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2008 Performance Pledge Report

I. Project Progress

1. Focus of 2008

- 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 meet 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. Preparation for applying PP certification programme. PP Services being re-grouped and simplified according to the need of users. Starting from 1 March, 2008, PP services are only compiled of external services indicator.

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.



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2. Two new PP services indicator were pledged in May 2008.
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. Each unit will devise the improvement plan accordingly.
4. We had received totally 14 complaints in year 2008. All complaints were completed and we did not receive the same complaint again in 2008. 3 of them are relating to the environment protection issue and 11 of them are relating to the services. Among the 11 complaints for services, 6 are relating to procedure, 1 is relating to personnel, 1 is relating to the facility and 3 are relating to others.