

# 策略

## STRATEGIES



### 再提高生產力

機電工程營運基金在首5年運作中已把生產力提高了20%。所有收益均以減價及增值服務的形式，直接回饋客戶。提高生產力是我們持續追求的目標和策略。

### 持續改善流程

我們的服務流程改善小組和工作改善小組會繼續檢討和改善組織的工作程序，令每年節省數以百萬元計的費用，回饋客戶。



### 不斷提高品質

追求卓越是沒有止境的，我們的目標是要建立一個涵蓋品質、環保、安全及健康的綜合管理系統，並推行全面優質管理，好讓各種品質程序能在全面的架構下和諧運作。

### 保留現有客戶

現有的客戶基礎和穩定的業務，是我們繼續成長的重要因素。我們透過加強與客戶的關係和合作，以一流的客戶服務和創新的雙贏業務方案，加強客戶對我們品牌的信心和擁戴，是我們在這個過程中的主要目標。



### 發展新業務

客戶對新科技的掌握非常快，我們也會盡快掌握新科技以服務客戶。我們會重點發展資訊科技、室內空氣質素和能源管理這幾方面的新業務。我們對為政府資助的機構提供服務亦感興趣。這不單是從業務的角度出發，也是為了實踐我們服務社會的使命。

## FURTHER PRODUCTIVITY ENHANCEMENT

EMSTF has raised productivity by 20 per cent in our first five years of operations. All savings and benefits are directly passed onto clients in the form of price reductions and value-added services. The quest for productivity gain is our on-going goal and strategy.

## CONTINUOUS PROCESS IMPROVEMENTS

Our Business Process Improvement Teams and Work Improvement Teams continue to review and improve our work processes throughout the organisation, giving rise to millions of savings per annum, which are passed back to clients.



## CONTINUOUS QUEST FOR QUALITY

The quest for excellence is never ending. The aim is to move towards an integrated system of quality, environment, safety and health; and towards Total Quality Management, so that the various quality processes work in unison within a comprehensive framework.

## CUSTOMER RETENTION

The stability of our existing client base and businesses is vital to our continued growth. Cultivating strong brand loyalty through the fostering of customer relationships and partnerships through first-class customer service and innovative win-win business solutions is our primary objective in this process.



## NEW BUSINESS DEVELOPMENT

Clients are moving fast to capture the latest technologies, and so are we, in order to serve our customers well. IT services, Indoor Air Quality management and energy management services are the new business areas that we are focusing on. We are also interested in serving government funded NGOs, not only from a business point of view but also to fulfill our mission to serve the community at large.