



# Seminar on Benchmarking Your Quality Practices against the 2023 HKMA Quality Award Winners

Wednesday, 13 December 2023

Based on the renowned Malcolm Baldrige National Quality Award, the HKMA Quality Award was introduced in 1991 to reward and publicly recognize those organizations that have achieved outstanding standards of quality and made a lasting commitment to the process of quality management. The Malcolm Baldrige National Quality Award framework, comprising seven Judging Criteria, will be examined in an integrated approach to help companies accelerate improvement.

## MALCOLM BALDRIGE CRITERIA FOR PERFORMANCE EXCELLENCE FRAMEWORK:



In this seminar, practitioners from our 2023 Award winners will share with us their experience in developing a strong quality culture within their organizations and how this culture is maintained. They will surely provide new perspectives in quality management. You are welcome to benchmark your own campaigns with some of Hong Kong's excellent companies. For details of the Award, please visit [www.hkma.org.hk/qa](http://www.hkma.org.hk/qa).

### Winners of the 2023 HKMA Quality Award

#### GRAND AWARD 大獎

- Bupa International Limited  
保柏有限公司
- Hong Kong Convention and Exhibition Centre (Management) Limited  
香港會議展覽中心（管理）有限公司

#### ENTERPRISES AND START-UPS 小型企業及初創企業特別獎

- River Cam Medical Group  
康河醫療集團

### Programme

Moderator: Prof Matthew Yuen, Chairman of the Board of Examiners

- 3:00 pm "Getting Started on Baldrige: Your Quality Journey" by Mr Teddy Liu, Member of the Board of Examiners
- 3:25 pm Presentation by River Cam Medical Group
- 3:50 pm Coffee Break
- 4:15 pm Presentation by Bupa International Ltd
- 4:40 pm Presentation by Hong Kong Convention and Exhibition Centre (Management) Ltd
- 5:05 pm Question-and-Answer Session
- 5:30 pm End of Programme

**VENUE**

HKMA Management Development Centre  
Lecture Theater  
3/F Tower 2, South Seas Centre  
75 Mody Road, Tsim Sha Tsui  
Kowloon

**FEES**

HKMA Members: HK\$280 per person  
Non-members: HK\$580 per person  
Group Discount: HK\$50 off per person for 3 persons or more from the same company  
SME's Special Offer: One of the Decision Makers from each SME may enroll to the Seminar **free of charge**

**ENQUIRIES**

Ms Rebecca Luk Tel: 2774 8504 qualityaward@hkma.org.hk

**REGISTRATION**

Please complete and return the registration form together with appropriate fee(s) to the Secretariat by email (qualityaward@hkma.org.hk) by Monday, 4 December 2023.

**SEMINAR ON "BENCHMARKING YOUR QUALITY PRACTICES  
AGAINST THE 2023 HKMA QUALITY AWARD WINNERS"  
WEDNESDAY, 13 DECEMBER 2023**

REGISTRATION FORM (ACQ-47131-2023-1-SS)

To: Ms Rebecca Luk

The Hong Kong Management Association  
16/F, Tower B, Southmark, 11 Yip Hing Street,  
Wong Chuk Hang, Hong Kong

Tel: 2774 8504  
Fax: 2365 1000  
Email: qualityaward@hkma.org.hk

I would like to reserve \_\_\_\_\_ seat(s) for the above Seminar.

For participants or companies with more than one enrolment, please attach the participant list including name, title, telephone and email.

Enclosed is a crossed cheque for HK\$ \_\_\_\_\_ (payable to The Hong Kong Management Association)

Cheque No. \_\_\_\_\_ Paid by  Company  Individual

*(HKMA Members: HK\$280; Non-members: HK\$580; Group discount: \$50 off per person for three persons or more from the same company)*

Name: Dr/Mr/Ms \_\_\_\_\_ Position: \_\_\_\_\_

Company: \_\_\_\_\_

Address of Company: \_\_\_\_\_

HKMA Membership No. (if applicable): \_\_\_\_\_ Email: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

**Personal Data Collection Statement**

The personal data provided in this form will be used by the Association for direct marketing, including special offers, training and education programmes, awards and competitions, membership, alumni, promotional activities and other services and activities that it may arrange. (Please tick the appropriate box below)

I consent with the above Personal Data Collection Statement

I object with the above Personal Data Collection Statement

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

\* Please photocopy for more registration forms if necessary.

\* No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the seminar.

\* Bookings will be made on a first-come, first-served basis.

\* Personal data will be used for the purposes of market research, programme development and direct mailing.

\* Reservations are subject to confirmation by payment in full prior to programme commencement.