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2007 Performance Pledge Report

I. Project Progress

1. Focus of 2007
 - a. Continued to provide the PP services, sending quarterly newsletter for information update and service promotion.
 - b. Conducted an all-round review of the existing pledged services of each Performance Pledge (PP) unit to ensure conformity to the requirements.
 - c. Continued to adopt the client-oriented approach: implemented services which best met the needs of clients.
2. Each unit continued to review their own progress efficiently by completing the PP requirements checklist.
3. Conducted performance trend analysis for improvement of existing pledged services.
4. Studied the requirements of PP certification programme. Started the preparation and services regrouping.

II. Implementation and Evaluation of Services

1. The percentages of compliance for the majority of the items were almost 100. For the targets which were not fully met, the causes had been analysed and improvements were made to rectify the deficiencies.
2. According to the result of trend analysis for the services that require longer processing time, we had shorten the processing time of 18 service quality indicators.



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3. The following evaluation mechanisms were maintained:
- a. Internal evaluation (intra-unit): The unit head and the staff members concerned performed regular reviews of their execution of PPs, conducted statistical analysis of their pledged services, and studied users' feedback including complaints, suggestions and user focus groups. Conducted performance trend analysis to identify the trend of improving/degrading performance in order to improve the existing pledged services or to solve performance problems.
 - b. The PP working group regularly inquired into and evaluated each unit's execution of PPs.
 - c. The top management continued to monitor and evaluate the overall progress of the project through the Quality Management Task Force.
 - d. The User Satisfaction Survey serves as a scientific method of data collection and analysis which enables us to find out the user's needs and level of satisfaction. The survey for 2007 was conducted at the end of 2007. Each unit will devise the improvement plan accordingly.