                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Enquiry Tel. No. |                                                                                       |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------------------------------------------------------------------------------|
| Traffic Services Employees Association                                       | <a href="http://www.facebook.com/tseahk">http://www.facebook.com/tseahk</a><br>Courses for March and April 2013 are now open for enrolment. Topics covered: operation of the power system of environment-friendly electric vehicles, operation of the full pneumatic brake system, evolution of gearbox and application of new maintenance techniques, basic operating principles of Euro-IV and Euro-V power systems, conducting research online for new information on vehicle maintenance techniques, and basic operating principles of the intelligent brake system. For details, please visit the above website or call the enquiry telephone number. | 2575 5544        |    |
| Pro-Act Training and Development Centre (Automobile)                         | <a href="http://www.vtc.edu.hk/vtc/web/template/yc_course.jsp?fldr_id=458&amp;lang=tw">http://www.vtc.edu.hk/vtc/web/template/yc_course.jsp?fldr_id=458&amp;lang=tw</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2449 1310        |    |
| The Institute of the Motor Industry Hong Kong                                | <a href="http://www.hkimi.org.hk">http://www.hkimi.org.hk</a><br>The Institute is organising a series of automotive e-Learning courses in conjunction with the Electude Company of the Netherlands from January to June 2013. Enrolments will be called for every month. Online guidance and assessments are available during the learning period. Participants will receive a CPD certificate on completion of a course. For details, please visit the above website or call the enquiry telephone number.                                                                                                                                                | 2625 5903        |    |
| Hong Kong Vehicle Repair Merchants Association Limited                       | <a href="http://www.hkvrma.com.hk/training/index.html">http://www.hkvrma.com.hk/training/index.html</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2399 7977        |   |
| Hong Kong Vehicle Repairing Industry Employee General Union                  | <a href="http://www.VrUnion.hk">http://www.VrUnion.hk</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2393 9955        |  |
| Integrated Vocational Development Centre (Transport and Supporting Services) | <a href="http://ivdc.vtc.edu.hk/public/SusCourseList.aspx">http://ivdc.vtc.edu.hk/public/SusCourseList.aspx</a><br>Courses are now open for enrolment. Topics covered: application of engine testing equipment, servicing of LPG fuel injection system, structure and basic application of motor vehicles and components, application of automotive electronics, partial vehicle body repairing (sheet metal, painting) techniques and basic automotive electricity knowledge. For details, please visit the above website or call the enquiry telephone number.                                                                                           | 3907 6789        |  |
| The Society of Operations Engineers (Hong Kong Region)                       | <a href="http://www.soe.org.hk/events.asp">http://www.soe.org.hk/events.asp</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3188 0062        |  |

### Gentle Reminder

Please watch out for each issue: it helps you catch up on the development of the registration scheme, acquire hours of continuing professional development, and enhance the quality of service.

Each issue can be downloaded from the EMSD website at:

[http://www.emsd.gov.hk/emsd/eng/cgi/vmrs\\_pub\\_news.shtml](http://www.emsd.gov.hk/emsd/eng/cgi/vmrs_pub_news.shtml)

For enquiries, please contact the EMSD Vehicle Maintenance Registration Unit

(Fax: 3521 1565; Email: [vmru@emsd.gov.hk](mailto:vmru@emsd.gov.hk); Tel: 2808 3867 or Government Hotline: 1823)

### Editorial Board Members:

Mr WONG Teck-sun (Chief Editor), Mr FUNG Ming-kong, Mr LAI Chi-wah, Mr LIU Tat-ming, Mr WONG Yiu-kwong, Miss MAN Yuen-ling, Mr TAI Tak-chung and Mr LAW Ko-ming.

一般法例部  機電工程署

香港九龍啟成街3號

**General Legislation**

**Electrical and Mechanical Services Department**

3 Kai Shing Street, Kowloon, Hong Kong

電話 Tel: (852) 2808 3867 傳真 Fax: (852) 3521 1565

網址 Website: [www.emsd.gov.hk](http://www.emsd.gov.hk)

電郵 Email: [vmru@emsd.gov.hk](mailto:vmru@emsd.gov.hk)



RVM newsletter will arrange a quiz for the registered vehicle mechanics every year. Please check our past issues for the syllabus of the quiz. The answer slip must be completed and returned to the Vehicle Maintenance Registration Unit for assessment. Each registered vehicle mechanic may earn a maximum of 2 Continuing Professional Development (CPD) hours.

### Questions for 2012-2013 Continuing Professional Development Quiz

1. Under the Voluntary Registration Scheme for Vehicle Mechanics, the validity of registration is for:
  - A) 2 years
  - B) 3 years
  - C) 5 years
  - D) 10 years
  
2. If a registered vehicle mechanic's first Personal Stamp for Registered Vehicle Mechanic is worn after being used for a period of time, he or she should \_\_\_\_\_.
  - A) call the Electrical and Mechanical Services Department and request a replacement
  - B) buy a new stamp from the Electrical and Mechanical Services Department.
  - C) order a new stamp at his/her own expense that meets the specifications.
  - D) stop using the Personal Stamp for Registered Vehicle Mechanic thereafter.
  
3. Which of the following is not a purpose of using the Personal Stamp for Registered Vehicle Mechanic?
  - A) To comply with the statutory mandatory requirement.
  - B) To enable easy public recognition of the registered status of vehicle mechanics.
  - C) To enhance the status and professional image of registered vehicle mechanics.
  - D) To certify the professional service rendered by a registered vehicle mechanic.
  
4. A registered vehicle mechanic must accumulate at least \_\_\_\_\_ hours of Continuing Professional Development within 3 years before renewal of registration and provide copies of the relevant supporting documents.



- A) 10
- B) 20
- C) 30
- D) 40

5. Registered vehicle mechanics may contribute to the RVM Newsletter. Once a piece of writing is accepted by the Editorial Board, the registered vehicle mechanic will earn \_\_\_\_\_ hours of Continuing Professional Development.

- A) 1
- B) 2
- C) 3
- D) 4

6. Which of the following is not recognised as Continuing Professional Development?

- A) On-the-job training provided by the employer
- B) Product promotional activities for the vehicle sector
- C) Courses organised by professional societies, associations of the vehicle sector or staff unions
- D) Exchanging visits between vehicle maintenance workshops

7. To become a signatory of the Vehicle Maintenance Workshops Charter, a company should have at least \_\_\_\_\_ registered vehicle mechanic(s) for each service class to provide service.

- A) 1
- B) 2
- C) 3
- D) 4

8. To become a signatory of the Vehicle Maintenance Workshops Charter, the responsible person of the company should undertake:

- A) to employ at least 3 registered vehicle mechanics.
- B) to have a permanently covered area of no less than 100 m<sup>2</sup> in the workshop.
- C) to comply with the requirements of the Practice Guidelines for Vehicle Maintenance Workshops in the operation of the workshop.
- D) to acquire all the equipment and facilities listed out in Appendix B of the Practice Guidelines for Vehicle Maintenance Workshops.



9. Which of the following is not a subcategory of service class [S]?
- A) Body painting
  - B) Air conditioning work
  - C) Motorcycle maintenance
  - D) Body building work
10. Which of the following is not a supporting document that must be submitted with the application form for joining the Vehicle Maintenance Workshops Charter?
- A) Copy of business registration certificate
  - B) Copy of identity card of the responsible person of the workshop
  - C) Copy of registration card(s) of the company's registered vehicle mechanic(s)
  - D) Recent colour 4R photograph of the workshop permanent cover



## Reply Slip

### Continuing Professional Development Quiz

2012-2013

To: Vehicle Maintenance Registration Unit Fax No.:  
3521 1565  
Email: vmru@emsd.gov.hk

#### Assessment criteria:

There are 10 questions in total. Participants who give correct answers to 4 to 6 questions earn 1 Continuing Professional Development (CPD) hour. Those who give correct answers to 7 questions or above earn 2 CPD hours.

#### How to participate in the quiz:

Please complete the form below, with the correct answers circled, and send it to the Vehicle Maintenance Registration Unit by fax or email. The Unit will give a reply to every participant subsequently, confirming the CPD hour(s) he/she earns.

| Question | Answer |    |    |    |
|----------|--------|----|----|----|
| 1        | A.     | B. | C. | D. |
| 2        | A.     | B. | C. | D. |
| 3        | A.     | B. | C. | D. |
| 4        | A.     | B. | C. | D. |
| 5        | A.     | B. | C. | D. |
| 6        | A.     | B. | C. | D. |
| 7        | A.     | B. | C. | D. |
| 8        | A.     | B. | C. | D. |
| 9        | A.     | B. | C. | D. |
| 10       | A.     | B. | C. | D. |

Name: \_\_\_\_\_

Vehicle Mechanic  
Registration No.: VM\_\_\_\_\_

Email Address: \_\_\_\_\_

Contact Telephone  
No.: \_\_\_\_\_