

## 客戶滿意營運基金 工作表現

由獨立研究顧問在2014年5月至7月期間進行的客戶意見調查已經順利完成。這每兩年一次的調查成功收集了約1,000份問卷，另深入訪問了約130人，以收集不同層面客戶的意見，讓營運基金不斷改進服務質素和業務流程。

## 75%客戶首選機電工程 營運基金

客戶在回答機電工程營運基金是否他們首選的機電服務供應商時，有**75%**表示「每次都是」、「經常」或「常常」以營運基金為首選，較上次調查**上升18%**。

大部分受訪客戶都表示，他們最滿意營運基金在「誠信」、「禮貌」、「支援緊急事故及危機處理能力」、「技術才能」和「熟知政府部門／公營機構運作及設施」方面的表現。

### 機電全「包」宴

Our Comprehensive Services



- ✓ 可行性研究  
Feasibility studies
- ✓ 為項目的撥款申請  
提供支援  
Assistance in fund bidding
- ✓ 提供駐場人員  
Provision of on-site staff
- ✓ 危機管理  
Crisis management
- ✓ 緊急支援  
Emergency back-up

## 機電工程營運基金服務 具競爭力

客戶亦認同營運基金的服務非常具競爭力。在2014年的客戶意見調查中，營運基金在以8分為滿分的服務競爭力指數，創下6.19分的歷年新高，較2012年**上升5.5%**。

## 客戶重視質素多於價格

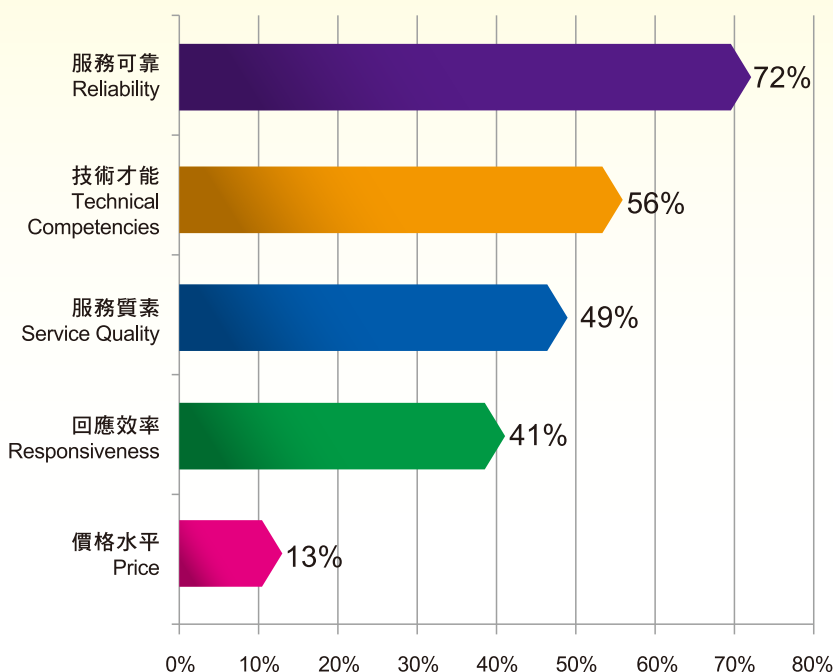
客戶對營運基金表現感到滿意，並認同營運基金的服務質素和可靠性。事實上，多達**72%**客戶在是次調查中表示，「服務可靠」是他們繼續選用營運基金工程服務的主要原因，其次是「技術才能」和「服務質素」；而「價格水平」並非他們主要的考慮因素。

## 客戶滿意指數創新高

總結整體表現，在以8分為滿分的整體客戶滿意指數中，營運基金取得6.22分，創歷年新高，是客戶對營運基金工作表現的再次肯定。

## 客戶繼續選用營運基金工程服務的原因

### Factors Driving Customers to Continue to Choose EMSTF Engineering Services



在212名曾參與決定機電服務供應商的受訪客戶中，72%認為「服務可靠」是繼續選用機電工程營運基金工程服務的主要原因。

“Reliability” was the main factor that drove 72% of 212 respondents, who had participated in the selection of E&M service providers, to continue to choose EMSTF engineering services.

## Customers are Satisfied

Conducted between May and July 2014 by an independent research consultant, the biennial Customer Opinion Survey (COS) received around 1,000 completed questionnaires, and also interviewed in-depth about 130 customers, at different rankings. The survey provided customers' feedback for continuous improvement of EMSTF service quality and business processes.

## 75% Customers Prefer EMSTF

Asked whether EMSTF was considered their most preferred E&M service provider, **75%** respondents indicated that they “always”, “very often” or “often” preferred EMSTF, which was **18%** higher than that recorded in COS 2012.

Furthermore, the majority of respondents expressed that they were most satisfied with EMSTF's “integrity”, “courtesy”, “support under emergency & crisis”, “technical competency” and “familiarity with the operations and facilities of government departments/public bodies”.

## Highly Competitive Service

Customers also recognised EMSTF's strengths in service competitiveness. In COS 2014, it attained a record high Service Competitiveness Index of 6.19, an **increase of 5.5%** compared to that of 2012.

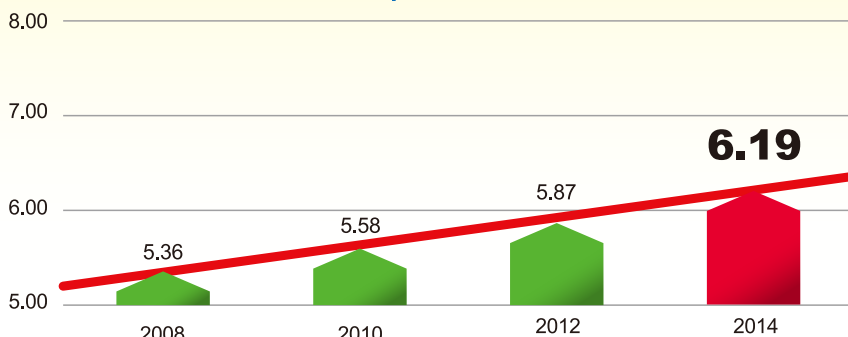
## Customers Emphasise Quality, Not Price

Customer satisfaction is a strong indication of EMSTF's service quality and reliability. In fact, **72%** respondents acknowledged that “reliability” was the key factor driving them to continue choosing EMSTF's engineering services. It was followed by “technical competency” and “service quality”. “Price” is the least important factor among all.

## Record High Overall Customer Satisfaction

Overall, EMSTF achieved a record high overall Customer Satisfaction Index of 6.22 on an 8-point scale. This is another strong indication of customers' recognition of EMSTF's performance.

## 服務競爭力指數 Service Competitiveness Index



服務競爭力指數在2014年客戶意見調查創新高。

Service Competitiveness Index attained a record high in COS 2014.