



Quality

Always on

Our customers experience just about one minute of electricity downtime in a year. The figure is of course an average: in reality most of our customers have electricity for every minute of every day all year long. This level of service is only achievable with the highest level of commitment throughout the company. The maintenance of standards is considered part of every manager's normal daily duties. Senior managers review these as a central part of their remit, formulating strategies and laying down directives and guidelines.





Quality Policy

In fulfilling the mission to deliver excellent customer services and provide a reliable supply of electricity, The Hongkong Electric Co., Ltd will strive to:

- Exceed customers' expectations; and
- Excel in quality through continual improvement.

To accomplish this, we will:

- Stress problem prevention rather than simply problem solving;
- Utilize cost-effective and advanced technologies;
- Promote a quality culture and empower employees to act;
- Encourage all employees and contractors to pursue excellence in providing services for the benefits of all stakeholders; and
- Review and enhance the quality systems to international standards and best practices.

Customers First

A set of service pledges has been published since 1993 to show our commitment to providing quality customer service. There were 18 service standards in 2004 and all of them were achieved or surpassed.

Our customers have come to expect excellent service from us so it is always gratifying when they are moved to write to compliment our staff. In 2004 we received 979 written commendations, up from 584 in 1998 and 939 in 2003.

A Measured Performance: Securing the Supply of Electricity

A reliable source of electricity is one of the foundations of Hong Kong's economy.

In 2004, we achieved a supply reliability in excess of 99.999% or an average of about one minute's loss of electricity per customer per year as against our pledge of 99.998%.



Excellent Power Quality

Our system voltage and frequency are online controlled and regulated. Continuous monitoring reveals that our customer voltage and frequency are very stable and among the best in the industry.

Other Quality Initiatives

We constantly reinforce the importance of quality in our customer service, not only through our core values and various training courses but also through awards for employees offering exemplary service or excellent suggestions for improvements.

As well as setting our quality benchmarks based on best practice – partly gleaned from exchanges with other successful companies – our service goals are based on after-service feedback from customers.

We have supported our employees with the best workplace technology, and have empowered many of those at the frontline to take immediate on-the-spot decisions for the benefit of our customers.

Training for Continuous Improvement

We arrange in-house and external training for our employees on quality awareness, quality concepts, use of quality tools, quality



Our customer services staff strive to surpass our service standards.

audits, understanding and implementation of ISO 9001 quality systems, and total quality management, among others. The knowledge and skills acquired in these training courses are shared amongst our employees and are also applied in our daily operations. A total of 4,240 employee-hours were devoted to “Quality” training in 2004.

Emergencies: Doing it Right When Things Go Wrong

HEC has carefully considered contingency plans for various worst-case scenarios. There are plans in place, for instance, for emergency restoration of electricity supply, fire fighting and handling casualties in the event of an accident.

In the most serious cases the Managing Director will declare a “crisis”, triggering the immediate formation of a designated Crisis Management Team (CMT) in the Head Office. The CMT team is led by the Managing Director and comprises senior managers.

Emergency planning includes arrangements to keep the media fully informed in order that information can be rapidly disseminated to customers and other affected parties.

Less serious situations covered by contingency plans are handled by the operational control room concerned.



Regular exercises, such as this fire drill, are conducted to prepare for emergencies.