

# 業務回顧

## OPERATIONS REVIEW



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過去一年，機電工程營運基金的業務續有增長，生產力持續提高，服務質素亦不斷提升。雖然市場上的競爭日益加劇，我們仍能維持業務平穩增長。另一方面，我們亦努力不懈，精益求精，取得進步，推陳出新。

要維持業務平穩發展，關鍵是留住客戶。許多客戶均對我們的長期服務協議反應良好，這有助我們維持未來數年客戶的穩定。與此同時，實施符合ISO 9001、ISO 14001和OHSAS 18001等認證標準的管理系統，有助我們精簡管理系統和營運程序，從而得以為客戶提供更快更好的服務。

年內，我們繼續實施多個服務改善計劃，以提高競爭力。最佳的例子，是成功在兩家客戶醫院推行電腦化中央控制及監察系統，在醫院的不同地點和偏遠位置，安裝中央監察工程設備及裝置，從而減省了所需人手和縮短了故障回應時間。此外，一站式的服務安排和更廣泛採用狀態監察維修技術。這些都是我們改善服務質素、提高生產力，讓客戶直接得益的例子。

我們亦積極發掘新業務機會。去年，我們為客戶提供一連串高技術和增值的方案。這些服務更以客為本、有利環境及節省能源，切合全球發展趨勢。除提供室內空氣質素和能源管理計劃外，

我們亦配合香港向「電子政府」方面的發展，為我們的客戶提供軟件開發、軟件資產管理和其他資訊科技方案。

在2001年，我們與客戶再次緊密合作，協助處理另一次禽流感的爆發。我們亦正研究為政府資助機構提供更多服務的可能性，如為老人院進行能源審核。我們認為，為這些機構提供服務是我們的社會責任之一，這與我們服務社會的使命不謀而合。

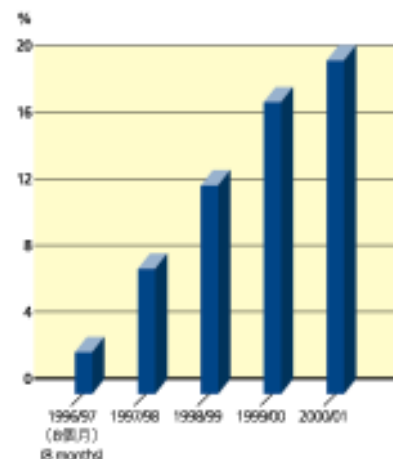
展望未來，客戶的要求會日漸提高，「知識型」新經濟持續發展，我們會面對更多挑戰，機會亦會隨之增加。目前，我們正為員工在上述各方面提供有關培訓，以確保我們能未雨綢繆，作好準備。我們亦會繼續改善內部流程，為客戶提供創新的服務。我有信心，我們有能力面對未來的挑戰。

陳慶年

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機電工程署副署長(營運服務)

機電工程營運基金累積生產力增長 1996-2001  
EMSTF CUMULATIVE PRODUCTIVITY  
IMPROVEMENT 1996-2001



This has been another year of growth, productivity gain and quality improvement for the Trading Fund. Faced with an increasingly competitive environment, we have continued to maintain stability and steady growth in our business while seeking improvement, progress and innovation.

Customer retention is the key to maintaining the stability of our business. Many clients have responded well to our long-term service agreements which enhance the stability of our clientele over the next few years. At the same time, certification programmes such as the implementation of management systems meeting ISO 9001, ISO 14001 and OHSAS 18001 certification standards have helped us to streamline our management systems and operating processes, to provide a more responsive, quality service to customers.

We continue to increase our competitiveness through various service improvement programmes. A good example is the successful launch of computerised Central Control and Monitoring Systems (c-CCMS) at two client hospitals that reduce manpower and fault response times with centrally monitored engineering equipment and plant being installed at different hospital locations and at remote venues. The one-stop shop service delivery arrangement and the wider application of condition-based maintenance are other examples of our service enhancement and productivity improvement initiatives that directly benefit our customers.

We have also been actively pursuing new business opportunities. The past year saw the introduction of a range of technologically advanced and value-added solutions for customers that are more customer-focused, environmentally friendly and energy saving. In addition to indoor air quality services and energy management programmes, we are also introducing new services in the area of software development, software asset management and other IT solutions for our

customers, as Hong Kong moves towards an “e-government” environment.

In 2001, we have again worked closely with our clients to help manage another outbreak of the Bird Flu virus. We are also exploring the possibility of providing more services to government funded NGO's in areas such as energy audits for homes for the elderly. We feel that serving these organisations is one of our social responsibilities which dovetails positively with our Mission to serve the community.

Looking ahead, more challenges and opportunities will arise as clients become ever more sophisticated and the new “knowledge-based” economies continue to grow. We are providing training for our staff in these areas, to ensure that we will meet demand as they arise. We shall also continue to improve our internal processes and deliver innovative solutions to customers. I have every confidence in our ability to meet these challenges.



**John Chan**  
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機電工程營運基金收入 (每名員工計) 1996 – 2001  
EMSTF REVENUE (PER HEAD) 1996–2001

