

Quality Soars – Inspiration for Hong Kong Enterprises from Shenzhen

At the invitation of Shenzhen Bureau of Quality and Technical Supervision, Ir. Dr. Aaron W. K. TONG, past chairman of Hong Kong Society for Quality, gave a presentation on “2005 ASQ Future Study” at the 2nd Quality Forum in Shenzhen Nan Shan area held on 7th September 2006. Ir. Dr. TONG shared with the audience the inspirational thought for the quality field, and gained a warm applause from the audience for this marvellous speech.

As a high tech industrial district, Shenzhen Nan Shan area has achieved fast and sustainable growth. This Quality Forum fully demonstrated the spirit of ongoing innovation among the Shenzhen enterprises. Ir. Dr. TONG commented that Hong Kong enterprises should open their mind and vision, to learn from the success stories of the Shenzhen quality field.



Pearl River Delta, so called the World Factory, has faced a change in pattern of the international economy, resources allocation and keen competition among enterprises with both challenges and chances. Shenzhen city took this challenge by pioneered in innovation and breakthrough, not only focusing on high tech research development, but also on high quality. The concern of quality management raised from enterprises to government, and its scope spread down from national government to local government even down to district government. Apart from the China National Quality Award, Shenzhen government established its own quality Award called the Shenzhen Chief Minister Quality Award (same criteria as the US Baldrige Criteria for Performance Excellence), encouraging enterprises to apply this world-class advanced quality tools too.

In order to encourage enterprise to participate in this newly developed quality award, Shenzhen government raised the bonus of the Shenzhen Chief Minister Quality Award from RMB 500,000 to RMB 3,000,000. Furthermore, Nan Shan area has raised its local quality award bonus from RMB 50,000 to RMB 200,000 and offered the award

every year instead of every two years.

A sustainable society should comprise a quality-oriented society. Hong Kong is a cultural unit with special historical background of mixing East and West; therefore, developing an ongoing management mode with Hong Kong cultural style would be an important task for the management level. Confronting the rapid growth from our neighbour city Shenzhen, the Hong Kong government should cooperate with the quality field, proactively leading Hong Kong enterprises to upgrade their core competence, and create value by management and quality.

