

Excellence Award – Anlev Elex Elevator Limited 卓越獎 – 安力電梯有限公司



Report Summary

Provided by Anlev Elex Elevator Limited

Company Background

Anlev Elex Elevator Limited (hereinafter called “the Company”) is a wholly owned subsidiary of ATAL Engineering Group which is established by founder Ir Dr Otto Lok-to POON, BBS, OBE since 1991. We are specialist in system design, supply, installation, comprehensive maintenance services and modernisation of transport solution on lifts, escalators and moving walkways. Our commitment to total quality management and full customer satisfaction is a continuous process, aiming to improve people’s life quality as well as the professionalism of the industry.

Leadership

The Company name, “Anlev”, stands for “**A** New **L**ift and **E**scalator **V**ision”. We treat every lift and escalator seriously to attain full customer satisfaction. Our vision is to become an innovative and sustainable engineering corporation and provide solutions to enhance the quality of life in the communities we serve. Our slogan, “Engineering with Passion” underpins our core value, “We Commit, We Perform, We Deliver”. This passion impels all employees to live up to our clients’ expectation, i.e. do all we can to ensure the quality, timeliness and cost efficiency of the services we provide.

We have well established various policies and developed different channels to ensure that employees shall act with integrity and ethical behaviour and fulfil corporate social responsibility as a corporate citizen.

報告摘要

本報告摘要由安力電梯有限公司提供

公司背景

安力電梯有限公司(以下簡稱「本公司」)是安樂工程集團的全資附屬公司,由創辦人潘樂陶博士、工程師, BBS, OBE於1991年創立。本公司專門為客戶提供升降機、自動梯和自動行人道系統設計、供應、安裝和全面保養維修及整改的一站式工程方案。我們對全面優質管理的承諾,令客戶得到滿意的服務,並透過持續改善以提高大眾的生活質素以及行業的專業水平。

領導才能

公司名稱「Anlev」代表「一個新升降機和自動梯抱負」。我們認真對待每一部升降機和自動梯,令客戶滿意我們的產品及服務。我們的願景是以創新及可持續發展為原則,致力成為具領導地位的工程企業並提供解決方案來提高我們社會以及大眾的生活質素。

我們的口號「堅守承諾,用心締造」為我們的核心價值「重承諾,慎履行,獻成果」奠定基礎。我們對工程的熱誠促使所有員工不辜負客戶期望,竭盡所能要準時準確地為客戶提供優質和符合成本效益的工程服務。我們制定了各種政策和不同的溝通渠道,並確保員工的誠信和道德,以履行企業社會責任。

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Strategy

Through strategic management retreat with all senior management every year, the Company takes stock and gauges the progress in achieving strategic plan and adjusting short-term and long-term plans. We always adopt a long horizon in long-term strategic planning covering market share expansion, product development, high-level of safety and quality services, professional workforce and profitable growth.

With the EMSD Contractors' Performance Ratings in safety performance and services quality performance as the foundation, the Company has mapped out short-term strategic plan for achieving the highest ratings amongst all registered lift contractors. The Company is now positioned in the highest Rating for more than five years. It is our commitment to maintaining passengers and public safety. Meanwhile, the Company has planned strategically for equipping devices and components for the existing lifts and escalators to uplift safety standard. In our long-term perspective, we plan to modernise them so as to achieve win-win beneficial condition for all parties including passengers, customers and government.

Customers

The Company always provides excellent customer-oriented, professional and efficient services to our customers in different segments including commercial and industrial buildings, universities and schools, condominium complexes, government buildings, metro stations, shopping malls and theme parks. The Company has built up strong relationship with our customers and more than 77% of them are royal customers with more than five years relationship.

The Company possess a remarkable engineering team to provide one-stop engineering solutions from design, supply, installation, testing, commissioning, maintenance, repairing to modernization of lifts and escalators. To identify customer needs and opportunities, our Customer Service Team proactively reviews and makes prompt feedbacks arising from regular Customer Satisfaction Surveys and courtesy visits to customers. Meanwhile, a 24-hour Service Centre handles customer calls and maintains effective communication channels. A customer complaint handling system has well been established with performance pledges to resolve customer issues in a timely and cost-effective way and more importantly provide valuable information for organisational learning and sharing.

策略

公司管理層每年透過管理層退修大會訂下策略，並根據實際進展情況來調整短期和長期發展計劃。我們的長期發展計劃包括擴大市場佔有率、產品發展、保持高水平的安全及優質服務、團隊的專業水平和盈利增長等。

本公司以機電工程署承建商表現評級中安全表現及服務質素表現評級為基礎，已制訂出短期業務策略以保持所有註冊升降機承建商中獲得最高評級為目標。公司現在已經連續五年以上獲得最高評級。這是我們對乘客和公眾安全的承諾。同時，公司已計劃為現有升降機和自動梯裝備相對設備和部件以提高安全標準。從長遠來看，我們計劃對現有升降機和自動梯進行整改，以實現乘客、客戶和政府等所有方面的互惠互利的局面。

客戶

本公司一直為不同類別客戶包括工商業大廈、大學和學校、公寓、政府大樓、鐵路站、商場和主題公園等提供優質、以客為本、專業和高效的服務。公司與客戶已建立了穩固的關係，其中超過77%客戶為合作超過五年的忠誠客戶。

公司擁有一支卓越的工程團隊，為客戶提供一站式的工程方案全面涵蓋乘客運輸方案的設計、生產、銷售、安裝、測試、保養維修、以及整改等服務。為了解客戶需求和機會，我們的客戶服務團隊主動檢視及跟進客戶滿意度調查問卷並作出及時反饋和探訪客戶。同時，24小時服務中心負責處理客戶來電並保持有效的溝通渠道。此外，一套恆之有效的客戶投訴處理系統以及服務承諾確保能及時並以成本效益的方式去解決客戶問題，更重要的是為公司提供有價值的信息作學習和分享。

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Measurement, Analysis and Knowledge Management

The Company has developed a comprehensive and tailor-made IT Platform with a wide range of monitoring, reporting and information sharing purpose, in order to manage organisational performance such as breakdown rate analysis, maintenance schedule and emergency callout response times.

The Platform also plays an important role on building organizational knowledge to all levels of staff with regard to technical and legislative issues. Additionally, we have different sharing platforms to facilitate colleagues to retrieve information and best work practices, as well as transfer knowledge for innovation and strategic planning.

Workforce

The Company is a caring company that promotes and inspires corporate social responsibility through caring for the community, employees and the environment. We have invested substantial resources to maintain safe and healthy work environment, promote sense of belonging and groom young talents. We have various training and development programmes such as apprenticeship training programme, talent grooming programme and executive development programme. The Company has also established sponsorship scheme to the staff on continuous professional development. In addition, a wide variety of technical, quality, safety and soft skill trainings either through in-house or external experts are provided for respective staff members to raise their standards of service and competence. To promote work life balance of staff, a recreation and welfare affairs club has been formed with many engagement activities for staff interest to cultivate a harmonious relationship. Meanwhile, there are various award schemes to recognize outstanding employees.

評估、分析和知識管理

公司開發了一套全面和度身制作的資訊平台，這平台集監控、報告和信息共享於一身，用以管理公司在各方面績效，如故障率分析、維修保養時間表和緊急服務到達時間等。

該平台在建立公司知識管理，以致推廣技術和法例知識予公司各級工作人員發揮重要作用。此外，我們有不同的分享平台方便同事檢索信息包括最佳作業實踐，有助轉移創新知識和規劃策略。

工作團隊

本公司是一家關懷社會的公司，通過關懷社區、關心員工，以至愛護環境來促進和履行企業社會責任。我們投入大量資源來維持安全健康的工作環境，增強員工歸屬感和吸引青年人才。我們有各種培訓和發展計劃，如學徒培訓計劃、潛能發展課程、行政人員發展課程等。公司還為員工提供了培訓資助計劃以協助員工專業發展。此外，公司通過內部或外部專家為各職員提供各種各樣的技術、質量、安全和軟技能培訓，以提高員工的服務水平和能力。為了促進員工的工作生活平衡，公司成立了一個康樂事務委員會，為員工提供了各式各樣的活動來培養和諧氣氛。同時，我們還有各種獎勵計劃來表彰優秀員工。

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Operations

Safety remains our top priority at all times. The Company has well established a sound safety management system with determination and commitment from top to down levels of the corporate based on the process and risk-based approach operations. The real-time monitoring and timely reporting of performance offers proactive and preventive rectification of operations before turning into defect or noncompliance. On the other hand, the Company has established a vendor management system for managing our supply chain. Meanwhile, work practices of frontline staff are monitored through regular and irregular site visits to ensure safe, smooth and reliable operations are delivered to customers at the highest quality. The Company has Smart Ambassador to promulgate innovation culture and the Company always put its effort to conduct scientific research and innovation initiatives to prevent recurrence of serious accident from happening in the industry, such as Motion Sensor Mobile App, Automatic Wire Rope Breakage Laser Detector and Predictive Maintenance and Remote Monitoring System.

Results

The Company has achieved remarkable success in different areas. We achieve the highest “Safety Performance Star Rating” and “Services Quality Performance Stars Rating” in the EMSD Registered Lift and Escalator Contractors’ Performance Rating since the first launch of the rating system in 2013. This demonstrates the excellent safety and service quality performance amongst all registered lift and escalator contractors in Hong Kong.

The Company has received many prestigious awards to recognize its excellent performance in quality, safety, reliability and customer satisfaction. For instance, Gold Award of “The Considerate Contractors Site Award” in 2015. Meanwhile, our work process effectiveness such as breakdown rate and passenger trap rate improved continuously. The number of customer complaint dropped largely with increasing number of appreciation letters received and the employee turnover rate reduced largely in these years. All these provide favourable conditions for our continual improvement. Of course, the Company is always serving our customers with conscientious and pragmatic attitude towards a steady average growth in profit and market share in the industry.

營運

安全是我們的首要任務。公司建立了完善的安安全管理體系，上下一心決心，並作出承諾以流程和風險為營運基礎，以實時監控和適時績效報告可以在問題發生或不合規情況前提供積極和預防性措施。另一方面，公司建立了供應鏈管理系統來管理公司的供應鏈。同時，公司通過定期和不定期的實地巡查，監控前線員工的工作，確保安全、穩定和可靠地為客戶提供最優質服務。此外，公司擁有創新大使，提倡創新文化。公司致力利用科研和創新方法來防止行業內重大事故再次發生，例如移動傳感器、鐳射鋼索斷裂自動檢測裝置和預測性維修及遠程監控系統等。

業績

公司在各個領域取得了卓越成就。自二零一三年機電工程署首次推出的承建商表現評級以來，我們在機電工程署註冊升降機及自動梯承建商的表現評級中獲得最高「安全表現評級」及「服務質素表現評級」。

此外，公司在質量、安全、可靠性和客戶滿意度方面的卓越表現亦獲得許多卓越獎項，如2015年度「公德地盤獎」金獎。同時，我們的營運效率如壞機率和困人率也不斷持續改善。近年，客戶投訴數量大幅下降，客戶發出的嘉許信數量不斷增加，以及員工流失率在這幾年大幅下降。這提供有利條件令我們精益求精，追求卓越，當然，公司會繼續以認真務實的態度為客戶服務並確保利潤和市場佔有率能平穩地增長。