

細心聆聽 積極回應

營運基金非常感謝和重視客戶的寶貴意見，我們在細心聆聽之餘，更把改善的範圍納入五年策略計劃中，並積極落實改善措施，務求精益求精。因應近年的客戶意見調查所收到的建議，我們已分階段展開多項改善工作，務求盡快回應客戶的訴求。這些工作主要包括以下各項：

與客戶保持溝通

為了讓客戶知悉我們的工作進度，營運基金於2013年把「革新現有的資訊服務中心」納入為營運基金五年策略計劃的項目之一，當中包括建立「顧客為本電子平台」。該平台將於2017/18年度推出，能為各策略業務單位及客戶提供一個更有效率的資訊溝通平台，方便更新工作資料和提高透明度，使維修工作分配和進度追查更具效率，使客戶得以輕鬆容易地掌握工作狀況。

應用新科技

營運基金積極研究在機電設施上應用新科技的可行性，並致力在客戶機電設施

準確估算合約價格

合約價格受多項因素影響，包括工人薪酬、物料成本、機電設備的特性、項目的質量要求等。為準確估算合約價格，營運基金於2014年開始有系統地收集各策略業務單位的合約價格資料，範疇包括電氣設備、消防設備、空調設備等的保養、維修、改建、加建及改善工程服務。我們的目標是建立長遠的數據庫和持續優化其數據，以提供最新的合約價格趨勢指標，協助同事在項目預算和價格估算上做得更精確，並把估算結果交給客戶，以便作出適時的決定和跟進。

我們十分重視客戶意見！除客戶意見調查外，我們還會透過多方面的渠道去接觸客戶，收集客戶的寶貴意見，持續改善，務求客戶在使用我們的服務時有一個愉快的體驗。

營運基金將繼續以「微利營運」的運作模式，讓客戶保留更多資金以加強其公共服務。我們亦必竭盡全力，鞏固服務信念，並在提供物有所值的優質服務之餘，與客戶緊密合作，創造更大的公眾價值。

e-Platform”，to be launched in 2017/18. The platform will provide our strategic business units and clients with a more efficient information communication platform to facilitate work information updating so as to increase transparency for clients. It will improve the efficiency of maintenance work assignments and job progress tracking, allowing clients to access work progress information more easily.

Applying New Technology

EMSTF has been exploring the feasibility of applying new technology to E&M facilities. We have also worked hard to introduce new technology to operation and maintenance of client's E&M facilities as well as staff training. After introducing highly energy-efficient equipment such as oil-free chillers, and adopting infrared thermal scanners for power system inspections, we are now promoting technologies including “integrated Building Management System”, “Building Information Modelling” and “Virtual Reality Technology”. Our objectives are to improve the performance of E&M facilities, enhance the operation and maintenance efficiency of E&M facilities, and build a reliable and efficient engineering team to support our clients.

Enhancing Contract Management

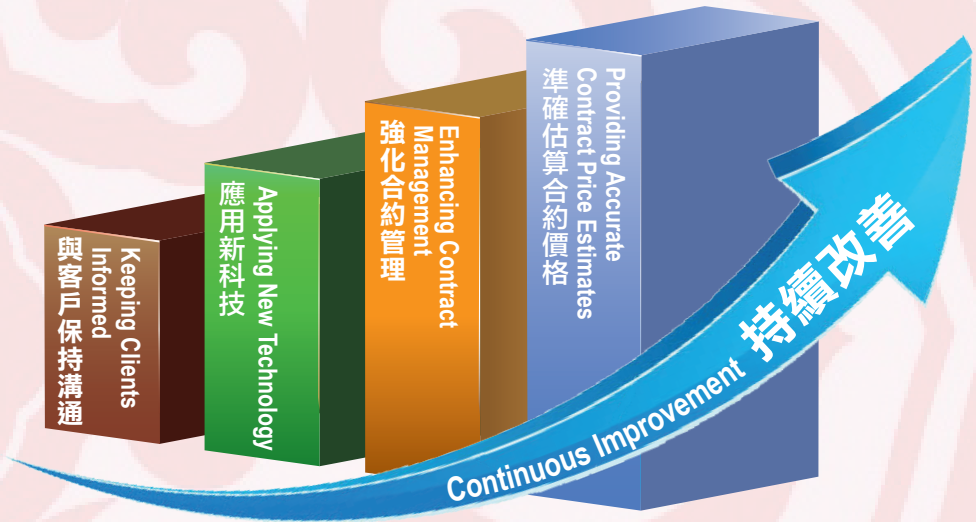
For more effective contractor monitoring, EMSTF has developed in-house a web-based “Performance Monitoring System for Maintenance Contracts” which started its pilot run in 2014. The system gives our colleagues timely access to our contractors' maintenance work progress for more effective monitoring of their performance and work quality. After many trials and improvements, the new system is expected to be fully adopted in 2017/18.

Providing Accurate Contract Price Estimates

Contract prices are affected by many factors including wages, material costs, characteristics of E&M equipment and quality requirements of projects. To estimate contract prices accurately, EMSTF has been systematically collecting such price information from its strategic business units since 2014. The information covers those for the maintenance, repair, alteration, addition and improvement services for electrical equipment, fire services equipment and air-conditioning equipment. Our target is to build a long-term database with continuous improvement of its data so as to generate a price trend index based on up-to-date data. It will help our colleagues work out accurate project budgets and price estimates, on the basis of which our clients can make more timely decisions and conduct follow-up.

We attach great importance to client opinions. Apart from conducting customer opinion surveys, we shall reach out to clients through multiple channels to collect their precious views, so that we may improve continuously and deliver a pleasant customer experience.

EMSTF will continue to operate with the “slim-profit” model, so that clients may retain more funds to better their services for the community. We shall do our best to reinforce our service values, so that while we provide value-for-money and quality services for clients, we shall also be working closely with our clients to create greater public value for the community.



的操作及維修保養及員工培訓的領域上引入新科技。繼引入無油磁浮式製冷機等高能源效益的設備及用以檢視電力系統狀況的紅外線熱能探測器後，我們正積極推展「綜合樓宇管理系統」、「建築信息模擬」、「虛擬實境技術」等科技，目的是提高機電設施的性能、強化機電設施的操作和維修保養效率，以及建立一支可靠高效的工程隊伍，為客戶提供支援。

強化合約管理

為了更有效率地監督承辦商，營運基金自行開發了一套網上「維修外判合約表現監察系統」，並於2014年開始試用。這套系統可讓同事隨時得知承辦商的維修工作進度，以及加強監察承辦商在維修保養方面的表現及質素。經過不斷的測試和改進後，我們在2017/18年度將全面採用新系統。

沒有最好 只有更好
Nothing is “the best”，
anything can be
“better”

Listening to Clients, Making Pro-active Response

EMSTF appreciates and treasures the valuable opinions of our clients. After listening carefully to their views, we have incorporated the resultant improvement initiatives in our five-year strategic plan, and pro-actively implemented the enhancement measures to strive for excellence. Responding pro-actively to clients' views and suggestions in various COS in recent years, we have already implemented many improvement initiatives by stages to address clients' needs as soon as possible. Major improvements include the following:

Keeping Clients Informed

To keep our clients informed of work progress, EMSTF incorporated the initiative to “Revamp the Existing Information Service Centre” in its five-year strategic plan in 2013, including the establishment of a “Customer Centric

