

伙伴關係跨越廿載

從機電工程營運基金（營運基金）尚未成立之時，直至1996年正式成立，並於2002年全面進入開放市場以來，我們一直與客戶部門建立和保持良好的伙伴關係。營運基金今年邁進20周年，我們會繼續致力「透過與客戶的伙伴關係，創造公眾價值惠市民」，並與客戶緊密合作，結伴同行。

20年來，我們不斷變革，與時並進，贏得客戶的信心和信任。我們用心聆聽客戶的意見，為回應2014年的客戶意見調查，我們將會設立「顧客為本電子平台」，增加工作透明度。我們不但引入先進科技，幫助客戶優化工程系統的性能，提高保養效率，而且開發網上系統，加強監督承辦商的表現。我們的專業團隊與客戶部門合作無間，共同為市民提供優質服務，而且歷年來獲得不少重要的獎項和認證。

為客戶引入先進科技

營運基金不斷協助客戶部門更新系統，以配合其發展需要，而不少項目更跨越廿載之久。以消防處的無線電系統為例，我們參與的工作由1980年引入第一代系統開始，經歷1997年的第二代，以至2012年第三代的數碼集群無線電系統，我們持續提升系統的功能，現正整合新一代調派系統與數碼集群無線電系統，並進行技術研究，以提升消防處的通訊效率和可靠程度。



我們為消防處潛水基地安裝了模擬海上拯救實況的模擬系統，用以培訓專業拯救隊伍，服務社羣。（圖片來源：消防處）
We helped install simulation systems capable of simulating real-life marine rescue situations at the FSD Diving Base for training up a professional rescue team to serve the community.
(Source: FSD)



我們就啟德郵輪碼頭建造平台設施（例如乘客登船橋等）事宜，向旅遊事務署提供諮詢服務，以提升香港作為國際郵輪中心的地位。
We provided consultancy service for the Tourism Commission regarding the construction of apron facilities such as seaport passenger boarding bridges at the Kai Tak Cruise Terminal, so as to boost Hong Kong's position as an international cruise hub.

提供優化及增值服務

營運基金一直為客戶提供全面的一站式服務，包括質素保證、原廠部件、定期保養、全天候緊急支援和維修。此外，我們亦致力提供增值服務，以提高服務水平。近年，我們更為客戶引進ISO 55001 資產管理認證，取得認證的項目包括運輸署的交通燈系統、路政署的行人天橋升降機及自動梯，以及食物環境衛生署轄下的公眾街市及熟食中心的冷氣裝置。我們亦分別與多個客戶部門攜手合作，為香港機場管理局的機場跑道燈系統、民航處的航空交通管制中心大樓，以及醫院管理局（醫管局）的腎科儀器取得認證。在我們的協助下，醫管局轄下多家醫院，例如瑪麗醫院、東區尤德夫人那打素醫院、瑪嘉烈醫院、伊利沙伯醫院、將軍澳醫院、威爾斯親王醫院和屯門醫院，均成功取得澳洲醫療服務標準委員會的醫療認證。

參與基建項目

多年以來，營運基金曾在客戶許多重大的基建項目中積極參與和提供協助，例如深港西部通道、青沙管制區、啟德郵輪碼頭及廣深港高速鐵路香港段。此外，我們還協助民航處把機場服務順利從啟德遷移至赤鱗角。事實上，最早與我們簽訂五年長期服務水平協議的客戶，便是民航處。由於該處十分滿意我們可靠而優質的服務，因此在過去20年從無間斷地與我們簽訂服務水平協議。



Partnership for 20 Years and Beyond

Before and since the setting up of the Electrical and Mechanical Services Trading Fund (EMSTF) in 1996, we have been building and maintaining a strong partnership with client departments, even after full entrance into the open market in 2002. This year, we will be celebrating our 20th anniversary. We will continue to work seamlessly together with our clients so as to fulfil our commitment to "create public value for community betterment through partnership with our clients".

For two decades, we have carried out reforms and improvements, winning clients' confidence and trust. We have listened carefully to our clients' feedback. In response to the results of the 2014 Customer Opinion Survey, we will set up the "Customer Centric e-Platform" to enhance job transparency. We have introduced advanced technologies to help clients optimise their engineering systems and boost maintenance efficiency. We have also developed a web-based system to strengthen monitoring of contractors' performance. In close collaboration with client departments, our team of professionals has been providing quality services for the public and obtained many important awards and certifications over the years.

Introduction of Advanced Technologies to Clients

EMSTF constantly helps client departments upgrade their engineering systems to cater for their development needs. Many system developments span more than 20 years. A typical example is the introduction of the Radio System to the Fire Services Department (FSD). Our involvement dates back to 1980 when its first-generation was launched, followed by the second in 1997 and the third-

營運基金為深港西部通道過境設施的電子和機電系統進行工程管理和驗收工作。
EMSTF was responsible for the project management and commissioning of the electronics and E&M systems of the cross-border facilities at the Hong Kong-Shenzhen Western Corridor.



20年來，我們不斷為消防處引進新科技，更新其無線電系統，我們現正進行第四代系統的技術研究，以提升消防處的通訊效率和可靠程度，協助救援工作。
For two decades, we continuously introduce new technology to FSD and upgrade its Radio System. Technical study for the fourth-generation of the system is underway to boost efficiency and reliability of radio communication, reinforcing the rescue work.

generation of Digital Trunked Radio System (DTRS) in 2012. The next generation of integrating the mobilising system with the DTRS is now under technical study. We have kept upgrading the system functionality to boost efficiency and reliability of radio communication.

Jointly-Developed Training Facilities

Staff training is an important work of many client departments. To raise training standard, we and our clients jointly design and develop training facilities for their staff to be trained in a safe and controlled environment. For example, we developed FSD Diving Base into Southeast Asia's most advanced diving training facility for fire services. We also designed and built for FSD live fire simulation facilities and different training scenarios, helped develop the Fire and Ambulance Services Academy as a top-notch international training school, enabling FSD to train competent staff to protect the lives and property of the public.

Involvement in Infrastructure Projects

Over the years, EMSTF has participated and co-operated with clients in many major infrastructure projects, such as the Hong Kong-Shenzhen Western Corridor, Tsing Sha Control Area, Kai Tak Cruise Terminal and the Hong Kong Section of Guangzhou - Shenzhen - Hong Kong Express Rail Link. In addition, we helped the Civil Aviation Department (CAD) relocate smoothly the airport services from Kai Tak to Chek Lap Kok. In fact, our earliest five-year long-term service level agreement (SLA) was signed with CAD. Highly satisfied with our reliable and quality services, CAD has continuously maintained the SLA with us in the past two decades.

Provision of Optimised and Value-added Services

EMSTF provides clients with comprehensive and one-stop services, ranging from quality assurance, original parts, periodic maintenance to round-the-clock emergency support and repair. We are also committed to providing value-added services to improve our service level. In recent years, we have introduced the ISO 55001 Asset Management Certification to our clients. Projects awarded with certification include the Transport Department's traffic signal system, the Highways Department's footbridge lifts and escalators, and the air-conditioning installations in public markets and cooked food centres of the Food and Environmental Hygiene Department. Together with respective client departments, we have also achieved the certification for the Airfield Ground Lighting System of the Airport Authority Hong Kong, the Air Traffic Control Building of CAD, the renal equipment of the Hospital Authority (HA), etc. With our support, a number of hospitals under HA, namely Queen Mary Hospital, Pamela Youde Nethersole Eastern Hospital, Princess Margaret Hospital, Queen Elizabeth Hospital, Tseung Kwan O Hospital, Prince of Wales Hospital, and Tuen Mun Hospital, have gained accreditation by the Australian Council on Healthcare Standards.

To celebrate the 20th anniversary of EMSTF, we have organised a series of activities, which include the trade and innovation technology seminars conducted in May and June 2016. Professionals and experts from different E&M trades shared the latest and advanced E&M technology developments with more than 1,500 participants from 25 client departments, 25 E&M institutions and five universities.

過去的努力帶來今天的成果。自從1997年首次進行客戶意見調查以來，客戶都視營運基金為首選的機電服務供應商，而在以8分為滿分計的客戶滿意指數，我們的得分更不斷錄得佳績，從最初的4.84分，到2014年創下6.22分的歷史新高。這是對我們工作的肯定，也給予我們很大的鼓勵，為答謝客戶20年來的支持，我們會繼續努力，在2016年達到客戶滿意指數6.3分的新目標。展望未來，營運基金會繼續實踐微利營運、優化服務和引進新技術，竭誠為客戶提供全面、優質和物有所值的機電工程服務。

Our persistent efforts over the years have brought the results we see today. Since the first Customer Opinion Survey in 1997, clients have considered EMSTF as their most preferred E&M service provider. In the 8-point scale overall Customer Satisfaction Index, we achieved continued improvement, climbing from the initial 4.84 to a record-high overall score of 6.22. This is a strong indication of customers' recognition of our work, and it gives us great encouragement. To thank for our clients' support over the past 20 years, we will continue to work hard and strive to achieve our new target of 6.3 points in the overall Customer Satisfaction Index. Looking ahead, EMSTF will keep operating at slim profit, optimising services and introducing latest technologies. Strenuous efforts will also be made to provide comprehensive, high quality and value-for-money E&M services to our clients.



我們與香港機場管理局攜手合作，於2014年為跑道燈系統取得ISO 55001認證。
Together with the Airport Authority Hong Kong, we acquired the ISO 55001 certification for the Airfield Ground Lighting System in 2014.

客戶滿意指數
Customer Satisfaction Index



我們為交通訊號維修服務取得的ISO 55001認證，協助運輸署更有效地優化交通燈的功能，提升設備效益和減少訊號故障。
We obtained the ISO 55001 for the traffic signal maintenance services of the Transport Department. It helps optimise the functionality of traffic lights in order to enhance equipment performance and availability.