

# 持續改進 為公共醫療系統提供優質工程服務

## Continuous Enhancement for Quality Engineering Services for Public Healthcare System

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電署秉持「透過與客戶的伙伴關係，創造公眾價值惠市民」的企業目標，一直致力為客戶部門及公營機構客戶提供優質工程服務。作為醫院管理局（醫管局）的長期合作伙伴，機電署與醫管局並肩作戰，攜手渡過許多艱難時刻，為市民提供優質可靠的公共醫療服務。舉例來說，在2003年非典型肺炎爆發期間，我們合力研發出一套「負壓通風系統」，並迅速為各醫院完成有關的系統安裝，從而有效減低前線醫護人員受感染的機會。

我們明白只有持續提升服務質素及成本效益，才可在競爭激烈的市場中保持優勢，並贏得客戶的信任和支持。我們近年透過新推行的客戶探訪計劃直接了解客戶各階層員工的意見及需要，並主動提供各項增值服務，例如為主要急症醫院進行全面的能源管理評審和制訂具成本效益的能源改善方案；研發和裝設流動製冷系統以應付客戶即時和緊急的製冷需求等。在最近完成的2016年客戶意見調查中，我們樂見客戶對衛生工程部所提供服務的整體滿意度評分創出新高，足證我們的努力得到

客戶的認同。我們最近亦成功透過公開投標，在未來五年繼續為醫管局轄下公立醫院的機電系統及電子醫療儀器提供優質的維修保養服務。

With the corporate goal of "creating public value for community betterment through partnership with our clients", EMSD has been making strenuous efforts to offer quality engineering services to client departments and public sector customers. Being long-term partners, the Hospital Authority (HA) and EMSD have been working together to go through many difficult times to strive for quality and reliable public healthcare services. Take for an example, during the outbreak of SARS in 2003, we jointly developed a "negative pressure ventilation system" and swiftly deployed it to various hospitals, thereby effectively reducing the risk of infection for frontline healthcare workers.

We understand that only by continuous improvement in service quality and cost-effectiveness are we able to maintain our edge in a competitive market and win the trust and support from our clients. In recent years, through our newly launched "client visit" programme, we have been able to learn directly the views and needs of our clients' employees at different levels

and have proactively offered various value-added services, such as conducting comprehensive energy management reviews and formulating cost-effective energy improvement programmes for major acute hospitals; developing and setting up mobile chiller to meet clients' urgent and imminent cooling demand, etc. In the recently completed Customer Opinion Survey 2016, we are pleased to see that our clients' overall satisfaction rating on the services provided by the Health Sector Division has reached a record high, which underlines the fact that our efforts have earned our clients' recognition. Besides, we have recently succeeded in bidding the HA's contracts through open tender, enabling us to continue providing quality maintenance services for the E&M systems and electronic medical equipment in public hospitals in the next five years.

我們主動提供各項增值服務，例如裝設流動製冷系統以應付客戶緊急的製冷需求。

We proactively offer various value-added services such as setting up mobile chiller to meet clients' urgent cooling demand.

