

VOICELINK

機電傳聲

二零一七年一月 JANUARY 2017

感謝客戶支持

Thanks for Customers' Support



丁酉伊始，雞迎錦繡春。

機電工程營運基金（營運基金）在此感謝客戶多年支持，祝願各位客戶新春如意，工作順利！營運基金服務客戶二十年來，一直真誠地聆聽客戶的意見，細心地了解客戶的需要，並認真地落實改善措施，務求讓客戶得到物有所

值的服務。我們期盼能與客戶繼續保持緊密溝通，成為持續改善服務的基石。

在2016年，營運基金委託坤泰市場研究有限公司（Quantum Market Intelligence Limited (QMI)）在6月

至8月期間進行了兩年一度的獨立客戶意見調查。調查結果顯示客戶對營運基金的服務持續給予極高的評價。以8分為滿分計，客戶滿意指數和服務競爭力指數分別為6.45分和6.37分，雙雙創出新高，成績令本署上下都十分鼓舞。我們會繼續聽取客戶意見，持續改善，為客戶提供全面、優質及物有所值的工程服務。

客戶滿意指數創新高
Record High Customer Satisfaction Index



The year of the Rooster ushers in a beautiful spring!

The Electrical and Mechanical Services Trading Fund (EMSTF) would like to take this opportunity to thank all our clients for their support over the years and wish them a happy and successful new year. For two decades, we have listened to our clients' opinions to understand their needs, and implemented various improvements to give them value-for-money services. Close communication with clients is the cornerstone of our continuous service improvement efforts, and we shall continue to do so in future.

The EMSTF commissioned Quantum Market Intelligence (QMI) to conduct an independent Customer Opinion Survey (COS), a biennial exercise, between June and August in 2016. The findings show that our clients have consistently high regard for EMSTF services. Both the scores in customer satisfaction and service competitiveness reached record new highs. On a scale of 8, our **Customer Satisfaction Index** scored **6.45**, and our **Service Competitiveness Index** was **6.37**. The survey results are a great encouragement to all levels of staff in EMSTF. We shall continue to listen to our clients, make continuous improvements, and provide clients with comprehensive, quality and value-for-money engineering services.

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Exciting Initiatives Scale New Heights

機電工程署
EMSD



感謝客戶踴躍支持

在是次調查中，QMI一共發出2,029份問卷，成功收回1,111份，整體回應率達54.8%。我們非常感謝客戶回應，讓我們可以更了解客戶的需要，也能提供更到位的服務。此外，QMI亦透過電話、面談、小組討論等方式，訪問了101位客戶代表，我們十分感謝客戶在百忙中抽空給予意見。收集所得的意見，有助我們了解與客戶滿意度相關的因素，從而制訂措施，進一步優化我們的服務。

客戶以機電工程營運基金為首選

在作出回應的客戶中，有79%表示「每次都是」、「經常」或「時常」以營運基金為首選的服務供應商，比率較上次調查上升4%。這項結果顯示大部分客戶不但對我們的服務極具信心，而且視營運基金為可靠的伙伴。

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。



客戶對營運基金服務的評價

Customers' Assessment on EMSTF Services



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。

Gratitude for Clients' Support

QMI issued 2,029 questionnaires for the survey and successfully received 1,111 replies, with an overall response rate of 54.8%. We would like to thank our clients for their support. Respondents' feedback gave us a better understanding of client needs so that we may tailor our services to precisely address those needs. QMI also interviewed 101 client representatives through phone calls, face-to-face meetings, and group discussions. We sincerely thank these clients for taking time from their busy schedules to tell us their views. Collecting these views has been very useful for us to explore various factors contributing to customer satisfaction, in order to formulate measures to further enhance our services.



Clients Prefer EMSTF

Among the respondents, 79% indicated that they "always", "very often" or "often" chose EMSTF as their preferred service provider, a 4% increase from the last survey. The result shows that most of our clients have great confidence in our services. This also shows that EMSTF has become a reliable partner for most of our clients.

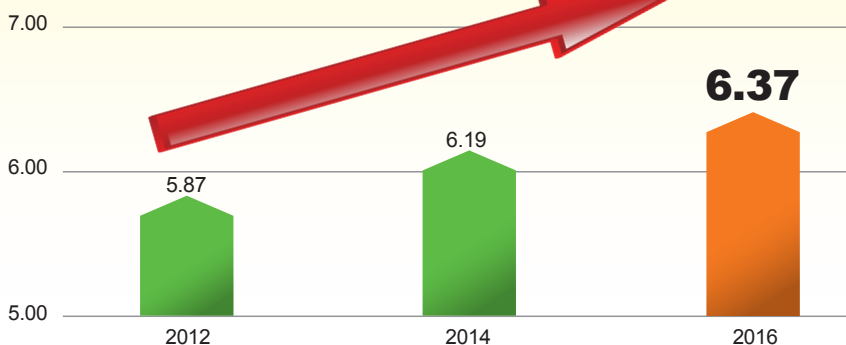
Listening to Clients, Making Pro-active Response

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:

營運基金服務競爭力指數

EMSTF Service Competitiveness Index

(以8分為滿分)
(8 points as full mark)



服務競爭力指數在2016年客戶意見調查創新高。

Service Competitiveness Index attained a record high in COS 2016.

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 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.

客戶選用營運基金服務的原因

Factors Driving Customers to Choose EMSTF Services

服務質素
Service Quality

技術才能
Technical Competencies

熟悉政府運作
Familiar with Government's Operation

物有所值
Value-for-money

回應效率
Responsiveness

服務可靠
Reliability



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。

Providing Accurate Contract Price Estimates

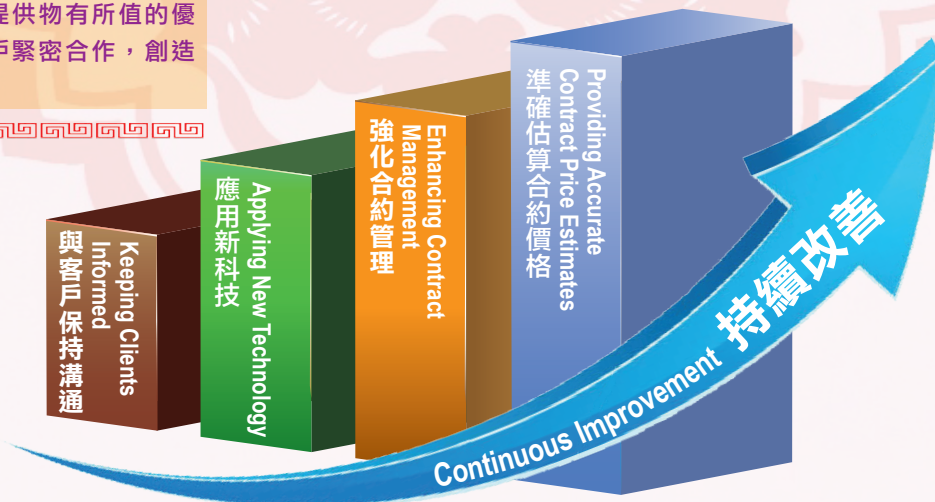
Contract prices are affected by many factors including wages, material costs, characteristics of E&M equipment and quality requirements of projects. To estimate contract prices accurately, EMSTF has been systematically collecting such price information from its strategic business units since 2014. The 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.

沒有最好 只有更好

Nothing is "the best",
anything can be
"better"



您的寶貴意見對我們非常重要！如大家對《機電傳聲》有任何意見或回應，請隨時聯絡我們，讓我們不斷改進。如果您的同事有興趣收取本通訊及加入郵寄名單，歡迎以電郵（bssd@emsd.gov.hk）或傳真（傳真號碼：2882 1574）方式通知我們。如果您希望我們從郵寄名單中刪除您的名字，或更新您的資料，請透過電郵（bssd@emsd.gov.hk）與我們聯絡。

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