



Seminar on "Benchmarking Your Quality Practices Against the 2009 HKMA Quality Award Winners"

Friday, 18 September 2009

Based on the renowned Malcolm Baldrige National Quality Award, the HKMA Quality Award was introduced in 1991 to reward and publicly recognize those organizations that have achieved outstanding standards of quality and made a lasting commitment to the process of quality management.

In this seminar, practitioners from our 2009 Award winners will share with us their experience in developing a strong quality culture within their organizations and how this culture is maintained. In addition, **Dr C H Fan, Managing Director of Synergis Holdings Ltd** and **Mr Edmond Ho, Managing Director of The Kowloon Motor Bus Co (1933) Ltd**, both as 2001 Overall Winners and members of the Award Organizing Committee, will share their success stories and experience in implementing TQM. They will surely provide new perspectives in the value of adopting the award framework and undergoing the assessment process. You are welcome to share experience and to benchmark your own campaigns with some of Hong Kong's excellent companies.

For details of the Award, please visit www.hkma.org.hk/qa.

Winners of the 2009 HKMA Quality Award

GOLD AWARD

Pfizer Corporation Hong Kong Ltd
(美國輝瑞科研製藥)

SILVER AWARD

Hewlett Packard HK SAR Ltd, Technology Services
(惠普香港公司 科技服務)
Hong Thai Travel Services Ltd
(康泰旅行社)

BRONZE AWARD

Hong Kong Broadband Network Ltd
(香港寬頻網絡有限公司)

SPECIAL AWARD FOR SMEs

The I-Consulting Group

PROGRAMME

2:20 pm	Welcoming Address by Professor Matthew Yuen Chairman of 2009 HKMA Quality Award Board of Examiners
2:30 pm	Presentation by Dr C H Fan, Managing Director, Synergies Holdings Ltd (2001 Overall Winner), and Member of the HKMA Quality Award Organizing Committee
2:45 pm	Presentation by Mr Stephen Leung, Country Manager, Pfizer Corporation Hong Kong Limited
3:00 pm	Presentation by Ms Susanna Lau, General Manager, Hong Thai Travel Services Limited
3:15 pm	Question-and Answer Session
3:30 pm	Coffee Break
3:40 pm	Presentation by Ms Cally Chan, General Manger, Technology Services, Technology Solutions Group, Hewlett-Packard HK SAR Limited
3:55 pm	Presentation by Thomas Mok, Director of Learning & Development Department, Hong Kong Broadband Network Limited
4:10 pm	Presentation by Mr Andy Lau, Chairman & CEO, The I-Consulting Group
4:25 pm	Presentation by Mr Edmond Ho, Managing Director, The Kowloon Motor Bus Co (1933) Ltd (2001 Overall Winner), and Member of the HKMA Quality Award Organizing Committee
4:40 pm	Question-and-Answer Session
5:00 pm	End of programme



THE HONG KONG MANAGEMENT ASSOCIATION

VENUE

The Hong Kong Management Association
 CYMA Charity Fund
 Management Development Centre
 2/F Pico Tower
 66 Gloucester Road
 Wanchai
 HONG KONG
 (Tel: 2866 4551)
 (next to Luk Kwok Hotel)

FEES

HKMA Members: HK\$300 per person
 Non-members: HK\$380 per person
 Group Discount: HK\$30 off per person for 3 persons or more
 from the same company

ENQUIRIES

Kristy Chan Tel: 2774 8585
 Victoria Lo Tel: 2774 8528

TENTATIVE SCHEDULE FOR 2010 HKMA QUALITY AWARD PROGRAMME

Application for the 2010 Quality Award will be open in October 2009.

	QUALITY AWARD	SPECIAL AWARD FOR SMES
Deadline for Application Form & Initial Submission	Thursday, 3 December 2009	Thursday, 7 January 2010
Deadline for Final/Written Submission	Early February 2010	Friday, 26 February 2009
Presentation Workshop	Early March 2010	-
Site Visit	Mid March 2010	Late March 2010
Final Judging	Late April 2010	-
Award Presentation Ceremony	Early July 2010	Early July 2010

REGISTRATION

Please complete and return the registration form together with appropriate fee(s) to the Secretariat by Monday, 7 September 2009. Reservations by **fax (2365 1000)** are welcome. No separate letter of acceptance will be issued.

**SEMINAR ON "BENCHMARKING YOUR QUALITY PRACTICES
 AGAINST THE 2009 HKMA QUALITY AWARD WINNERS"**

Friday, 18 September 2009

REGISTRATION FORM (ACQ-47131-2010-1-P)

To: Ms Kristy Chan
 The Hong Kong Management Association
 16/F, Tower B, Southmark, 11 Yip Hing Street,
 Wong Chuk Hang, Hong Kong

Tel: 2774 8585
 Fax: 2365 1000

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I would like to reserve _____ seat(s) for the above Seminar.

Enclosed is a crossed cheque for HK\$ _____ (payable to The Hong Kong Management Association)

Cheque No. _____

(HKMA Members: HK\$300; Non-members: HK\$380; Group discount: \$30 off per person for three persons or more from the same company)

Name: Dr/Mr/Ms _____ Position: _____

HKID Card No.: _____ HKMA Membership No.: _____

Company: _____

Address of Company: _____

Telephone No.: _____ Fax No.: _____

Email: _____

Signature: _____ Date: _____ Fee paid by company self

- * Please photocopy for more registration forms if necessary.
- * No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the seminar.
- * Bookings will be made on a first-come, first-served basis.
- * Personal data will be used for the purposes of market research, programme development and direct mailing.
- * Reservations are subject to confirmation by payment in full prior to programme commencement.