

為您多走一步 Going the Extra Mile for You

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電工程營運基金（營運基金）自1996年成立以來，一直「透過與客戶的伙伴關係，創造公眾價值惠顧市民」，與客戶結伴同行二十載。營運基金樂於聆聽及非常重視大家於上一次客戶意見調查中表達的寶貴意見和建議，並已實行多項改善工作，以及陸續推出其他改善項目。

維修呈報更方便 進度更快知悉

近期推出的服務改善項目，是一個為呈報非緊急維修事項而設的新流動平台，現已可供客戶使用。客戶可隨時隨地利用智能電話掃描二維條碼，即時連接到網上維修事項報告表格作出呈報，令過程更方便快捷。

此外，客戶在2014年客戶意見調查中反映，希望更清楚知悉我們的工作進度，我們對此十分重視，並正籌劃一個名為「顧客為本電子平台」的大型改善項目，同時會全面革新現有的資訊服務中心，以回應客戶這方面的訴求。項目目標是提升現有的工作管理系統，並優化工作程序，好讓工作分配和進度追查變得更有效率，對客戶更透明。

這套新的「顧客為本電子平台」將於2017/18年度推出，屆時我們將能為客戶更主動提供適時的工作進度報告，並更有效率地回應查詢。

新科技提高工程系統效益

我們正陸續引入先進科技，幫助客戶優化工程系統的性能，例如在政府建築物應用「綜合樓宇管理系統」，將建築物的機電、空調和屋宇裝備系統整合到單一應用平台，實時通報運作狀態，並加入預警功能，一方面讓工作人員盡早作出應對，防患於未然，另一方面亦提升維修效率，縮短設備故障時間。

督促承辦商做得更好

我們開發了一套網上「維修外判合約表現監察系統」，以加強監察承辦商的表現，攫取承辦商在故障維修個案的跟進資料，及監察其保養及維修等工作的質素。這套系統的流動應用版本已於2015年7月投入服務。

穩健服務物超所值

根據過往多次客戶意見調查，客戶都視營運基金為首選的機電服務供應商，服務物有所值。客戶表示，選用營運基金主要原因是我們服務優質可靠、技術卓越，這無疑是對我們工作表現的肯定。

以具競爭力價格微利營運

客戶普遍認同我們的服務質素和價格均具競爭力。雖然客戶重視質素多於價格，價格水平也非他們主要的考慮因素，但是我們仍會繼續以微利營運。我們的顧問德勤企業管理諮詢(香港)有限公司，在其「機電工程營運基金定價機制檢討」中指出，營運基金採用「成本附加」的定價策略，以確保機電工程服務定價合理，前後一致。這意味著營運基金價格與市場價格大致相符，為客戶提供物有所值的服務。

緊密伙伴關係 服務優質全面

我們十分榮幸能成為客戶的緊密合作伙伴。我們定必努力為客戶多走一步，精益求精。

專業可靠 高度誠信

營運基金擁有卓越的專業團隊，誠信度高，是客戶多年來的忠實伙伴。

一站式機電服務

營運基金提供全面而優質的一站式機電服務，更包括風險評估、危機管理與緊急支援等服務，再加上我們熟悉政府政策和規例、以及政府部門和公營機構的運作和設施，因此更能滿足客戶所需。客戶多年來一直以我們為首選的機電服務供應商，我們實感光榮。

透過掃描以下二維條碼或登入下述網站連結，便可在維修事項報告表格上填報非緊急個案：

You can scan the QR code or access the web link below to fill in the fault reporting form for non-emergency cases:



<http://www.emsd.gov.hk/minisites/webform/web/index.php>

為客戶省錢 回饋社會

在微利營運下，我們樂意為客戶承擔更多的工作，因為我們相信，為客戶節省的每分錢，客戶都可用以改善對社會的服務。

主動提出創新方案

營運基金的專業團隊積極為客戶引進新科技方案、認證計劃及各種節能機電裝置。例如最近我們研發的一個「流動智能平台」，本身可優化與無線網絡相關工程項目的運作及維修保養工作，而我們三位年輕工程師，更將平台成功應用到建築信息模擬與資產管理系統上，並獲得「香港工程師學會青年會員創意獎2016」優異獎狀。

無論何時何地，您都可以用智能電話呈報非緊急維修事項，比以前更容易方便。

You can now report non-emergency fault cases anytime, anywhere by using a smart phone. It's much easier and more convenient.



合作無間 屢獲殊榮

營運基金多年來與客戶並肩攜手，合作無間。過去，我們與客戶協作的項目屢獲殊榮。例如我們與香港警務處和政府飛行服務隊合力研發、在直升機上通過聯合數碼通訊平台使用電話功能，可為受救者提供直接的通訊，這合作項目便在「2015年公務員優質服務獎勵計劃」中，奪得部門合作獎優異獎。

此外，我們與懲教署共同設計的電鎖保安系統，亦榮獲「2014香港資訊及通訊科技獎」的最佳創新（企業創新）特別嘉許獎。

Since its inception in 1996, the Electrical and Mechanical Services Trading Fund (EMSTF) has been working with our clients for 20 years to “create public value for community betterment through partnership with our clients”. We listen and attach great importance to the invaluable feedback and suggestions from the 2014 Customer Opinion Survey (COS), and in response we have launched numerous improvements, with more in the pipeline.

Better Informed of Work Progress

A recent improvement is a new mobile platform for fault reporting of non-emergency repair cases, now ready for use. Clients simply scan a QR code with their smart phones and will be immediately connected to an online reporting form, making fault reporting more convenient anywhere anytime.

A feedback from the COS that we take very seriously is the need to “keep clients informed of work progress”. We are working on a major initiative called “Customer Centric e-Platform (CCeP)” to address the issue, alongside a total revamp of our existing Information Service Centre. The aim is to upgrade our current job management system and improve processes so that job assignment and progress tracing will become more efficient and transparent to clients.

When the new CCeP is launched in 2017/18, we shall be able to give clients more proactive, timely updates of work progress and handle enquiries more promptly and effectively.

New Technologies to Optimise Engineering Systems

We will continue to help clients optimise their engineering system features via advanced technologies. An example is



我們與客戶合作無間，建立緊密的伙伴關係。

Our seamless co-operation with clients has built a strong partnership.

implementing the integrated Building Management System (iBMS) for government buildings which enables the integration of electrical, mechanical, air-conditioning and building services systems into a single platform, offering real-time operation status information. The iBMS also features a pre-alarm function which alerts staff to act early to prevent potential failure, and boosts repair work efficiency to minimise down time.

Make Contractors Perform Better

A web-based “Performance Monitoring System for Maintenance Contract” is now in place to help monitoring contractors, capture information on fault cases follow-up, as well as the quality of their preventive and corrective maintenance works. Its mobile applications were also launched in July 2015.

Consistent, Value-for-Money Services

Previous COSs revealed that clients considered EMSTF to be their most preferred E&M service provider which offered value-for-money services. Clients chose EMSTF services mainly due to our reliable, quality services and technical competence, a sign of recognition for our performance.

Slim Profit with Competitive Price

Clients recognise our competitiveness in service and pricing. Although clients emphasise “quality” over “price”, and “price” is not the key factor in their choice of service provider, we will keep operating under a slim-profit model. The consultant, Deloitte Consulting (Hong Kong) Limited points out in its “Review of the Current Pricing Mechanism of EMSTF” that

EMSTF has been using a “cost-plus pricing strategy” to ensure that the price of our E&M services is reasonable and consistent over time, indicating that our prices are comparable to market prices and offer good value.

Strong Partnership, Comprehensive Quality Services

We are honoured to be a close partner of our clients. We will try our best and go the extra mile to improve our service.

Reliable Professionals with Integrity

EMSTF has a team of excellent professionals with high integrity who have been dedicated partners for our clients over the years.



One-Stop E&M Services

EMSTF offers comprehensive, high quality "one-stop" E&M services including but not limited to, risk assessment, crisis management and emergency support services. As we are familiar with government policies and regulations, and the operation and facilities of government departments and public organisations, we have the unique capability to satisfy clients' needs. We are honoured to have been their most preferred E&M service provider over the years.

Saving More to Serve the Community

Where necessary we are happy to take on more work for less, for we believe every dollar we saved for clients will find its way to better serve the community.

Proactive and Innovative Solutions

EMSTF's team has worked proactively to introduce new technological solutions, certification programmes as well as energy-saving E&M installations to clients. A recent example is a Mobile Smart Terminal developed to optimise operation and maintenance work on WiFi network related projects, which has been subsequently applied to the Building Information Modelling and Asset Management System by our three young engineers, winning a Certificate of Merit in the "HKIE Innovation Awards for Young Members 2016".

Award-winning Collaboration

EMSTF has always collaborated seamlessly with clients, winning many awards in the process. In the Civil Service Outstanding Service Award Scheme 2015, for example, a telephone feature riding on the Unified Digital Communications Platform in a rescue helicopter enables direct communication with victims. Jointly developed by the Hong Kong Police Force, the Government Flying Service and EMSD, it was awarded the Meritorious Award in the Partnership Award category.

The Electric Locks Security System, jointly designed by the Correctional Services Department and EMSD, also won the Best Innovation (Entrepreneurial Innovation) Special Mention in the "Hong Kong ICT Awards 2014".



機電署的袁彪洪先生（左一）、黎漢鋒先生（右一）及袁慧珊小姐（右二）獲得「香港工程師學會青年會員創意獎2016」優異獎狀。

Mr. Yuen Piu-hung (1st left), Mr. Lai Hon-fung (1st right) and Miss Yuen Wai-shan (2nd right) of EMSD received the Certificate of Merit in the "HKIE Innovation Awards for Young Members 2016".

齊來參加2016年客戶意見調查，表達您對營運基金的看法！

您對我們的服務有甚麼看法？或改善建議？今年我們會再委託獨立研究顧問，進行2016年度客戶意見調查，這是您告訴我們想法的最好機會！

顧問公司會在2016年4月派發問卷，歡迎大家積極參與，暢所欲言，讓我們持續改善，精益求精。當然，如果您認為我們這兩年表現不錯，我們也很樂意聽到您的嘉許！希望大家踴躍回應。

Have Something to Say About EMSTF Performance? Take Part in the 2016 Survey!

Do you have an opinion about our performance? Or suggestions for us to improve? The Customer Opinion Survey 2016, to be conducted by an independent research consultant, is the perfect opportunity to tell us what you think.

The consultant will be distributing questionnaires in April 2016. Do tell us your honest opinions so that we can continue to improve. And if you like what we did in the past two years, we would love to hear that too! We look forward to your support for the survey.

Feedback Form

☒ Excellent

☐ Good

☐ Average

☐ Poor