

Major Accolade

Mr. Chan Wing Kin, Alfred (left), Chairman and Executive Director, and Mr. Wong Wai Yee, Peter, Executive Director and Chief Executive Officer, were truly honoured that Towngas China received the Grand Award of the 2016 HKMA Quality Award. This was a recognition of the joint efforts of all staff members.



During the year, the Group was honoured with the Grand Award of the 2016 HKMA Quality Award, presented by The Hong Kong Management Association ("HKMA"). The Group is the first Hong Kong corporation whose principal businesses operate outside Hong Kong to receive this highest honour, which is known as the "Oscars" among various management awards.

The rich and quality management culture in Towngas China is inherited from The Hong Kong and China Gas Company Limited ("HKCG"), our parent company, which has over 150 years of history. We introduced "Superior Quality Service", a strategic management scheme with remarkable achievements to our businesses in China. The outstanding management mechanism has enabled the Group to maintain a leading position in China's gas industry, our top quality standard has also set the industry benchmarks for other parties.

The assessment process of the HKMA Quality Award is strict and well-structured. The Group was given the Grand Award as we have achieved outstanding performance in all seven judging criteria: Leadership, Strategy, Customers, Workforce, Operations, Results, Measurement, Analysis and Knowledge Management.





The Group has managed to implement its outstanding quality management in all project companies. This gained high recognition from the visiting judging panel.



Mr. Wong Wai Yee, Peter (centre), Executive Director and Chief Executive Officer, received the Grand Award of the 2016 HKMA Quality Award. The award showcased our commitment to quality management and outstanding performance.

While our project companies span across multiple provinces in China, the Group's quality management culture has been well integrated and implemented in each of them. This was highly complemented by the judging panel that contributed a key part to our victory. In Towngas China, our management does practice what they preach and have set up multi-faceted top-down approaches to enhance staff unity. The key measures include establishing a Key Performance Indicator system to ensure the Group's vision, mission and core values are well integrated into daily operations and Key Management Focus project groups to organize cross-departmental discussions, trainings and seminars on a regular basis, two-way communication is fostered while adjustments are being made with reference to opinions received.

Our corporate governance standard was highly recognised as utilizing a long established set of systems. We have managed to deliver our corporate culture, safety standards and service pledge to all project companies, maintaining top standards and creating synergies with the Group's existing business.



With well-defined performance indicators, the Group has been able to overcome management barriers and to integrate a team of workforce with diverse backgrounds. This not only has allowed Towngas China to stand out from groups of leading companies, it has also set an example for the industry and is our key to victory.