

Chairman's Message

In the past, quality management is implemented by quality manager who is responsible for the quality control and quality system operation of a company to ensure its quality objectives and results.

Nowadays, enterprises appoint higher-level personnel called Chief Quality Officer (CQO) 企業首席質量官 – a high-ranking officer in the company who is selected, appointed, and authorized by person-in-charge of the company. CQO plays an important role in company governance. Firstly, CQO has strong technical skills and management knowledge. Secondly, the CQO strengthens quality management system, culture, and innovation. Thirdly, the CQO extends to a field for a company's core competitiveness and continual business grow.

In this new issue of newsletter, we have a section – Interview with MTRC to depict the Corporate's quality journey over the years. We organized company visit to MTR WCH Depot. We had meeting at Zhuhai in Jun with Quality Associations of Guangdong, Shenzhen, Macau, Zhuhai and Zhong Shan in related to the establishment Quality Engineer (Construction) Talent Hub in Hong Kong. In August, The Institute of Knowledge Exchange (IKE) at The Hang Seng University of Hong Kong (HSUHK), GoFintech Innovation Ltd and HKQMA signed a MOU for establishment of High-Quality Standard and Management Hub (HQSAM Hub). The function HQSAM Hub is to providing education and training, facilitating industry collaboration, and impact on the Hong Kong and Greater Bay Area communities.

In October, we will organize a symposium among OpenCertHub and SSI at Fujifilm Business Innovation on the topic "Cultivating a Culture of Innovation through Data and AI".

Lastly, I thank you for the article from Andy Kwok and all the involved executives/staff for the publication of this issue. I hope all members and readers enjoy this issue.

Dr. Frankie Lam
Chairman,
Hong Kong Quality Management Association



Editor's Message

我是本期《香港品質管理協會》的編輯 Kelvin Lee。作為一位在資訊科技領域擁有超過三十年經驗的從業者，我的工作範疇涵蓋系統開發、整合、顧問及教學，並深信資訊科技是推動企業提升生產力與市場競爭力的重要元素。

我在教育領域也有著超過20年的管理經驗以及10年以上的線上教學背景，並在亞太經合會議（APEC）擔任網絡工程師導師。我一直致力於中小學 STEM 教育的推廣，擔任 STEM 課程顧問，為年輕一代提供技術指導，幫助他們在數位時代中蓬勃發展。

隨著技術的不斷進步，資訊科技在品質管理中的應用愈加重要。特別是物聯網（IoT）和人工智能（AI）的發展，將品質管理推向了一個新的高度。IoT 允許企業通過設備連接和數據收集，實時監控產品與流程，從而提升管理效率。透過這些數據，AI 系統能夠進行自動化分析，及時識別問題並提出解決方案，減少錯誤並提高品質一致性。

未來，隨著物聯網與人工智能技術的進一步成熟，企業將能夠更主動、精確地監控生產和品質管理流程，不僅提高運營效率，還能大幅降低風險，為客戶提供更高品質的產品和服務。我相信，通過這些前瞻性技術的應用，品質管理將能夠全面實現自動化和智能化，成為企業長期成功的關鍵。

最後，我衷心祝願香港品質管理協會在未來能夠取得更卓越的成就，並推動品質管理成為每一家企業的核心監管要素，助力企業在全球市場中不斷成長。



Interview with Mr. Edrey Leung

Interview with Mr Edrey Leung (Chief System Integration & Works Coordination Manager of Works Management Office, HK Transport Services, and Training, Promotion & External Affairs Sub-committee Chairman, WIT Council, MTR Corporation Limited)



(Editor) 1. What is the background of the Work Improvement Team (WIT)?

The Work Improvement Team (WIT) program, established by MTR Corporation in 1989, has been a highly successful initiative aimed at fostering a culture of continuous learning, innovation, and self-improvement among its staff members. The mission of the MTR Work Improvement Team (can also be referred to as Quality Circle) is “Bringing to all MTR staff members a sense of pride through nurturing continuous learning, striving for a culture of innovation and self continuous improvement, and creating value for the staff and organization”. The motto “You have a say in what you do everyday” has been promoted to every MTR staff member.

With over 140,000 voluntary members taken part since its inception, the MTR WIT program has garnered prestigious training awards, including the HKMA Training Award (Gold), Global HR Excellence Award, ATD Excellence in Practice, Best T&D Practice in Employer Branding, and HK Best Practice Management Award.

These awards highlight the program's effectiveness and impact in talent development, learning culture creation, employee engagement, and achieving organizational goals.

(Editor) 2. What is the mission and key focuses of Work Improvement Team (WIT)?

Mission:

Cultivating a continuous improvement, learning, and innovative culture to create value for the Corporation and build a sense of pride for our staff members.

The current key focuses of MTR WIT are:

- Explore Projects Leveraging Digital Technologies
- Encourage Environmental-Friendly Projects
- Initiate Projects for Addressing Social Needs
- Promote and Increase Cross-team Collaboration Projects
- Enhance connection with Innovation & Tech Companies

(Editor) 3. What impact does WIT has on MTR’s business?

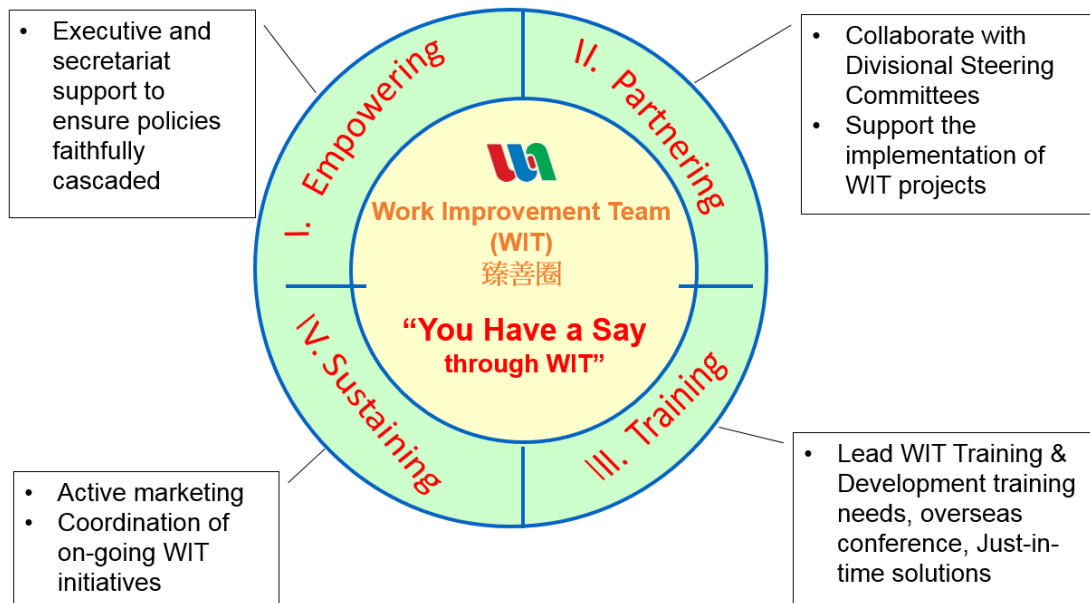
Embracing the “You Have a Say in What You Do Everyday”, WIT will impact individual, teams and organization in many ways.

Level	Expected Impact	Measurement
Individual	“You Have a Say”: Staff have ownership and initiative to improve their daily work processes	<ul style="list-style-type: none"> • Number of self-initiated work improvement projects submitted
Team	Training Capability Enhanced: Line trainers trained up to customize and deliver training in their own departments	<ul style="list-style-type: none"> • Number of line trainers trained • Customized training programs developed
Organization	Synergies Realized: Cost saving, cost avoidance and revenue generated to the MTR business	<ul style="list-style-type: none"> • Total realized cost saving from the work improvement projects implemented

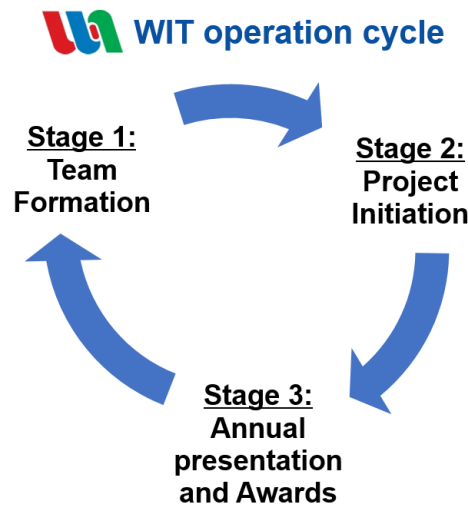
(Editor) 4. How can MTR promote and ensure WIT thrive in the Corporation?

We have full support from top management, the corporate level WIT Council is led by 2 directors: Human Resources Director, Ms Margaret Cheng as the chairlady, and Operations & Innovation Director, Dr Tony Lee as the vice-chairman. We also have a WIT Strategic Framework to ensure smooth operations of WIT.

WIT “You Have a Say” Implementation Framework



Formulation of WIT Teams



With the top management support and well-established framework, WIT has become an inherent DNA of MTR, wherever MTR operates. We have WIT not only in Hong Kong, WIT is also established in our operations in Mainland China including Shenzhen, Hangzhou and Beijing; in Melbourne, Australia; in London, United Kingdom and in Stockholm, Sweden. MTR WIT has over 7000 members in HK, and over 4000 members outside HK, out of our 17000 plus staff in HK and 37000+ staff outside HK.

The success of MTR WIT outside Hong Kong is through strong support from Hong Kong headquarters including training and cross fertilization between different operation locations. Recognition of local work culture differences at different operation locations is also vital to ensure WIT is well accepted by staff at all operation locations.

Event Highlights

Date	Event
24.Aug.2024	HKQMA Signs Memorandum of Understanding with Hang Seng University of Hong Kong and GoFintech Innovation Limited

HKQMA Signs Memorandum of Understanding with Hang Seng University of Hong Kong and GoFintech Innovation Limited



Hong Kong SAR, August 24, 2024 – HKQMA has signed a Memorandum of Understanding (MoU) among with High-Quality Standard & Management Hub (HQSAM Hub) of the Hang Seng University of Hong Kong (HSUHK) and the GoFintech Innovation Limited (GoFintech) in a ceremony held in the afternoon of 24th August 2024. This strategic partnership as a hub providing comprehensive education, training, and professional development programmes with specialized training to meet the urgent need for improving and standardizing quality across industries in Hong Kong and China. While GoFintech generously contributed fundings to support this initiative.

The signing ceremony, which took place inside the University, was attended by nearly 60 guests, including esteemed faculty members, industry professionals, and business associates. The ceremony was started with speech by Professor Simon S M Ho, President of HSUHK. It was followed by Dr. Isaac Ng and Dr. Gavin Chau both are the Co-Directors of the Hub. The Co-Chief Executive Officer of GoFintech also delivered his speech before the slide presentation given by Dr. Frankie Lam, Chairman of HKQMA.



This MoU marks the beginning of a promising collaboration that will benefit both students of HSUHK and the general public in Hong Kong and Greater Bay Area. HKQMA will organize the first quality management training course soon.

(Recorded by Dr. Victor LEUNG)

香港品質管理協會，國富創新有限公司與香港恒生大學簽署諒解備忘錄

香港特別行政區，2024年8月24日 – 香港品質管理協會(HKQMA)於2024年8月24日下午在香港恒生大學舉行的儀式上，與香港恒生大學和國富創新有限公司(GoFintech)簽署了諒解備忘錄(MoU)。這一戰略合作旨在提供綜合教育、培訓和專業發展計劃，並通過專業培訓來滿足香港和中國各行業提高和標準化質量的迫切需求。GoFintech慷慨地提供了資金支持。

簽署儀式在大學內舉行，近60位嘉賓出席了此次活動，包括尊敬的教職員、行業專業人士和商業夥伴。儀式由Simon Ho教授的演講開始，隨後是High-Quality Standard & Management Hub Co-Directors吳博士和周博士的演講。GoFinTech的Co-CEO也發表了演講，隨後是HKQMA林博士的幻燈片演示。這份諒解備忘錄標誌著一個合作的開始，將惠及大學的學生以及香港和大灣區的合作夥伴。HKQMA將很快組織首個質量管理培訓課程。

Featured Article I

要理解人工智能必先從「數據素養」開始

BY EJ TECH ON MAY 9, 2024

(本文作者郭德偉 (Andy Kwok) , 為數據素養協會資深創會會員兼 OpenCertHub 創辦人及行政總裁, 為《EJTech》撰寫專欄)

隨著人工智能 (A.I.) 技術近年的急促發展, 愈來愈多人開始意識到 A.I. 的重要性。我們日常生活中已有不少工作依靠人工智能的協助去完成, 從過往應用於網購平台向用家推薦適合的產品, 又或者手機地圖程式向你建議最省時的即時行駛路線, 到今天「GenAI」的出現, 已大幅提升處理文書及內容整合上的效率, 徹底改變了我們的工作模式。最近OpenAI發佈了Sora 這個由文字生成影片的人工智能技術更轟動全球, 我相信未來人工智能的應用將會顛覆我們的想像。

我發覺很多人從開始去認識或學習人工智能這個領域時, 很多時會直接跳進編程及機器學習 (machine learning) 這範圍, 忽略了對「數據」這個底層核心的認識。我希望這篇分享可為大家帶來另一個學習角度。

我會稱人工智能 (A.I.) 為一種「工具」, 是現今世代日常生活中不可缺少的一件好東西。它可以優化我們的生活質素及工作效率, 而懂得使用這工具的人更能夠提高自己在市場上的存在價值而免被淘。要發揮人工智能的最大優勢, 我們需要什麼原素? 答案是數據(Data)。數據是A.I.的核心, 它是訓練和驅動A.I.算法的基礎。經濟學人 (The Economist) 曾指出數據是現今的石油, 一個高價值的資產; 甚至, 創新科技及工業局局長孫東教授在一篇提及人才發展的文章中也比喻數據為黃金, 可想而知, 數據的重要性已不能忽視, 沒有足夠及有質素的數據作為燃料, 人工智能這個引擎的威力便無法體現。所有人工智能的計算及分析模型是需要大量數據的訓練再作出適度調教下才能提升準確性。

我幾年前曾看過一篇報道指為何中國的人工智能發展雖比歐美國家遲, 為何短短數年時間能夠發展迅速。原因是中國市場擁有龐大的數據可供本地市場收集及應用, 利用數據去加速機器學習。縱使技術層面與外國或有距離, 但人工智能模型的準確性透過大量真實數據的訓練下則可跑贏對手。

從上述例子可見, 要懂得運用人工智能絕對不能忽視對數據的認識。所謂懂得數據, 即是指擁有數據素養 (Data Literacy) 這方面的能力。根據國際顧問機構「Gartner」的定義, 數據素養是指讀取、寫入和交流數據的能力 (the ability to read, write and communicate data in context) ; 簡單來說, 數據已是一種在數碼時代必需學習的新語言, 我們今天不只要懂得兩文三語而是兩文四語, 因此培養數據素養 (data

literacy) 是理解 A.I.的必要條件。數據素養包括個人對數據的理解和應用能力，例如如何搜集、處理、分析和解讀數據。在A.I.領域中，數據素養更是至關重要，因為它直接影響到A.I.的效能和可靠性。

現今全球數據量急促增長，而且數據已經成為決策和創新的基礎。數據素養能夠幫助人們更有效地理解和應用數據，進而提高決策和創新的效能和可靠性。因此，在現今數字經濟的推動下，數據素養已經成為一個非常重要的職業技能。它涉及到數據收集、處理、分析、解讀和保護等多個方面，需要一定的技能和知識。通過培養數據素養，人們不僅可以更好地理解和應用 A.I.技術，還能夠提高個人的生活質量，解決現代社會面臨的重要問題。

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About HKQMA


Established in 1983, the Hong Kong Quality Management Association (HKQMA) has been actively promoting a better understanding of quality management methods in Hong Kong. Over 40 years of development, HKQMA has extended its service to offer a wide range of professional services including quality

management training, focus group seminar, consultancy service, company visit and organizational experience sharing activities to its members. HKQMA also maintains good relationship with various sectors such as government departments and semi-official organizations, universities and education institutions, renowned companies across manufacturing, service, engineering, construction and public services etc.



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