

# Special Award for Small Enterprises and Start-ups – Venture Global Limited 小型企業及初創企業特別獎 – 宏才拓展有限公司



## VENTURE

### Report Summary

*Provided by Venture Global Limited*

#### Company Background

VENTURE Global Limited was established in 1998, headquarters in Hong Kong with a factory in Dongguan, China.

We are an ODM electronics products developer, manufacturer, exporter of safety and security products whose specialize in:

- DIY wireless home care products
- Elderly care products
- Traveller's essential (portable personal safety and security) products
- Wired and Wireless Intercoms.

Our major markets are North America, Western Europe and Australia with less than 2% of our sales revenue from the rest of the world. We have a comprehensive product development team that includes Industrial Designer, Software Engineer, Electronics Hardware Engineer, Radio Frequency Engineer and Mechanical Engineer.

To code with the fast-moving market demand and trends, we always adopt new technologies such as IoT (Internet of Things) into our new products and invest in innovative and technological advanced research projects with well-known laboratories such as Nano Technologies and Energy Harvesting to stay ahead of the competition.

### 報告摘要

*本報告摘要由宏才拓展有限公司提供*

#### 公司背景

VENTURE宏才拓展有限公司成立於1998年，總部設在香港，在中國東莞設有工廠。

我們是ODM電子產品開發商、製造商、安全及安全產品出口商，專攻：DIY無線家庭護理產品

- DIY無線家庭護理產品
- 老年護理產品
- 旅行者必備(便攜式人身安全和安保)產品
- 有線和無線對講機

我們的主要市場是北美、西歐和澳大利亞。我們擁有一支包括工業設計師、軟體工程師、電子硬體工程師和機械工程師在內的開發團隊。

為了適應快速移動的市場需求和趨勢，我們始終將物聯網等新技術引入新產品，並與納米技術和能源採集等知名實驗室共同投資創新技術高級研究專案，以保持領先地位。

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## Leadership

To ensure our employee are fully aligned with our Company Vision, Mission & Values our team leader lead by example and help reinforce the company's VMV through internal meetings and activities. In Venture, we developed an internal governance measure at both the HK office and factory to meet the needs of Corporate Social Responsibilities (CSR). Furthermore, Venture's bread and butter are committed to develop and sell products to address the needs of ELDERLY, HEARING IMPAIRMENT, VISUAL IMPAIRMENT, DEMENTIA, etc.

Our management style is based on "Humanized Management". We reduce any excessive rules and regulations as it is an obstacle to innovation and creativity.

## Strategy

To determine the short-term and long-term, we constantly review the vision of the company: Where do we want to go in 3 years, 5 years or even longer-term? The next step is to do research. We must examine the macroenvironment and microenvironment before strategies can be formed.

A regular weekly meeting to be organized to review the progress of each department. One at HK and one at DG factory. During the meeting, we adopted the Plan Do Check Act (PDCA) approach.

## Customers

We determine, attract, convert, and retain customers by (1) Staying in constant interaction with customers and the market (2) Align with other internal teams, create content that speaks to the customer's needs and caters to the market trend. (3) Exhibit products and solutions in trade fairs to collect customer insights and feedback.

Our inspiration to create products and solutions is driven by market needs after gathering and analysis of market intelligence. This is clearly articulated through the market pull model which suggests that the stimulus for innovation comes from the needs of society or a particular segment of the market for which we care for the elderly.

## Measurement, Analysis, and Knowledge Management

To measure our performance, a yearly review will be held among managers and directors to analyze the performance and decide the coming targets. Business Review Meeting will be held among department heads to share and discuss the information to ensure the quality of organizational information. Customer complaint reports will also be updated every time to avoid repeated incidents to have happened.

## 領導才能

為了確保我們的員工完全符合我們的公司願景、使命和價值觀，我們以身作則，通過內部會議和活動幫助加強公司的願景、使命和價值觀。在 Venture 中，我們在香港辦事處和工廠制定了內部治理措施，以滿足企業社會責任 (CSR) 的需要。此外，Venture 的核心是致力於開發和銷售產品，滿足老年人生活需求以及解決聽力障礙、視覺障礙、癡呆症等需求。

我們的管理風格以「人性化管理」為基礎。我們減少任何過度的規則和規章，因為它是創新和創造力的障礙。

## 策略

要確定短期及長期發展，我們必須審視公司的願景：3年、5年甚至更長期，我們目標是什麼？下一步是做開發研究。在制定戰略之前，我們必須審視宏觀環境和微觀環境。

我們定期舉行團隊會議，審查每個部門的進展情況。一個在香港，一個在東莞工廠。會議期間，我們採用循環式管理系統 (PDCA) 方法來確保團隊成員可以如期完成工作。

## 客戶

我們通過 (1) 與其他內部團隊保持與客戶和市場的持續互動，創建符合客戶需求並迎合市場趨勢的內容，確定、吸引、轉換和留住客戶。(3) 在交易會上展示產品和解決方案，收集客戶的見解和反饋。

在收集和分析市場情報後，我們的靈感來自市場需求。這通過市場拉動模型清楚地闡明了這一點，該模型表明，對創新的刺激來自社會的需求或我們照顧老年人的特定市場部分。

## 評估、分析和知識管理

為了衡量我們的績效，經理和董事將每年進行一次審查，以分析績效並決定未來目標。業務審查會議將在部門主管之間舉行，分享和討論資訊，以確保組織信息的品質。客戶投訴報告也將每次更新，以避免重複發生的事件。

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New product training, operating manuals and updated technical information will be shared by the product engineers in product launch meetings and also put on the common drive so that different departments can access that information on a need-to-know basis.

## Workforce

We treasure our employees' previous job experiences and skills already developed but we have one belief. We promote peer learning and on-job training. Most importantly, senior management are allowed to fail but they need to go through a self-review process and approach the matter again if needed.

To ensure health, safety and encourage a happy working environment, we offer sufficient workspace for each employee in the HK office and DG factory. Furthermore, the female staff is entitled to a half-day of the lady's physiological leave each month. We offer group medical insurance covering hospitalization for our staff.

To measure employee satisfaction, we set up one-on-one conversations between the director and staff members every quarter is taken place.

## Operations

Utilizing a lean management method we can streamline and more effectively execute the day-to-day task. We follow the ISO9001 procedure to do the customer order review, order process, risk assessment, management and control procedures. Conduct a comprehensive assessment of suppliers and business partners regarding management and quality control by workflow plan. Implementation of the ISO quality management system for quality and management control to reach consistent and recognized quality standards at the DG factory. To further contribute to the environment and society, we introduce ESG into our operation as well.

新產品培訓、操作手冊和更新的技術資訊將由產品工程師在產品發佈會上共用，並啟動共同驅動，以便不同部門能夠根據需要了解的情況訪問這些資訊。

## 工作團隊

我們珍惜員工的工作經驗和技能，但我們有一個信念。我們促進同輩學習和在職培訓。最重要的是，高級管理層是允許失敗不過，管理層必須進行自我檢討然後再嘗試。

為確保健康、安全，並鼓勵員工營造一個愉快的工作環境，我們為香港辦事處和東莞工廠的每位員工提供充足的工作空間。此外，女工作人員每月有權享受半天的女士生理假。我們為員工提供團體醫療保險，包括住院治療。

為了衡量員工滿意度，我們每季度在董事和員工之間進行一對一的對話。

## 營運

我們遵循ISO9001程式，執行客戶訂單審核、訂單流程、風險評估、管理和控制程式。通過工作流程計劃對供應商和業務合作夥伴進行有關管理和品質控制的全面評估。實施ISO品質管理體系，實現DG工廠一致認可的質量標準。



We are committed to developing products that address the needs of elderlies, hearing impairment, visual impairment, dementia, etc. 致力於開發產品以滿足長者生活所需以及解決聽力障礙、視覺障礙、癡呆症等需求為己任。



We treasure all of our team members and ensure they have a fun and positive working environment. 我們珍惜團隊裏所有成員，並確保他們在一個開心及正面的環境下工作。



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## Results

Over the years, our company has won numerous awards as follows, affirming our efforts in governance and leadership, innovation, and contribution to society.

- Year: 2021** Award: Social Caring Pledge Awards  
Awarded by: Social Enterprise Research Academy
- Year: 2020** Award: Hong Kong SME Business Sustainability Index 2020 – Certificate of Recognition  
Awarded by: The Chinese University of Hong Kong – Business School
- Year: 2020** Award: Caring Certificate (SME Group) CSR Recognition Scheme Industry Cares 2020  
Awarded by: Federation of Hong Kong Industries
- Year: 2019** Award: Partner Employer Award  
Awarded by: The Hong Kong General Chamber of Small and Medium Business
- Year: 2019** Award: CEO (Mr Chow) granted a fellowship by SERA  
Awarded by: Social Enterprise Research Academy
- Year: 2019** Award: Best SME's Award  
Awarded by: The Hong Kong General Chamber of Small and Medium Business
- Year: 2018** Award: Hong Kong Awards for Industries: Upgrading and Transformation Certificate of Merit  
Awarded by: Hong Kong Young Industrialists Council
- Year: 2018** Award: Designed in Hong Kong Awards in Security Category (Winner)  
Awarded by: Hong Kong Business
- Year: 2012** SME Sustainability & Continuous Development – Leading Enterprise  
Selected by: HKPC
- Year: 2007** Award: Asia Most Innovative Electronics Design Company (Winner)  
Awarded by: GlobalSources.com

## 業績

多年來，我們公司贏得了眾多獎項，肯定了我們在治理和領導、創新和對社會的貢獻方面所做的努力。

- 年份：2021年：**傑出社會關懷承諾獎  
頒獎者：社會企業研究院
- 年份：2020年：**香港中小企業企業可持續發展指數2020—認可證書  
頒獎者：香港中文大學商學院
- 年份：2020年：**關愛證書(中小企業集團)工業獻愛心2020年  
頒獎者：香港工業總會
- 年份：2019年：**友商有良  
頒獎者：香港中小型企業總商會
- 年份：2019年：**首席執行官(周先生)獲頒榮譽院士  
頒獎者：社會企業研究院
- 年份：2019年：**最佳中小企業獎  
頒獎者：香港中小型企業總商會
- 年度：2018年：**香港工業獎：升級轉型優異證書  
頒獎者：香港青年工業家委員會
- 年度：2018年：**設計於香港安全類別獎項(獲獎者)  
頒獎者：香港企業
- 年度：2012年：**協助中小企業實踐可持續發展與提升競爭力-領航計劃  
頒發者：生產力局
- 年度：2007年：**亞洲最具創新性的電子設計公司(獲獎者)  
頒獎者：Global Sources