

# 優質服務管理



**HKQAA**  
HONG KONG QUALITY ASSURANCE AGENCY  
香港品質保證局

## 安老服務管理認證計劃



### 更全面展示安老服務的質素

香港人口持續老化，加上政府近年提出多項支援長者照顧的措施，未來社會對長者護理服務的需求將越來越龐大，期望和要求亦越來越高。

為了回應社會訴求，本局推出「安老服務管理認證計劃」，以提供一套全面和客觀的參考指標，幫助市民選擇具質素的安老服務機構；同時與業界攜手推動安老服務的持續發展，提高整體專業水平。

此計劃從多角度評核安老服務機構，例如**服務管理評估**、**持份者意見**及**微生物測試**，強調建立一套能針對安老服務實際運作的質量管理系統。

### 效益

- 向公眾及持份者展示機構能提供具穩定質素的安老服務
- 證明機構於服務質素的持續性、顧客滿意度及環境衛生達一定水平
- 提升機構形象及市場競爭力
- 幫助機構了解自身的強項及弱項，繼而針對問題加以改善，持續提升服務質素
- 補充其他安老服務的評核方法和倡議

### 技術委員會

- **主席** 劉耀輝先生  
香港食品衛生管理人員協會主席、  
香港中醫藥管理委員會中醫組委員
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### 相關服務

- ISO 9001  
質量管理體系
- HKQAA-HCS  
衛生監控體系
- HKQAA-5S
- HKQAA-HSBC  
企業社會責任指數

支持機構



### 聯絡香港品質保證局

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香港安老服務協會  
The Elderly Services Association of Hong Kong

全港私營安老院同業會



# Service Quality Management



## Service Quality Management Certification Scheme – Elderly Services



### Using multiple perspectives to recognise the quality of elderly care

Hong Kong's population is ageing and the government has recently introduced measures to support elderly people. It is therefore expected that the demand for elderly care services of high quality will increase.

In order to meet this challenge to our community, HKQAA has launched the **Service Quality Management Certification Scheme – Elderly Services** to provide a comprehensive and objective set of standards which the public can use to identify quality elderly care providers. This new scheme is also HKQAA's way of working with the industry to promote the sustainable development of elderly care services and raise standards of professionalism.

The Scheme assesses service providers from several different perspectives, such as **Management System Assessment, Stakeholders' Opinions** and **Microbiological Testing**. It focuses on the implementation of a quality management system that conforms to the actual operation of elderly care services.

### Benefits

- Provides assurance to the public and stakeholders that the organisation has the ability to provide quality services in a sustainable way
- Demonstrates the organisation's consistency of service quality, customer satisfaction and hygiene standards
- Enhances corporate image and competitive advantage over non-certified organisations
- Drives continuous improvement in the organisation by helping it to identify its strengths and correct weaknesses
- Complements other assessment methods and initiatives in elderly care services

### Technical Committee

#### Chairman

Mr Ronald Y. F. Lau

Chairman of Hong Kong Food Hygiene Administrators Association;  
Member of Chinese Medicine Practitioners Board, Chinese Medicine Council of Hong Kong

#### Members

Dr Cheung Moon Wah

Member of the Elderly Commission;  
General Manager (Elderly Services) of Hong Kong Housing Society

Dr Godfrey S. S. Ngai

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Prof. Thomas K. S. Wong, JP

President of Tung Wah College

Mr Jacky Choi

Managing Director of Clover Cosmetics Co Ltd

Mr William Chau

Managing Director of B2A Consulting Ltd

### Related Services

- ISO 9001 Quality Management Systems
- HKQAA-HCS Hygiene Control System
- HKQAA-5S
- HKQAA-HSBC CSR Index

Supporting Organisations



Hong Kong Private Nursing Home Owners Association

### Contact HKQAA

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