

# Special Award for Established and Medium Enterprises – New World Facilities Management Co., Ltd. 中型企業特別獎 – 新世界設施管理有限公司

## Report from the Board of Examiners

New World Facilities Management Company Limited (NWFM) is a non-profit organization and has been commissioned by the Home Affairs Bureau to provide management and operation services for the Youth Square. Embracing the mission of youth development and supporting youth to contribute to society, NWFM's vision is to develop Youth Square as the focal point of Hong Kong's territory-wide youth development activities. Its scope of services includes management of hostel, property, venues & facilities, leasing as well as events & marketing. NWFM demonstrates commitment to quality management and meets the various criteria of the HKMA Quality Award.

NWFM'S vision and mission are clearly stated and deployed through the organizational structure and corporate culture with six guiding principles: Grow, Groom, Glow, Green, Global vision and Give back. On youth development, a clear strategic focus on the 3 pillars is evident – Arts & Culture, Music & Dance and Community Engagement. Integrated service for the targeted youth group is the main focus whereas international exchanges and internship programs are the cornerstones. Some examples include “Be the Best – Master Class” in which master trainers of different fields are invited to share their experience and inspirations with the youths, and “Glocal Fellowship – Celebrity Salon” which aims to promote self-reflection and conflict resolution. Community activities are also organized to cultivate the social responsibility of the new generation.

NWFM adopts a systematic approach in collecting customers' feedback to improve its service quality. Key performance indicators are in place to measure organizational performance in different aspects including customer values, social values, financial performance and business performance. Supported by systematic human resources management (HRM) structure and practices, the organization provides a happy and safe work environment to its employees. Family- friendly practices are in place to support a work-life balance culture. Training subsidy is provided to promote a life-long learning culture. A ‘buddy’ system is established to facilitate new recruits to learn and grow.

A comprehensive operation system with clear KPIs is in place to track its performance related to strategic objectives, overall organizational performance and daily operations. There are policies and measures to ensure security and continuity of use of data as well as information. NWFM is certified with management system ISO9001:2015 and has also received numerous awards related to customer service, hostel management, employer's recognition and corporate social responsibility respectively.

## 評審委員會報告

新世界設施管理有限公司(新世界設施管理)為非牟利組織,由民政事務局委託,一直為青年廣場提供管理和營運服務。秉承發展青年潛能為使命及支持青年貢獻社會,新世界設施管理的願景是透過青年廣場凝聚全港青少年的發展活動,服務範圍包括旅舍管理、物業管理、場地及設施管理、租賃服務以及活動及市場推廣服務。新世界設施管理致力提供優質管理,並符合香港管理專業協會優質管理獎的各項標準。

新世界設施管理透過組織結構、企業文化以及六項指導原則:悉心培訓、培育成長、發揮所長、環保綠化、環球視野及回饋社會以實現願景和使命。在青年發展方面,新世界設施管理設有三大明確發展支柱,分別為藝術及文化、音樂及舞蹈和社區參與。新世界設施管理專門為青年人提供各種服務,其中國際交流和實習計劃是不可或缺的重要活動。活動例子包括「年少器盛」大師班,邀請不同領域的高級培訓導師向青少年分享他們的經驗和啟發,還有「求同·傳義」名人沙龍,旨在促進自我反思和加強化解衝突的能力。新世界設施管理亦會組織社區活動,培養新一代青年的社會責任。

為了提高服務質素,新世界設施管理採用系統性方法收集客戶意見,並且根據各關鍵績效指標評估組織在各個方面的表現,包括客戶價值、社會價值、財政業績和業務表現。組織透過建立系統性人力資源管理結構和實踐不同措施,為員工提供一個愉快和安全的工作環境,組織更推行家庭友善僱傭措施,提倡工作與生活的平衡。為了推動終身學習文化,組織更為學員提供培訓津貼。員工之間亦實行「夥伴」計劃,有助新進員工學習和成長。

清晰的關鍵績效指標與全面的營運系統可反映與策略目標相關的表現、組織整體表現和日常營運狀況。新世界設施管理根據不同政策和措施,確保資料數據的保密性及可持續地使用相關資料。新世界設施管理已通過ISO 9001:2015 品質管理系統認證,組織在客戶服務、旅舍管理、僱主認可和企業社會責任等各範疇亦屢獲殊榮。