

創意點亮了品質及安全日 Creativity lit up Quality & Safety Day



Award winning projects at Quality and Safety Day 2013 have once again highlighted our colleagues' excellent creativity and passion for continued improvement and quality work. This annual event underscores our determination to go an extra mile to support our client departments in serving the general public with excellence.

At EMSD, we believe there is always a better way of doing things. We are committed to working closely with clients and striving to improve our service quality and efficiency under a safe and healthy working environment.

The championship of the 2012/13 "Best Customer Engagement Project Competition" and "Best Service Delivery Enhancement Award" goes to Project Team Observers' "Improvement Work on Air-conditioning System at Air Traffic Control (ATC) Centre". The project demonstrates excellent co-operation between EMSD and the client department, Civil Aviation Department (CAD). It was a joint effort to reduce the equipment failure rate at the ATC Centre by installing additional air-conditioning units with double soundproof layers in the computer room, in order to uphold flight safety. Our team's creativity and dedication has won recognition and appreciation from CAD.

Since 2010, we have been sharing best improvement cases with staff and clients at the annual EMSD Quality and Safety Day, with the aim to inspire creativity and improvement suggestions. In the "Quality & Safety Day 2013", guest speakers from Hong Kong Aircraft Engineering Company Limited (HAECO), Mr. C H Yeung, Quality Manager (Line Maintenance), and Mr. Matthew Tang, Environmental Protection & Industrial Safety Manager, shared their valuable experiences in quality management and work safety.



「品質及安全日」旨在激發創意和提倡持續改進，為客戶部門提供優質的服務。主持開幕儀式的嘉賓包括（左起）：港機工程環境保護及工業安全經理鄧伙勝先生、港機工程品質經理（外勤維修）楊鎮鴻先生、機電工程署署理署長薛永恒先生、時任機電工程署副署長/營運服務胡建明先生、以及機電工程署助理署長/3戴德謙先生。

The Quality and Safety Day aims to inspire creativity and continued improvement to deliver quality services to client departments. Officiating at the opening ceremony are (from left): Mr. Matthew Tang, Environmental Protection & Industrial Safety Manager, HAECO, Mr. C H Yeung, Quality Manager (Line Maintenance), HAECO, Mr. Sit Wing-hang, Director of Electrical and Mechanical Services (Acting), Mr. Woo Kin-ming, the then Deputy Director/Trading Services of EMSD and Mr. Tai Tak-him, Assistant Director/3 of EMSD.

能 在品質及安全日2013獲獎的項目，再次突顯了我們同事的優秀創意，以及對持續改進和質量工作的熱忱。這個一年一度的活動，讓我們決心多走幾步，支持客戶部門向公眾提供卓越服務。

在機電工程署，我們相信「沒有最好，只有更好」。我們承諾與客戶部門緊密合作，在安全和健康的工作環境裏，努力改善我們的服務質量和效率。

2012/13年度「最佳客戶參與個案比賽」的冠軍和「最佳增值服務個案金獎」，由員工組成的「旁觀者」隊之「航空交通管制中心加裝額外空調系統」的專業方案奪得。該項目展示了機電工程署和客戶部門民航處之間的良好合作，透過兩個部門的共同努力，我們在電腦室安裝附有雙重隔音裝置的額外空調機組，從而降低航空交通管制中心的儀器

故障率，以維護飛行安全。我們團隊的創意和奉獻精神贏得了民航處的認可和讚賞。

自2010年以來，我們一直與員工和客戶，在機電工程署每年的「品質及安全日」，分享最佳的改善個案，目的是激發同事創意和建議改進方案。在「品質及安全日2013」，我們邀請了香港飛機工程有限公司（港機工程）的品質經理（外勤維修）楊鎮鴻先生和環境保護及工業安全經理鄧伙勝先生蒞臨作主講嘉賓，分享他們在品質管理及職安健方面的寶貴經驗。



在「最佳客戶參與個案比賽」和「最佳增值服務個案金獎」的項目中，我們在航空交通管制中心安裝額外的空調機組，以減低設備故障率，確保飛行安全。

In the project of Best Customer Engagement and Best Service Delivery Enhancement Award, we installed additional air-conditioning units at the ATC Centre to reduce equipment failure rate to ensure flight safety.

您的寶貴意見對我們非常重要！如大家對《機電傳聲》有任何意見或回應，請隨時聯絡我們，讓我們不斷改進。如果您的同事有興趣收取本通訊及加入郵寄名單，歡迎以電郵（bssd@emsd.gov.hk）或傳真（傳真號碼：2882 1574）方式通知我們。如果您希望我們從郵寄名單中刪除您的名字，或更新您的資料，請透過電郵（bssd@emsd.gov.hk）與我們聯絡。

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機電傳聲

發行：機電工程署 業務支援分部
電話：(852) 2333 3762
傳真：(852) 2882 1574
網址：www.emsd.gov.hk
電郵：bssd@emsd.gov.hk

VoiceLink

Published by: Business Support Sub-division, Electrical and Mechanical Services Department
Telephone: (852) 2333 3762
Facsimile: (852) 2882 1574
Website: www.emsd.gov.hk
E-mail: bssd@emsd.gov.hk

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