

Merit Award – Gilman Group 優異獎 – 太平洋行國際有限公司

Report from the Board of Examiners

Gilman Group was founded in 1841. As a long established name in providing a wide spectrum of renowned international home and lifestyle household appliances, the company has been successfully weaving through all sorts of challenges that had withered most of the “Hong” in Hong Kong and is able to maintain a strong foothold in the retail business for being one of the longest history trading companies in Hong Kong.

Rooted with a strong heritage and the clear vision to be a leading distributor and service organization, Gilman has been delivering its strength by providing quality services and products, serving the Hong Kong community with its competence in product sourcing, brand building, sales and marketing, and award-winning after-sales services.

Led by a strong leadership who spearheads and fosters the corporate culture to be the Best-in-Class, and fueled by the Know-Your-Customer-Needs core value, Gilman has been able to prosper and sustain business despite the keen competitions from both traditional retail industry as well as online competitors from local and overseas.

With the senior leaders advocating the “Get It Done” culture and the implementation of the O.N.E.S. (Optimization, New Dimension, Efficiency and Solidarity) strategic directions, Gilman achieved many breakthroughs in recent years. For example, the successful launch of new products including the De Dietrich Alliances (a French Royal Brand) targeting the Hong Kong luxury residential property market, the introduction of the bespoke Vinvautz wine cellar units for households, and the new business lines such as the household appliance package supply contracts as well as the extension of after-sales services for sold appliances to become a new revenue stream under the ToolBox servicing brand.

The Customer Service and Quality Center is specially established to handle customers’ requests and to collect different voices from customers, aiming to further promote relationship with customers on one hand, and enhance customer’s experiences on the other.

Clear and strategic KPIs, aligned with the corporate vision and missions, are set for all key business functions and initiatives, enabling the company to achieve a solid and outstanding performance in finance and operation aspects over the past few years.

With an embracement of caring culture, Gilman is able to maintain a satisfied and engaged workforce to provide quality services and to support its business operations, making it as a sustainable business enterprise and paving the way to future prosperity.

評審委員會報告

太平洋行國際有限公司(「太平洋行」)創於1841年，一直為顧客提供一系列國際著名品牌家電。百多年間，不少「洋行」不敵難關，而太平洋行卻能迎難而上，屹立不倒，在零售業界佔一席位，成為香港歷史最悠久的貿易公司之一。

太平洋行秉承優良的傳統，亦具備清晰願景，致力成為行內首屈一指的分銷商及服務機構。公司一直用心服務香港社區，致力在採購產品、建立品牌、銷售和市場推廣和售後服務各方面，為顧客帶來最優質的服務和產品。

太平洋行的管理層以身作則，積極推動企業文化「傲視同群」，並以「了解客戶需求」為公司的核心價值，使太平洋行在面對傳統零售業和本地及海外的互聯網商店的雙重競爭下，業務仍然得以持續發展。

公司領導層提倡‘Get It Done’的文化，實踐O.N.E.S(Optimization優化、New Dimension創新、Efficiency高效和Solidarity協作)的策略方針，令太平洋行近年的業務屢次取得突破，例如：以香港豪宅市場為目標，成功引入法國皇室御用品牌De Dietrich Alliances的新產品、Vinvautz專門訂造的家居酒櫃、拓展家電套裝優惠等供應合約的業務新方向，及擴展以Tool Box為服務品牌的售後服務，開拓新的收入來源。

專門成立客戶服務和質量控制中心的目的除了處理客戶的需求外，亦希望聆聽客戶不同的聲音和意見，藉此加強與客戶的關係，並且提升客戶體驗。

公司為主要業務功能和措施訂定明確且具策略性的主要績效指標(KPI)，再配合公司願景及使命，公司過去幾年在財務及營運方面都取得穩健佳績。

太平洋行實踐關懷企業文化，持續提供良好的工作環境，使員工能夠全情投入工作，為顧客帶來優質的服務，令業務得以持續發展，為將來的繁榮業務奠下基礎。



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All-in-all, guided by the strong leadership with clear and dedicated corporate vision and core values, Gilman has been able to survive in the tough business environment and become a successful “Hong” marching into the new era.

從各方面來說，憑著公司卓越的領導才能，以及清晰而明確的企業願景和核心價值，使太平洋行即使在面對營商困境仍能自強不息，成為香港其中一間成功的「洋行」，邁向新里程。