

**AMOREPACIFIC (Hong Kong) Co Ltd
Wins the Top Prize of the 2015 HKMA Quality Award**



Results of the annual HKMA Quality Award, one of the most prestigious business awards in Hong Kong, were proudly announced by Mr John Slosar, Chairman of 2015 HKMA Quality Award Organizing Committee, during the press conference of the Award held on 24 July 2015 at the JW Marriott Hotel Hong Kong.

AMOREPACIFIC (Hong Kong) Co Ltd was awarded the Gold Award in recognition of its strong commitment and distinguished achievement in total quality management. **Kai Shing Management Services Ltd – International Commerce Centre** was awarded the Silver Award; **Island South Property Management Ltd – Bel-Air** was awarded the Bronze Award; and the Certificate of Merit went to **Ovolo Hotels** while the Special Award for SMEs went to **Sam’s Tailor**.

During the press conference, Mr Slosar stated that “more and more Hong Kong companies are now aware that the desire for success must be accompanied by the quest for excellence.” Professor Matthew Yuen, Chairman of the Board of Examiners, further added that “the Examiners are very pleased to note that all the five winners have achieved high standard this year.” Following are some brief but specific comments on each winner:

GOLD AWARD WINNER:

AMOREPACIFIC (Hong Kong) Co Ltd

AMOREPACIFIC (Hong Kong) Co Ltd is a subsidiary of AMOREPACIFIC Corporation, which is now the largest cosmetics company in South Korea. With its Mission, Beautify the World, senior leaders are working well in diffusing its Vision-Mission-Values into the entire operation of the company via its Power-3 Sustainability Model. They communicate actively with the workforce, so as to promote service to internal and external customers. The strategic planning process is well structured with high transparency and involvement at all levels of management. It strongly emphasizes the voice of customers, using multiple means to interact with customers. The company has demonstrated that comparative and customer data are used effectively to support decision making. Its senior leaders are committed in engaging the staff by serving them via its “inverted pyramid” management philosophy. AMOREPACIFIC shows excellent business results with impressive growth in recent years, and has clearly demonstrated its commitment to quality.

SILVER AWARD WINNER:

Kai Shing Management Services Ltd – International Commerce Centre

Kai Shing – International Commerce Centre (ICC) has in place a high quality and reliable system, which is pivotal to sustaining the 24-hour management of this super skyscraper. A “Check, Check and Double Check” culture and the “Plan-Do-Check-Act” framework are observed in its work process design. To ensure continuous improvement, the Kai Shing-ICC creates a PAC-MEN notion for their colleagues. Quarterly Incentive Scheme for innovation is held. To upkeep the service management, there are short-term strategic planning sessions on an annual basis, a 3-year building improvement plan and a longer term 5-year rolling plan for maintenance. Different channels are used to collect customer voices. By measuring the performance level methodically, KPIs are selected with reference to various established ISO systems. Job rotation and secondment are available for staff to grow and understand their career aspirations.

BRONZE AWARD WINNER:

Island South Property Management Ltd – Bel-Air

Island South Property Management Limited (ISPML) has established an enviable quality system to ensure that reliable, efficient and professional services are provided at the Bel-Air development. The ISPML's Vision, Mission and Value are ingrained with strong emphasis on core values. It has annual strategic planning supported by SWOT analysis, with clear process involving all department heads. The ISPML responds and identifies new services from residents' opinions and suggestions. It also conducts Customer Satisfaction Survey and Home Visit to measure, analyze, and review its organizational performance. Systems are in place to determine key work processes and services requirements by taking into consideration the inputs from key stakeholders.

CERTIFICATE OF MERIT

Ovolo Hotels

Ovolo Hotels is an independent hospitality company founded in Hong Kong in 2002. Its senior leaders have a clear Vision – “Shiny Happy People All Around”, and they foster an open work environment and quick management decision. They have conducted SWOT analysis to identify Key Performance Indicators that are aligned with the values of the company, which also assist the senior management to improve and innovate product and service offerings promptly and effectively. The company has adopted an open-door and causal management culture with a fairly flat reporting structure. Operation team works with the Human Resources Department to design and implement guest-centric work processes. The company has provided information demonstrating its strong financial position with all financial related Key Performance Indicators achieved as expected by their senior leaders.

SPECIAL AWARD FOR SMES

Sam's Tailor

Being a family-owned business which has passed through generations, Sam's Tailor has successfully emerged and grown into a global recognition. Its senior leaders exhibit robust efforts to create a focus of action to achieve organizational Vision-Mission-Values. To anticipate coming opportunities and changes, early indications of major shifts in relevant aspects have been discussed in its industry context. Sam's Tailor has a strong customer orientation and strives to provide the right mix of quality, value for money, and attentive services. A lean and centralized single-site operation enables it to have a high degree of transparency and accountability on its organizational performance. Workforce shortage always imposes a big challenge to traditional industries, yet it demonstrated good workforce retention. Sam's Tailor is highly ranked as a Hong Kong shopping attraction. It can enlighten other family-owned SMEs in traditional industries on improving the management and achieving family business succession.

2015 HKMA Quality Award

The Association introduced the annual Quality Award in 1991 to give recognition to those companies in Hong Kong which have made a lasting commitment to quality. Special Award for SMEs was introduced in 2006 to encourage their pursuit of Total Quality Management.

Panel of Judges:

- Mr Alfred W K Chan, BBS, Managing Director, The Hong Kong and China Gas Co Ltd (**Chairman**);
- Mr Herbert Hui, Managing Director, Fuji Xerox (Hong Kong) Ltd;
- Mr Andrew Kam, Managing Director, Hong Kong Disneyland Resort;
- Mr John Slosar, Chairman, Swire Pacific Ltd;
- Mr James Thompson, GBS, Chairman, Crown Worldwide Group;
- Dr Kelvin T Y Wong, JP, Executive Director & Deputy Managing Director, COSCO Pacific Ltd; and
- Mr Michael Wu, Chairman & Managing Director, Maxim's Caterers Ltd.

2015 Award Organizing Committee:

- Mr John Slosar, Chairman, Swire Pacific Ltd **(Chairman)**;
- Dr Michael Chan, Chairman, Café de Coral Holdings Ltd;
- Dr Fan Cheuk Hung, Managing Director, Synergis Holdings Ltd;
- Ms Alice Ip, Executive Director, Sino Land Company Ltd;
- Ms Randy Lai, Managing Director, Hong Kong & Regional Manager, Taiwan, McDonald's Restaurants (HK) Ltd;
- Ms Bianca Ma, Managing Director, Metro Broadcast Corporation Ltd; and
- Mr Perry Mak, Managing Director and Executive Director, Publisher, Hong Kong Economic Times.

Board of Examiners:

- Professor Matthew Yuen, Professor, Department of Mechanical and Aerospace Engineering, The Hong Kong University of Science and Technology **(Chairman)**;
- Mr Frankie Cheng, Manager, Quality Assurance, Synergis Management Services Ltd;
- Mr Eric Chow, Head of Corporate Treasury & Financing, The Hong Kong and China Gas Company Ltd;
- Ms Katherine Lau, General Manager, Corporate Quality and Sustainability, Fuji Xerox (Hong Kong) Ltd;
- Mr Jonathan Lui, Deputy Director, Research and Development Department, Glorious Sun Enterprises Ltd;
- Ms Ivy Leung, Head of Human Resources & Administration, Octopus Holdings Ltd;
- Ms Louisa Tam, Director, Business Operations, Pfizer Corporation Hong Kong Ltd; and
- Mr Chester Tsang, Senior Manager - Management Training & Development, MTR Corporation Ltd.

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Supporting Unit of the Special Award for SMEs:

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For more information, please visit the website of the HKMA Quality Award at: www.hkma.org.hk/qa.
For enquiries on the Award, please contact Ms Kelly Man on 2774 8504.