

合作無間 贏得客戶信賴

Close Collaboration Wins Client's Trust

機電署早於1989年協助海事處設立香港首個船隻航行監察服務系統(航監系統)，至今一直為該系統提供升級服務和維修保養支援。我們剛退休的高級工程師彭國強先生自1998年起負責第二代和第三代航監系統的升級工程，成功優化系統的性能，贏得客戶的信賴和讚賞。

多年來，我們與客戶合作無間，透過持續提供優質服務，讓其深深體會到機電署「以客為本」的服務宗旨。海事主任/訓練梁永順先生表示：「十分感謝彭先生對航監系統升級項目的貢獻。彭先生與團隊積極引進創新科技，並鑽研解決方案和技術特性，以滿足我們對新產品功能的要求。」舉例而言，第二代航監系統引進了船隻自動識別系統及船隻航行監察服務模擬器，其後更提升至全數碼化的第三代航監系統。即使遇到突發事件，我們也能迅速應變，例如2018年超強颱風「山竹」襲港期間，部分微波通訊系統被毀，彭先生與團隊安排緊急維修，又重新配置備用設施，使航監系統得以維持正常通訊和服務。

兩代航監系統要達至無縫交接，實是極大挑戰，高級海事主任/訓練謝榮松先生為此向機電署團隊衷心致謝。他說：「有賴彭先生及其團隊卓越的專業知識和項目管理技能，以及部門之間互相信任和緊密協調，系統升級項目最終得以圓滿完成。」



除了在專業技術層面提供服務外，彭先生還與客戶協作，安排「友·導向」師友計劃的中學生參觀船隻航行監察中心，由海事主任講解海事處的工作和航監系統，幫助學生擴闊視野。

In addition to providing services on a professional and technical level, Mr. Pang also collaborated with client to arrange for secondary students of the "Life Buddies" Mentoring Scheme to visit the Vessel Traffic Centre. Students can broaden their exposure with introduction to the work of the MD and the VTS System briefed by marine officers.



高級海事主任/訓練謝榮松先生(右)和海事主任/訓練梁永順先生(左)與機電署前高級工程師彭國強先生(中)於船隻航行監察服務模擬器訓練室合照。他們多年來合作無間，建立了深厚的友誼。

Pictured are Senior Marine Officer/Training, Mr. Tse Wing-chung (right), Marine Officer/Training, Mr. Leung Wing-shun (left), and former Senior Engineer of the EMSD, Mr. Sunny Pang (middle), at the VTS simulator training room. Their close collaboration over the years has forged a strong friendship.

The EMSD assisted the Marine Department (MD) to set up the first Vessel Traffic Services (VTS) System in Hong Kong in 1989, and has all along been providing upgrade services and maintenance support for the system. Mr. Sunny Pang, who has just retired from his position as Senior Engineer with the EMSD, had been responsible for the upgrading works for the second and third generations of the VTS System since 1998. His efforts in successfully enhancing the system's performance have won client's trust and appreciation.

Over the years, we have been working closely with the MD and continuously offering quality services, which have made client deeply aware of the EMSD's customer-oriented service objective. "We greatly appreciate Mr. Pang's contribution to the upgrading works of the VTS System. Mr. Pang and his team actively introduced innovative technologies and studied various solutions and technical features to meet our requirements for new product functions," said Mr. Leung Wing-shun, Marine Officer/Training. For instance, the Automatic Identification System and the VTS simulators were introduced to the second generation of the VTS System, which was later upgraded to the third generation of a fully digitised VTS System. Also, we were able to respond quickly even in the event of an emergency. For example, during the strike of super typhoon Mangkhut in Hong Kong in 2018, part of the microwave communications system was damaged. Mr. Pang and his team arranged emergency repair and reconfigured the back-up facilities to maintain normal communications and services of the VTS System.

It was indeed a great challenge to achieve a seamless migration from the old generation of VTS System to the new one, for which Mr. Tse Wing-chung, Senior Marine Officer/Training, expressed his sincere gratitude to the EMSD team. "The successful completion of the VTS System's upgrading works relies very much on Mr. Pang and his team's excellent expertise and project management skills, as well as the mutual trust and close co-ordination between the MD and the EMSD," he said.