



綜合管理系統

Integrated Management System





綜合管理系統

我們的抱負是成為拓建香港的機構典範，並把香港發展成一個綠色和優質生活的城市。

自2006年起，我們推行一套符合ISO 9001和ISO 14001標準的綜合管理系統。在進行工程期間，我們積極推動環保措施，以創建一個綠色及可持續的環境。在品質和環保方面，我們亦訂立了目標和指標，並定期檢討達標的進度，不斷改進表現。在2013/14年度本署問卷調查結果顯示，我們的服務對象對本署整體服務質素滿意程度的評分持續高企。

香港品質保證局在2014年6月對部門的綜合管理系統，作出品質管理和環境管理的合併審核，當中沒有發現「不符合規定」之處。審核員認為部門綜合管理系統的整體表現十分理想，管理高層表現全力支持及實踐品質管理，高度重視遵守環境法例。

為了讓員工具備所需的知識和技能，以便推行綜合管理系統，我們亦在2014年舉辦了品質及環境管理的培訓課程。

Integrated Management System

Our vision is to become a leading organisation to engineer the development of Hong Kong into a green and quality living city.

Since 2006, we have been implementing an Integrated Management System (IMS) that conforms to both ISO 9001 and ISO 14001. We are taking positive steps to promote environmental measures in delivering our projects to create a green and sustainable environment. We have also established quality and environmental objectives and targets and regularly reviewed the progress in achieving them to improve our performance continuously. The results of 2013/14 questionnaire survey for the CEDD indicated that the customer satisfaction of our services maintained high score.

The Hong Kong Quality Assurance Agency (HKQAA) conducted a combined audit on our IMS in June 2014 with no "Nonconformity" identified. The HKQAA Auditors commented that the overall performance of our IMS was very good and CEDD's top management demonstrated full support and hands-on approach to quality management and attached great importance to environmental legislation compliance.

To equip our staff with the necessary knowledge and skills for implementation of the IMS, we also organised a series of quality and environmental training courses in 2014.

