

# 國際樞紐 INTERNATIONAL HUB

“

香港國際機場作為通向中國的大門和亞洲的樞紐，是家庭團聚、商賈雲集的地方，也是多采多姿旅程的起點。我們的員工在背後默默工作，使機場和香港暢順運作。

The Hong Kong International Airport, the gateway to China and the hub of Asia. This is where families unite, businessmen meet and many adventurous journeys and ventures begin. Our staff serve all, as part of the team that makes the airport and Hong Kong tick. ”



員工正操作地面固定電力系統的控制板。  
Staff working on a Fixed Ground Power control panel.





我們的機場維修車輛。  
Our maintenance vehicle  
in the airport.

去年，機場工程部的業務有所增長，再次贏得香港機場管理局（機管局）的行李輸送系統維修合約和污水處理裝置操作維修合約。此外，又取得兩份新合約：交通管制及監察系統維修合約、和海水泵房及製冷裝置改善工程合約。

該部亦與民航處、政府飛行服務隊、香港天文台、廉政公署及衛生署等政府部門客戶簽訂長期服務協議。憑着在機場的服務經驗，該部已接手東涌郵局和診所等其他位於東涌的政府設施的維修工作，大大縮短了員工花在交通上的時間，進一步提高服務效率。

鑑於本地和海外機構在機場業務方面的競爭激烈，該部不斷尋找為客戶提供增值服務的新方法，並推行了兩項主要措施。第一項措施是根據業務流程改善措施進行小型重組計劃，把各種具備不同專門知識的員工集合起來，俾能更直接快捷地為客戶提供所需的服務。撰寫此報告的時候，該部的空中交通管制塔組已完成架構重組，本來由營運基金其他部別負責機電維修的民航處外站，現已改由該部集中負責，為民航處提供以客為本的服務。同樣，該部亦為機場範圍的所有政府部門，管理一份獨立的消防裝置維修合約，提供以客為本的服務，滿足客戶日益提高的期望。

(前頁圖片)又一快樂  
家庭來到國際化的香港。  
(Picture overleaf) Another  
happy family arrives in  
cosmopolitan Hong Kong.

第二項措施是實施全面優質管理。該部已透過7個專責小組實施全面優質管理，每個小組各負責一個鮑烈治優質管理架構的特定範疇。當全面優質管理架構日漸完備，工作流程及策略組合日漸改善，最終客戶定可得益。

根據機管局公布的發展計劃，快將進行的機場客運大樓及相關設施擴建工程，很可能會為該部帶來進一步的業務增長。任何擴建工程必定會帶來維修操作工程的機會。憑着該部的經驗和過去良好的紀錄，我們相信定可取得新業務。

該部的員工均積極進取，敢於接受挑戰。該部自成立以來，一直面對競爭激烈的開放市場環境，但仍能在本地和海外競爭對手環伺之下，一再取得主要工程合約。這種激烈競爭的營運環境日後仍會持續，不過該部員工克盡厥職，努力不懈，加上機場設施擴建所帶來的新機會，相信明年的業務仍會有穩定的增長。



「憑著我們在機場工程方面的佳績，我們為香港赤鱗角的世界級機場提供世界級的機電工程服務，深感自豪。」

— 機場工程經理龐衍祺

“With our proven track record in airport engineering, we take pride in becoming a world class E&M service provider serving our world class airport at Chek Lap Kok.”

— H.K. Pong, Airport Sector Manager

It has been a year of growth for the Airport Sector Division. During the year, the division successfully re-won two contracts from the Airport Authority Hong Kong (AA), for the maintenance of the baggage handling system and the operations and maintenance of the waste-water treatment plant. It also secured two new contracts: maintenance of the traffic control and surveillance system and improvement works for a sea-water pump house and chiller plant.

The division has also secured long-term service agreements with its government department customers, including the Civil Aviation Department (CAD), Government Flying Services, Hong Kong Observatory, Independent Commission Against Corruption and Department of Health. In view of its base of activities at the Airport, the division has also taken over maintenance work for government facilities in Tung Chung, such as the Tung Chung Post Office and Clinic, reducing staff traveling time and achieving greater service efficiencies.

As the airport business is extremely competitive both for local and international players, the division is constantly on the look out for new ways to add value to customers. To this end, two major initiatives have been introduced. The first consists of a mini restructuring programme under our Business Process Improvement initiatives where staff from the different engineering disciplines are integrated to provide clients with direct and faster access to the services that they need. At the time of writing, the division's Air Traffic Control Tower team has completed the restructuring and taken over all the E&M maintenance work at CAD's outstations previously served by other divisions within the EMSTF. The move will make the service more client-focused for CAD. Similarly, the division also manages a separate fire service maintenance contract for all government departments at Chek Lap Kok to facilitate customer-focused services. The change was made to meet the high expectations of client departments.

The second initiative is the implementation of Total Quality Management (TQM). The division has implemented TQM with seven task forces, each working on one specific area



in the Malcolm Baldrige Performance Excellence Framework. As the TQM framework develops and the division's work processes and strategic alignments improve, it is the client who ultimately benefits from this process.

The imminent expansion of the airport passenger terminal and related facilities, according to the AAs development plans, offers the potential for further business growth. Any extension will bring opportunities in maintenance and operational work, and with the division's experience and proven track record, we are confident that it will be able to secure the new business generated.

The division's staff are highly motivated and willing to take on new challenges. The Airport Sector Division has experienced a highly competitive and open environment since its inception, but has won and re-won many major contracts despite intense competition both locally and internationally. This element of competition will continue, but with the hard work of staff and the imminent opportunities arising out of the airport's facilities expansion, the coming year is likely to be yet another year of steady growth.

我們負責維修機場範圍的交通監管系統。  
*Traffic Control and Surveillance System in the airport which we maintain.*

空郵中心的暢順運作，有賴我們高效率的維修保養服務。  
*We contribute to the smooth operation of the Air Mail Centre at the airport via our efficient maintenance service.*

