

為客戶提供物有所值的服務

EMSTF Provides Value-for-Money Services

直以來，我們都本着以客為先的精神，為需要採購車輛的客戶提供合適的專業意見，務求能夠迅速為客戶購得安全、可靠又適用的車輛。在維修車輛方面，我們以人為本的服務也得到客戶的正面評價和認同。不過，我們注意到，有意見認為我們維修車輛的收費較坊間車房為高。我們希望指出，機電署與坊間車房的服務其實並不能單從收費作出直接比較。我們所提供的是全面的一站式服務，包括質素保證、原廠部件、定期保養、全天候緊急支援和維修，以及其他技術支援和諮詢服務等，實不能跟市場上一般的車輛維修服務相提並論。

With focus on the needs of customers, we have been providing appropriate professional advice on vehicle procurement for our customers to ensure prompt purchase of safe, reliable and suitable vehicles. With regard to vehicle maintenance, our people-oriented services have been receiving positive comments

and recognition from our client departments. Meanwhile, we notice that there is opinion that our maintenance services are more expensive than those offered by the garages in the market. We would like to stress that comparison could not be simply made on price. We offer comprehensive one-stop services, including quality guarantee, original parts, preventive maintenance, round-the-clock emergency support and maintenance, as well as other technical support and consultancy services. Since these are

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- ✓ 客戶首選機電工程營運基金
Customers Prefer EMSTF
 - ✓ 服務具競爭力
Highly Competitive Service
 - ✓ 客戶重視質素多於價格
Customers Emphasise Quality, Not Price
 - ✓ 定價與市場交易價格相符
Pricing is Consistent with Market Transaction Price
 - ✓ 全方位優質服務
High Quality, Comprehensive Services
 - ✓ 低回報率讓客戶保留更多資金
Low Return on Revenue (RoR) to Enable Clients to Retain More Funds
 - ✓ 中標比率高
High Tender Success Rate



我們曾於2015年3月出版特刊，闡述營運基金服務物有所值的客觀理據，大家可透過以上QR代碼或到以下網址參閱：

http://www.emsd.gov.hk/minisites//voice/en/special_issue2015/index.html

You may wish to refer to our Special Edition in March 2015 through the QR code or the following link for objective justifications for why our Trading Fund services are value-for-money:

http://www.emsd.gov.hk/minisites//voice/en/special_issue2015/index.html

quite different from the general vehicle repair services in the market, direct comparison cannot be made.