

# 機電工程營運基金20年優質之旅

## The 20-Year Quality Journey of EMSTF

營運基金成立  
EMSTF established

1996

1998

香港服務業獎：生產力  
Hong Kong Award for Services: Productivity

1999

ISO 9001企業認證  
ISO 9001 Corporate Certification

2000

ISO 14001企業認證  
ISO 14001 Corporate Certification

2001

OHSAS 18001職安健認證  
Certified to Occupational Health and Safety Standard OHSAS 18001

2002

簡化品質、環保和職業健康及安全管理等系統，  
並合併成一個綜合管理系統  
Streamlined and combined various management systems in quality, environment and occupational health and safety into an Integrated Management System

2006

香港管理專業協會  
優質管理獎金獎  
Gold Award of HKMA  
Quality Award

2008

數據中心的資訊保安管理系統取得  
ISO 27001認證  
The information security management system of our data centre obtained ISO 27001 Certification

過去20年，機電工程營運基金（營運基金）致力為客戶提供優質機電工程服務，其間我們積極改進，不斷精益求精。繼2010年重組內部架構及修訂「抱負、使命與信念」後，我們於2012年訂立新的企業目標和實施五大策略，分別是：

- 提供優質服務
- 成為業界典範
- 建立員工才能與關懷文化
- 優化知識管理
- 持續綠色作業

該五大策略再演進成「五招十八式」，並於五年計劃中實施。根據上一次的客戶意見調查，以8分為滿分計，我們的客戶滿意指數就創下**6.22**分的歷史新高，這正是我們20年優質之旅所付出努力的最佳證明。

Over the past 20 years, the Electrical and Mechanical Services Trading Fund (EMSTF) has been committed to providing clients with quality E&M engineering services, during which we have proactively made improvements and continuously strived for excellence. Following the organisational restructuring and the revision of the Vision, Mission and Values statements in 2010, we formulated a new corporate goal in 2012 and implemented five strategies, namely:

- delivering excellent service
- becoming a trade model
- building staff capacity and a caring culture
- enhancing knowledge management
- sustaining green operation

These strategies further developed into “5 Strategies and 18 Initiatives” which are being implemented in our five-year plan. In the previous Customer Opinion Survey, we achieved a record-high score of **6.22** out of 8 on the Customer Satisfaction Index, which was the best proof of our efforts in the 20-year quality journey.

2014

總部大樓榮獲「綠建環評既有建築」暫定鉑金級評級  
EMSD Headquarters Building awarded the Provisional Platinum Rating under the BEAM Plus for Existing Buildings

2015

總部大樓取得ISO 50001  
能源管理系統認證  
EMSD Headquarters Building obtained ISO 50001 Energy Management System Certification

2016

營運基金成立20周年  
EMSTF 20th Anniversary

