

優化知識管理 強化服務團隊

Enhancing Knowledge Management to Reinforce our Workforce



「知識群體」鼓勵知識共享，目的是充分裝備我們的員工，為客戶提供更佳服務。

The Knowledge Communities encourage knowledge sharing and aim to well-equip our staff to reinforce customer service.

我們堅信：要提供優質的工程方案，滿足客戶的需要，就必須建立一支卓越的員工隊伍，掌握科技和流程改善，以提供更佳服務。

一直以來，機電工程署將寶貴的知識產業存放在內聯網以供員工參考。最近，為促進及提升機電署的學習氣氛和分享文化，我們重整了存於內聯網上的知識文檔，創建了第二代知識管理網站，並建立了「知識群體」，有系統地鞏固我們的專業知識和技術，以達致薪火相傳的目的。透過新的知識管理元素，我們的員工能更容易地查找知識文檔，並以更有效的方式交流學習。

「知識群體」的內容將不斷擴大和日臻完善，讓員工能夠運用所學知識，實現我們的企業目標。在未來數月，我們將可使用流動通訊設備，如智能手機和平板電腦登入知識管理網站，而提供改善用途的協作工具亦會相繼推出。

To provide quality engineering solutions to satisfy our customers' needs, we strongly believe that it is our mission to "develop a competent workforce" and "keep pace with technology development and process improvement for service enhancement".

EMSD has been keeping valuable knowledge assets on the intranet. Recently, with an aim to cultivate and strengthen EMSD's learning and sharing culture, we started to revamp the Knowledge Management Portal and set up Knowledge Communities for systematic retaining and succession of our professional and technical knowledge and skills. Armed with new knowledge initiatives, EMSD staff is now able to look up the knowledge documents easier and to learn by sharing in a more effective manner.

The Knowledge Communities will continue to expand and improve to enable staff to apply the knowledge to achieve the corporate goal. In coming months, use of mobile devices such as smart-phone and tablet computers to access the Knowledge Management Portal and collaboration tools would be introduced to further improve it.