

感謝客戶支持

Gratitude for Customers' Support

機電工程營運基金（營運基金）服務客戶二十多年來，一直耐心聆聽客戶的意見，細心了解客戶的需要，從而制訂有效的改善措施，並認真地落實推行，務求讓客戶享用優質服務，以達致「客戶為本」，並實踐「透過與不同持份者的伙伴關係，創造公眾價值及改善社會」的企業目標。去年，我們委託獨立市場研究公司進行兩年一度的客戶意見調查，在各客戶部門的支持下，我們在客戶滿意指數方面取得6.61分的歷史新高，令人鼓舞。

客戶踴躍回應

2018年10月至12月期間，研究公司為客戶意見調查發出共2 027份問卷，成功收回1 077份，回應率達53.1%；隨後又透過個別面談、小組討論、電話訪問等方式，細心聆聽逾百位客戶代表的意見。我們非常感謝客戶踴躍回應，以及在百忙中抽空提供寶貴意見，讓我們對客戶的需要更加了解，以便制訂改進服務質素和業務流程的措施，提供更到位的服務。

客戶滿意指數創新高

總結整體表現，客戶對營運基金的服務持續給予高度評價。以8分為滿分計算，客戶滿意指數為6.61分，整體服務競爭力指數為6.64分，兩者都創出歷年新高。

在個別項目的服務競爭力方面，客戶對營運基金服務的評分亦有顯著上升，成績令營運基金上下都十分鼓舞。我們會繼續努力，務求為客戶提供全面及物有所值的工程服務。

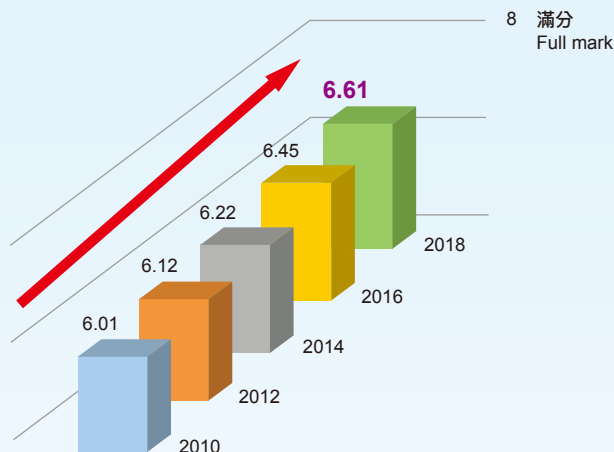
83%客戶首選營運基金

高達83%的回應客戶表示「每次都是」、「經常」或「時常」以營運基金為首選的服務供應商，高於上一次調查的79%。

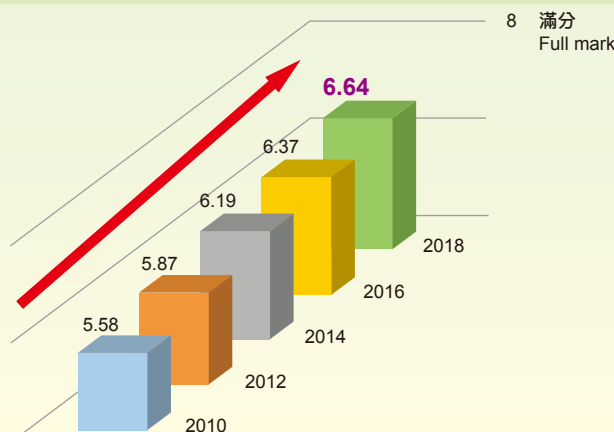
建立長期合作關係

我們一直與時並進，積極引進新科技和提供具成本效益的方案，以協助客戶擴闊服務範疇和提升服務質素。此外，我們提供靈活、切合客戶不同需要的工程服務，致力擔任客戶最可靠、最可信賴的長期合作伙伴，而今年與我們簽署了十年服務水平協議的民航處和渠務署，就是我們的長期合作伙伴。我們與民航處續簽的協議，年期更首次由以往最長的五年增加至十年，足見我們的服務能配合客戶的長遠需要。

客戶滿意指數 Customer Satisfaction Index



整體服務競爭力指數 Overall Service Competitiveness Index



積極回應客戶意見

營運基金的整體「客戶滿意指數」和「服務競爭力指數」屢創新高，實有賴我們用心聆聽，重視客戶意見，從而制訂和落實針對性的策略和改善措施，促使客戶業務精益求精。因此，我們非常珍惜客戶的寶貴意見，並一直回應客戶的需求，積極作出各項改善工作，其中包括以下項目：

應用新科技

營運基金帶頭推動創新科技的發展。在是次意見調查中，我們首次把「創新能力」納入服務競爭力評分，並取得6.26分，此項目將成為日後量度我們創科表現的基準。營運基金會繼續致力為客戶引入新科技，以優化機電設施性能、提升操作及維修保養效率，並透過推廣網上創新科技協作平台，發掘更多具潛質的創科解決

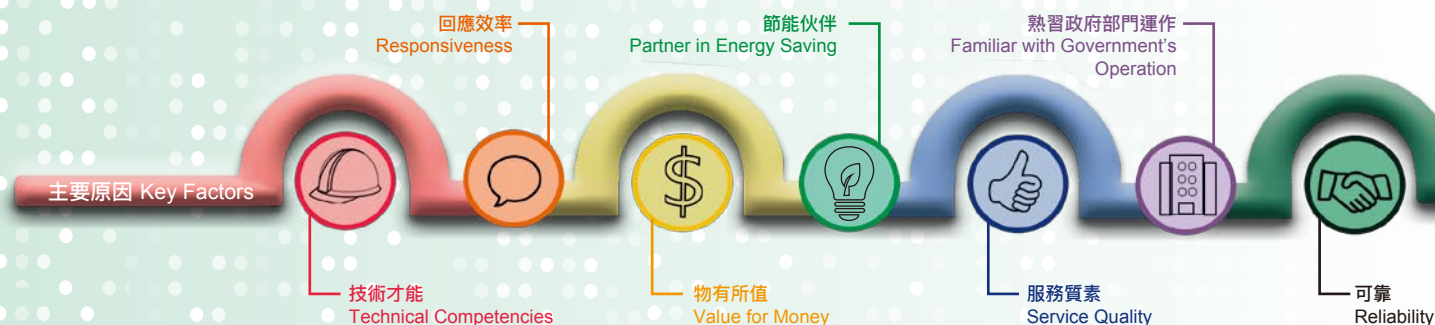
方案，以促進創新科技項目的研發和應用，滿足各客戶部門的創科需求。此外，營運基金亦會不斷豐富創新科技交流活動，例如在今年下半年及明年第一季舉行多項主題活動，以及加強員工培訓，使工程隊伍能夠與時並進，為客戶提供優質的創新科技項目與支援。

與客戶溝通

為加強與客戶的連繫，我們為去年新落成的客戶服務中心配備先進的綜合樓宇管理系統，並不斷提高系統的可用性和可靠性，讓中心員工掌握機電設施的實時運作狀態，向客戶提供實用的資訊。至於新建立的「顧客為本電子平台——工作管理」，我們也致力優化運作，讓客戶更容易掌握有關工作進度。

客戶持續選用營運基金工程服務的主要原因

Key Factors Driving Customers to Continue to Choose EMSTF Engineering Services



加強項目及承辦商管理

營運基金會持續優化現有的「電子合約管理系統」，並持續更新《工程行政手冊》和為員工提供培訓，以加強工程項目的管理，提高效率。

此外，我們利用網上「維修外判合約表現監察系統」，更有效地監督承辦商的工作進度、表現和質素。

提供工作時間表和準確價格估算

我們致力為客戶部門提供合適的工作時間表及準確的價格估算，以配合客戶的發展需要。我們有系統地收集有關保養、維修、改建、加建及改善工程服務的合約價格資料，建立數據庫及持續更新其數據，提供最新合約價格趨勢，協助同事在項目預算上做得更準確，並繼續優化切合客戶場地操作需要的工作時間表。

營運基金定當繼續努力，朝着「改進為策，客戶為本」的目標，不斷增值，協助客戶為市民提供更優質的公共服務。

如對客戶意見調查有任何查詢，歡迎致電 2808 3804 與我們的高級工程師周旭麒先生聯絡。

Serving for more than two decades, the Electrical and Mechanical Services Trading Fund (EMSTF) has listened attentively to clients' opinions to understand their needs, thereby formulating and implementing effective improvement measures to provide quality services for them. Our aim is to deliver customer-oriented services to achieve our corporate goal of "creating public value for community betterment through partnership with different stakeholders". Last year, we commissioned an independent market research company to conduct the biennial Customer Opinion Survey (COS). Thanks to client departments' support, our Customer Satisfaction Index scored a record high of 6.61, which is very encouraging.

Active Responses from Customers

Between October and December 2018, the research company issued 2 027 questionnaires for the COS, and successfully received 1 077 replies, representing a response rate of 53.1%. As a follow-up, views of more than 100 client representatives were collected through face-to-face meetings, group discussions or telephone interviews, etc. We are grateful to all clients for their active responses and sparing time in their

busy schedules to give us valuable opinions. Their feedback enables us to have a better understanding of their needs, and then work out measures to enhance our service quality and operational procedures, thus providing more closely-tailored services to our clients.

Record High Customer Satisfaction Index

Overall, our clients have consistently high regard for EMSTF services. On a scale of 8, our Customer Satisfaction Index scored 6.61, and our overall Service Competitiveness Index got 6.64, both reaching a record high level.

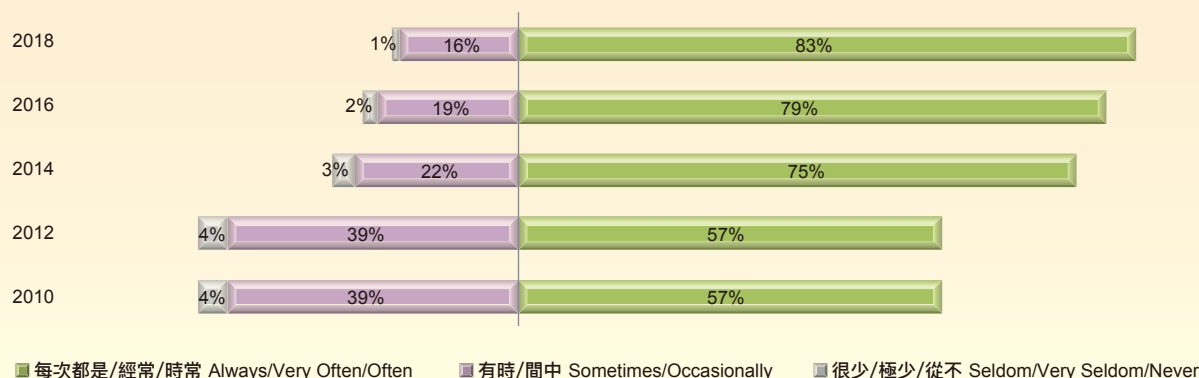
There is also significant improvement in individual aspects under Service Competitiveness, which is a great encouragement to all staff in the EMSTF. We will continue to make efforts to provide clients with comprehensive and value-for-money engineering services.

83% Customers Prefer EMSTF

Up to 83% of our client respondents indicated that they "always", "very often", or "often" considered the EMSTF as their preferred E&M service provider, which is higher than the score of 79% recorded in the last COS.

客戶以營運基金為首選機電服務供應商的百分比

Percentage of Customers Who Consider EMSTF as the Preferred E&M Service Provider





客戶持續選用營運基金服務
Customers continue to
choose EMSTF
Engineering Services

Building Long-term Partnership

We have been keeping abreast of the times and proactively introducing new technologies and cost-effective solutions to help clients broaden their service scope and enhance service quality. We are committed to providing flexible and tailored engineering services to meet clients' needs and playing the role of their most reliable and trusted long-term partner. This year, we signed a ten-year Service Level Agreement (SLA) respectively with our long-term partners, the Civil Aviation Department (CAD) and the Drainage Services Department. In particular, the service period of the SLA renewal with the CAD has been extended from five years (the longest in the past) to ten years for the first time. It best illustrates that our services can address clients' long-term requirements.

Proactively Responding to Customers' Opinions

The EMSTF's record highs for overall Customer Satisfaction Index and Service Competitiveness Index owe much to our willingness to listen carefully to and value clients' opinions, which enable us to formulate and implement strategic improvement measures to help enhance clients' services. Therefore, we really treasure the valuable feedback of our clients and have been making proactive enhancements to respond to their needs, which include the following:

Applying New Technologies

The EMSTF takes the lead in promoting the development of innovation and technology (I&T). For the first time in our COS, we added in the aspect of "Ability for Innovation" under Service Competitiveness and achieved a score of 6.26. This aspect will serve as a baseline to gauge our performance in I&T. The EMSTF is committed to introducing to clients the latest technologies to optimise performance of their E&M facilities as well as to enhance operation and maintenance efficiency. Through promotion of our online I&T collaboration platform, E&M InnoPortal, we will explore more potential I&T solutions, thus facilitating the development and application of I&T projects and meeting client departments' needs for I&T. Furthermore, we will continue to enrich the innovation-themed events, such as organising thematic programmes in the second half of this year and the first quarter of next year, and strengthen staff training to ensure that our engineering team keeps pace with the times and provides quality I&T solutions and support to our clients.

Communication with Customers

To strengthen the ties with clients, we have equipped the new Customer Service Centre, which was completed last year, with the advanced integrated Building Management System. We have also enhanced the applicability and reliability of the System, enabling the staff of the Centre to obtain real-time data on the operation of the E&M facilities and provide useful information to clients. Meanwhile, we are also enhancing the operation of the newly established Customer Centric e-Platform – Job Management, so as to allow clients to grasp the work progress more easily.

Enhancing Project and Contractor Management

The EMSTF will continue to optimise the existing Electronic Contract Administration System and update the Project Administration Handbook, as well as to provide training for our colleagues to strengthen the management of engineering projects and enhance its efficiency.

We have also made use of the web-based Performance Monitoring System for Maintenance Contract for more effective monitoring of the contractors' work progress, performance and quality.

Provision of Work Programme and Accurate Cost Estimate

We are committed to providing the best fit work programmes with accurate project estimates to meet the development needs of client departments. We have been systematically collecting the pricing for the maintenance, repair, alteration, addition and improvement services to build a database with continuous updates of its data to provide up-to-date contract price trend. It helps our colleagues work out more accurate project budgets. We also enhance work programmes tailored-made to the operation needs of clients' venues.

With the goal of making continuous improvements and fostering a customer-centric culture, the EMSTF will keep on adding values for our clients and helping them provide better quality public services.

For any enquiry about the COS, you are welcome to contact Mr. Yorkie Chow, Senior Engineer, at 2808 3804.

應用新科技
Applying New
Technologies

與客戶溝通
Communication
with
Customers

加強項目及
承辦商管理
Enhancing Project
and Contractor
Management

提供工作時間表和
準確價格估算
Provision of Work
Programme and
Accurate
Cost Estimate

Key Improvement Areas 重點改善範疇