



Chevalier Group - Lift and Escalator Division

其士集團 - 電梯部

The Chevalier Group – Lift & Escalator Division (LED) has established a goal to ensure outstanding quality of their products and services. This well established core business of the Group has demonstrated a strong commitment to the pursuit of excellence. The Board of Examiners have recommended the award of a Certificate of Merit. A summary of LED's particular strengths are identified below.

1. Leadership

LED is guided by a mission that stresses partner and customer satisfaction through quality excellence. The management puts emphasis on teamwork and training and demonstrates firm core values. LED shows concern for public safety and environmental protection issues. Good corporate citizenship is demonstrated with the company's participation in charitable, educational and professional activities that support the community and also the lift and escalator industry.

2. Strategic Planning

The company develops strategic plans with two to five year performance projections. Objectives are in place and senior managers review organizational performance, competitiveness and performance against set goals. The chairman debriefs his managers and front-line staff on strategies and reviews performances and forecasts monthly.

3. Customer and Market Focus

LED has incorporated methods to listen and learn from its customers and competitors to help monitor its business needs and direction. The company has developed a close understanding of customer-related information and segmentation. Specific attention is given to matters involving complaints.

4. Information and Analysis

There is a variety of information used to monitor achievements. Designated resources record, aggregate and analyze information to measure overall organizational performance.

5. Human Resource Focus

Detailed HR policies and procedures including recruitment guidelines, informal counselling, safety systems and

performance management are in place. A mature performance appraisal system and surveys with managers help identify training needs. LED operates a training centre, runs four-year apprenticeships, initiates external courses and has also established an Engineering and Service Centre to improve staff skills.

6. Process Management

Implementing ISO 9001 since 1994, LED has developed well established processes for design supply, installation and maintenance with clear performance requirements in place. Quality certification requirements have also been extended to potential suppliers and extensive pre-qualification and performance monitoring is conducted.

7. Business Results

LED has maintained market share and achieved sustained growth in maintenance works with an expanding infrastructure of maintenance depots locally and elsewhere in Asia. Improvements are enhanced by mutual commitments to an effective 30-year partnership with a renowned lift and escalator manufacturer, contributing to valuable improvements over the years.