

WorldPartner of American Society for Quality (ASQ)
Founding member of Asian Network for Quality (ANQ)

Seminar on "Service Quality"

Friday, 4 November 2011

Description	Established in 1989 as a non-profit-distributing organization by the Hong Kong Government, Hong Kong Quality Assurance Agency (HKQAA) helps industry and commerce in the development of quality, environmental, safety, hygiene and social management systems. The professionals in HKQAA possess a wide range of international and industrial knowledge and experience to provide the market with a full spectrum of conformity assessment and certification services. HKQAA also set up a wholly-owned subsidiary in China, HKQAA Certification (Shanghai) Ltd., to provide comprehensive services to businesses in mainland. This seminar aims to provide insight in service quality and help organizations develop a service culture.
Speaker	Mr. Billy Man is General Manager of Hong Kong Quality Assurance Agency (HKQAA). Before joining HKQAA in 2007, he was the General Manager of Tiptop Consultants Limited and the Sales Controller of bigboXX.com. Prior to these, Mr. Billy Man was the Senior Manager of SUNeVision Super-Office, and Sales Manager of GTE Directories (HK) Ltd, Saggio Computer Company Ltd and Cable & Wireless HKT successively. With over twenty years of experience in business management, Mr. Man specializes in planning and executing sales, marketing and service management strategies. In addition, he conducts corporate training programs and seminars covering topics related to business strategies, selling techniques, market research and service cultures development. Mr. Man holds an MBA from the University of Hull, UK. He has received numerous awards, such as the Top Salesman Award from GTE Directories (HK) Ltd and the Distinguished Salesman Award (DSA) from Hong Kong Management Association in 1992 and 1993, respectively. Moreover, Mr. Man was once a member of the Steering Committee of the Hong Kong Federation of Restaurants and Related Trades' "源全計劃" and he helped the Cosmetics & Perfumery Association of Hong Kong to design and implement the project of "Our Pledge for The Best 眾心承諾優質美容服務計劃".
Seminar Details	<p>Date & Time: 4 November 2011 (Friday) 6:45 pm – 7:00 pm Registration 7:00 pm – 8:00 pm Seminar</p> <p>Venue: Room CF401, Microsoft Enterprise Systems Centre (enter via 4/F, Core F), The Hong Kong Polytechnic University (PolyU)</p> <p>Fee per Delegate: FREE Priority for HKSQ Members / ASQ Members / HKQAA Clients</p> <p>Medium: Cantonese, supplemented with English Terms</p>

REGISTRATION FORM

(Please put a "✓" in the appropriate box below)

Fax: **3522 4128**

Registration Deadline: **31 Oct 2011**

☐ HKSQ Member Membership No.: _____
☐ ASQ Member Membership No.: _____
☐ HKQAA Client (CC No.): _____

☐ TQM / Techmax Clients
☐ Others

Company: _____

Name: Mr./Ms./ Mrs. _____ Position: _____

Department: _____

Address: _____

Cellular No.: _____ Fax No.: _____ E-mail: _____

Seats can be reserved by sending fax to Mr. C.P. Chow at 3522 4128
For enquiries: please contact Dr. Lotto Lai at 6181 5272 or send e-mail to info@hksq.org