

## 微利營運，服務優質， 物有所值！

在2014年進行的客戶意見調查和德勤研究報告，都肯定了營運基金在工作表現、服務質素、以及價格方面的競爭力，同時，亦證明了營運基金在實踐微利營運，以提供全方位優質服務方面，已得到客戶的認同和支持，物有所值。

營運基金十分重視與客戶的關係，特別是客戶的寶貴意見，因為這是營運基金得以持續改善服務質素和業務流程的關鍵。

營運基金已根據2014年調查所得的客戶意見微調五年策略計劃，持續作出改善，包括（一）時刻與客戶保持溝通；（二）應用先進的新科技於機電系統；及（三）強化合約管理。

營運基金的专业團隊會主動積極地為客戶探索和引進最新科技、認證計劃以及創新的機電裝置。例如發掘最新的節能科技，或以電子平台和流動技術，適時為客戶提供工作進度報告和服務，又或引進ISO 55001「資產管理認證」，從資產運作週期策略以至日常維修保養工作中為客戶提升資產管理質素。

最重要的是，營運基金會繼續以微利營運，提供全方位優質服務，讓客戶部門保留更多資金加強公共服務。

營運基金很榮幸能成為客戶的緊密合作伙伴，並必竭盡所能，繼續為客戶提供物有所值的機電工程服務。

## Quality Services at Slim Profit are Value-for-Money

The 2014 COS and the Deloitte study have both confirmed EMSTF's performance and its competitiveness in quality services and pricing. Customers also recognise and support EMSTF's slim-profit operation in delivering high quality, comprehensive services, as EMSTF's services are value-for-money!

EMSTF values its relationship with customers and their feedback, which is vital for the continuous improvements of service quality and business processes.

EMSTF has further fine-tuned its five-year Strategic Plan and will make continuous improvements according to customer feedback in COS 2014. These include (i) keeping customer informed; (ii) applying advanced new technologies to E&M systems; and (iii) enhancing contract management.

EMSTF's professional team will also work proactively to explore and introduce new technologies, certification programmes and innovative E&M installations to customers. Examples are the identification of energy saving technologies, the use of computerised e-platforms and mobile technology in providing timely work progress information and customer service, and the introduction of ISO 55001 "Asset Management Certification" to enhance clients' asset management from lifecycle strategies to everyday maintenance.

Most importantly, EMSTF will continue to operate with slim profit so as to enable client departments to retain more funds to better their services for the community.

EMSTF is honoured to be a close partner of its customers, and will continue to provide them with value-for-money engineering services.

## 機電工程營運基金物有所值！ EMSTF Services are Value-for-Money!

