

Highlights: Accreditation & Awards

ISO 10002 Certificate to New Hopes Construction Co., Ltd.

New Hopes Construction Company Limited has successfully been awarded the ISO 10002:2004 certificate from the Accredited Certification Limited (ACI) in November, 2007.

Customer complaints are inevitable in any kind of business. They are especially critical in the life sciences and all business industries, where complaints may indicate serious safety issues. In ISO environments, customer-complaint handling is considered an essential part of the quality system — and an important factor in ensuring compliance.

With the implementation of ISO 10002:2004, Customer Satisfaction Management System, New Hopes Construction Co., Ltd. will certainly benefit a lot. They have developed an effective and efficient complaints-handling process to satisfy customers' needs. It helps to introduce a positive complaint handling culture in the company.

Management of the company mentioned that awareness and alertness on customer handling skills among their employees have improved significantly. ISO 10002 assists all departments in proactive managing the complaint handling process, which helps reducing the life cycle of complaint process and ensure timely response. The management also sincerely thanks the ACI audit team for their professional services during the certification process.



ISO 22000 & HACCP Certificate to Shark's Fin City Restaurant

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Shark's Fin City Restaurant was the first food restaurant to be awarded ISO 22000 & HACCP certificate from ACI. Implementing ISO 22000 helps them to minimize the probability of food poison accidents. After capturing both the ISO 22000 and HACCP certificates, the safety of food provided by the Shark's Fin City Restaurants is ensured and reached a world satisfying level. Shark's Fin City Restaurant is the pioneer in food safety management.

Shark's Fin City Restaurants with branches in Olympian City One, Times Square, New World Centre and Miramar Shopping Centre have successfully been awarded the ISO 22000 and HACCP certificate for their "Provision of restaurants services" from Accredited Certification International Limited (ACI) on 26th January, 2008.

Food safety is a hot topic highly concerned by the public, especially numerous food poison accident occurred in the market. ISO 22000 Food Safety Management System is an international standard highly recommended by the Food and Environmental Hygiene Department. The management from the Shark's Fin City Restaurant is delighted with the award of this international recognized food safety management certificates and confident that the certificates will lead them to higher level of services. They also appreciated the profession of ACI during the certification process.



Highlights: Accreditation & Awards

ISO 9001 Certificate to Hong Kong Judiciary Court – Small Claims Tribunal and the Magistrates Court

We are pleased to announce that following the ISO 9001 certificate presentation to Hong Kong Judiciary - Court Orders Section on May 12, 2007, Accredited Certification International (ACI) also presented ISO 9001:2000 certificates to two other major sections of the Hong Kong Judiciary on March 1, 2008. They are Small Claims Tribunal and the Magistrates Courts of Eastern Magistrates' Courts, Kowloon City Magistrates' Courts, Kwun Tong Magistrates' Courts, Fanling Magistrates' Courts, Shatin Magistrates' Courts, Tuen Mun Magistrates' Courts and Tsuen Wan Magistrates' Courts.

The Small Claims Tribunal provides an expeditious, inexpensive and informal means of adjudication for civil disputes. ISO 9001 helps shortening the time in handling litigation matters. In addition, it enables cases to be smoothly transferred, when appropriate, from the Tribunal to other courts and tribunals in a timely manner.

Implementing ISO 9001 into the Magistrates' Courts daily business practice increases the Courts efficiency on handling the summary and indictable offenses. This not only has improved the management system but also helped demonstrating its ability to consistently provide services that meet consumers and applicable regulatory requirements, what's more, to enhance customer satisfaction. This global recognition assures the Small Claims Tribunal and the Magistrates' Courts management systems levels are up to the international standard. They are very thankful to ACI in completing the ISO 9001:2000 certification.

司法機構
Judiciary

Small Claims Tribunal and
the Magistrates Courts

Highlights: Housing Authority Supplier

ACI is recognized by the Hong Kong Housing Authority as a Housing Authority Supplier for "Statistical Research & Survey Services"

We are pleased to announce that following the recognition from **Census & statistics Dept, HKSAR** as their listed supplier to offer statistical research and survey services, ACI have received recognition again from **Hong Kong Housing Authority, HKSAR** as the supplier for "Statistical Research & Survey Services". It is an honor for ACI to be recognized by the Hong Kong Housing Authority. It means that ACI is now the only accredited certification body for this service, and this confirms ACI's position as a professional market researcher.

ACI management said, "This is the culmination of several years of hard work in developing this service, training a network of interviewers, and working with related specialists." Advantages of the professional statistical survey services include the followings:

1. By identifying the most popular opinions/suggestions from today's valued customers, surveys conducted, we can provide multitude of ideas to offset deficiencies in current customer services and daily business operations
2. Unique questions are presented in the survey questionnaires to identify the perceived values in the services and how the company is rank amongst its primary competitors in delivering its critical value factors
3. By offering suggestions based on our expertise and the results of the findings, in allowing you to make the best decision which would align your strategy with business goals

We also provide professional and technical training and management certification services. ACI welcomes all interested parties to enquiry about our statistical research & survey services.



Housing Department



Census and
Statistics Department

Highlights: Announcement of Office Relocation

In order to accommodate our expanding activities and increase the efficiency of our operations, ACI moved its headquarters to a new location, which became operational on April 1, 2008 (Tuesday).

The phone numbers and fax numbers are remain the same, but the address is changed. For your records, please use the following address after April 1, 2008:

Accredited Certification International Limited
18 /F, Po Wah Commercial Center,
226 Hennessy Road,
Wanchai, HK
Tel : 3583 3330
Fax: 2806 1940

Our website is unchanged and remains "www.aci-limited.com", so does the e-mail address "enquiry@aci-limited.com"

This is another positive step for ACI to ensure a higher quality of management certification, professional and technical training, and market research and survey services. We are very glad to welcome all of our friends, old and new, to visit us in the new office.

Highlights: ISO updates

ISO 9001:2008

The fourth edition of ISO 9001 is proposed to be publish on 31 October 2008. By comparing ISO/DIS 9001:2008 with ISO 9001:2000, we conclude that there is no significant change. We will discuss this further in the "ACI Infoworld" and will notify the differences between the old and the newest version, please inform yourself by browsing our website regularly.

OHSAS 18001:2007

Compare to the 1999 edition, this new edition has much greater emphasis on "health" rather than just "safety", with significantly improved alignment to ISO 14001:2004, which allows business to develop integrated management systems more easily. The transition period will last two years commencing on 1 July 2007. All certificates issued against the OHSAS 18001:1999 standard must be withdrawn by not latter than 30 June 2009. ACI is monitoring the situation, please contact us for details.

ISO 28000:2007

For organizations working within, or relying on, the logistics industry, certification to the ISO 28000:2007 supply chain management standard provides a valuable framework. It will help minimizing the risk of security incidents and so help providing problem-free "just in time" delivery of goods and supplies. It will also provide substantial support in achieving the EU Authorized Economic Operator (AEO) certification, a crucial certificate for companies importing and exporting with the EU. Any interested parties, please contact us for details.

Highlights: International Accreditation Day

9 June 2008 has been picked up as the International Accreditation Day by the International Accreditation Forum (IAF) and International Laboratory Accreditation Cooperation (ILCA). ACI is accredited by HKAS; we support the activity and appreciate a lot over the contributions of accreditation to the society and customers.

The value of accreditation has been widely recognized and adopted by economies and societies worldwide. The theme for this year's International Accreditation Day is "trust", which is used to highlight the way in which accreditation regulations and procedures are probably implemented at a worldwide recognized level to ensure products and services reaching the customers' requirements and public interest.

International organizations, such as World Health Organization (WHO), International Standard Organization (ISO) and International Electrotechnical Commission (IEC) also appreciate the international accreditation networks. In fact, the accreditation plays an important role in health, safety and well-being of the public. The use of ISO International Standards as the reference criteria for accreditation and the development of the international accreditation network are thereby the key to build trust across borders and promoting best practices in conformity assessment worldwide.

For more information about the International Accreditation Day, you can visit the following website, www.ilac.org and www.iaf.nu for ILAC and IAF respectively.



New Course to meet the Changing Market

ISO 20000:2005 Information Technology Services Management System Training

Awareness, Effective Application and Internal Auditor Training Target Audience: Practitioners involved in IT service management and operation

Reliable and quality of IT service management are the key challenge in supporting business operations. ISO 20000 international standards aimed at providing requirements and codes of practices to the industry. You and your company should not miss this opportunity to learn and apply the best practice into their daily operation to better manage existing IT services in an effective approach.



Details check our website

ISO 27001:2005 Information Security Management System Training

Awareness, Effective Application and Internal Auditor Training Target Audience: Practitioners involved in IT security management

Numerous data and information leakage to the public will ruin the Company's reputation and confidence. Thus, the best is to aim at providing guidelines on deployment of information security management system and protecting the information security and related asset and infrastructure. ACI is pleased to offer various ISO 27001 training courses to interested companies.



Details check our website

ISO 28000:2005 Supply Chain Security Management Training

Effective Application and Internal Auditor Training Target Audience: Practitioners driving the supply chain security management and operation.

Disruption in any parts of the supply chain could paralyze and cause enormous economic loss. ISO/PAS 28000 outlines the requirements to enable an organization to establish, implement, maintains and improves a security management system. Your company can learn and apply the best practice to better manage their supply chain survives.



Details check our website

