

Rank Xerox (Hong Kong) Ltd

Report From the Board of Examiners

Rank Xerox (Hong Kong) Limited's successful entry for the 1991 HKMA Quality Award described an established and comprehensive quality improvement system with many strengths. In summary these include:

Understanding of key principles and concepts of total quality management is evident throughout the company.

A long term quality vision and plan is in place. It addresses in detail how the company will progressively and continuously improve key processes, products and customer service to meet defined objectives.

The senior management team is well trained in quality improvement principles and techniques. They are visibly involved and committed to the continuous improvement system. And are leading by example.

The company has clearly defined quality values, priorities and objectives. These are communicated to and understood by staff throughout the organisation.

Processes are well described, documented and monitored for performance. Teams trained in appropriate techniques are continuously working to improve these processes to ensure increased satisfaction for both internal and external customers.

The company consistently obtains information from customers and competitors' customers, to better understand their needs, expectations, level of satisfaction and suggestions for improvement. This information drives operational decisions and priorities for improvement.

Rank Xerox (Hong Kong) Limited's quality system is well documented. It provided a clear infrastructure within which quality issues can be addressed on an ongoing basis.