

Special Award for Established and Medium Enterprises – Central Business Information Limited 中型企業特別獎 – 滙華商業資訊有限公司



Report Summary

Provided by Central Business Information Limited

Company Background

Incorporated in 1996, Central Business Information Limited (CBI) is a global business information company covering Hong Kong, China and over 210 countries around the world. The company offers a full range of services including due diligence, business credit report, employment screening, asset search, business verification and site investigation for various industries.

Headquartered in Hong Kong with four established offices in Beijing, Shanghai, Guangzhou and Xi'an, CBI has an experienced and professional workforce of over 300 staff members.

Embracing "Pursuing Truth, Building Trust", CBI has provided one-stop solutions to meet evolving customer needs over the past 21 years.

Leadership

Effective communication is the key to success through people management.

The tradition of quarterly small group gatherings with the President is well sustained until now. Regular sharing sessions with 2nd tier management and high potentials also generate a hybrid of mutual learning and mentoring. Interactive management sharing promotes staff engagement and attachment to CBI. Moreover, crucial issues are discussed and resolved at the weekly management meeting attended by all division heads and senior management so as to maintain a well communicative and effective working environment.

CBI has an obligation to act for the benefit of society at large.

Through various social activities and initiatives, an ethical framework is introduced to staff and they are encouraged to take part in partnership programs with local charity organizations to benefit the well-being of the communities and environment.

報告摘要

本報告摘要由滙華商業資訊有限公司提供

公司背景

滙華商業資訊有限公司 (CBI) 成立於 1996 年，主要為客戶提供中國、香港及全球超過 210 個國家的商業資訊。CBI 為各行業客戶提供一系列的服務，包括企業盡職審查、企業信用調查、員工背景調查、產權調查、企業認證及實地認證等工作調查服務。

公司總部設於香港，在北京、上海、廣州和西安分別設有四間分公司，共聘用了超過三百多名富經驗的專才。

21 年來秉持「呈送真相、確立誠信」的信念，為市場提供優秀卓越的服務，滿足客戶的需求。

領導才能

我們相信透過人員管理，發展有效的溝通方法是成功的關鍵。我們總裁在季度評核會議上會與所有員工會面，與各小組的管理人員和重點培訓人員舉行定期會議，都被視為相互學習和指導教學的渠道。互動分享提高了員工的參與度和對公司的歸屬感。而且，所有部門主管和高級管理人員會在每週會議上進行討論並解決關鍵事宜，從而保持良好的溝通和高效率的工作環境。

公司有責任為社會公益作出貢獻。我們設有完善的制度，鼓勵員工參與公司與本地慈善組織開展的社會活動，努力造福社區和環境。

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Strategy

Delivering truth and assisting our customers in making accurate business decisions is our mission. With our key strategy - Cautiously Power Devolution, project teams are set up to develop strategies for each job task to ensure details are not missed out as truth always lies under the most unnoticeable minors.

Through Person-In-Charge (PIC) appointment, CBI encourages division managers to appoint subordinates in taking up leadership roles in different projects. The company's young leaders are incubated with opportunities to learn and improve leadership, communication and project management skills. Starting from research and feasibility studies to strategic proposal and action plan presentation, senior management mentors the young leaders through drills and sharing sessions in our daily workflow. To ensure successful business plans or projects are well monitored and progress catches with development timeline, steering committees are formed to report progress.

Customers

The competitive marketplace with an alarming rate of fraud means increasing pressure to maximize profits and minimize risks. Getting consistent and correct information to detect, avoid and manage risks is vital and demanding in management decisions.

CBI offers integrated solutions with analysis based on the most updated and precise information, empowering decision makers to make right decisions.

Our key customer categories cover Big4 and CPA firms, law firms, IPO sponsors, and corporates.

Our business development team meets customers face-to-face to discuss search scope on client's project enquiries. Search objectives are defined and search scopes are refined to fulfill demanding due diligence regulatory requirements at meetings.

The CBI Business Lab conducts research and collects market information via various sources and channels to help identify search problems and appropriate solutions in new ways, and provide new frameworks to guide our development in service and production enhancement. Market case studies and regulatory updates are also consolidated and shared with clients.

策略

傳遞真相和協助客戶作出準確的商業決策是我們的重要使命。在製定策略並轉化為計劃時，審慎地下放權力是主要策略。

透過 Person-In-Charge (PIC) 制度，滙華鼓勵各部門主管委任他們的下屬在各項目擔任領導角色，以此培育他的領導能力、溝通能力和計劃管理的技巧。其次，PIC會為策略建議計畫書搜集資料和研究可行性，然後進行匯報，資深管理人員透過日常運作和分享環節提供指導培訓，最後組成指導委員會，確保計劃能配合發展進度，以至順利進行。

客戶

在競爭激烈的市場下，商業欺詐個案日益增加。這意味著增加利潤和減低風險愈來愈具挑戰性，使獲得一致和正確的信息來檢測，避免和管理風險對管理決策至關重要。

CBI根據最新、最準確的信息提供全面解決方案，使決策者能夠做出正確決定，客戶主要包括即將上市的公司、保薦人、律師行、會計師樓和各種企業。

我們的業務發展團隊與客戶面對面討論項目的調查範圍，為的是清晰定義調查目的，及完善調查範圍，以達到盡職調查的最高要求。

CBI的 Business Lab 通過各種資訊和渠道，進行研究和收集市場信息，幫助辨識客戶的調查問題，從而確定合適又創新的解決方案，並提供新的框架來引導我們的服務優化和生產改進。市場個案研究和監管更新也會定期被整合與客戶分享。

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Measurement, Analysis, and Knowledge Management

Overall organizational performance is tracked and enhanced progressively via a set of internal standard procedures and market analysis. All divisions are required to maintain a procedural manual and FAQ bible as standard of work procedures, as well as the measurement of divisional function. On the other hand, external market information sourced by Marketing division and Business Lab, is translated into statistical analysis as a reference of internal discussion on potential business developments.

The knowledge obtained from both sources is documented systematically and acquired through training programs. Trainings include comprehensive induction course for new joiners, three-month on-the-job training and mentoring, weekly market insight update sessions organized by business lab for all divisions, as well as professional leadership training provided by market-sourced vendors and designed for division heads and high potentials.

Workforce

In CBI, our employee performance management system is aligned with employee-oriented policy. Staff are highly motivated by quarterly performance reviews and bonus as well as staff advancement exercises conducted bi-annually. In order to support employees' high-performance work, comprehensive systems are well-developed and maintained in relation to customer relationship, workflow control, financial performance monitoring, workforce management as well as project management.

More importantly, to promote the well-being and work-life balance of employees, the company provides a wide variety of activities and an attractive welfare scheme to staff members. Apart from monthly recreational activities and annual overseas outings, staff members joined over three years are eligible to enroll "Loyal Staff Program" and "Safe Retirement Program", which was recognized and acknowledged by the MPF Schemes Authority and was honored the Good MPF Employer Award in three consecutive years.

評估、分析和知識管理

我們透過一系列的內部標準程序和市場分析，追蹤和加強整體員工的表現。所有部門都必須設有程序手冊和常見問題集，作為工作程序的標準及量度部門功能。另一方面，由市場推廣部門和Business Lab就市場信息進行統計分析，作為潛在業務發展的參考。為了有效傳承知識，以上途徑得來的知識會有系統地記錄，並且經常在各種培訓計劃分享。

工作團隊

滙華的員工績效管理體系是以員工為導向。透過季度績效考核、季度獎金分發、以及每半年一次的晉升制度，鼓勵員工積極表現。為保持員工的高績效工作，公司開發和維持了得好的綜合系統，包括客戶關係，工作流程控制，財務績效監控，員工管理以及項目管理等。

更重要的是，為了促進員工的福祉，以及使生活和工作取得平衡，公司安排了各類型的活動並設立了一個極具吸引力的福利制度。除每月的康樂活動及年度員工旅行外，加入超過3年或以上的員工均有資格參加免繳強積金及安心退休方案，我們連續三年榮獲積金好僱主獎。

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Operations

Business Hub was formed to coordinate and collaborate different stakeholders in the operation workflow. A structured workflow has been well defined within the organization and the refinement in job duties and work processes are reviewed consistently to ensure quality results.

Business Hub serves as the mediator in tracking all procedures, ensuring the requirements and expectations of customers are met. With ISO 9001 certified since 2016, CBI has demonstrated the rigorous operational procedures and policies in place.

Results

From a two men startup to an over 300 workforce operation in Hong Kong and China; CBI is never satisfied with what has been achieved and retrieved in the past 21 years. Strong reputation in local market, encouraging financial and market results, a number of awards and recognitions as well as industry-first innovations; all of these signified our persistence and determination in growing the business and setting the benchmark in the market. CBI will continue to strive for excellence in delivering quality service, by building our working principles into everything we deliver, and into how we work as an organization.

營運

為了確保調查過程能夠配合客戶的要求和期望，公司特別成立 Business Hub 協調整個訂單運作，以協調員角色，利用高效率的工作流程和清晰的工作分配，確保生產鏈中的所有部門都遵循制定的工作程序，從而確保高質量的工作效果。而從 2016 年已獲得的 ISO 9001 認證已充份證明滙華擁有嚴格的操作程序和政策。

業績

從二人公司到今天中港兩地擁有三百多名員工的企業，印證了滙華的成功之路，然而我們沒有因此停步。20 年來累積的市場信譽、令人振奮的業績、眾多獎項的認可，以及成為了業界創新的先驅，這些都標誌著我們在發展業務方面以及樹立市場基準的堅持和決心。CBI 將繼續致力於提供優質服務，將我們的企業理念融入到所有服務中，竭誠提供最優質的服務給每一位客戶。