



Seminar on “Benchmarking Your Quality Practices Against the 2011 HKMA Quality Award Winners”

Tuesday, 8 November 2011

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 2011 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**, as one of the 2001 Overall Winners and members of the Award Organizing Committee, will share his success story and experience in implementing TQM. He 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 2011 HKMA Quality Award

GOLD AWARD

MTR Corporation Limited
(香港鐵路有限公司)

SILVER AWARD

Manulife (International) Limited
(宏利人壽保險(國際)有限公司)

BRONZE AWARD

IDS Logistics (Hong Kong) Limited
(利和物流(香港)有限公司)

Sino Land Company Limited
(信和置業有限公司)

CERTIFICATE OF MERIT

AIA Pension and Trustee Co Ltd
(美國友邦退休金管理及信託有限公司)

SPECIAL AWARD FOR SMEs

Hip Shing Hong Group of Companies
(協成行集團)

Milton Exhibits Group
(名唐展覽集團)

PROGRAMME

2:00 pm	Welcoming Address by Professor Matthew Yuen Chairman of 2011 HKMA Quality Award Board of Examiners
2:10 pm	Presentation by Dr C H Fan, Managing Director, Synergies Holdings Ltd (2001 Overall Winner), and Member of the HKMA Quality Award Organizing Committee
2:25 pm	Presentation by representative of MTR Corporation Limited
2:40 pm	Presentation by representative of Manulife (International) Limited
2:55 pm	Presentation by representative of IDS Logistics (Hong Kong) Limited
3:10 pm	Presentation by representative of Sino Land Company Limited
3:25 pm	Question-and-Answer Session
3:40 pm	Coffee Break
3:55 pm	Presentation by representative of AIA Pension and Trustee Co Ltd
4:10 pm	Presentation by representative of Hip Shing Hong Group of Companies
4:25 pm	Presentation by representative of Milton Exhibits Group
4:40 pm	Question-and-Answer Session
5:00 pm	End of programme

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

Nancy Wan Tel: 2774 8504
 Grace Mo Tel: 2774 8538

TENTATIVE SCHEDULE FOR 2012 HKMA QUALITY AWARD PROGRAMME

Application for the 2012 Quality Award will be open in November 2011.

	QUALITY AWARD	SPECIAL AWARD FOR SMEs
Deadline for Application Form & Initial Submission	Friday, 30 December 2011	Monday, 30 January 2012
Deadline for Final/Written Submission	Monday, 27 February 2012	Monday, 12 March 2012
Presentation Workshop	Monday, 26 March 2012	-
Site Visit	Early / Mid April 2012	Early / Mid April 2012
Final Judging	Late May 2012	-
Award Presentation Ceremony	Late July 2012	Late July 2012

REGISTRATION

Please complete and return the registration form together with appropriate fee(s) to the Secretariat by Tuesday, 1 November 2011. Reservations by **fax (2365 1000)** are welcome. No separate letter of acceptance will be issued.

**SEMINAR ON "BENCHMARKING YOUR QUALITY PRACTICES
 AGAINST THE 2011 HKMA QUALITY AWARD WINNERS"**

Tuesday, 8 November 2011

REGISTRATION FORM (ACQ-47131-2012-1-P)

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

Tel: 2774 8505
 Fax: 2365 1000

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.