

創新方案屢獲殊榮

Award-winning Innovative Solutions

機電工程署(機電署)持續為客戶提供創新機電工程方案，與客戶共同為社會創造最大的公眾價值。我們開發的創新方案，在公務員優質服務獎勵計劃中榮獲多個獎項；此外，機電署作為敢於創新的機構之一，更獲其他專業團體嘉許表揚。

公務員優質服務獎勵計劃

機電署在2019年公務員優質服務獎勵計劃中獲得五個獎項，包括「非一般創新訓練」項目奪得「隊伍獎(內部支援)」金獎和特別嘉許獎(創科應用)；「智慧監獄」項目奪得「部門合作獎」優異獎；「顧客為本電子平台」項目奪得「隊伍獎(內部支援)」優異獎；以及「治未病 化被動為主動」項目奪得「隊伍獎(一般服務)」特別嘉許獎(創科應用)。

金獎：非一般創新訓練

為培育具國際視野的年輕專業團隊，機電署的培訓策略從年青人的角度出發，針對他們喜歡「新」的特質，投放資源全面提升培訓設施，興建以創新科技為主軸的互動學習中心，並在訓練課程中加入創科及數碼元素。我們除了安排學員到大灣區進行培訓交流外，亦鼓勵他們參加「世界技能大賽」，藉此提升技能、建立自信和擴闊視野。此外，我們優化技術員訓練計劃，又與業界共同培訓新入職年青學員，為機電業吸納生力軍。以上種種措施讓機電署得以憑藉「非一般創新訓練」項目，在2019年公務員優質服務獎勵計劃中奪得「隊伍獎(內部支援)」金獎和特別嘉許獎(創科應用)。

The Electrical and Mechanical Services Department (EMSD) has been providing innovative electrical and mechanical (E&M) engineering solutions to our clients and working with them to maximise public value for the society. The innovative solutions we developed have received several awards in the Civil Service Outstanding Service Award Scheme, and the EMSD, as one of the innovative institutions, was also commended by other professional organisation.

Civil Service Outstanding Service Award Scheme

The EMSD won five awards in the Civil Service Outstanding Service Award Scheme 2019, including a Gold Prize in Team Award (Internal Support) and a Special Citation Award (Application of Innovation and Technology) for the “Training Beyond Innovation” project; a Meritorious Award in Inter-departmental Partnership Award for the “Smart Prison” project; a Meritorious Award in Team Award (Internal Support) for the “Customer Centric e-Platform” (CCeP) project; and a Special Citation Award (Application of Innovation and Technology) in Team Award (General Service) for the “From Reactive to Proactive Maintenance” project.

Gold Prize: Training Beyond Innovation

To cultivate young professional teams with international vision, the EMSD’s training strategy is formulated from the perspectives of young people. Targeted at their preference for “new” elements, we have invested resources in comprehensively upgrading our training facilities by building an Interactive Learning Centre (ILC) based mainly on innovative technologies, and added innovation and technology (I&T) and digitised elements to our training scheme. Apart from arranging for technician trainees to participate in training and exchange in the Greater Bay Area, we also encourage them to take part in the WorldSkills Competition so as to improve their skills, build up their confidence and widen their horizons. In addition, we have enhanced our Technician Training Scheme and trained newly recruited trainees in collaboration with the trade, thereby attracting new blood to the E&M trade. All the above measures have enabled the EMSD to win a Gold Prize in Team Award (Internal Support) and a Special Citation Award (Application of Innovation and Technology) in the Civil Service Outstanding Service Award Scheme 2019 with its “Training Beyond Innovation” project.



公務員事務局局長羅智光先生(右七)和機電署署長薛永恒先生(右六)與公務員優質服務獎勵計劃的機電署得獎團隊合照。

Pictured are Secretary for the Civil Service, Mr. Joshua Law (7th right), Director of Electrical and Mechanical Services, Mr. Alfred Sit (6th right), and the EMSD winning teams of the Civil Service Outstanding Service Award Scheme.



公務員敘用委員會主席劉吳惠蘭女士(右一)在2019年公務員優質服務獎勵計劃頒獎禮上頒發「隊伍獎(內部支援)」金獎予機電署得獎團隊。
Chairman of the Public Service Commission, Mrs. Rita Lau Ng Wai-lan (1st right), presents the EMSD winning team the Gold Prize in Team Award (Internal Support) at the prize presentation ceremony of Civil Service Outstanding Service Award Scheme 2019.

「非一般創新訓練」措施大大提升了學員的學習興趣，並取得理想成效。2018年，我們的創科培訓課程持續增加，而學員人數在短短三年間已上升超過六成。另外，我們鼓勵學員以賽促學，還安排出線的學員與國家隊一起集訓，其中兩名學員在今年8月於俄羅斯喀山舉行的「世界技能大賽2019」中贏得優異獎，足證他們的技術已達國際一流水平。此舉有助學員開闊視野，更使他們信心大增。

Our “Training Beyond Innovation” measures have greatly enhanced trainees’ learning interest and achieved satisfactory results. In 2018, the number of our I&T training sessions continued to increase, while the number of technician trainees has gone up by more than 60% in just three years. Besides, we encourage our trainees to enhance their skills through competitions, and finalists have been arranged to receive joint trainings with the China national team. In August this year, two trainees from the EMSD won Medallions for Excellence in the WorldSkills Competition 2019 held in Kazan, Russia, which proves that their skills are among the best in the world. Not only were their horizons broadened, but their confidence was also significantly boosted.

我們樂意與客戶部門分享相關的培訓經驗。今年7月至10月期間，香港廉政公署、消防處及渠務署(土地排水部)的代表團先後參觀我們總部大樓的創科設施，探討應用創新技術提升模擬訓練和設施自動化的可能性。他們親身體驗互動學習中心所展示的新一代訓練設施方案，對虛擬實境和擴增實境的培訓設施深感興趣。

We are happy to share with client departments our relevant experience in training. Between July and October this year, representatives from the Hong Kong Independent Commission Against Corruption, Fire Services Department and Drainage Services Department (Land Drainage Division) visited the I&T facilities in our headquarters building, and explored the feasibility of applying innovative technologies to enhance simulation training and facility automation. They personally experienced the new generation training solutions displayed in the ILC and showed great interest in the virtual reality and augmented reality training facilities.



互動學習中心的訓練設施加入創科及數碼元素，能引發學員的學習興趣和提升培訓效能。歡迎掃描二維碼或登入網址 http://bit.ly/emsd_ilc，瀏覽互動學習中心的360度相片，了解中心的創新設施。

Equipped with I&T and digitised elements, training facilities at the ILC can arouse trainees’ learning interest and improve training effectiveness. Please scan the QR code or visit http://bit.ly/emsd_ilc to view the 360-degree photos of the ILC and learn more about its innovative facilities.



優異獎和特別嘉許獎

榮獲優異獎的「智慧監獄」項目涵蓋我們與懲教署合作研發的多個創科項目，旨在提升懲教院所的營運效率，當中包括協助懲教署職員監察在囚人士的身體狀況和追蹤其活動位置的「維生指標監察系統」和「移動及位置監察系統」。另一個獲頒優異獎的「顧客為本電子平台」項目，結合工作管理系統及手機應用程式，除了提高委派工作的效率外，前線同事亦可迅速跟進維修要求和更有效匯報進度。該平台每月可收集近二萬個工作通知記錄，以便進行商業智能數據分析。由機電署自行研發的遙距監控和地理資訊系統則獲得特別嘉許獎，本着「治未病 化被動為主動」的理念，該系統能偵察運作異常的設施，在初期主動介入，進行預防性維修，以減少交通燈、隧道及天橋的機電設施出現突發故障，並在惡劣天氣時掌握各區設施的損毀狀況，加快修復。

機電署獲嘉許

今年12月，機電署獲香港工業專業評審局頒發「智慧學習型機構榮譽獎」，藉以表揚部門持續透過創新科技培訓人才、建立優良的學習和管治文化、推動行業發展，使部門成為首個獲頒此獎項的政府部門。

此外，機電署積極透過各種管理工具，在營運上不斷求進，多年來取得多項國際管理體系認證，包括早前取得的 ISO 37001 反賄賂管理體系認證。今年，機電署又獲香港品質保證局嘉許為「多元體系管理機構」和「整全體系管理機構」，對部門不斷提升服務水平的工作予以肯定。



Meritorious Awards and Special Citation Award

The Meritorious Award-winning “Smart Prison” project comprises several I&T projects we co-developed with the Correctional Services Department (CSD) to enhance the operational efficiency of correctional institutions, including, among others, the Health Signs Monitoring and Passage Surveillance Systems which help CSD staff monitor the health conditions of persons in custody and track their locations of movement. The CCeP project, which too won a Meritorious Award, combines the job management system with mobile applications to speed up job assignment, while frontline staff can quickly follow up on maintenance requests and report on job progress more effectively. This e-Platform can collect around 20 000 job notification records every month for business intelligence data analysis. With the idea of “From Reactive to Proactive Maintenance”, the remote monitoring and geographic information system was developed by the EMSD and received the Special Citation Award. The system can identify facilities with abnormal operation so that preventive maintenance can be carried out at an early stage to reduce sudden failures of traffic lights and E&M facilities of tunnels and footbridges. The system can also identify damages to facilities in various districts under bad weather conditions to speed up repair.

EMSD Wins Recognition

This December, the EMSD was awarded the Learning Organisation Honorary Award by the Professional Validation Council of Hong Kong Industries (PVCHK) in recognition of our continuous efforts in training talents through innovative technology, establishing an excellent learning and management culture, as well as promoting industry development, making us the first government department to receive this Award.

Moreover, the EMSD actively strives for continuous operational improvement through various management tools, and has obtained several certifications of international management systems over the years, including the ISO 37001 Anti-bribery Management Systems Certification received earlier this year. Besides, we were commended this year by the Hong Kong Quality Assurance Agency (HKQAA) as the Outstanding Organisation with Comprehensive Management Systems and the Outstanding Organisation with Holistic Management Systems, which serve as recognition of our efforts in continuously enhancing our service standard.

機電署副署長/規管服務彭耀雄先生(左)及機電署助理署長/3陳志偉先生(右)代表機電署接受香港品質保證局主席盧偉國博士頒發的「多元體系管理機構」和「整全體系管理機構」獎項。

Deputy Director/Regulatory Services of the EMSD, Mr. Eric Pang (left), and Assistant Director/3 of the EMSD, Mr. Richard Chan (right), receive on behalf of the EMSD the Outstanding Organisation with Comprehensive Management Systems and the Outstanding Organisation with Holistic Management Systems awards from Dr. Hon. Lo Wai-kiok, Chairman of the HKQAA.



機電署助理署長/3陳志偉先生(中)與「智慧學習型機構榮譽獎」頒獎嘉賓合照，包括香港工業專業評審局榮譽主席劉建華博士(左一)、香港理工大學副校長(科研發展)衛炳江教授(左二)、中聯辦經濟部副部長兼貿易處負責人劉亞軍先生(右二)和香港工業專業評審局榮譽主席劉志偉先生(右一)。

Pictured is Assistant Director/3 of the EMSD, Mr. Richard Chan (middle), with the Learning Organisation Honorary Award presenting guests, including President Emeritus of the PVCHK, Dr. Kevin Lau Kin-wah (1st left), Vice President (Research Development) of the Hong Kong Polytechnic University, Professor Alexander Wai Ping-kong (2nd left), Deputy Director-General of the Economic Affairs Department and Head of the Commerce Office of the Liaison Office of the Central People's Government in the HKSAR, Mr. Liu Yajun (2nd right) and President Emeritus of the PVCHK, Mr. Bernard Lau Chi-wai (1st right).