



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER



年報 ANNUAL REPORT

2019

終身學習 自我增值 提升你我生產力
Lifelong Learning for Continuous Upgrading to Enhance Productivity

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註 Notes:

i. 年報的內容以中文為準，英文譯本只供作參考。

This Annual Report is a document in Chinese. The English translation is provided for reference purpose only.

ii. 營運報告經 2020 年第一次社員大會通過。

The Operation Reports have been adopted by the first General Assembly of 2020.



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簡介

Introduction

1.1 背景及使命

澳門生產力暨科技轉移中心成立於 1996 年，是一個由澳門政府及民間合辦的非牟利組織，多年來一直本著協助本地企業提升生產力及競爭力、優化本地人力資源質素的宗旨來開展各項工作。

中心專注於提供優質服務，亦致力履行及推動社會責任。對內方面，中心投放相當資源去建設一個學習型的組織，讓員工可作多元化的發展。為促進本澳經濟的可持續發展，在協助本地人士及機構提升競爭力的同時，亦不忘推廣工作倫理、企業社會責任及培育新生代的環境保護意識。

1.2 功能

中心現階段已發展成為一個集專業培訓、考試，以及企業管理和技術諮詢的綜合性服務機構；工作方向包括全面推進中小企業支援服務、支持青年創業、協力推進經濟多元化發展、推廣資訊科技應用、支援推動服裝業界的發展、提升企業的經營管理和技術水平，以及支援本地企業把握區域合作發展的機遇。

為配合特區政府的產業適度多元化策略、協助本地企業更好掌握經濟變化所帶來的機遇，中心強化了各服務單位在管理和技術上所提供的諮詢服務，例如成衣技術應用、資訊科技應用、中小企業顧問中介、管理營商諮詢，以及標準搜尋和訊息傳播等。

1.1 Background and Mission

The Macau Productivity and Technology Transfer Center ("CPTTM") is a non-profit organization established in 1996, formed jointly by the Macao Government and the private sector. Over the years, CPTTM has been working toward the mission of assisting local enterprises to enhance their productivity and competitiveness and optimizing the quality of local human resources.

CPTTM is dedicated to providing quality services, as well as to performing and promoting social responsibilities. Internally, it has been investing a considerable amount of resources into the building of a learning organization so as to enable diversified development of the staff. Externally, in an effort to promote sustainable economic development in Macao, while assisting local individuals and enterprises to sharpen their competitive edge, CPTTM is committed to promoting work ethics and corporate social responsibilities and cultivating the awareness of environmental protection among the new generation.

1.2 Functions

CPTTM has grown into a comprehensive provider of services in professional training, examination, as well as corporate management and technology consultation; its work is oriented towards furthering all-around support services for small- and medium-sized enterprises (SMEs), encouraging youth entrepreneurship, making concerted efforts to foster economic diversification, promoting application of information technology, facilitating the development of apparel industry, enhancing the level of enterprise management and technology, as well as supporting local enterprises to seize the opportunities brought about by regional cooperation.

In an effort to support the strategy of the MSAR Government for adequate industry diversification and assist local enterprises in capitalizing on the opportunities brought about by economic developments, CPTTM has further expanded the management and technology consultation services of its various departments, for example, the application of apparel technology and information technology, intermediary service for SMEs, advisory service on enterprise management and operation, as well as standards search and information dissemination.

中心現設有四個提供對外服務的單位，分別是：

CPTTM has four departments providing services to the public, namely:



中心除了提供實務與前瞻性並重的專業培訓課程和考試外，還經常舉辦其他類型活動，例如研討會、工作坊、展覽會、技能競賽及考察交流團等。

Apart from providing practical and forward-looking professional training courses and examinations, CPTTM also frequently organizes other types of activities, such as seminars, workshops, exhibitions, skills competitions and study tours, etc.

2.1 主席報告

為配合特區政府落實經濟適度多元的施政目標，中心在過去一年，始終圍繞著兩條主軸工作：一是持續優化人力資源素質和企業管理水平；二是為推動行業發展和中小企支援提供多元化服務。特區政府一直把推動中小企業可持續發展列為重點施政方針，堅持扶助和培育相結合的原則，故中心在扶持本澳中小企業發展的同時，亦重點為本澳產業發掘及培育新力軍，以加強本澳的人才儲備。2019年，中心各部門充分合作，在全體同仁的付出和努力下，工作取得了良好成效，以下將分為五個方面向各位匯報。



1. 持續優化人力資源素質

2019年，中心提供共1,242個四大專業範疇¹的培訓項目（課程及研討會/工作坊），學員人次達24,473名，共計20,897學時。整體培訓項目的學員人次²與2018年相比，上升約14.9%。按客戶的行業分佈，777個機構委託的培訓項目當中，公共部門佔47.9%³，商業機構⁴佔34.4%，教育機構佔8.5%，非牟利社團佔5.1%，內部項目佔4.1%。

中心繼續提供“行業發展培訓系列課程”，以提升行業團體⁵及機構其僱員之專業能力。此外，為提升本澳企業在企業管理、營運和技術水平，協助中小企應對新業態，中心自2018年起推出“行業綜合競爭力提升計劃—人力資源培訓項目”，與行

業協會合作，在課程設計、籌組和費用三方面提供全方位支援。在2019年共有10個申請個案，所涉及的行業有金飾、珠寶設計、花藝設計及髮型設計，申請課程的目的大致分為4類：從業員技能多元化、專業認證、新創企業提升其經營能力和現有企業提升其技術及經營模式。

為了使學員的知識及技能與區域或國際接軌，中心繼續提供多種多樣的認證考試。2019年，各類型公開及專業考試報考人次共6,166名⁶。其中，屬行業技能類別的國家職業資格技能鑑定考試，考生人次達607名⁷。年內新增的考試有：Wine & Spirit Education Trust (WSET®) 清酒（第1級）考試、

International Therapy Examination Council (ITEC) 化粧證書 (第2級) 考試、智能樓宇管理員 (中級) 國家職業資格考試，以及中式烹調師國家職業資格考評員考試。

除了協助現有中小企業優化人力資源素質外，中心繼續為中學、大專院校和青年團體提供有關青年職業技能、生涯規劃及就業技巧培訓，持續提升本澳青年的就業力。



2. 提升初創及現有企業的管理水平

中心繼續支援青年社團開辦青年創業啟蒙培訓，以強化有志創業人士的經營知識及技巧，2019年共錄得392名學員人次報讀。其中包括為“2019青年創業創新培育計劃”組織了6班初級課程、4班晉級課程和2班“全澳青年創業創新大賽”賽

前工作坊。此外，中心為配合新修訂之“青年創業援助計劃”而設的公開創業培訓分2個系列進行，即“創業精要系列”⁸和“創業/中小企經營系列”⁹，共錄得1,135學員人次，比前一年增加約8.3%。



在協助現有企業升級或轉型工作方面，中心作為本澳唯一推廣及資助企業考取國際管理系統認證 (ISO) 的本地機構，年內錄得共 39 個申請個案¹⁰。至 2019 年，本澳企業累計考獲國際管理認證達 433 張。為了加強不同行業對國際管理標準趨勢和應用的認知，中心舉行了 8 場研討會¹¹，參與人次達 280 多名。除了透過管理認證資助計劃，以及“綠色管理”和“能源管理”培訓系列外，中心亦繼續進行“第 14 屆環保小先鋒”活動，為促進本澳的可持續發展出一分力。

中心持續以“送服務上門”形式為個別企業提供“管理諮詢及技術支援服務”；2019 年共處理了 100 個諮詢個案¹²，

比前一年增加了 61.3%；“代送外檢測服務”方面的工作，2019 年共處理了 2,053 個檢測申請個案，主要為紡織成衣類 (52.7%)、食品類 (34.4%)，以及藥品類 (7.3%)。

另外，中心自 2018 年與澳門廠商聯合會合辦“M 嘜”澳門產品優質認證計劃，旨在配合澳門工業發展，促進本澳企業透過實行產品優質認證以提升客戶信心及市場競爭力，至 2019 年底，一共發出了 12 張證書；為協助業界進一步認識“M 嘜”認證的要求，一共舉行了 4 場技術審核方案講解會和製作了 3 條短片¹³。

3. 重點為中小企提供支援服務

一直以來，中心圍繞著扶持中小微企這條主軸開展各項服務及工作。去年，中心和經濟局合作，繼續落實協助低窪地區商戶的提升其防浸能力，又在年底醞釀迎接內港渡輪復航的準備工作，走訪社區商戶，合力為中小微企提供切實的支援服務。中心繼續透過電視節目“營商動力”、《澳門日報》專欄和手機軟件“SME360”等渠道，讓中小企更簡易地獲得政府發佈的與中小企有關的資訊，並為大企業和中小企提供了良好的溝通平台。

自 2018 年起，由工商業發展基金提供資助，中心及經濟局聯

合處理中小企業安裝防浸升降台資助計劃及防洪門及水泵資助計劃的申請，兩項計劃將持續至 2020 年 6 月底結束。截至 2019 年 12 月 31 日，已向 115 宗¹⁴ 防浸升降台和 2,037 宗¹⁵ 防洪門及水泵的申請發出同意安裝通知。為保證防洪門的安裝質量，中心自去年起，委託第三方澳門機電工程師學會對已完成安裝的防洪門進行抽樣測試。根據檢測結果，中心要求不能通過或有條件通過測試的承建商提交改善方案，並切實執行改善工作。為了全力處理兩項中小企防洪設施資助計劃，中心極力做好人力調配，增聘臨時工作人員，使各項工作和服務有序進行。



雖然人手緊張，中心仍發揮義務顧問團隊的作用，向求助企業或個人提供諮詢服務。2019年，中心共處理了76宗服務個案¹⁶，包括中小企業中介/顧問服務、《澳門日報》中小企服務平台及中小企採購專欄的個案。

在加強區域合作的工作方面，中心自2018年起作為粵港澳大灣區生產力促進服務聯盟的發起單位之一並擔任副理事長單位。去年，中心出席了在廣州召開的理事會會議，接待了廣東省生產力促進中心代表團的到訪，並應香港生產力促進局和廣

東省生產力促進中心的邀請，在澳門進行了“粵港澳科技服務交流”的活動。

在協助中小企對外拓展的工作方面，中心於2019年繼續組織代表團參加“第17屆中國·海峽項目成果交易會”¹⁷和“第21屆中國國際高新技術成果交易會”¹⁸，並透過參與研討會和交流項目¹⁹，協助澳門中小企更好地“走出去”。

4. 推動時裝設計行業發展

為配合特區政府產業適度多元化的方針、服裝工業的升級轉型和以優質及高端服裝訂製為大方向，中心持續開辦多元化的課程，多年來培訓青年人投身時裝行業²⁰及提高行業素質²¹。2019年，中心共開辦了196個時尚創意類課程，約2,199人次報讀。課程主要分為3個領域：服飾設計及製作、形象設計和商品展示及營銷，當中包括受政府部門及機構委託的課程，如為澳門旅遊局開辦的“櫥窗設計及商品展示基礎課程”和為永利皇宮開辦的“專業儀容提升工作坊”等²²。

2019年，中心繼續和澳門貿易投資促進局合辦大型品牌活動“澳門服裝節2019”。活動假澳門威尼斯人佛羅倫斯廳與第24屆“澳門國際貿易投資展覽會(MIF)”同期舉行。本年度的“開幕式暨一帶一路時尚匯演”加入了嶄新元素，邀請澳門青年交響樂團協會，以音樂力量帶出多元共融的理念，為服裝節

揭開序幕；與網易合作為開幕式作直播，點擊總量達412,598人次²³。本年度服裝節共舉辦了6場專業時裝表演，共55個時裝品牌/設計組合參與；增加了多個互動區域，如DIY紀念品製作專區、時尚工作坊及時尚造型區，以加強現場觀眾的互動；增設“搖一搖”送好禮及時尚巡禮活動等。活動共吸引3,813人次觀眾進場參與，較去年數據上升近3.1%。

另外，為慶祝祖國成立70周年，中心舉辦了“慶祝建國70周年獻禮—中國經典時尚服飾創意活動”，由七位本地設計師以建國至今70年的經典服裝元素為基調，結合現代的創意設計理念，設計了14套服飾作品。作品分別在“MIF”上作靜態展示、在“澳門時尚廊”戶外透過模特兒表演展示和在多個大型休閒中心商場作巡迴展示。



除了開辦課程外，中心又舉辦了不少講座²⁴和展覽²⁵，組織學員參與各項境內外比賽²⁶和交流活動²⁷等，以不斷提高業界的綜合生產力；秉持為時裝及創意相關人士實踐創作意念的理念，中心持續提供行業技術支援服務²⁸。2019年總體服務申請個案共164宗及製作近2,100件成品，較去年分別上升24%及26%。

5. 推動資訊科技行業發展

中心持續推動資訊科技行業發展，除了透過提供多元化的課程、培訓及考試服務，向中小企推廣資訊科技的應用外，還致力培養青少年在資訊科技領域的知識與技能。2019年，中心合共提供197個資訊系統及科技類課程²⁹，學員達2,921人次；中心與本澳中學合作，安排有潛質的老師參與思科網絡技術培訓，完成培訓後的老師再授課給本澳學生，其中勞工子弟學校孫戈明老師在2019港澳區思科網絡學院教師專業發展會議上獲頒發“傑出導師獎”，以獎勵其每年培訓本澳學生超過120人。除了老師培訓外，中心又繼續為資優學生提供限量、免費學額報讀中心的重點IT課程、安排小六學生參觀中心的數碼匯點、舉辦或組織參加各類比賽³⁰，以提升青少年對科技的興趣和技能。

中心與文化局合辦的“澳門時尚廊”加強為原創產品打造銷售平台。去年工作有不少新亮點，包括推出全新零售模式——“2019時尚薈萃一品牌集合店”，全年協助銷售出706件貨品，較2018年銷售量增長超過五成、銷售額增長超過七成。針對年輕社群，“澳門時尚廊”在去年開通了Instagram帳號，集中加強向目標類別的遊客及居民推廣，讓訊息更直接及明確傳送至目標人群。

在最新資訊科技推廣及應用方面，中心應澳門科學技術發展基金邀請，與微眾銀行技術團隊、身份證明局合作建設中心課程證書區塊鏈電子驗證系統，已於2019年完成第一階段的工作，並向外公佈了第一階段的開發成果，即課程證書區塊鏈電子驗證App。第二階段的計劃包括邀請更多學校加入項目，並把系統實現於iPhone App及Android App，不斷完善其功能。

中心持續應用Facebook專頁、CPTTM微信公眾號、手機應用程式³¹、軟件³²、網站、IT newsletter、澳廣視“營商動力”節目等全方位推廣中心的服務和活動資訊、宣揚重要的政府資訊、維護社區資訊安全工作等，效益顯著。



最近，因應新型肺炎疫情的影響，不少中小企需實行在家辦公，中心為此以圖文包的方式做了資訊分享的工作。其一是有關如何使用免費版 Webex³³, FaceTime, Wechat 等工具進行線上會議，讓中小企在配合特區政府防疫需要時，其員工在家工作期間也能順暢地進行各種會議，保持公司內部及與合作伙伴間的順暢溝通；另外是 TeamViewer 的教學圖文包，教導中小企在家辦公時遠程遙控公司電腦，輕鬆存取公司的電腦資源，及進行一些必須使用公司電腦才能處理的工作。另外，鑑於有傳言國際黑客組織會在疫情期間攻擊互聯網視頻監控系統，中心對此發出相關教學，呼籲中小企注意加強 IP 攝像頭的安全性。

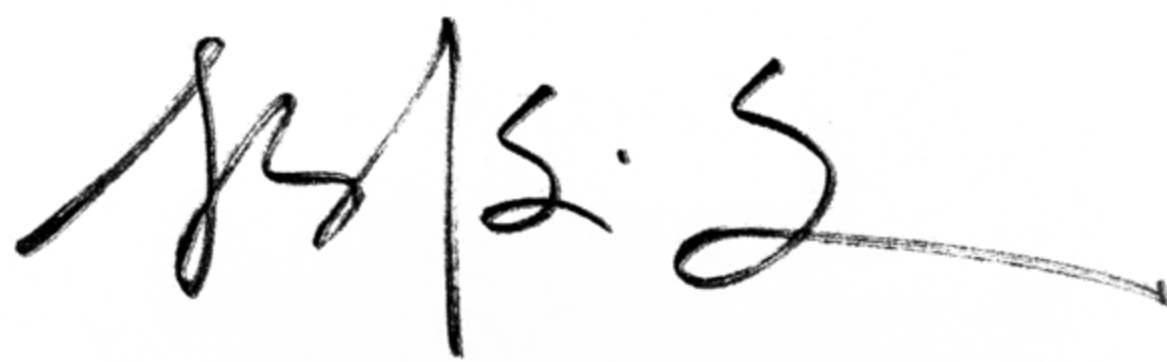
除了中小企外，老師的日常工作也因疫情受到較大影響。為此，中心受教青局委託，制作了視頻課程教授學校老師如何使用線上學習系統 Moodle 進行網上教學。

最後是培訓及選拔青年參加國際比賽的工作匯報。去年，中心組織及帶領了 6 名中學生出戰在美國舉行的“Microsoft Office 全球大賽”，其中 3 名選手分別勇奪 Excel 2013 項目冠軍、

Word 2016 項目亞軍及 Word 2013 項目季軍；帶領 3 名大專院校學生參加“Adobe ACA (Adobe Certified Associate) 技能全球大賽”，其中 1 名學生更勇奪全球冠軍榮銜。

另一項賽事是 2019 年 8 月在俄羅斯喀山舉行的“第 45 屆世界職業技能競賽”，中心繼續擔任項目代表單位，負責選拔、培訓及委派專家和選手代表本澳參賽。由於中心的關治平副理事長及麥誠軒經理分別擔任大會的“時裝技術”及“網站技術”項目技術總監，為表公正不能參與任何選手培訓，中心派出了新導師接棒訓練選手，實現了薪火相傳，難能可貴。值得高興的是，澳門隊在本次賽事中獲得不俗成績，包括“時裝技術”項目第 8 名、“美容”項目第 4 名和“商品展示技術”項目第 9 名；在“網絡系統管理”項目中，中心帶領的選手獲得卓越表現獎，總成績是歷年來參賽最好的一次。

以上是 2019 年度的工作報告。最後，本人謹代表理事會，特別感謝特區政府的支持以及向全體社員、監事會、諮詢會、各委員會成員以及全體員工致以衷心的謝意。
多謝各位！



理事會主席
楊俊文

附錄

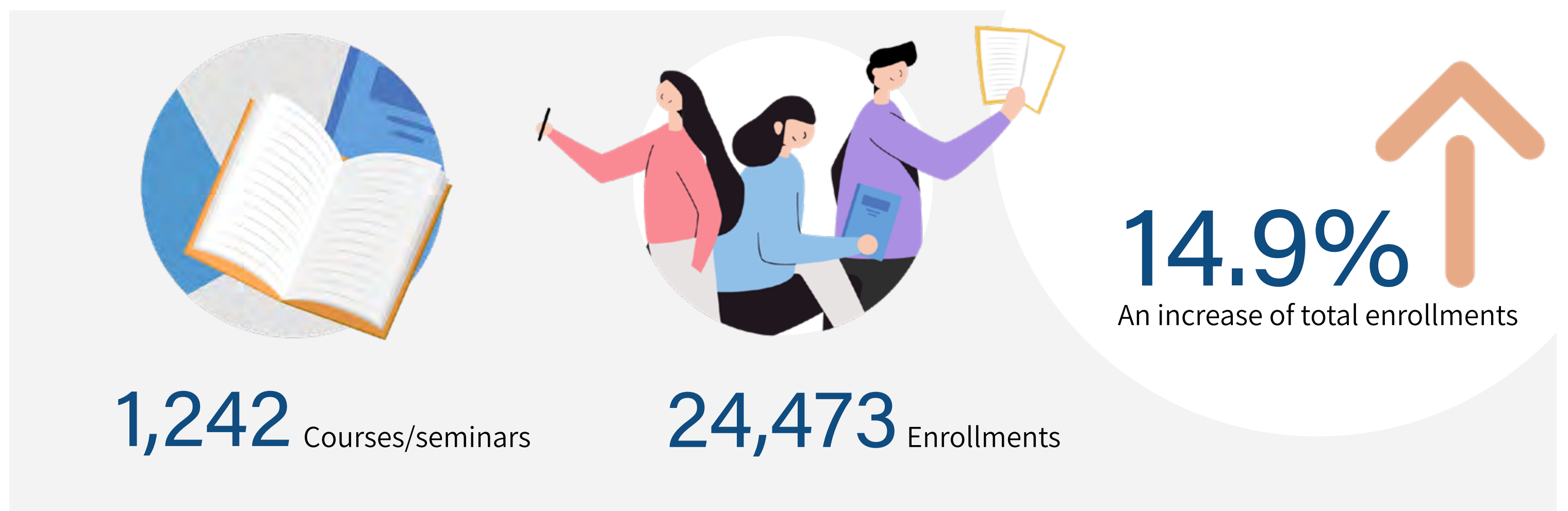
- ¹ 各專業範疇之課程學員人次分佈為：“營商及管理”課程佔 64.9%；“資訊科技”佔 13.5%；“商務語言”佔 11.8%；“時尚創意”佔 9.7%。
- ² 機構委託培訓的學員人次佔整體學員人次之比例達 71.4%，公開培訓則佔 28.6%。其中，受機構委託的培訓項目學員人次與前一年相比錄得 33.8% 的升幅。主要由“營商及管理”及“商務語言”範疇所帶動，尤其自承辦“的士駕駛員專門培訓課程”之“語言培訓”單元和“自我認識、情緒管理及個人素養”單元，令升幅進一步提升；而公開培訓項目的學員人次與前一年相比少了約 6%，主要原因包括網絡技術課程面臨改版、化粧及髮型類課程面對越來越大的市場競爭，以及語言類課程之需求繼續流向機構委託培訓模式，以及 2017-2019 持續進修發展計劃進入尾聲等。
- ³ 其中，為公共部門人員提供培訓佔 28.5%，配合相應公共部門的職能或項目而為業界提供的課程佔 71.5%。
- ⁴ 行業包括綜合旅遊休閒、博彩中介、酒店旅遊、零售、交通運輸、公用事業、金融、製造、飲食及商業服務。
- ⁵ 行業包括房地產評估行業、設施維護行業、食品 / 餐飲行業、化驗行業、建築 / 工程行業、房地產中介行業、文創行業、花藝行業及新增的運輸行業。
- ⁶ 各類別考試的考生人次分佈為：商務及管理類別佔 37.1%、語言類別佔 28.7%、資訊科技類別佔 14.8%、行業技能類別佔 14.2%、入學資格考試佔 5.2%。
- ⁷ 當中“中式烹調師”、“中式麵點師”、“西式烹調師”及“西式麵點師”4 個項目佔全年考生人數約 64.3%；其餘項目包括電工、保育員、游泳救生員、製冷系統安全維修工及 2019 年新增的智能樓宇管理員。
- ⁸ 有 2 個核心單元課程（MG90.1 創業準備及計劃及 MG90.2 經營模式及開業須知，共 42 小時），以有志創業人士為主要對象。
- ⁹ 課程可劃分為五大類（會計財務、營銷、行業經營、電子商務及法律），每項課程學時由 3 小時至 30+ 小時不等，以新創企業者為主要對象，目的是強化和鞏固他們的經營管理知識及技巧。
- ¹⁰ 當中保安 / 物業 / 清潔 / 設施管理和技術顧問服務等的服務業佔 67%、非成衣製造業佔 23%，主要由食品手信或食品加工廠所帶動，而工程 / 建築則佔 8%。
- ¹¹ 年度研討會重點包括：有關首個為設施管理而設的 ISO 41001 標準研討會、為強化中小企業防災管理能力的業務持續營運管理講座、與能源業發展辦公室合辦的綠建築節能講座，以及為深化珠澳標準化合作交流珠澳標準信息共享交流會（食品業及服務業）。
- ¹² 52% 為有關 ISO 管理標準，35% 為有關產品認證 / 測試。
- ¹³ 3 條短片為以廠商為對象的父子篇、以客戶為對象的母女篇，以及考獲認證企業的分享篇。
- ¹⁴ 約 22% 的申請獲批同意安裝通知，約 34% 的申請獲批不同意，約 8% 的申請自動放棄，餘下的是還在處理中的申請。
- ¹⁵ 約 77% 獲批同意安裝通知，約 6% 的申請獲批不同意，5% 的申請自動放棄，餘下的是還在處理中的申請。
- ¹⁶ 服務個案數量較上一年減少，主要是因為部門人手大部分用於處理兩項中小企業防洪設施資助計劃。
- ¹⁷ 參與澳門館展出的共有 4 間參展商，展出的產品和技術包括：跨境電商服務平台、澳門品牌產品、節能風機設備、智慧節能系統、房間節能控制系統技術等。
- ¹⁸ 本屆高交會澳門館參展的企業和機構展出的科研成果包括：匯福工程的空調節能系統、澳淘跨境電商供應鏈有限公司的中葡電商平台、逸豐科技及逸豐科技有限公司的 VR 展示技術、澳大創科有限公司的數字型微流體晶片的現場快速核酸檢測設備，以及華濠環保建材發展有限公司的納米產品。
- ¹⁹ 包括“澳門城市防災減災工程技術”研討會、“慶回歸廿載澳門橫琴科創青創企業對接會”活動、第十二屆寰宇生產力論壇暨生產力促進獎、“中國好技術”頒獎大會。

- ²⁰ 包括“時裝設計及製作文憑課程”、與聖若瑟大學籌辦的“時裝設計學士學位課程”、與中葡職業技術學校合辦的“創意時裝設計及製作課程”、與7間中學合辦多元技能餘暇課程、與教青局合辦的暑期活動課程等。
- ²¹ 包括“高端立體剪裁深造課程(連衣裙及女裝外套)”、“中國傳統旗袍製作”、“ITEC 專業化妝證書課程”等。
- ²² 還有為澳門懲教管理局開辦的“髮型設計及剪髮技巧培訓課程”、為中葡職業技術學校開辦的“模特兒基礎培訓班”、為教育暨青年局黑沙環青年活動中心開辦的“皮革製作課程”、與望德堂區創意產業促進會合辦的“馬交影藝新思維電影製作人員培訓課程”等。
- ²³ 與內地超過20個城市聯動：珠海、襄陽、廣州、韶關、肇慶、清遠、孝感、湘潭等。
- ²⁴ 包括舉辦“智能生產管理：Pivot88 雲端平台建立創新品質管理模式講座”、“Fashion Snoops - 2020 春夏時尚趨勢預測講座”、“智能變革：面料開發控管的新概念 Swatchbook 講座”等。
- ²⁵ 包括“2019 品牌的故事—澳門原創服裝展之一、二、三”、“時尚聯動—穗港澳深創意服飾展”。
- ²⁶ 如“第七屆澳門創意化妝及造型設計比賽”、“第六屆創意化妝造型攝影比賽”、“2020年(第十一屆)穗港澳蓉青年技能競賽”、合辦“澳門貿易投資促進局制服設計比賽”、“第10屆澳門時裝畫藝術大賽”、“第28屆“大連杯國際青年服裝設計大賽”等。
- ²⁷ 如參加“廣東大學生時裝周”、“2019 秋冬上海時裝周-Ontimeshow”、“CENTRESTAGE 2019 (香港國際時尚匯展)”、“中國大連國際服裝紡織品博覽會”、“金沙澳門時裝週”、“第6屆深圳原創設計時裝周”。
- ²⁸ 包括數碼印花服務、電腦繡花起辦服務、布料激光切割服務、服裝起辦服務、製衣電腦輔助生產系統顧問及服務、製衣設備使用服務。
- ²⁹ 包括“AutoCAD 公開課程”、“甲骨文(Oracle)數據庫課程”、“Microsoft Official Course 課程”、“Adobe 設計類課程”、“阿里雲計算技術及產品培訓課程”、“FISCO BCOS 區塊鏈課程”、“CISP(註冊資訊安全專業人員)安全認證培訓課程”等。
- ³⁰ 包括“全澳中學生創意3D物件設計比賽”、“全澳中學生資訊科技知識問答比賽”、“全澳中學生 STEAM 及 IoT 解難大賽”、“第二屆全澳學生手機網站設計技能比賽”、“穗港澳蓉青年技能競賽”、“DJI 機甲大師比賽”。
- ³¹ 由中心營運的應用程式：生產力手機應用程式、“SME360”應用程式、“澳門玩得喜”應用程式，自推出至2019年12月31日為止，分別有5878次、743次和8283次下載。
- ³² 本中心三個軟件：“小企業·會計易”、“小企業·計糧易”、“小企業·零售易”，在2019年1月—12月的銷售數據為：會計易：59套，計糧易：16套，零售易：33套。
- ³³ Webex 的教學更拍攝為“營商動力”節目於澳廣視播放。

2.1 *The Chairman's Report*

In accordance with Macao SAR Government's policy on achieving diversification of our economy, we dedicated our work to support the development of SMEs, and to cultivate and nurture young talents for different industries. Thus, enhancing the productivity of Macao and facilitating the development of Small to Medium Enterprises (SMEs), through promoting the use of information technology and providing professional trainings and examinations in response to industry and social needs, formed the heart of our work.

My overview will be summarized into 5 areas:



1. Continuously Improving the Quality of Human Resources

Last year, we organized a total of 1,242 courses/seminars in four major training areas¹, totaling 24,473 enrollments and 20,897 training hours. Year-on-year comparison showed an increase of 14.9% in total enrollments². 777 corporate in-house courses were offered and these can be broken down into public departments (47.9%)³, business establishments (34.4%)⁴, educational institutions (8.5%), non-profit organizations (5.1%) and our internal programs (4.1%).

I would like to highlight two programs. First, for improving the professional skillset of employees, we continued to organize the "Industrial Development Training Series" with various industrial associations and related organizations⁵. Second, in order to enhance SMEs managerial skills in facing new business trends, we launched the "Scheme for Enhancing the Overall Competitiveness of Industries – Human Resources Training Program". Through this scheme, not only did SMEs receive financial support, but also technical support in designing curriculum and preparing for courses. Ten companies⁶, across industries such as gold ornament, jewelry design, floral design and hair design, participated in this scheme.

CPTTM continued to host a range of examinations in Macao for students striving to upgrade their skill level to regional or international standards. As a major examination center in Macao, we constantly expand on the range of examinations. Last year, 4 new exams were introduced: (1) WSET® Level 1 Award in Sake, (2) ITEC Level 2 Certificate in Make-up, (3) National Vocational Qualification Examination for Smart Building Administrators (Intermediate), and (4) National Vocational Examiner Examination for Chinese Chef. A total of 6,166 candidates⁷ sat for different public and professional examinations last year, of which 607 candidates⁸ sat for the National Vocational Qualification Examination.

Besides providing professional training for adults, we also offered vocational training and career planning services to secondary and tertiary school students for the enhancement of their employability.

2. Enhancing the Management Skills of Start-ups and Existing Enterprises

We continued to support youth associations in organizing trainings for aspiring entrepreneurs. Last year, 392 students participated in trainings, such as the “Youth Entrepreneurship Innovation and Cultivation Program 2019”, which included six beginner courses, four advanced courses and two pre-match workshops for the “National Youth Entrepreneurship and Innovation Competition”.

Furthermore, to align with the revised “Young Entrepreneurs Aid Scheme”, we divided our public entrepreneurship training into two series: the “Essentials of Entrepreneurship” series⁹ and the “Entrepreneurship/SME Operation” series¹⁰. A total of 1,135 students were enrolled in both series, an increase of 8.3% compared to the previous year.

We have been the only local organization to promote and provide subsidies to enterprises seeking international management system certifications such as ISO and HACCP¹¹. As of the end of last year, 39 applications¹² were approved and local enterprises have attained a cumulative total of 433 management system certificates. To strengthen the awareness of the trends and application of international management standards in different industries, we organized 8 seminars¹³, with a total of 280 attendees.

One of our major goals is to protect the environment and promote the sustainable development of Macao. To work towards this goal, we provided subsidy for management certification, organized the “green management” and “energy management” training series, and held the annual session of EnviroKids.

We continued to provide SMEs with consulting services including door-to-door visitation. Last year, we received 100 consulting requests¹⁴, which is an increase of 61.3% in comparison with the year before. Additionally, our “Lab Test Delivery Service” received 2,053 applications, of which textile and apparel products accounted for 52.7%, food products 34.4% and medicine products 7.3%.

With the ultimate aim of supporting the development of the industrial sector of Macao, CPTTM and the Macao Industrial Association launched the “M Brand” Macao Product Quality Certification Scheme in 2018. This scheme aims at assisting local enterprises in certifying their products, so that they can enhance their clients’ confidence and market competitiveness. We organized four briefing sessions and produced three short videos¹⁵ to help industries better understand the requirements for obtaining “M Brand” certification. So far, 12 certificates have been issued.



3. Providing support services for SMEs

CPTTM have always been committed to the key mission of supporting SMEs. Last year, working closely with Macao SAR Government Economic Affairs Bureau (DSE), we made frequent visits to old-town areas, trying to better understand and resolve the problems SMEs encountered. We provided support in two major areas: first, supporting merchants in low-lying areas to improve their resistance against flooding, and second, preparing for the resumption of the inner harbor ferry service.

Since 2018, funded by the Industrial and Commercial Development Fund, CPTTM and DSE have jointly handled applications for the two funding schemes: installation of elevating platforms, and installation of flood-resistant gates & pumps. Both applications are due by June 30th 2020. Last year, we approved 115 applications¹⁶ for installing elevating platforms and 2,037 applications¹⁷ for installing flood-resistant gates¹⁸ & pumps. In view of processing voluminous applications, our colleagues had to work 7 days a week. Their efforts are greatly appreciated.

We kept on providing advisory services to enterprises and individuals in need. Last year, we received a total of 76 individual service cases¹⁹ from our integrated service for SMEs, SME Service Platform and SME Procurement Column in Macao Daily News.

Besides producing short programs on TDM and publishing articles in Macao Daily News, we co-developed “Macao Business Information Platform for SMEs (SME360)” with DSE, all in an effort to facilitate the communication amongst SMEs, the government and large enterprises such as gaming enterprises. The major feature of “SME360” is a mobile phone application, which facilitates the procurement and sales between SMEs and large enterprises. We also provided trainings to SMEs so that they could meet the standard requirement of these enterprises. I am pleased to report that the initial result is encouraging.

The establishment of the Guangdong-Hong Kong-Macao Greater Bay Area is Central Government’s major policy to boost the economic development in the area. To participate in this effort, we sponsored the Guangdong-Hong Kong-Macao Greater Bay Area Productivity Promotion Service Alliance and became the deputy director-general in 2018²⁰. For assisting local SMEs in expanding their business outside of Macao, we continued to organize delegations to participate in the 17th China Cross-Strait Technology and Projects Fair²¹, and the 21st China Hi-tech Fair (“CHTF”)²². We also attended seminars²³, for obtaining and exchanging information that could be useful in supporting SMEs in Macao.



4. Promoting the Development of the Fashion & Creative Industry

To stay abreast of the transformation of the fashion industry, and the trend of customizing high-quality clothing, we focus on cultivating more young talents for fashion houses²⁴ and enhancing the professional skills of those working in the industry²⁵.

We provided a wide range of programs and services, including 196 fashion and creative design-related courses, which in total received 2,199 enrollments. These courses were mainly divided into 3 categories: fashion design & production, image design, and merchandise display & marketing. Some in-house courses were organized for government agencies and corporations, for examples, the "Window Design and Product Display Foundation Course" organized for Macao SAR Government Tourism Office, and the "Professional Grooming Workshop" organized for Wynn Palace²⁶.

In 2019, we continued our collaboration with the Macao Trade and Investment Promotion Institute (IPIM) in organizing the big-scale event "Macao Fashion Festival". The festival was held during the 24th Macao International Trade and Investment Fair (MIF) in the Venetian Macao. Macao Youth Symphony Orchestra Association was invited to perform during the "Opening Ceremony and the Belt and Road Fashion Show" and their music was a great kick-off of the festival. This year, the festival consisted of 6 professional fashion shows, in which 55 fashion brands/design teams participated. Various new features were introduced in "Macao Fashion Festival 2019", including DIY souvenir area, modeling area, "shake and shake" gifting session, fashion tours, etc. A total of 3,813 visited our festival, an increase of 3.1% compared to that of previous year.

To celebrate the 70th anniversary of the People's Republic of China, we organized the "Celebrating the 70th Anniversary of the People's Republic of China - Chinese Classic Fashion Apparel" event. Seven local designers designed 14 sets of costume, by combining traditional clothing elements with modern designing ideas. The costumes were then displayed in "MIF", demonstrated by models at the Macao Fashion Gallery and on display tour in multiple large-scale malls.

Aiming to enhance the overall productivity of the fashion and creative industry, we held seminars²⁷ and exhibitions²⁸, and organized students to participate in domestic and overseas competitions²⁹, as well as exchange activities³⁰.

Furthermore, we continued to provide technical support services³¹ for those who wanted to transform their creative ideas into products. In 2019, a total of 164 service cases were handled and nearly 2,100 products were produced, an increase of 24% and 26% respectively from 2018.

The Macao Fashion Gallery, which is jointly operated by CPTTM and the Cultural Affairs Bureau (ICM), has acted as a great platform for promoting locally designed products. In 2019, a new retail model "Fashion Highlights 2019 - Brand Collection Store" was launched. A total of 706 products were sold, which is an increase of more than 50% comparing with 2018. Sales volume also increased by more than 70%. We also created an Instagram account for the Macao Fashion Gallery, so that our promotional messages could reach directly to a larger part of target audience.



5. Promoting the Development of the IT Industry

CPTTM strived to foster the development of the IT industry by continuously providing a diversified portfolio of training courses and examinations. In 2019, we offered 197 IT courses³² which received 2,921 enrollments.

Cooperating with local high schools, we arranged teachers in IT areas to receive Cisco network technology training. After training the trainers, the teachers would be able to pass on the knowledge to their students. At the “Cisco Network Academy in Hong Kong and Macao – Trainers Professional Development Conference 2019”, a teacher from the Workers' Children High School (Lou Hau) was awarded the “Outstanding Trainer Award” for training more than 120 students in a year.

To enhance youth’s interest and skills in technology, we arranged primary 6 students to visit our Cyber Lab. We also organized various competitions³³, and continued to provide talented secondary school and university students the opportunities to join CPTTM key IT courses for free.

Last year, at the invitation of the Science and Technology Development Fund (FDCT), we applied Blockchain to co-build a certificate electronic verification system with the Webank technical team and Macao SAR Government Identification Bureau (DSI). In 2019, the first phase of this project was completed, and a certificate electronic verification application was released. We are planning in the second phase to invite more schools to join the project and to implement the system on iPhones and Android devices.

Through our Facebook page, WeChat public account, mobile applications³⁴, software³⁵, website, IT newsletter and, short programs on TDM, we have actively applied IT in promoting our services, delivering important information from the government and maintaining community information security.

The recent COVID-19 restricted many SMEs to work from home. As a result, we created teaching materials that showed SMEs how to hold online meetings free-of-charge by utilizing WebEx³⁶, FaceTime and WeChat, and how to remotely access resources from their company’s computers by utilizing TeamViewer.

To combat the frequent rumor of international hacking group attacking the internet video surveillance system during the outbreak, we provided information to strengthen the security of IP cameras of SMEs. Commissioned by the Education and Youth Affairs Bureau, we also provided a video course for teachers, showing them how to utilize the learning management system - Moodle - for distance education.

Finally, I would like to report on the training and selection of young people to participate in international competitions. In 2019, we led six secondary school students to compete in the annual “Microsoft Office Specialist (MOS) World Championship” in the US, with three students attaining 1st place in Excel 2013, 2nd place in Word 2016, and 3rd place in Word 2013 respectively. Among the three college students who competed in the “Adobe Certified Associate (ACA) World Championship”, one student was crowned world champion.





One of the world's most important competition for young talents is WorldSkills. The 45th WorldSkills Competition was held in Kazan, Russia in August, 2019. CPTTM was responsible for training and selecting contestants to represent Macao. I am happy to report that Ms. Victoria Kuan, our Deputy Director General, and Mr. Thomas Mak, the Manager of the Information System & Technology Department (IST), were elected by WorldSkills to be the Skill Competition Manager (SCM) for the categories of Fashion Technology and Web Design and Development respectively. As chief examiners of their respective categories, they were duty-bound not to participate in the training of Macao contestants for the sake of fairness. Colleagues from our Creative Fashion & Image Department (CFI) and Information System & Technology Department (IST) were appointed new trainers and the results were quite pleasing: Macao contestants winning 8th place in

the Fashion Technology category, 4th place in the Beauty category, 9th place in the Commodity Display Technology category and an "excellent performance award" in the Network System Management category, which was the best result in the past few years.

Above is the report for the year under review. On behalf of the Board of Directors, I would like to extend my special thanks to the Macao SAR Government for its support and express my heartfelt gratitude to all the members of the Supervisory Board, the Advisory Board, various functional committees and our loyal staff for their support. Without their valuable advice and hard work, CPTTM would not have been able to enjoy its popularity as a friendly service facilitator and provider in Macao.

Eric Yeung, Ph.D.
Chairman of the Board of Directors

Notes

¹ Distribution of enrollments in the four areas: the area of "Business Operation & Management" accounted for 64.9%; "Information Technology" 13.5%; "Business Languages" 11.8%; and "Fashion & Creativity" 9.7%.

² Enrollments in corporate in-house training courses accounted for 71.4% of total enrollments, while public courses accounted for 28.6%. Comparing with the previous year, the total enrollments of corporate in-house training increased by 33.8%, mainly driven by two training areas: "Business & Management" and "Business Languages", from the 2 modules of the "Specific Training Course for Taxi Drivers" - the "Language Training" module and the "Self-awareness, Emotional Management and Personal Literacy" module. On the other hand, enrollments in public courses saw a decrease of 6% from the year before, mainly due to the revision of network technology courses, increasing market competition of makeup and hairstyle courses, increasing demand for language courses from corporates, and the 'Continuing Education Development Plan 2017-2019' coming to an end.

³ Of which, 28.5% were training courses for public sector personnel, and 71.5% were courses for industries in line with the functions/projects of public sectors.

⁴ Industries include: integrated tourism and leisure, gaming intermediaries, hospitality, retail, transportation, public utilities, finance, production, food & beverage and business services.

⁵ Industries include: real estate evaluation, facility maintenance, food & beverage, chemical examination, construction/engineering, real estate intermediaries, cultural creativity and transportation (newly added).

⁶ The purposes of these applications were mainly for diversifying employees' skills, for obtaining professional certification, for enhancing the operational skills of start-ups, and for upgrading the technology and business models of existing enterprises.

⁷ Among the examinations, those related to Business & Management accounted for 37.1%, Languages 28.7%, Information Technology 14.8%, Occupational Skills 14.2% and school admission test 5.2%.

⁸ Among the examinations, "Chinese chef", "Chinese pastry chef", "Western chef" and "Western pastry chef" accounted for 64.3%; Others include: "electricians", "childcare workers", "swimming lifeguards", "refrigeration system safety maintenance workers" and "smart building administrators" (newly added in 2019).

⁹ There were two core unit courses (MG90.1 Entrepreneurship Preparation and Planning and MG90.2 Operation Model and Instruction for Starting a Business, 42 teaching hours in total), mainly for aspiring entrepreneurs.

¹⁰ Courses can be divided into five major categories: accounting & finance, marketing, industry management, e-commerce and law. The duration of each course ranged from 3 hours to 30+ hours. Courses were mainly for aspiring entrepreneurs, with the purpose of strengthening their management knowledge and skills.

¹¹ ISO = International Organization for Standardization; HACCP = Hazard Analysis Critical Control Points, a preventative food safety system that takes stock of the hazards in food.

¹² Among the applications, the service industry (including security/property/cleaning/facility management and technical consulting services) accounted for 67%, non-manufacturing industry (mainly driven by food souvenirs or food processing factory) 23%, and engineering/construction 8%.

¹³ Seminars mainly include: the first seminar on ISO 41001 facilities management standard, a seminar on sustainable operation and management for strengthening the disaster management capabilities of SMEs, a seminar (co-organized with the Office for the Development of the Energy Sector) on energy efficiency in green buildings, and a conference for exchanging information about standardization and increasing cooperation between Zhuhai and Macao (focusing on food industry and service industry).

¹⁴ 52% related to ISO management standard, 35% related to product certification/testing.

¹⁵ The 3 short videos were: the 'father & son' episode (for manufacturers), the 'mother & daughter' episode (for customers) and the 'sharing' episode (for certified companies).

¹⁶ Around 22% of total applications were approved for installation and around 34% were disapproved. Around 8% were abandoned applications and the rest were pending applications.

¹⁷ Around 77% of total applications were approved for installation and around 6% were disapproved. Around 5% were abandoned applications and the rest were pending applications.

¹⁸ To ensure the quality of flood-resistant gates, we entrusted Macao Institution of Electrical and Mechanical Engineers to conduct sampling tests on the gates installed. According to the testing results, contractors who failed the test or passed with conditions would need to submit their improvement plans to us.

¹⁹ The number of cases dropped comparing with that of the previous year, mainly because the department's manpower was deployed to cope with the heavy workload related to the 2 funding schemes for flood-resistant facilities.

²⁰ Work related to the Alliance last year: attending the board meeting held in Guangzhou, hosting the delegation from Guangdong Productivity Promotion Center, and holding an event titled "Guangdong, Hong Kong and Macao Technology Service Exchange" in Macao, at the invitation of Hong Kong Productivity Council and Guangdong Productivity Promotion Center.

營運報告 Operation Reports

²¹A total of 4 exhibitors participated in the Macao Pavilion and their products/technologies on display include: (1) a cross-border e-commerce service platform, (2) products made in Macao, (3) energy-saving fan equipment, (4) smart energy-saving system, and (5) room energy-saving control system technologies.

²²The scientific research achievements exhibited in the Macao Pavilion include: (1) air-conditioning and energy-saving systems of Wui Fok, (2) the Sino-Portuguese e-commerce platform of Autao Cross-border E-commerce Supply Chain Co., Ltd., (3) VR display technologies of Yifeng Technology, (4) the on-site fast nucleic acid detection equipment for digital microfluidic wafer of UMTec Ltd., and (5) the nano products of Hua Hao Environmental Protection Building Materials Development Co.,Ltd.

²³Including the "Disaster Prevention and Mitigation Engineering Technology in Macao" seminar, the "Celebrating 20 years of handover – Hengqin Science and Technology Innovation Enterprise Matchmaking" event, the "12th Universal Productivity Forum and Productivity Promotion Award" and the "Good Technology of China" awarding conference.

²⁴Including the "Diploma Program in Fashion Design and Manufacture", the CPTTM/ University of St Joseph joint Bachelor degree in Fashion Design, the Fashion Design and Manufacturing Training Program cooperated with the Escola Luso-Chinesa Técnico-Profissional, the extra-curricular courses in 7 high schools, and the summer courses co-organized with the Education and Youth Affairs Bureau.

²⁵Courses include: "High-end Three-dimensional Tailoring (dresses and women's coats)", "Chinese Traditional Cheongsam Making", "ITEC Certification in Professional Make-up", etc.

²⁶And the "Hair Styling and Cutting Training Course" organized for the Correctional Services Bureau, the "Modelling Training Course" organized for Escola Luso-Chinesa Técnico-Profissional, the "Leather Products Making Course" organized for Youth Activities Centre of Areia Preta under the Education and Youth Affairs Bureau, the "Macao New Thinking in Film Art - a Filmmaker Training Course" organized for Creative Industries Promotion Association of St. Lazarus Church District.

²⁷Including "Smart Production Management: Establishing Innovative Quality Management Model on Pivot 88 Cloud Platform" seminar, "Fashion Snoops – Predicting Trends of s/s 2020" seminar, "Intelligence Revolution: New Concept of Fabric Development Swatchbook" seminar.

²⁸Including "Brand Story 2019 – Macao's Original Clothing Exhibition 1/2/3", "Fashion Linkage – Guangzhou, Hong Kong, Macao and Shenzhen Creative Clothing Exhibition".

²⁹Including "The 7th Macao Creative Makeup and Styling Design Competition", "The 6th Macao Creative Makeup Styling Photography Competition", "(The 11th) Skills Competition among Young People in Guangzhou, Hong Kong, Macao and Chengdu 2020", "Uniform Design Competition" (co-organized with IPIM), "The 10th Fashion Painting Art Competition", "The 28th Dalian Cup International Youth Fashion Design Contest".

³⁰Including "Guangdong University Students Fashion Week", "Shanghai Fashion Week a/w 2019– Ontimeshow", "CENTRESTAGE 2019 (Hong Kong International Fashion Fair)", "China Dalian International Clothing and Textile Expo", "Sands Macao Fashion Week", "The 6th Shenzhen Original Design Fashion Week".

³¹Services provided are related to digital printing, computer embroidery, fabric laser cutting, finishing apparel, computer-aided production systems for clothing, utilization of clothing equipment.

³²Including "AutoCAD Open Course", "Oracle Database Course", "Microsoft Official Course", "Adobe Design Course", "Alibaba Cloud Computing Technology and Product Training Course", "FISCO BCOS Blockchain Course", "CISP (Registered Information Security Professionals) Security Certification Training Course", etc.

³³Including "Territory-wide Creative 3D Models Design Student Competition", "Territory-wide Student Information Technology Quiz", "Territory-wide STEAM and IoT Problem Solving Student Competition", "The 2nd Mobile Phone Website Designing Student Competition", "Skills Competition among Young People in Guangzhou, Hong Kong, Macao and Chengdu", "DJI RoboMaster Competition".

³⁴The mobile applications operated by CPTTM include: the CPTTM app, the "Macao Business Information Platform for SMEs (SME 360)" app, and the "MacaoHappyPlay" app, which have been downloaded 5878, 743 and 8283 times respectively from their launch until December 31st, 2019.

³⁵The three software developed by CPTTM include: "Open Source Accounting Software for SMEs", "Open Source EIMS Software for SMEs", "Retail Management Software for SMEs", of which 59, 16 and 33 sets were sold respectively throughout the year 2019.

³⁶The teaching material for WebEx was filmed as an episode of "Driving Force for Business" to be aired on TDM.

2.2

理事長財政帳目報告

Financial Report of the Director-General

項目及活動

因應對外服務¹的增加，帶動 2019 年度“項目及活動”收入上升 56% 至 9,686 萬 (澳門元、下同)。在扣除直接成本後，2019 年度錄得的“毛利”增加 20% 至 1,485 萬。

人事費用

為彌補通脹帶來的影響，中心自 2019 年 1 月起，跟隨澳門公務員薪酬調整幅度，將每薪俸點的薪酬調升 3.53%，加上職位晉升等各項因素，帶動 2019 年度整體人事費用上升 7% 至 4,864 萬。值得一提的是，中心人員的薪酬一直低於公務員，但在每年的薪俸點調整幅度上是與公務員一致的。

折舊及攤銷費用

隨著資產的增加，2019 年度的“折舊及攤銷費用”相應較 2018 年度上升 7% 至 308 萬。

其他經營費用

主要包括中心各辦事處的租金、水電費、維修保養、清潔費、保安服務及辦公室用品等日常開支。由於租金上調，加上中心在 2019 年內為各個辦事處新增保安服務，帶動 2019 年度整體的其他經營費用上升 16% 至 1,018 萬。

Projects and Activities

Due to the increase in external services¹, the overall revenue generated from “Projects and Activities” in 2019 rose by 56% to MOP96.86 million. After deduction of direct cost, an increase in gross profit by 20% to MOP14.85 million was recorded in 2019.

Personnel Expenses

To compensate for the impact of inflation, CPTTM adopted the level of pay adjustment in Macao's public sector, increasing the salary index by 3.53% with effect from January 2019. For this reason, as well as staff promotion and other factors, total personnel expenditure increased to MOP48.64 million in 2019, up by 7%. It should be noted that although CPTTM staff members enjoyed the same percentage adjustment to the salary index as in the public sector, their salary remained lower than that of the civil servants.

Depreciation and Amortization Expenses

As a result of increase in total assets, the “Depreciation and Amortization Expenses” in 2019 went up by 7% to MOP3.08 million from the 2018 level.

Other Operating Expenses

“Other Operating Expenses” mainly comprised office rental, water and electricity fees, repair and maintenance fees, cleaning fees, security service fees and office stationery fees, among other daily expenses. With the rent increase and the additional security service hired for every office location of CPTTM in 2019, the overall amount of other operating expenses grew by 16% to MOP10.18 million in 2019.

¹ 尤其是在 2019 年全面執行“中小企業安裝防洪門及水泵資助計劃”及“中小企業安裝防浸升降台資助計劃”

¹ In particular, the “SME Funding Scheme for Flood Gates & Water Pumps against Flood Damage” and the “SME Funding Scheme for Lifting Platforms against Flood Damage” were fully implemented in 2019.

其他開支

“其他開支”主要包括一系列針對本地業界及個人的資助及獎勵計劃²(約 325 萬)及兌換損失(約 29 萬)。

財務費用

“財務費用”主要是銀行收取的手續費³。隨著收支交易的增加，該開支較 2018 年度上升約 10% 至 14 萬。

投資收益

中心於 2019 年內退股“澳門創新科技中心股份有限公司”，獲該公司退回 666,500 澳門元，當中包括本中心的出資份額 50 萬及投資收益 166,500 澳門元。

其他收入

“其他收入”包括“利息收入”。由於存款利率於年內稍有所下降，帶動全年利息收入減少約 19% 至 73 萬。

Other Expenses

“Other Expenses” mainly comprised a series of subsidy and incentive schemes to support local industries and individuals² (about MOP3.25 million) and losses on currency exchange (about MOP290,000).

Financial Expenses

“Financial Expenses” were primarily bank charges³. With the increase of the number of transactions, such expenses grew from the 2018 level by 10% to MOP140,000.

Investment Income

CPTTM withdrew its contributed capital in Macau New Technologies Incubator Centre Limited in 2019; the amount of MOP 666,500 was returned by the company to CPTTM, which included the contributed capital of MOP 500,000 and an investment income of MOP 166,500.

Other Revenue

“Other Revenue” included “Interest Income”. The slight decline in interest rates during the year caused a reduction in interest income by 19% to MOP730,000.



² 包括「澳門產品優質認證計劃」(約 177 萬)、「國際管理系統標準首次認證資助計劃」(約 65 萬)、「獎勵時裝創意教育獎學金計劃」(約 10 萬)、「資助大專院校獎學金」(約 1 萬)、「全澳及全球學生 Office 及 Adobe 軟件技能比賽」(約 72 萬)。

² Including the “Macau Product Quality Certification Scheme” (approximately MOP1.77 million), the “Incentive Scheme for First-time Certification to International Management System Standards” (approximately MOP650,000), the “Scholarship for Higher Education in Fashion Design & Creativity” (approximately MOP100,000), the “Scholarship for Tertiary Education Institutions” (approximately MOP10,000), and the “Microsoft Office and Adobe Competitions for Macao Students and Participation in World Championships” (approximately MOP720,000).

³ 包括匯款及信用卡交易等之手續費。

³ Including fees charged by banks for remittance and credit card transactions.

營運結果

在上述各項主要因素帶動下，2019 年度錄得的賬面虧損較 2018 年度增加約 8% 至 4,985 萬，該項虧損在年內已全數透過政府資助彌補。直至 2019 年底，中心的資本維持完整，共 2,475 萬。

經費之來源及運用分析

年內，中心的經費來源總額約 1 億 9 千 2 百多萬，當中 49% 是來自政府撥款⁴，其餘 51% 是來自本身收入。2019 年度的經費運用總額約 1 億 4 千 7 百多萬，當中 58% 用作項目活動、33% 用作人事開支、7% 用作一般行政，其餘 2% 用作資本開支。在 2019 年底，中心尚有經費結餘 4,513 萬，將留作下一財政年度運用。

績效回顧

回顧中心歷年的表現，一直貫徹審慎理財、量入為出的宗旨運用政府資源服務社會。因應社會經濟發展的最新形勢，切實為本澳的企業及個人提升競爭力，回歸至今每年的財務狀況都表現穩健，當中自 2006 年開始有較明顯的突破後，其後逐年表現向好。現簡介如下：

善用資源、確保營運效率、維持生產力

考慮到中心所提供的主要服務為培訓課程，我們採用“平均投放於每學員人次之政府資助”作為一個衡量營運效率的指標。隨著學員人次的持續增長，該指標自 2006 年大幅改善並下降 50% 至 2,051 元 (2005 年：4,138 元)，隨後自 2007 至 2014 這 8 年間一直保持在 1,200 元至 2,000 元左右。受學員人次減少及經營成本的續年遞增所影響，該指標在 2015 年曾升至 2,887 元，但隨著學員人次的回升，該指標自 2016 年起回落，直至在 2019 年降低至 2,000 元水平。

Operating Results

Driven by the above factors, a book loss of MOP49.85 million was recorded in 2019, up by 8% from the 2018 level, and it had been fully compensated by the government funding received during the year. As of the end of 2019, CPTTM's capital of MOP24.75 million remained intact

Analysis of the Sources and Applications of Funds

During the year, CPTTM received a total funding of around MOP192 million, of which 49% was government funding⁴ and the remaining 51% was self-generated income. In 2019, MOP147 million of funding was used, of which 58% was for projects and activities, 33% for personnel expenses, 7% for general administration and the remaining 2% for capital expenditure. As of the end of 2019, CPTTM had a positive balance of MOP45.13 million, which would be reserved for use in the next financial year.

Performance Review

In retrospect, CPTTM has always exercised prudent financial management in the use of government resources to serve the community. Since Macao's return to the motherland, CPTTM has been striving to enhance the competitiveness of local enterprises and individuals in line with the latest socioeconomic trends while maintaining solid financial performance year after year. After achieving a significant breakthrough in 2006, its performance has been staying on a healthy track, as summarized below:

The Effective Use of Resources to Ensure Operating Efficiency and Maintain Productivity

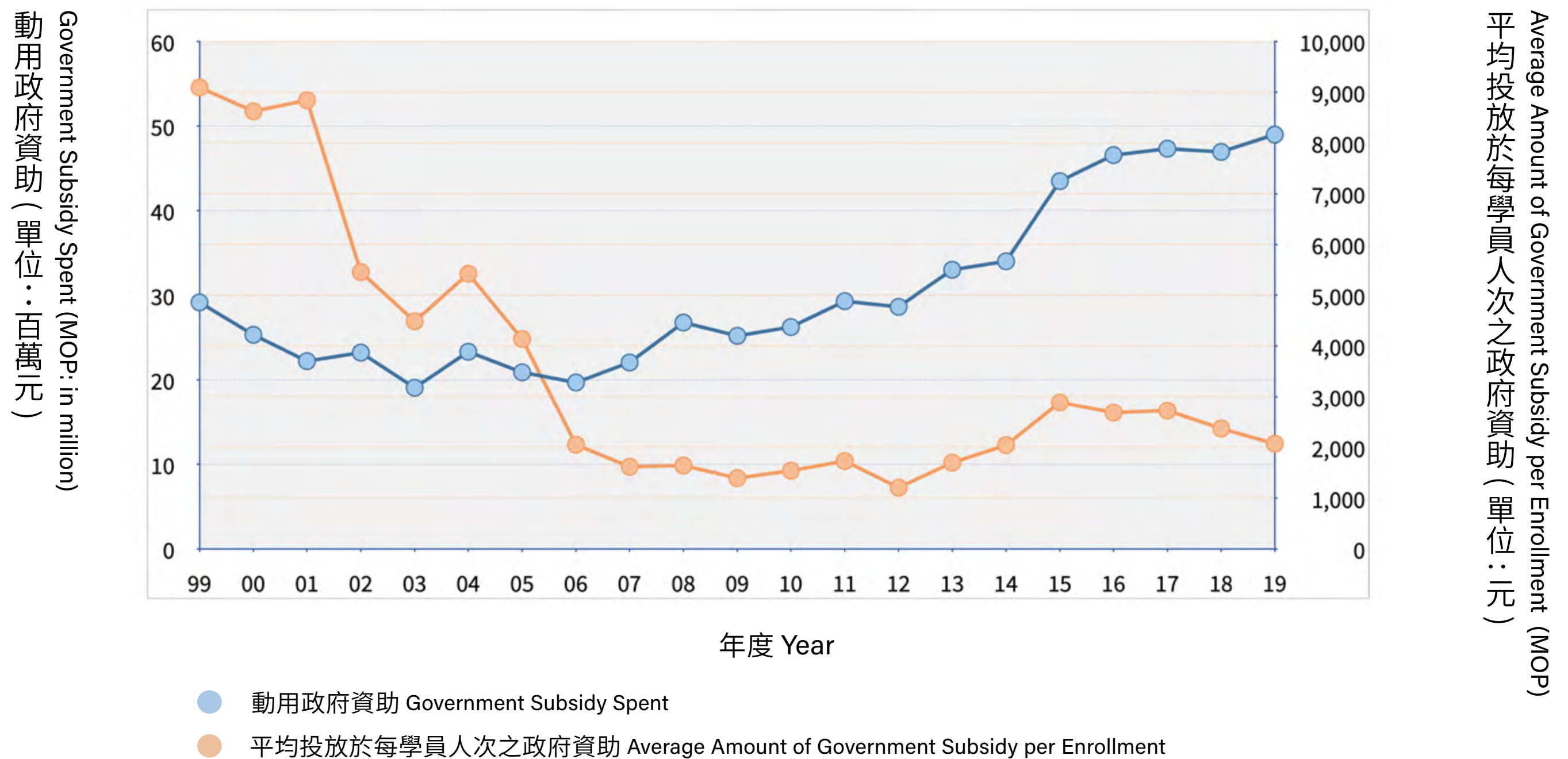
Considering that the key service provided by CPTTM is training, we have adopted the “average amount of government subsidy per enrollment” as an indicator of operational efficiency. With a continuous increase in the number of enrollments, a significant improvement in performance was recorded in 2006, during which the amount plunged by 50% to MOP2,051 (from MOP4,138 in 2005). In the following eight-year period (2007 to 2014), the figure was maintained in the range of MOP1,200 to MOP2,000. Due to a decline in the number of enrollments and the year-on-year increase in operating costs, the amount rose to MOP2,887 in 2015; the amount dropped again in 2016 when enrollment showed signs of a pick-up. In 2019, the amount fell to MOP2,000.

⁴ 包括年初結餘 3,816 萬及年度撥款 5,625 萬

⁴ Including a balance of MOP38.16 million brought forward from the previous year and an annual government funding of MOP56.25 million.

每年所動用政府資助及平均投放於每學員人次之政府資助

Annual Government Subsidy Spent and Average Amount of Government Subsidy per Enrollment



提升本身收入

在 2006 年度，來自中心本身的經費收入⁵ 佔經費運用總額的比例增長至 38%。隨後自 2007 至 2011 年這 5 年一直維持在 33% 至 44% 之間，自 2012 至 2014 更連續 3 年高於 50%。因應中心在 2015 年有較大的資本開支，相關比率稍為回落至 43%，但自 2016 年起回升，在 2019 年再創新高，達 67%。

Increase in Self-generated Income

In 2006, self-generated income⁵ as a percentage of the total amount of funds used grew to 38%. In the following five-year period (2007 to 2011), the figure was maintained in the range of 33% to 44%. For the following three-year period (2012 to 2014), the percentage was maintained at above 50%. Due to a large amount of capital expenditure in 2015, the percentage dropped slightly to 43% but has rebounded since 2016. In 2019, the figure reached a record high, standing at 67%.

本身經費收入對經費運用總額之比例

Proportion of Self-generated Income to the Total Amount of Funds Used



⁵ 不包括政府資助。

⁵ Excluding the government funding

減低對政府撥款的依賴

雖然中心每年的開支會隨著服務擴展及通貨膨脹等因素而增加，但近年已開始減低對政府撥款的依賴，這可反映在近年政府年度撥款佔經費運用總額的比例正持續下降至 2019 年度的 38%。

Reduced Dependency on Government Funding

Despite the year-on-year increase in expenditures due to service expansion and inflation, the dependency of CPTTM on government funding has been declining during the recent years; this could be reflected in the continuous decrease in the annual government funding as a percentage of the total amount of funds used to 38% in 2019.

年份 Year	經費運用總額之增幅 Percentage Increase in the Total Amount of Funds Used	政府年度撥款佔經費運用總額之比例 Annual Government Subsidy as a Percentage of the Total Amount of Funds Used
2015	8%	62%
2016	11%	57%
2017	6%	54%
2018	22%	50%
2019	34%	38%

持續發展培訓、提升人力資源

在 2006 年度，中心的學員人次⁶ 大幅增加 90% 至 9,598 人 (2005 年 5,050 人)。隨後於 2007 至 2011 年這 5 年間一直維持在 13,000 至 18,000 人次左右，而在 2012 年至 2013 年均達 20,000 人次或以上。受教青局第一階段的“持續進修發展計劃”於 2013 年底結束所影響，2014 年度的學員人次回落至 17,000 人次左右。之後，由於綜合旅遊休閒企業的培訓需求有所下降，令 2015 年度學員人次再次下調至 15,000 人次左右，但隨著本地經濟續步回穩，學員人次自 2016 年起回升，至 2019 年達 2 萬 4 千人次水平。

The Continuous Development of Training Service to Upgrade Human Resources

In 2006, the number of enrollments⁶ rocketed by 90% to 9,598 (from 5,050 in 2005). In the following five-year period (2007 to 2011), the figure was maintained in the range of 13,000 to 18,000. In both 2012 and 2013, the number topped 20,000. In 2014, the number of enrollments dropped to around 17,000 due to the completion of the first-phase “DSEJ Continuing Education Development Program” at the end of 2013. In 2015, the number fell again to around 15,000 as a result of a decline in the demand of integrated tourism and leisure enterprises for training. As the local economy gradually recovered, the number of enrollments has been on the rise again since 2016. In 2019, the figure topped 24,000.

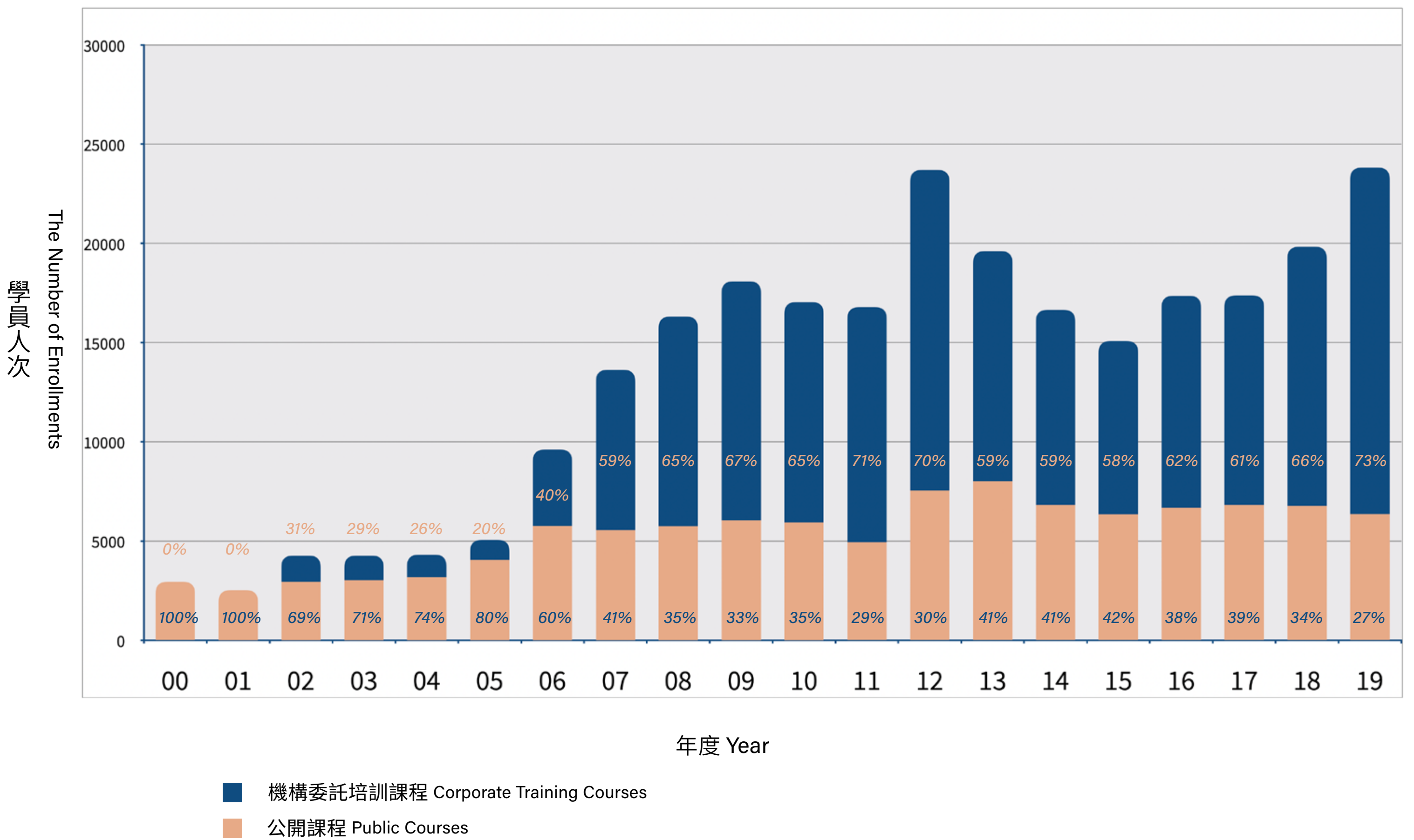
⁶ 包括“機構委託培訓課程”及“公開課程”。

⁶ Including “Corporate Training Courses” and “Public Courses”.



學員人次及比例

The Number and Proportion of Enrollments



促進在職培訓、提升本地機構競爭力

在 2006 年度，參與“機構委託培訓課程”的學員人次佔總課程學員人次⁷的比例大幅上升至 40% (2005 年 :20%)。隨後於 2007 至 2012 年這 6 年間一直維持在 59% 至 71% 之間。因應行政公職局自 2013 年內暫緩委託本中心舉辦公務員培訓課程，故相關比例在 2013 至 2015 年下調至 58% 及 59% 左右，但自 2016 年回升，在 2019 年達 73%。

展望

為配合本地經濟的持續發展，來年，我們將致力優化培訓課程和各項服務活動的素質。我們的團隊，會用創新的思維，透過不斷檢討和學習，繼續提升中心的績效，致力貢獻社會。

致意

中心能順利開展各項服務及活動、妥善管理內部行政及提升營運績效，實有賴領導團隊的功勞。在此，特別感謝澳門特別行政區政府及本中心全體社員多年來的支持；感謝理事會、監事會、諮詢會及其各委員會成員，所付出的寶貴時間與專業才能，使中心受惠良多；最後，感謝全體職員所付出的承擔和努力，使中心發展至成熟的管理水平及順利開展各項配合中心宗旨及展望的工作。

⁷ 包括“機構委託培訓課程”及“公開課程”。

⁷ Including “Corporate Training Courses” and “Public Courses”.

The Promotion of In-Service Training to Enhance the Competitiveness of Local Organizations


In 2006, the number of enrollments in corporate training courses as a percentage of total enrollments⁷ surged to 40% (from 20% in 2005). In the following six-year period (2007 to 2012), the percentage was maintained in the range of 59% to 71%. Due to the temporary suspension in commissioning CPTTM to provide training courses for civil servants by the Public Administration and Civil Service Bureau (SAFP) starting from 2013, the figure dropped to around 58% to 59% during the period of 2013 to 2015, but rebounded in 2016. In 2019, the percentage reached 73%.

Outlook

In the upcoming year, continuous efforts will be devoted to enhance our training courses and various services for the sustainable development of the local economy. Through innovative thinking, constant review and learning, our team will strive for higher performance so as to contribute more to the community.

Acknowledgement

The ability of CPTTM to deliver various services and activities, ensure proper internal administration and improve operating performance owes much to the efforts of the management team. Here I would like to give special thanks to the Macao SAR Government and all the Associates of CPTTM for their years of continued support; to the Board of Directors, the Supervisory Board, the Advisory Board and members of the various Committees for their valuable contribution in time and expertise, which has greatly benefited CPTTM, and last but not least, to all CPTTM staff members for their commitment and efforts, which have brought CPTTM to a level of management maturity that enables it to undertake various initiatives in line with its mission and vision.



理事長 Director - General
孫家雄 Shuen Ka Hung



澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

監事會意見書

社員大會主席、

各位社員：

過去的一年，生產力中心在理事會的領導和努力開拓、全體社員的積極參與下，工作得以順利開展，財務健全，運作正常。按照中心章程，監事會審慎監察了中心二零一九年度的理事會工作報告以及財務報告，亦審閱了由核數師所提交之審核報告。監事會對理事會的工作予以充分肯定。

監事會報告完畢，多謝各位！

二零二零年三月二十七日，於澳門。

主席

何佩芬

澳門中華總商會代表

監事

鍾聖心

澳門特區政府代表

監事

朱廣義

南粵(集團)有限公司代表





澳門生產力暨科技轉移中心
CENTRO DE PRODUTIVIDADE E TRANSFERÊNCIA DE TECNOLOGIA DE MACAU
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

Parecer do Conselho Fiscal

Senhor Presidente da Assembleia Geral,

Caros Associados,

Com a liderança e empenho da Direcção no desenvolvimento e a participação activa dos Associados, os trabalhos do CPTTM no ano passado foram realizados com sucesso, com a contabilidade em ordem e a operação normal. Em conformidade com os Estatutos do CPTTM, o Conselho Fiscal examinou criteriosamente o Relatório de Trabalhos e as Contas do CPTTM relativos ao ano 2019, elaborados pela Direcção, e apreciou o Relatório Financeiro apresentado pelo auditor. O Conselho Fiscal dá um parecer plenamente afirmativo aos trabalhos da Direcção.

Terminado o Parecer do Conselho Fiscal. Obrigado!

Macau, aos 27 de Março de 2020.

Presidente

Ho Pui Fan
Representante da

Associação Comercial de Macau

Vogal

Chong Seng Sam
Representante do

Governo da R.A.E.M.

Vogal

Zhu Guang Yi
Representante de

Nam Yue (Group) Co. Ltd.



崔世昌核數師事務所

CSC & ASSOCIADOS – Sociedade de Auditores

Avenida da Praia Grande, n.º 517, Edifício Comercial Nam Tung, 8.º andar, A-B, Macau

澳門南灣大馬路 517 號南通商業大廈 8 樓 A-B 座 電話 Tel: (853)28322121 (5 lines) 傳真 Fax: (853)28355212

核數師報告書

致澳門生產力暨科技轉移中心各股東

本核數師(以下簡稱「我們」)已審核隨附載於第5頁至第21頁澳門生產力暨科技轉移中心(「本中心」)的財務報表,該財務報表由二零一九年十二月三十一日的資產負債表以及截至該日止年度的收支表組成,亦包括重大會計政策的摘要和解釋附註。

管理層對財務報表的責任

根據澳門特別行政區之《一般財務報告準則》之規定編製和呈報財務報表是管理層的責任。這些責任包括:設計、實施和維持適當的內部控制,以避免因舞弊或錯誤而導致在編製及呈報財務報表方面出現重大誤報;選擇和運用適當的會計政策;作出合理的會計估計;以及保存適當和正確的會計紀錄。

核數師的責任

我們的責任是在實施核數工作的基礎上對上述財務報表發表意見,並根據聘任條款僅向整體股東報告,除此之外本報告別無其他目的。我們不會就本報告的內容對任何其他人士負責或承擔責任。

我們按照澳門特別行政區之《核數準則》和《核數實務準則》實施了核數工作,該準則要求核數師遵守有關職業道德的規範,以及要求核數師計劃和實施核數工作,以合理確信財務報表是否不存在重大誤報。

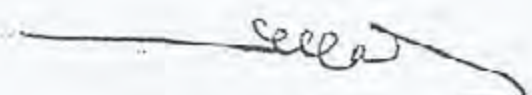
核數工作包括實施適當的核數程序,以獲取支持財務報表內的金額及披露內容的核數證據。這些程序依據核數師的專業判斷來作出選擇,包括對舞弊或錯誤而引致的財務報表存在重大誤報的風險所作的評估。在對這些風險作出評估時,核數師考慮了與被審核實體財務報表的編製及呈報相關的內部控制,以便設計適當的核數程序,但並非為了對被審核實體內部控制的有效性發表意見。核數工作亦包括評價管理層所採用的會計政策的適當性和會計估計的合理性,以及評價財務報表的整體反映。

我們相信,我們已獲得了充分和適當的核數證據,為發表核數意見提供了合理的基礎。

核數意見

我們認為,上述的財務報表符合澳門特別行政區之《一般財務報告準則》,在所有重要方面真實和恰當地反映了澳門生產力暨科技轉移中心於二零一九年十二月三十一日的財務狀況以及截至該日止年度的經營結果。




李慕士核數師
崔世昌核數師事務所

澳門,二零二零年二月二十八日

崔世昌核數師事務所

CSC & Associados – Sociedade de Auditores

Avenida da Praia Grande, n.º 517, Edifício Comercial Nam Tung, 8.º andar, A-B, Macau

澳門南灣大馬路 517 號南通商業大廈 8 樓 A-B 座 電話 Tel: (853)28322121 (5 lines) 傳真 Fax: (853)28355212

Report of the Auditors

To the members of

Centro de Produtividade e Transferência de Tecnologia de Macau

We have audited the accompanying financial statements of Centro de Produtividade e Transferência de Tecnologia de Macau (the "Center") set out on pages 5 to 21 which comprise the balance sheet as of 31 December 2019, and the income and expenditure account for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management's responsibility for the financial statements

The management is responsible for the preparation and the true and proper presentation of these financial statements in accordance with the General Financial Reporting Standards of Macao. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and the true and proper presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. This report is made solely to you, as a body, in accordance with the terms of our engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

We conducted our audit in accordance with Macao Auditing Standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

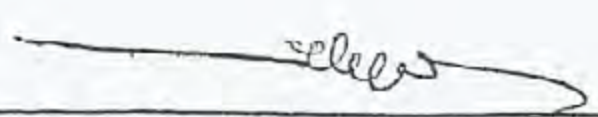
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and true and proper presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

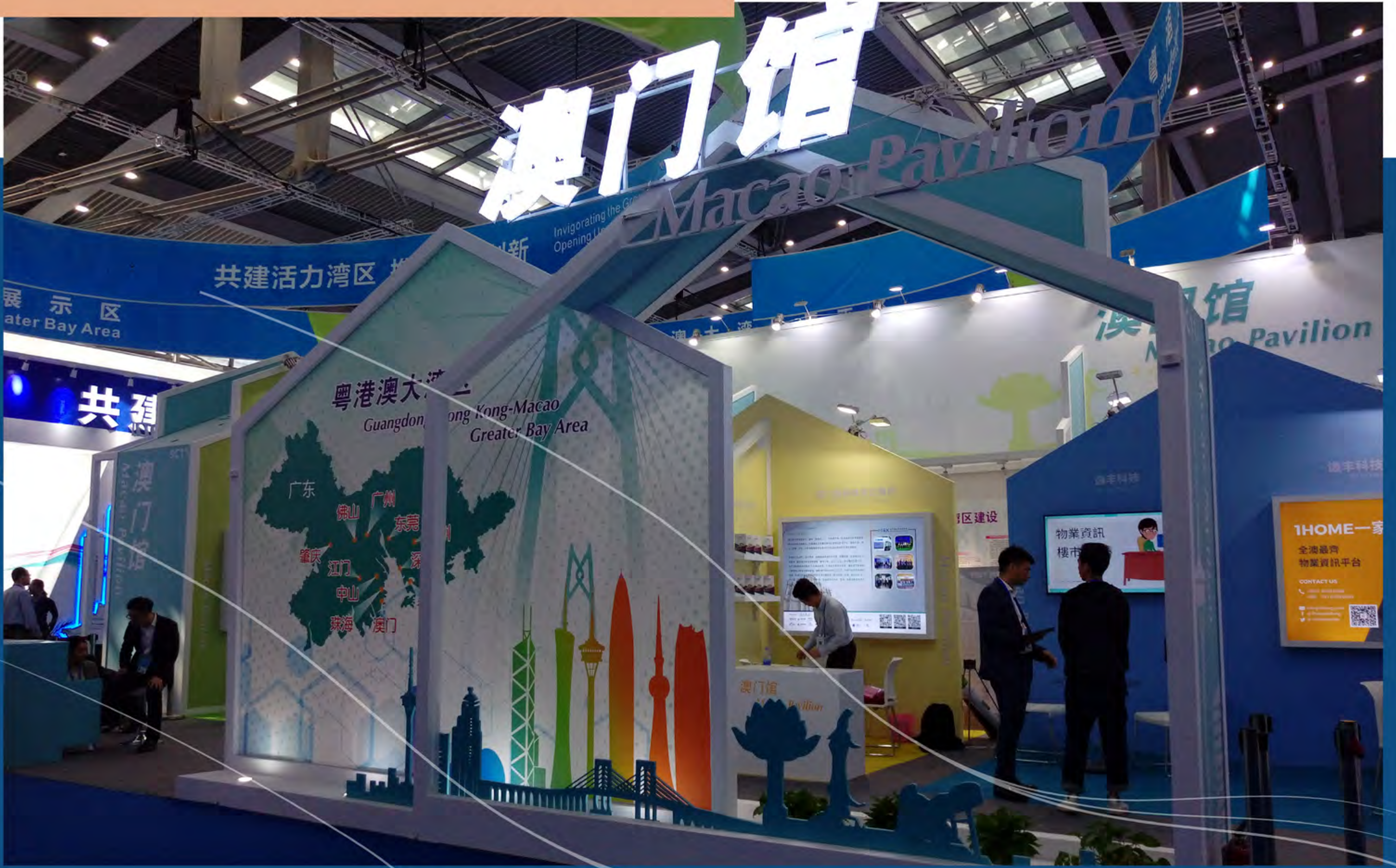
Opinion

In our opinion, the financial statements give a true and proper view, in all material aspects, of the financial position of the Center as of 31 December 2019, and of the results of its operations for the year then ended in accordance with the General Financial Reporting Standards of Macao.




Mário Corrêa de Lemos, Auditor
for CSC & Associates, Auditors

Macao
28 February 2020



3 年度回顧

Annual Review

3.1 進修·實踐終身學習

Continuing Education - The Practice of Lifelong Learning

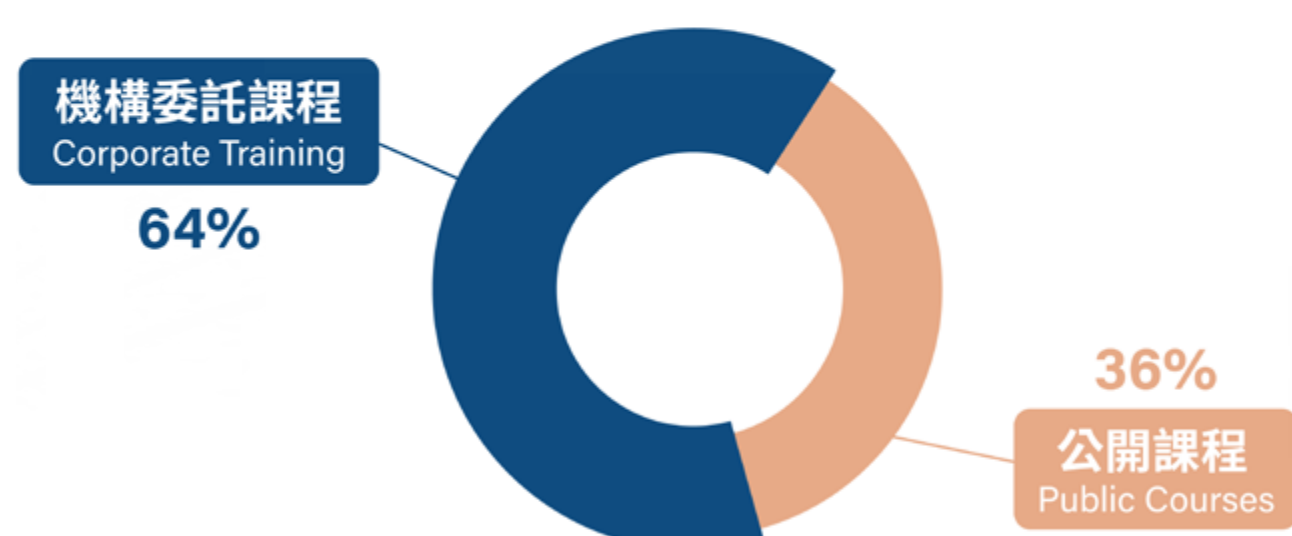
整體表現 Overall Performance

2019年 Year 2019	公開課程及研討會 Public Courses & Seminars		機構委託培訓課程 Corporate Training		總計 Total	
課程數目 No. of courses	465	37.4%	777	62.6%	1,242	100%
學員人次 No. of enrollments	7,008	28.6%	17,465	71.4%	24,473	100%
學時 No. of training hours	10,253	49.1%	10,644	50.9%	20,897	100%

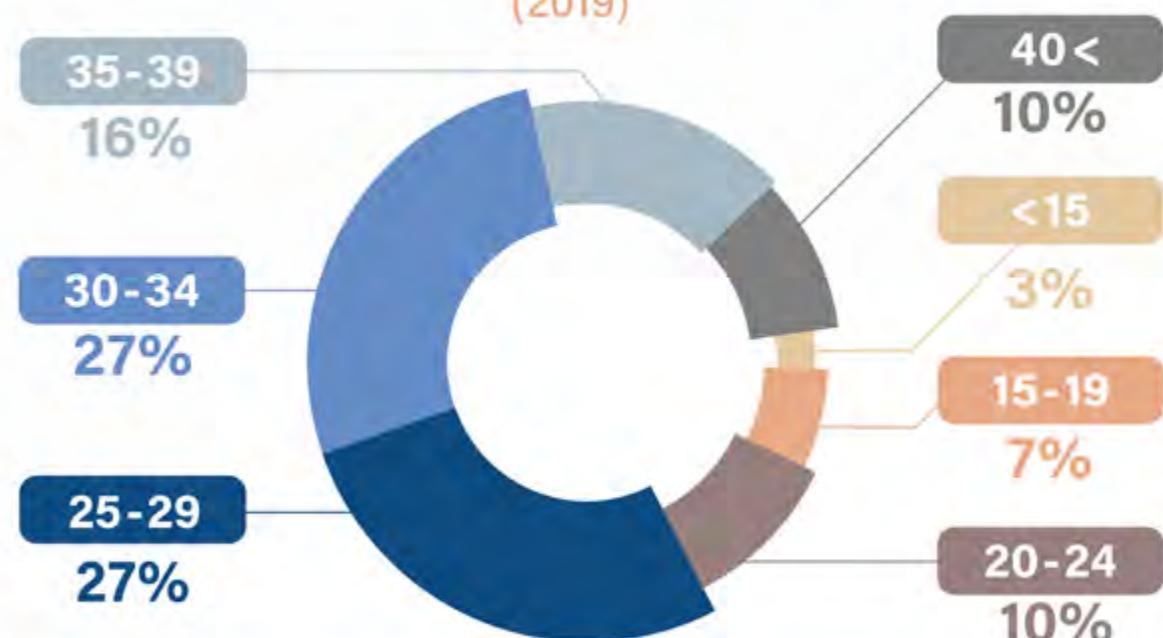
培訓範疇 - 學員人次分佈
Training Areas - Distribution of Enrollments (2019)



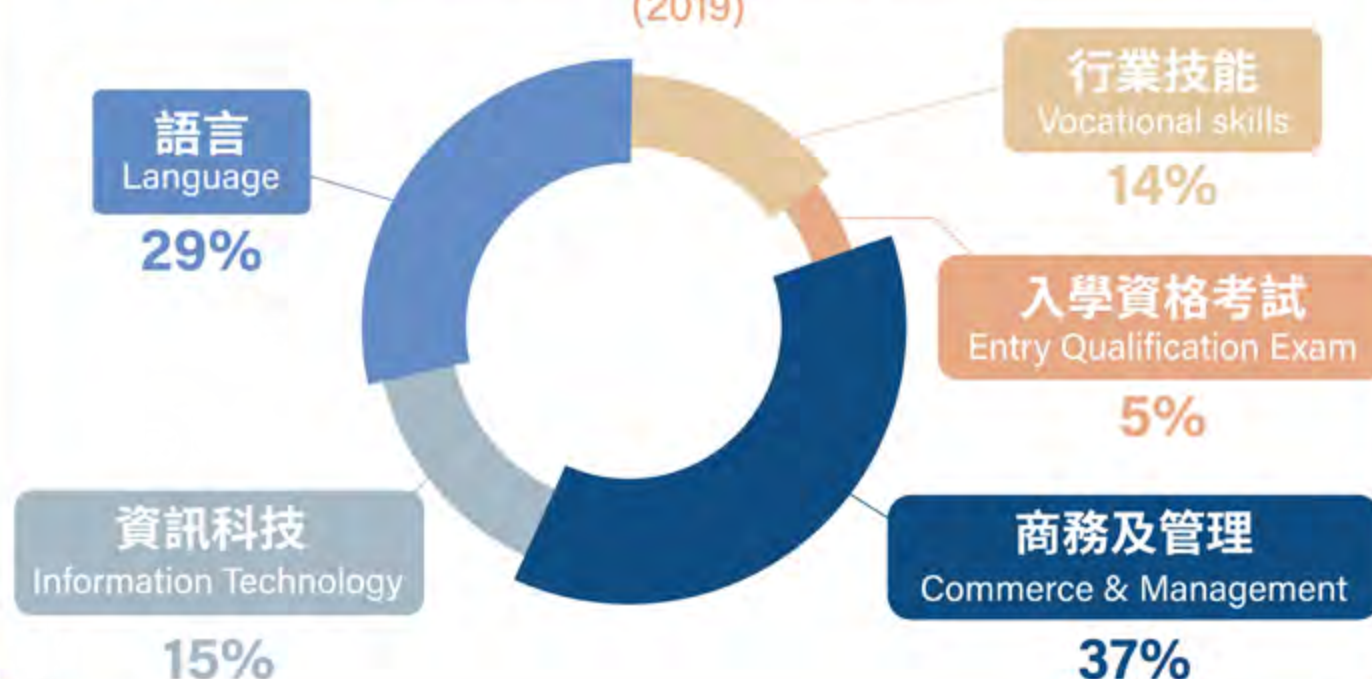
公開課程 VS 機構委託課程 - 學員人次分佈
Public Courses VS Corporate Training - Distribution of Enrollments (2019)



學員年齡分佈
Training Course Enrollments - Age Distribution (2019)



專業考試服務 - 報考類別分佈
Distribution of Candidates for Professional Examination Service (2019)



國家職業資格考試
National Vocational Qualification Assessment (2005/10-2019/12)





澳門青年人在國際技能大賽中展現潛能並再度勇奪殊榮
Macao youth demonstrated their potential in international competitions and won honorary titles once again.



與其他團體合辦行業進修課程 Co-organizing Professional Training Programs with Other Organizations



設施維護行業 - 「設施維護技術培訓計劃 - 消防設備維修保養課程」 (勞工事務局委託)
The "Installation Maintenance Techniques Training Plan - Course on Fire Fighting Equipment Maintenance" for the installation maintenance sector (commissioned by the Labour Affairs Bureau)



運輸行業 - 的士駕駛員專門培訓課程 (勞工事務局委託)
The transportation sector - "Specific Training Course for Taxi Drivers" (commissioned by the Labour Affairs Bureau)

鼓勵在職人士持續進修及爭取專業認證 Encouraging the Employed to Pursue Training & Professional Certification



游泳救生員 (初級) 國家職業資格考試 - 實操考試
Operational test of the National Vocational Qualification Examination for Swimming Lifeguards (elementary)



智能樓宇管理員 (中級) 國家職業資格考試 - 實操考試
Operational test of the National Vocational Qualification Examination for Intelligent Building Administrators (intermediate)

服務中小企 Serving SMEs

中小企是中心的主要服務對象。繼續強化低窪地區商企的抗洪防災能力；落實推動澳門產品優質認證，發揮品牌效應。

SMEs are CPTTM's major targets for service. It has made continuous efforts to reinforce the ability of businesses located in low-lying areas to protect themselves from floods and other disasters. It has also promoted the quality certification of Macao products to play into full play brand effects.



加強對防洪閘的水密測試
More water tightness tests were conducted on flood gates.



於颱風來襲前往訪低窪地區的中小企，提醒做好預防措施
Visits were paid to SMEs located in low-lying areas prior to typhoon attacks to remind them to take preventive measures.



透過微影片及宣傳單張推廣《M嘜 - 澳門產品優質認證計劃》

Promoting the "M-Mark Macau Product Quality Certification Scheme" by micro movie and pamphlet



為中小企營商培訓 Providing training for the SMEs



「食品衛生督導員課程」及「Rhino Gold 珠寶設計交流會」

"Food Hygiene Supervisor Training" and the "Revolutionizing Your Jewelry Design With Rhino Gold 3D Seminar"

3.2 時尚·創意的搖籃 Fashion – Cradle of Creative Arts

學以致用

From Theory to Practice

中心繼續舉辦時裝設計及製作文憑課程、推行時裝孵化計劃、提供獎學金予進修時裝設計學士學位課程的青年，並鼓勵時裝設計師更多參加本地及外地時裝設計展覽或活動。

CPTTM continued to offer the “Diploma Program in Fashion Design and Manufacture” and the “CPTTM Fashion Incubation Program”, as well as scholarships to young people taking bachelor's degree programs in fashion design, and encouraged fashion designers to participate more actively in local and foreign fashion design exhibitions and activities.



◀ 邀請內地專業導師來澳教授學員高端服裝的製作技巧

Professional mentors were invited from Mainland China to teach skills in manufacturing high-end clothing.

時裝設計及製作文憑課程持續為業界培養新血

The “Diploma Program in Fashion Design and Manufacture” continued to develop professionals for the fashion industry.

3名大學生獲中心頒發時裝創意教育獎學金，深造時裝工藝

3 college students were awarded the “Fashion and Creativity Education Scholarship” by CPTTM for them to hone fashion skills.





MaConsef 時裝孵化計劃學員的《童趣》系列於香港時裝節初試啼聲

The "Childlike Delight" fashion series designed by students of the "CPTTM Fashion Incubation Program" (MaConsef) debuted during the Hong Kong Fashion Week.



為本地時裝設計及品牌打造發展平台 Build a Development Platform for Local Fashion Designers and Brands



透過舉辦課程、比賽及專業認證考試，提高化妝造型從業員的水平

Courses, competitions, and professional certification examinations were held to improve the skills of cosmeticians and stylists.



澳門青年交響樂團以悠揚樂曲為澳門服裝節譜出序幕

The Macao Youth Symphony Orchestra played a melodious prelude to unveil the Macao Fashion Festival.



一連三天的時裝表演呈現澳門服裝原創設計至上的精神
The three-day fashion shows demonstrated the originality-based spirit of design of the Macao fashion industry.



璀璨閃亮的珠寶專場回歸，加上新增的互動內容，吸引觀眾「人龍」，令本屆服裝節精彩紛陳
A stunning array of jewels along with newly added interactive sessions attracted a large flow of visitors, making this year's Macao Fashion Festival extraordinarily fascinating.



年度回顧 Annual Review



與不同單位合作，舉辦時裝表演及設計比賽

In cooperation with different entities, a series of fashion shows and design competitions were held.



帶領 9 個本地品牌於「金沙澳門時裝週」作閉幕壓軸表演
CPTTM led 9 local brands to perform at the "Sands Macao Fashion Week".

澳門時尚品牌參加大連及深圳等城市的時裝展

Macau fashion brands participated in fashion shows of Dalian and Shenzhen.



率領 9 個本地時裝品牌赴港參加國際時裝展 CENTRESTAGE
Leading 9 local fashion brands to participate in the international fashion exhibition CENTRESTAGE in Hong Kong.



率時裝品牌參加活力澳門推廣週 (廣州、常州)
Leading fashion brands to participate in the Dynamic Macao Business and Trade Fair (Guangzhou, Changzhou).



澳門時尚廊 Macao Fashion Gallery

中心繼續與文化局合作營運澳門尚廊，活動包括服裝展覽、期限店、工作坊及相關藝術活動。

CPTTM continued to co-operate with the Cultural Affairs Bureau to run the Macao Fashion Gallery (MFG), involving exhibitions, pop-up shops, workshops and relevant art activities.



舉辦本地品牌展覽，推動本澳原創時尚設計
Holding exhibitions for local brands to promote Macao's original fashion designs.



時裝表演、黃昏工作坊及品牌集合店，令時尚廊成為時尚和文創愛好者的熱點
Fashion shows, handicraft workshops, and showrooms made the Macao Fashion Gallery one of the favorite places of fashion, culture and creativity lovers.



提供技術支援服務

Providing Technical Support services

組織服裝業界外出參觀及進行交流，舉辦講座工作坊
Organized visits, exchanged activities, seminars and workshops for the fashion industry.

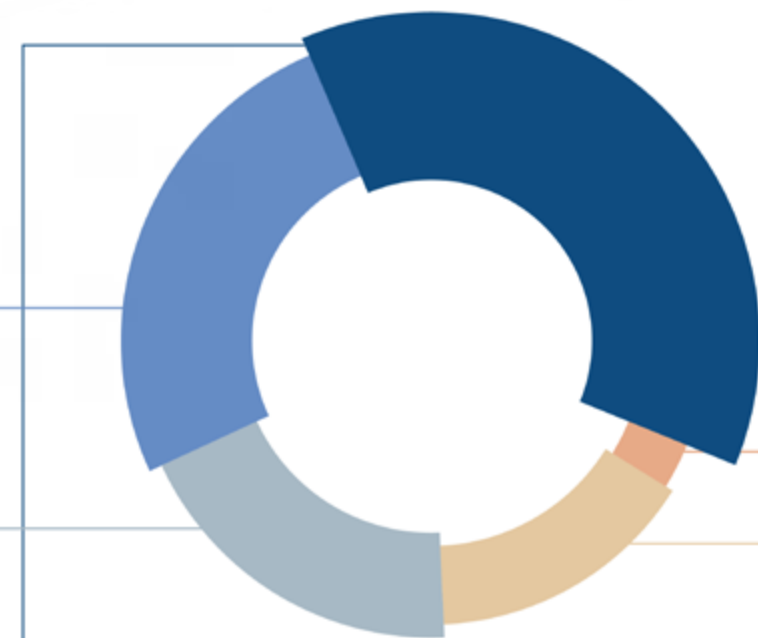


提供服裝製作的技術支援服務

Providing technical support services of clothes manufacturing.



服裝及創意工業支援服務 - 個案分佈 Distribution of Support Services for Apparel & Creative Industries (2019)



製衣電腦輔助設計及生產
Garment CAD/CAM System Application 37%

數碼印布
Digital Fabric Printing 26%

布料激光切割服務
Fabric Laser Cutting 19%

16% 電腦繡花起辦
Computerized Embroidery Sample-Making

2% 成衣設備租用
Rental of Garment Machinery

甄選及支援本地年青人出外參賽

Selecting and supporting local youth to participate in competitions outside Macao.



培訓及支持年青選手代表澳門參加世界級比賽，成績優異，備受肯定

Providing Training and supporting young competitors to represent Macao in international competitions, having achieved outstanding results and recognition.

與專業服裝團體加強網絡聯繫

CPTTM endeavored to strengthen network connections with fashion groups



中心代表往訪服裝團體。

CPTTM delegates visited fashion groups.



國際服裝聯盟訪澳。

The International Apparel Federation (IAF) visited Macao.

時尚及行業資訊

Providing Fashion and Industry Information

於澳門日報的 < 特區衣飾 > 專頁
“Clothes in Macao SAR” on Macao Daily News

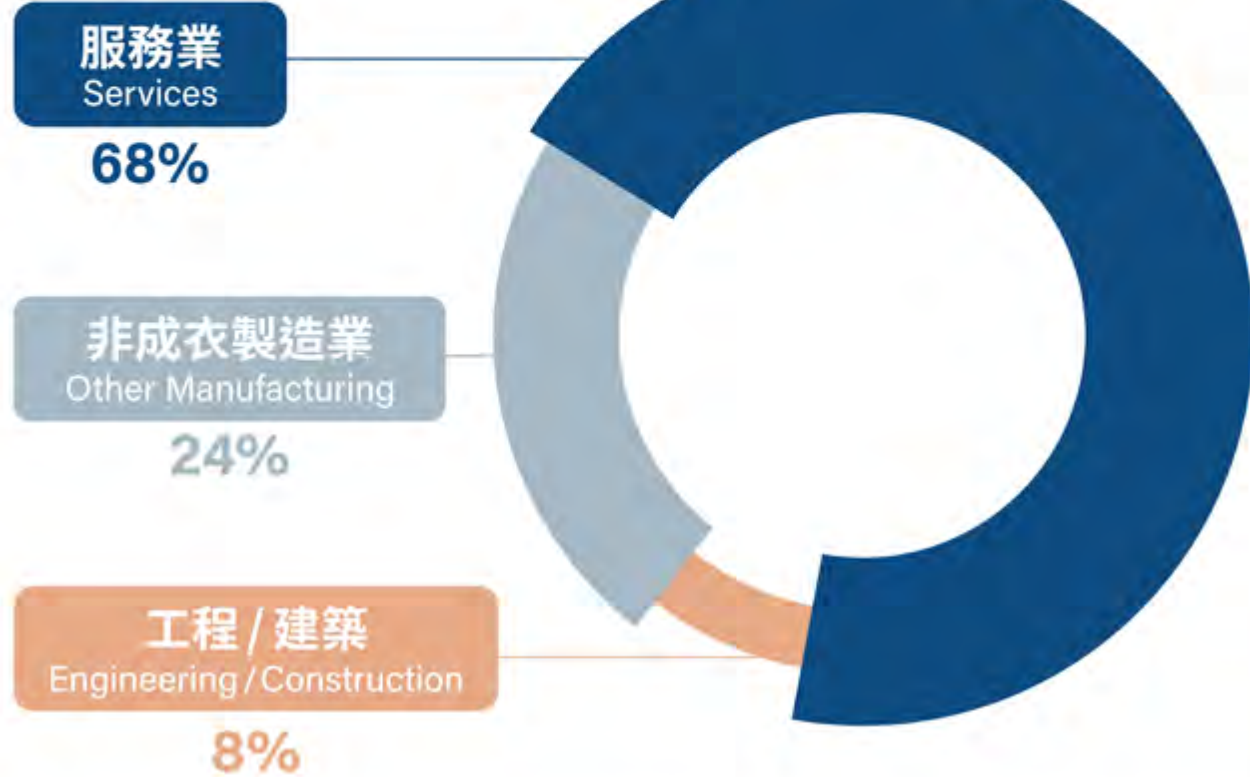


3.3 企業 · 提升競爭力

Enterprises · Enhancing Competitiveness

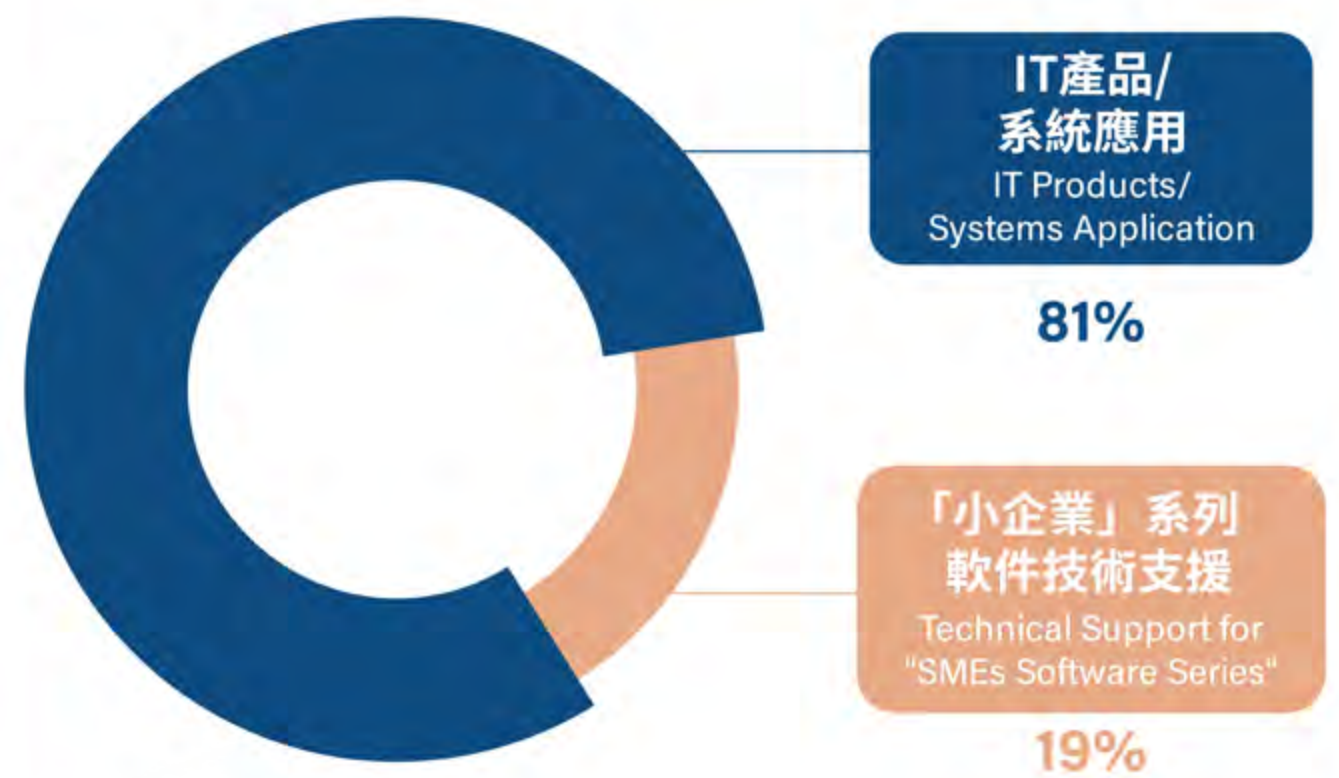
國際管理系統認證資助計劃 - 按申請機構的行業分佈

Subsidy Scheme for Certification to International Management Standards - Distribution of Application by Industry Sectors (2019)



資訊科技支援

Information Technology (IT) Support Service (2019)



管理及技術諮詢服務分佈

Distribution of Management & Technical Advisory Services (2019)



行業綜合競爭力提升計劃

Incentive Scheme for Upgrading Overall Competitiveness of Macau Business Sectors

計劃旨在促進本澳工商金融及各行各業專業團體，為其行業內之中小企業舉辦提升企業管理、營運和技術水平的課程，協助中小企業應對新業態和澳門未來發展需要。

The scheme aimed to promote professional groups in the local industrial, commercial, financial and other sectors, providing SMEs in these sectors with courses to improve business management, operational and technical skills and assisting them in addressing new forms of business and Macao's future development needs.



2019年，共有10個申請個案，涉及行業有金飾、珠寶設計、花藝設計及髮型設計。In 2019, a total of 10 applications were received from such areas as gold ornaments, jewelry design, floral design and hair design.

提供創業及營商培訓系列

Providing Training Series on Entrepreneurship and Business Operation



創業系列課程強化和鞏固新創企業 / 中小企的經營管理知識及技巧

A series of entrepreneurship courses were offered to reinforce and consolidate the operational and administrative knowledge and skills of start-ups/SMEs.



以資訊科技協助中小企提升生產力

Improve the productivity of SMEs with information technology

為企業「度身訂造」的培訓課程

Customized Training Programs for Enterprises



2019年，機構委託培訓的學員人次佔整體學員人次之比例約七成

In 2019, the total number of students receiving training commissioned by institutions accounted for around 70% of the total.



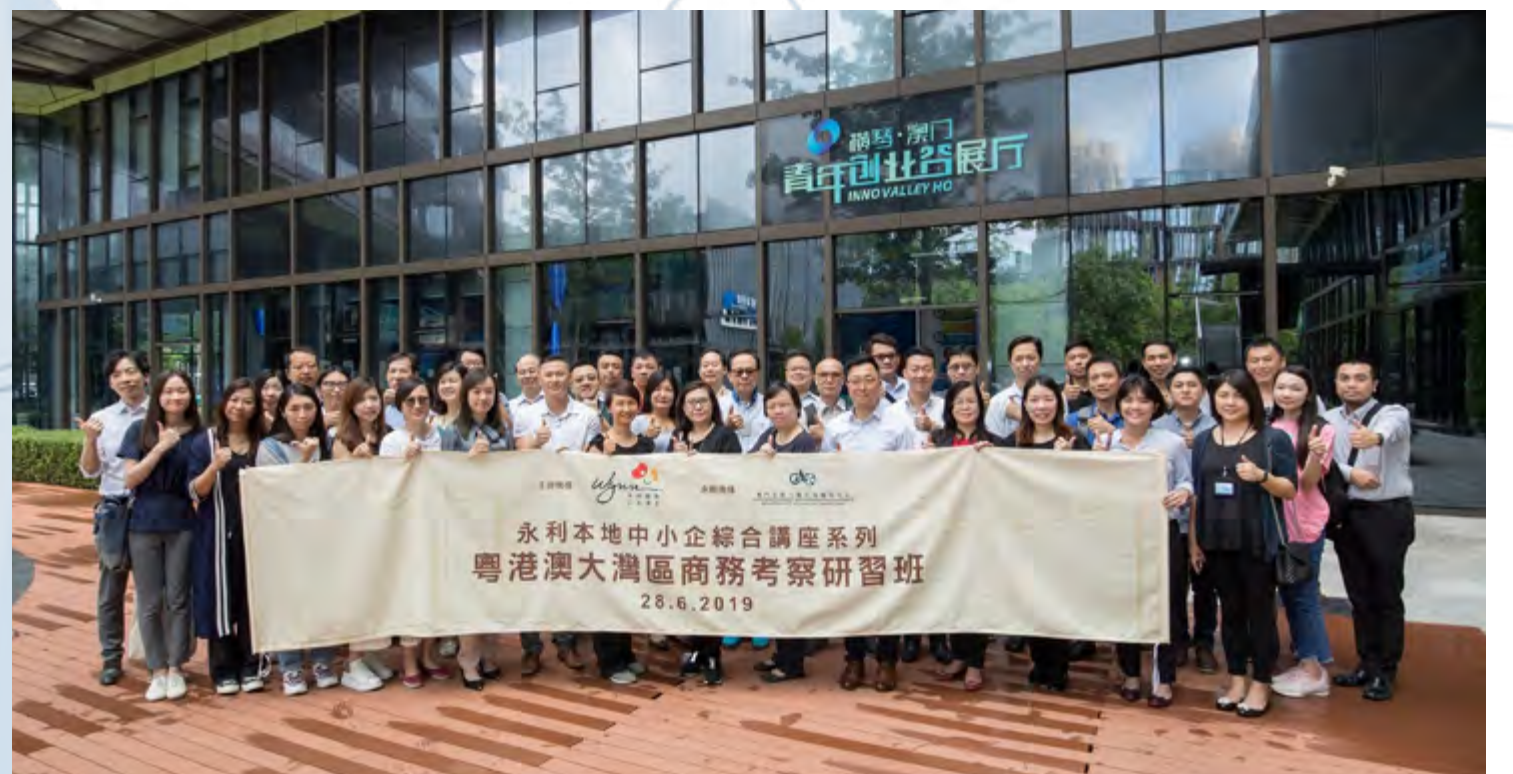
研討會及學習交流活動

Seminars, Learning & Exchange Activities



由中心主辦或與商企合辦，以中小企為目標對象的各類活動

Different types of activities held for SMEs by CPTTM or in cooperation with businesses



提供管理諮詢

Provide Management Advisory Service

2019年，「管理諮詢及技術支援服務」處理了100個諮詢個案

In 2019, the "Management Consultation and Technical Support Services" tackled a total of 100 cases of consultation.

應用資訊科技及自由軟件

Applying Information Technology (IT) and Open Source Software



SME 360



支持企業實行系統化管理、爭取國際認證 Supporting Enterprise in Implementation of a Systematic Approach to Management and Attainment of International Certification



繼續深化 SME360 和玩得喜的應用範圍和擴大公眾使用
Keep expanding to the public the use of the "SME360" and the "Macao Happy Play".

促進澳門產品質量及安全

Promoting Quality and Safety of Macao Products

「代送外檢測服務」現時的服務範圍包括紡織成衣、食品、藥品、水泥及混凝土、電子產品、合成機油、清潔衛生用品、防火隔音建材、其他傢俱、環保產品共十個類別的測試。

Providing a "Lab Test Delivery Service" that currently covers 10 product categories: textile & apparel, food products, pharmaceuticals, cement & concrete, electronics/electrical products, synthetic oil, cleaning & sanitary products, fire & sound proof construction materials, furniture, and green products.



透過良好管理指南和講座等，協助中小企推行系統化管理
The Good Management Guidelines and seminars helped SMEs implement systematic management.

2019年共處理了2,053個申請個案
In 2019, having processed of 2,053 applications

澳門產品優質認證計劃

Macau Product Quality Certification Scheme(MPQC)



再次以掌聲恭喜各位獲得「M 嘜」證書

Let us give another round of applause for the companies

在電視上播放



澳門產品優質認證計劃首批獲頒優質產品證書的企業

The first batch of businesses awarded the Quality Product Certificate under the Macau Product Quality Certification Scheme

提供管理諮詢

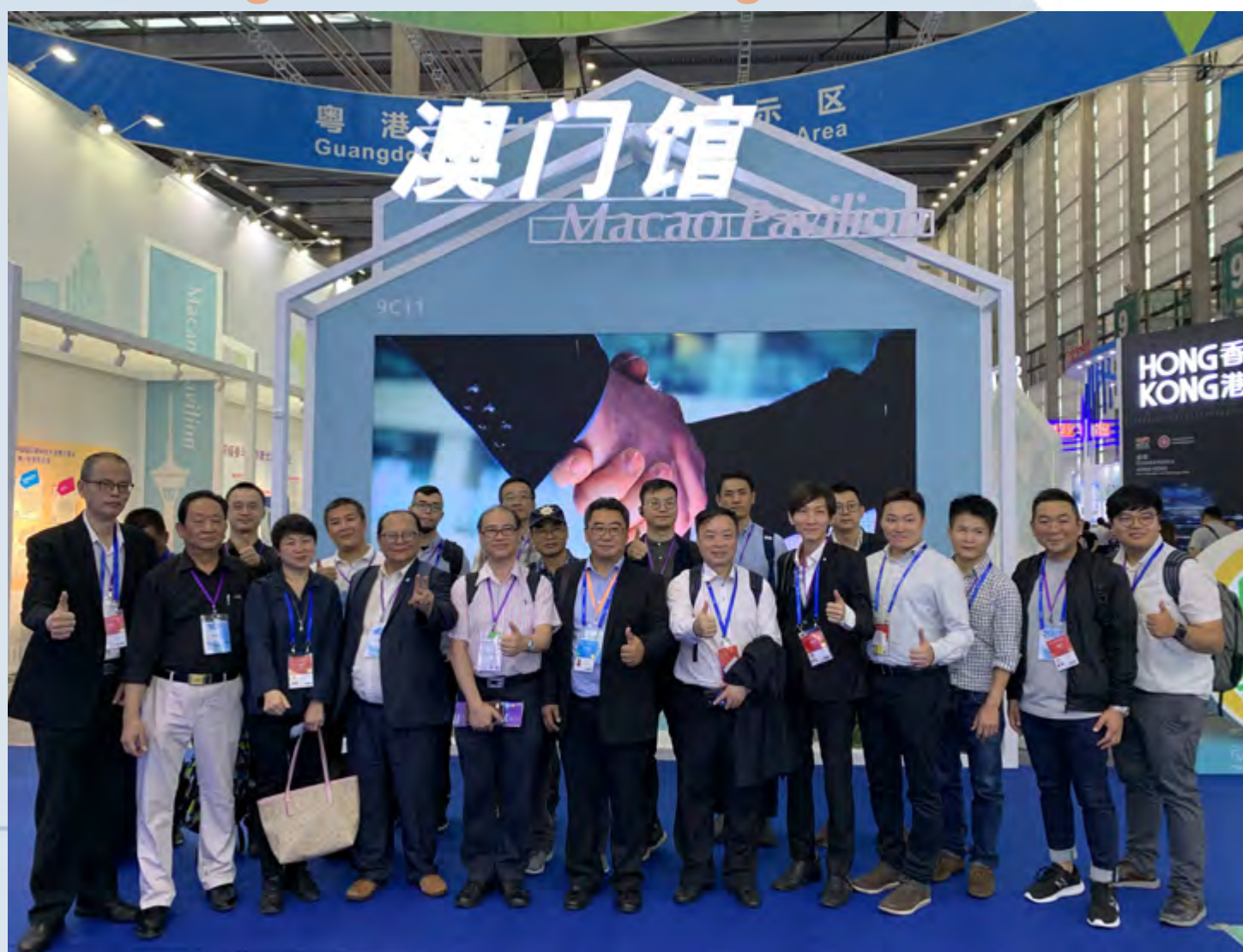
Provide Management Advisory Service

「送服務上門」是為個別企業提供「管理諮詢及技術支援服務」。

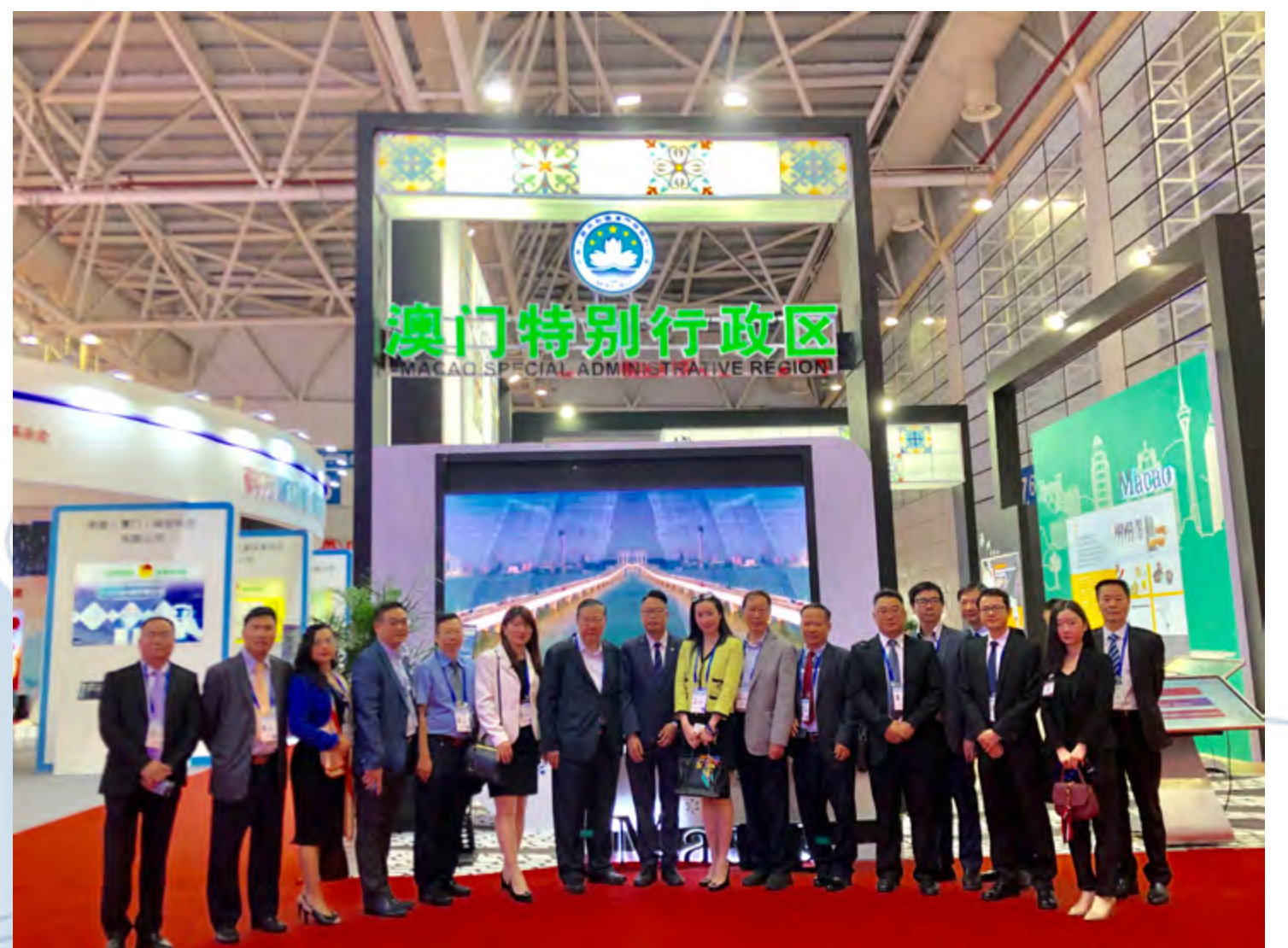
Provided enterprises with "Management and Technical Advisory Services" by means of a "door-to-door" service approach.

促進技術交流

Promoting Technical Exchanges



「中國國際高新技術成果交易會」內的澳門館
The Macao Pavilion at the China Hi-Tech Fair



組織代表團往福州參加「中國·海峽項目成果交易會」
Delegates were organized to participate in the China Cross-Strait Technology and Projects Fair in Fuzhou.

粵港澳大灣區生產力促進服務聯盟

Alliance for Productivity Promotion Services in the Guangdong-Hong Kong-Macao Greater Bay Area



粵港澳大灣區生產力促進服務聯盟理事會會議在廣州召開

The council meeting of the Guangdong-Hong Kong-Macao Greater Bay Area Productivity Promotion Service Alliance was convened in Guangzhou.



大灣區服務聯盟代表團訪澳，加強粵澳科技服務交流

The delegation of the Guangdong-Hong Kong-Macao Greater Bay Area Productivity Promotion Service Alliance visited Macao to strengthen exchanges on technology services between Guangdong and Macao.

透過不同媒體 推介生產力資訊

Collaboration with various social media for promotion



以電視節目「營商動力」、手機程式、微信及 facebook 等推廣中心提供的服務及資訊。

Promoted services and information through the TV program "Business Drivers", mobile apps, WeChat and Facebook.

3.4 社會責任 · 為可持續發展 Social Responsibility · Seeking Sustainable Development

EnviroKids - 兒童環保行動 The EnviroKids Program

向小學生推行的 <EnviroKids- 兒童環保行動> 已舉辦至第十四屆。
"EnviroKids Program", geared towards primary pupils, has entered its 14th edition.

環保小先鋒活動從小培養新一代愛護環境
The "EnviroKids" program aimed to develop a new generation of children who care for and protect the environment.



企業社會責任 Corporate Social Responsibility



為中小企舉辦防災管理講座，提高預防意識
Seminars on disaster prevention and management were held for SMEs to improve their awareness of disaster prevention.



參加澳門國際環保合作發展論壇及展覽
Participated in the Macao International Environmental Co-operation Forum & Exhibition



將可循環的物料分類回收，做好支持環保工作
Recyclable materials were recovered to support environmental protection.

3.5 員工·分享 Staff · Sharing



歷奇訓練考合作，團隊過關話咁易
Adventure-based training requires cooperation and teamwork makes it an easy task.



與有榮焉！關治平及麥誠軒獲世界職業技能
競賽頒發技術總監委任狀
A great honor! Victoria Kuan and Thomas Mak were appointed as technical directors of the WorldSkills Competition.



提升同事廉政意識
Let's work to improve colleagues' awareness of the importance of building a clean government.



齊步共行善，同心為公益
Let's do good together for public welfare.



深化認識國家安全，了解新中國發展歷程
Let's deepen awareness of national security and understanding of the national development of the New China.



3.6 現行服務及項目

Existing Services and Projects

培訓及考試服務 Training & Examination Services

服務 Services	部門/單位 Department/Unit
專業進修培訓 (包括公開課程及機構委託課程) Professional Training Courses (including public courses and corporate training courses)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
專業 / 公開考試服務 Professional/Public Examination Service <ul style="list-style-type: none"> 資訊科技 (IT 專業技術、Office 軟件應用、中文輸入法、多媒體設計、電腦輔助設計、資訊保安、全國計算機技術與軟件專業技術資格 (水平) 考試等) Information Technology (professional competencies, Office software, Chinese input method, multimedia design, computer-aided design, information security, National Computer and Software Technology Qualifications Exams, etc) 商務及管理 (ISO 國際管理標準認識水平及評審、項目管理、培訓及評審、商務資格、會計專業資格) Commerce & Management (ISO international management standards knowledge & auditing, project management, training & assessment, business qualifications, Certified Professional Accountants) 行業技能 (美容、化妝、甲藝、客戶服務、衝突處理、銷售、食品安全、葡萄酒及清酒知識、花藝設計、國家職業資格考試) Occupational Skills (beauty therapy, make-up, nail art, customer service, conflicts handling, selling, food safety, wine and sake knowledge, floral design and National Vocational Qualification Assessment) 語言水平 (英語、日語) Language Proficiency (English, Japanese) 標準化入學測試 (海外大專院校) Standardized Entry Tests (for overseas tertiary educational institutions) 	專業考試資源中心 Professional Examination Resources Unit
圖書借閱服務 Library Service	總辦事處 - 圖書角 Library Corner at Head Office 成衣技術匯點 - 時裝資訊站 Fashion Information Gallery at House of Apparel Technology

管理及技術諮詢 Management & Technical Advisory Services

服務 Services	部門/單位 Department/Unit
中小企業綜合服務 Support Services for SMEs	對外合作及拓展部 External Cooperation & Marketing Department
中小企業安裝防浸升降台資助計劃 SME Funding Scheme for Lifting Platform Against Flood Damage	
中小企業安裝防洪門及水泵資助計劃 SME Funding Scheme for Flood Gates & Water Pumps against Flood Damage	
管理諮詢及技術支援服務 (包括資料查詢、管理系統差距分析、風險評估及內部審核等) Management Advisory & Technical Support Service (including information enquiry, gap analysis, risk assessment and internal auditing for management systems, etc)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
標準搜尋及銷售 (包括 ISO 標準、中國國家標準等) Standards Search & Sales Service (including ISO standards, China National Standards, etc)	
代送外檢測服務 Lab Test Delivery Service	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department 時裝及形象創意部 Creative Fashion & Image Department

資訊科技支援 Information Technology Support Services

服務 Services	部門/單位 Department/Unit
資訊系統應用支援 (包括軟件系統、數碼產品、數碼文件 / 圖像處理及輸出等) IS Application Advisory Service (including software systems, digital products, digital document & image-processing and outputting, etc)	資訊系統推廣室 Information System Promotion Unit
自由軟件推廣 Open Source Software Promotion	
「小企業・會計易」軟件及支援 (包括提供自由軟件及使用輔導班) Open Source Accounting Software for SMEs & Technical Support (including provision of software and tutorial session)	
「計糧易 - 僱員資料管理系統」軟件及支援 (包括提供自由軟件及使用輔導班) Open Source Employee Information Management System (EIMS) & Technical Support (including provision of software and tutorial session)	
「小企業・零售易」軟件及支援 (包括提供自由軟件及使用輔導班) POS System & Technical Support (including provision of software and tutorial session)	

服裝及創意工業支援 Support Services for Apparel & Creative Industries

服務 Services	部門/單位 Department/Unit
電腦輔助生產 (CAD/CAM) 系統顧問及服務 Supporting Services for Garment CAD/CAM Systems	時裝及形象創意部 Creative Fashion & Image Department
製衣設備使用服務 Garment Equipment Usage Service	
數碼印花服務 Digital Fabric Printing Service	
電腦繡花起辦服務 Embroidery Service	
服裝起辦服務 Proto Sample Making Service	
布料激光切割服務 Fabric Laser Cutting Service	
CPTTM 時裝孵化計劃 (MaConsef) CPTTM Fashion Incubation Program (MaConsef)	
提供 Worth Global Style Network (WGSN) 網上資訊平台 Provide Web-based Fashion Information Platform - Worth Global Style Network (WGSN)	
提供 Fashion Snoops 網上資訊平台 Provide Web-based Fashion Information Platform - Fashion Snoops	

鼓勵計劃 Incentive Schemes

服務 Services	部門/單位 Department/Unit
時裝創意教育獎學金 Scholarship for Higher Education in Fashion Design & Creativity	時裝及形象創意部 Creative Fashion & Image Department
國際管理系統標準認證資助計劃 Subsidy Scheme for Certification to International Management System Standards	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
實驗室認可資助計劃 Subsidy Scheme for Laboratory Accreditation	
M 嘜－澳門產品優質認證計劃 M Mark - Macau Quality Product Certification Scheme	
失業人士免費就讀計劃 Free-of-Charge Training for The Unemployed	
核心技能水平測試推廣計劃 - Microsoft Office Specialist 認證 Core Competency Assessment Promotion Scheme - Microsoft Office Specialist Certification	
行業綜合競爭力提升計劃 - 人力資源培訓項目 Incentive Scheme for Upgrading Overall Competitiveness of Macau Business Sectors - The Human Resources Training Initiative	
資優學生培訓計劃 Elite Training Scheme for Secondary & University Students	資訊系統及科技部 Information System and Technology Department

銷售 / 派發中的書刊 Publications Currently Available for Sale/Distribution

服務 Services	部門/單位 Department/Unit
服裝從業員實用指南 Garment Handbook	時裝及形象創意部 Creative Fashion & Image Department
服裝生產計劃與管理運籌 Guidebook for Garment Production & Operation Management	
良好管理指南之「食品安全管理工具書」(三冊) Good Management Guidebook - Food Safety Management Toolkit (3 volumes)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
良好管理指南之「零售商店管理工具書」 Good Management Guidebook - Retail Shop Management Toolkit	
良好管理指南之「會議活動管理工具書」 Good Management Guidebook - Conference & Event Management Toolkit	
良好管理指南之「中小企 ISO 9001 質量管理工具書」(兩冊) Good Management Guidebook - ISO 9001 Quality Management Toolkit for SMEs (2 volumes)	

服務 Services	部門/單位 Department/Unit
綠色學校環境管理指南 Environmental Management Guidebook for Green Schools	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department

通訊 Newsletters

服務 Services	部門/單位 Department/Unit
生產力論壇 (半月刊, 刊登於澳門日報) Productivity Forum (semimonthly, published in Macao Daily News)	生產力論壇編輯小組 Productivity Forum Editorial Group
生產力快訊 (半月期, 電郵發送) CPTTM Newsletter (Semimonthly, sent by E-mail)	
國際管理標準動向 (季刊) International Management Standards Updates (quarterly)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
檢測標準訊息 (月刊) Testing Standards Updates (monthly)	
「衣訊」 - 成衣技術通訊 (半年刊) Apparel Technology Newsletter (semiannually)	時裝及形象創意部 Creative Fashion & Image Department
IT 通訊 (半年刊) IT Newsletter (semiannually)	資訊系統及科技部 Information System and Technology Department

其他為可持續發展的項目 Other Projects for Sustainable Development

服務 Services	部門/單位 Department/Unit
兒童環保行動 - 環保小先鋒 (包括環保須知小冊子、習作簿及組織學習活動) The EnviroKids Program (including Environmental Awareness Booklet, Workbook and organizing learning activities)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department

3.7 研討會及工作坊

Seminars and Workshops

由中心主辦 Hosted by CPTTM

標準及認證	Standards & Certification
中小企業防災管理	Disaster Preparedness for SMEs
CIO 實用攻略：利用 ISO/IEC 20000 完善企業 IT 服務	Strategic Perspectives for CIO: Elevating IT Services to the Next Level Using ISO/IEC 20000
ISO 45001 如何優化你的職業健康和安全管理	Optimize Your Occupational Health & Safety Management with the New ISO 45001
ISO 41001:2018 — 首個為設施管理而建立的國際標準	ISO 41001:2018 - The First ISO Standard Designed for Facility Management
綠建築節能	Green Building and Energy Saving
珠澳標準信息共享交流會 (食品業及服務業)	Zhuhai & Macau: Standards Information Exchange (for Food and Service Industries)

創意時裝及形象	Creative Fashion & Image
智能生產管理：雲端質量管理智能平台 — Pivot88	Smart Production Management: Cloud Quality Control Smart Platform - Pivot88
Fashion Snoops — 2020 春夏時尚趨勢預測	Fashion Snoops - 2020 Spring/Summer Fashion Trend
數碼印花之創意應用示範	Creative Applications of Digital Fabric Printing
時尚對話 2：時尚設計打造個性化形象的關鍵	Fashion Dialogue 2: The Key to Creating a Personalized Image in Fashion Design
智能變革：面料開發控管的新概念 — Swatchbook	Smart Change: Swatchbook - A New Concept for Fabric Development Control
電腦繡花之創意應用示範	Creative Applications of Computerized Embroidery
時裝畫描繪技巧分享工作坊	Fashion Illustration Workshop

資訊科技	Information Technology
區塊鏈應用與發展	Blockchain Applications and the Future
助你革新設計技術：RhinoGold 3D 珠寶設計交流會	Revolutionizing Your Jewelry Design With RhinoGold 3D

專業發展	Professional Development
澳門思科網絡學院導師專業發展講座 2019	2019 Professional Development Seminar for Cisco Networking Academy Instructors in Macau
利用 "Can-do" 理念設計日本語基礎班	Using the "Can-do" Concept to Design a Japanese Elementary Course
如何教授中級日本語工作坊	How to Teach a Japanese Intermediate Course
清酒沙龍 — WSET 清酒認證課程及考試講解會	Sake Salon - Briefing Session on WSET Award in Sake
藝術紓壓體驗工作坊	Relieving Stress with Art Therapy

營商及管理	Enterprise Operation & Management
好書分享 — < 創建欣賞式團隊：用 48 個關鍵正向提問打造高效能團隊 >	Good Reads - "Appreciative Team Building: 48 Positive Questions to Bring Out the Best of Your Team"
新創企業攻略 — 贏取客戶技巧	Key Skills Entrepreneurs Need To Win Clients

應外界機構委託舉辦 As Appointed by External Organizations

2019 年永利本地中小企綜合講座系列	Wynn Local SME Diverse Enrichment Seminar Series 2019
2019 年永利本地中小企早餐交流會	Wynn Local SME Breakfast Networking Sessions 2019

3.8 專業培訓範疇

Scope of Professional Training

範疇 Scope	分類 Categories	系列 Series
商務語言 Business Languages	中文 Chinese	普通話 Putonghua
		商業寫作 Business Writing
		外國人普通話 / 廣東話 Putonghua/Cantonese for Foreigners
	英語 English	英語會話 Spoken English
		商業寫作 Business Writing
		專為行政人員而設 For Executives
		專業考試系列 Professional Exam-related
	葡語 Portuguese	基礎 Foundation
	韓語 Korean	基礎 Foundation
	德語 German	基礎 Foundation
	日語 Japanese	基礎 Foundation
		商務應用 Business Applications
	營商及管理 Enterprise Operation & Management	創業及中小企營商 Entrepreneurship & SMEs Management
貿易管理 Import/Export Business		
會計及財務管理 Accounting & Financial Management		
營銷及品牌管理 Marketing & Brand Management		
採購及存貨管理 Purchasing & Inventory Management		
零售、商業銷售 Retail Operation; Business Selling		
電商管理 e-Business Management		

範疇 Scope	分類 Categories	系列 Series
營商及管理 Enterprise Operation & Management	行政及管理技巧 Executive & Managerial Skills	行政實務 For Administrative Professionals
		辦公室 / 商務軟件應用 Office/Business Software Applications
		人力資源管理 Human Resources Management
		督導及管理技巧 Supervisory & Managerial Skills
		活動管理 Event Management
		項目管理 Project Management
		風險及危機管理 Risk & Crisis Management
		導師培訓 Train-the-Trainers
	行業技能及管理 Occupational Skills & Management in Specific Sectors	房地產中介 Real Estate Brokerage
		房地產評估 Real Estate Valuation
		服務業 Service Sector
		屋宇裝備工程 Building Services
		零售業 Retail Sector
		款待業 Hospitality Sector
		花藝設計行業 Floral Design Sector
		物業 / 設施管理 Property/Facility Management
		會展管理 Convention & Exhibition Management
		餐飲業 Food & Beverage Sector
	國際管理標準 International Management Standards	優質管理 Quality Management
		綠色管理 Green Management
		職業健康及安全管理 Occupational Health & Safety Management
		服務管理 Service Management
		能源管理 Energy Management
		資產管理 Asset Management
		設施管理 Facility Management
		供應鏈管理 Supply Chain Management

範疇 Scope	分類 Categories	系列 Series
營商及管理 Enterprise Operation & Management	國際管理標準 International Management Standards	資訊服務及安全管理 IT Service & Security Management
		食品安全管理 Food Safety Management
		風險管理 Risk Management
		持續改善 Continuous Improvement
		可持續發展 Sustainable Development
		綜合管理 Integrated Management
資訊科技 Information Technology	數據庫 Database	SQL
		微軟 Microsoft
		甲骨文 Oracle
	系統及網絡 Systems & Networking	H3C
		Linux
		VMWare
		微軟 Microsoft
		思科 Cisco
		網絡架構及系統安全 Network Structure & System Security
	網頁設計及開發 Web Design & Development	Adobe 軟件 Adobe Applications
		網頁設計 Web Design
		網頁開發 Web Development
	設計軟件應用 Design Software Applications	Adobe 軟件 Adobe Applications
		Autodesk 軟件 Autodesk Applications
		3D 建模及打印 3D Modeling & Printing
	資訊科技管理 IT Management	IT 服務管理 IT Service Management
		數據中心 Data Centers
		資訊安全 Information Security
	軟件開發 Software Development	流動程式開發 Mobile Apps Development
		編程語言 Programming Languages
		開發工具 Development Tools

範疇 Scope	分類 Categories	系列 Series
資訊科技 Information Technology	新技術 New Technologies	人工智能 Artificial Intelligence
		區塊鏈技術 Blockchain Technology
		大數據 Big Data
		雲運算 Cloud Computing
	專為中小企而設 For SMEs	"小企業" 軟件系列 (會計易、計糧易、零售易) SMEs Software Series (Easy Accounting, Easy Salary Calculation, Easy POS)
		網上工具 / 平台 Online Tools/Platforms
時尚及創意 Fashion & Creativity	服裝工藝 Apparel Making	時裝製作 Fashion Making
		晚裝製作 Clothing Construction for Evening Wear
		服裝配料 Garment Accessories
		男 / 女裝製作 Dressmaking for Menswear/ Womenswear
		童裝 / 童鞋製作 Kids' Wear/Shoes Making
		紙樣製作 Pattern Making
		領帶製作 Tie Making
	時尚設計 Fashion Design	服裝設計及製作 Fashion Design & Manufacturing
		描繪 / 繪畫 Illustration/Drawing
		時裝數碼攝影 Digital Fashion Photography
		布藝及製作 Fabric Design & Making
		飾物製作 Costume Jewelry Making
		皮革飾品製作 Leather Accessories Making
		模特兒技巧 Modeling Techniques
	個人形象設計 Personal Image Design	化妝 Make-up
		美容護理 Beauty Therapy
		髮藝 Hairdressing
		甲藝 Nail Art
	時尚零售及採購 Fashion Retail & Merchandising	時尚零售 Fashion Retail
		招牌 / 櫥窗設計 Signboard Design/Window Display

範疇 Scope	分類 Categories	系列 Series
其他 Others	---	手語 Sign Language
		STEAM 教育 (老師培訓) STEAM Education (teachers' training)
		青少年創意及技能培訓 Creativity & Skills Training for Youth



4

附錄

Appendices

附錄一：組織架構 (2018-2020)

Appendix I: Organizational Chart (2018 – 2020)

社員大會主席團 General Assembly

主席	President
澳門出入口商會 (徐偉坤先生)	Macau Importers & Exporters Association (Mr Tsui Wai Kwan)
副主席	Vice-President
澳門廠商聯合會 (馮信堅先生)	Industrial Association of Macau (Mr Fong Son Kin)
利昌製衣廠有限公司 (黃嘉豪先生)	Fábrica de Artigos de Vestuário Lee Cheung, Lda. (Mr Wong Garrick Jorge Kar Ho)
秘書	Secretary
保利達洋行有限公司 (陳細鈿先生)	Polytex Corporation Ltd. (Mr Chan Sai Tin)
澳門特別行政區政府 (莫苑梨女士)	Macao SAR Government (Ms Mok Iun Lei)

理事會 Board of Directors

主席	Chairman
寶法德玩具有限公司 (楊俊文博士)	Empresa Industrial Perfekta Toys, Lda. (Dr Yeung Tsun Man Eric)
副主席	Vice-Chairman
澳門特別行政區政府 (孫家雄博士 - 兼理事長)	Macao SAR Government (Dr Shuen Ka Hung - Director General)
理事	Member
澳門特別行政區政府 (關治平女士 - 兼副理事長)	Macao SAR Government (Ms Victoria Alexa Kuan Chan - Deputy Director General)
南光集團有限公司 (王波先生)	Nam Kwong Group Company Ltd. (Mr Wang Bo)
何桂鈴女士	Ms Ho Kuai Leng
嘉明洋行有限公司 (鄧君明先生)	Agência Comercial Carmen (Imp. & Exp.), Lda. (Mr Tang Kuan Meng José)
僑光集團有限公司 (王世民先生)	Chiao Kuang Group Ltd. (Mr Wang Sai Man)
澳門特別行政區政府 (劉偉明先生)	Macao SAR Government (Mr Lau Wai Meng)
澳門特別行政區政府 (黃若禮先生)	Macao SAR Government (Mr Wong Yeuk Lai Alan)

監事會 Supervisory Board

主席	Chairman
澳門中華總商會 (何佩芬女士)	Macau Chamber of Commerce (Ms Ho Pui Fan)
監事	Member
南粵 (集團) 有限公司 (朱廣義先生)	Nam Yue (Group) Co. Ltd. (Mr Zhu Guangyi)
澳門特別行政區政府 (鍾聖心女士)	Macao SAR Government (Ms Chong Seng Sam)

諮詢會 Advisory Board

主席	Chairman
澳門特別行政區政府 (劉藝良先生)	Macao SAR Government (Mr Lao Ngai Leong)
委員	Member
中國銀行 - 澳門分行 (陳曉平先生)	Bank of China - Macau Branch (Mr Chan Hio Peng)
香港上海滙豐銀行 (劉伯雄先生)	HSBC (Mr Lau Pak Hung)
大西洋銀行 (杜琪新先生)	Banco Nacional Ultramarino, SA (Mr Tou Kei San)
澳門貿易投資促進局 (劉關華女士)	Macao Trade and Investment Promotion Institute (IPIM) (Ms Irene Va Kuan Lau)
澳門基金會 (區榮智先生)	Macao Foundation (Mr Au Weng Chi)
崔世昌先生	Mr Chui Sai Cheong
蕭志偉先生	Mr Sio Chi Wai
INESC (Portugal)-Instituto de Engenharia de Sistemas e Computadores (馬許願教授)	INESC (Portugal) - Instituto de Engenharia de Sistemas e Computadores (Prof. Rui Paulo da Silva Martins)
澳門電訊有限公司 (潘福禧先生)	Companhia de Telecomunicações de Macau, SARL (CTM) (Mr Poon Fuk Hei)
澳門旅遊娛樂股份有限公司 (何超瓊女士)	Sociedade de Turismo e Diversões de Macau, SA (STDM) (Ms Ho, Pansy Catilina Chiu King)
德昌洋行有限公司 (李俊鳴先生)	Agência Comercial Glória, Lda. (Mr Lei, Alberto)
姚繼光先生	Mr Yiu Kai Kwong
科學技術發展基金 (陳允熙先生)	Science and Technology Development Fund (Mr Chan Wan Hei)
林金城先生	Mr Lam Kam Seng Peter
羅德明先生	Mr Law Tak Meng
蕭婉儀女士	Ms Sio Un I
澳門電力股份有限公司 (梁華權先生)	Companhia de Electricidade de Macau - CEM, SA (Mr Leong Wa Kun)
關恩賜先生	Mr Kwan Yany Yan Chi
施利華工程師	Eng° Eduardo Jorge Armas Tavares da Silva
甄雅芬女士	Ms Ian Nga Fan
澳門特別行政區政府 (黃志雄先生)	Macao SAR Government (Mr Wong Chi Hong)
澳門特別行政區政府 (林香生先生)	Macao SAR Government (Mr Lam Heong Sang)
澳門特別行政區政府 (黃國勝先生)	Macao SAR Government (Mr Vong Kok Seng)
澳門特別行政區政府 (林浩然先生)	Macao SAR Government (Mr Lam Hou lun)

附錄二：社員名錄

Appendix II: List of Associates

政府及公共部門 Government & Public Sector

澳門特別行政區政府	Macao SAR Government
澳門基金會	Macao Foundation
工商業發展基金	Industrial & Commercial Development Fund
澳門貿易投資促進局	Macao Trade and Investment Promotion Institute
澳門大學	University of Macau
澳門理工學院	Macao Polytechnic Institute
科學技術發展基金	Science & Technology Development Fund
澳門工業園區發展有限公司	Macao Industrial Parks Development Co., Ltd.

基金會及商會 Foundations & Associations *

澳門繁榮促進會	Associação Promotora do Desenvolvimento de Macau
澳門葡國台灣貿易商會	Câmara de Comércio Portugal-Macau-Taiwan
東方基金會	Fundação Oriente
澳門廠商聯合會	Industrial Association of Macau
澳門中華總商會	Macau Chamber of Commerce
澳門出入口商會	Macau Importers & Exporters Association
澳門紡織商會	Macau Textile Merchants Association

銀行業 Banking Sector *

澳門商業銀行	Banco Comercial de Macau, SA
大西洋銀行	Banco Nacional Ultramarino, SA
中國銀行 - 澳門分行	Bank of China - Macau Branch
滙豐	HSBC

工業 Industrial Sector *

嘉明洋行(出入口)有限公司	Agência Comercial Carmen (Imp. e Exp.), Lda.
德昌洋行有限公司	Agência Comercial Glória, Lda.
僑光集團有限公司	Chiao Kuang Group Ltd.

寶法德玩具有限公司	Empresa Industrial Perfekta Toys, Lda.
開明製衣廠有限公司	Fábrica de Artigos de Vestuário Hoi Meng, Lda.
鴻昌製衣廠有限公司	Fábrica de Artigos de Vestuário Hong Cheong, Lda.
利昌製衣廠有限公司	Fábrica de Artigos de Vestuário Lee Cheung, Lda.
橫濱製衣廠有限公司	Fábrica de Artigos de Vestuário Pan Pan, Lda.
德祥製衣廠有限公司	Fábrica de Artigos de Vestuário Tac Cheong, Lda.
大地置業有限公司	Goodland Ltd.
豪運工業有限公司	Indústrias Têxteis Belo Horizonte, Lda.
元成興實業有限公司	Iun Seng Heng Indústria e Comércio, Lda.
鑑隆實業有限公司	Kam Long Industrial Co. Ltd.
康澤工商	Liu's - Comércio e Indústria, Lda.
澳門光電儀器有限公司	Macau Electro-Optics Instrument Co., Ltd.
保利達洋行有限公司	Polytex Corporation Ltd.
新時製衣廠有限公司	Sans Clothing Factory Ltd.

服務業 Service Sector *

Agência Nacional de Inovação, SA	Agência Nacional de Inovação, SA
澳門國際機場專營股份有限公司	CAM - Sociedade do Aeroporto Internacional de Macau, S.A.R.L.
中智澳門有限公司	Chong Jyh Macau Ltd.
中天有限公司	Chung Tien Co., Ltd.
澳門電力股份有限公司	Companhia de Electricidade de Macau - CEM, SA
澳門電訊有限公司	Companhia de Telecomunicações de Macau, SARL
殷理基集團有限公司	Grupo HN, Lda.
	INESC Portugal - Instituto de Engenharia de Sistemas e Computadores
	ISQ - Instituto de Soldadura e Qualidade
南光(集團)有限公司	Nam Kwong (Group) Co. Ltd.
南粵(集團)有限公司	Nam Yue (Group) Co., Ltd.
澳門旅遊娛樂股份有限公司	Sociedade de Turismo e Diversões de Macau, SA
天渭投資有限公司	Tenways Investments Ltd.
永興業股份有限公司	Weng Heng Yip, SA

個人 Individuals *

陳志強先生	Mr Chan Che Keung
張志豪先生 (由黎仲勳先生代表)	Mr Lai Chung Fun, o/b of Mr Cheong Chi Hou
崔樂其先生 (已故)	Mr Roque Choi (deceased)
崔世昌先生	Mr Chui Sai Cheong
崔煜林先生	Mr Chui Yuk Lum António
賀寧一女士	Ms Ho Neng lat
何桂鈴女士	Ms Ho Kuai Leng
何華添先生	Mr Ho Va Tim
關恩賜先生	Mr Kwan Yany Yan Chi
林金城先生	Mr Lam Kam Seng Peter
羅德明先生	Mr Law Tak Meng
梁維特先生	Mr Leong Vai Tac
馬有禮先生	Mr Ma lao Lai
馬萬祺先生 (已故)	Mr Ma Man Kei (deceased)
吳皆俊先生	Mr Ng Kai Chon
余日璽先生 (已故)	Mr Shea Yat Sai (deceased)
施利華工程師	Eng ^o Eduardo Jorge Armas Tavares da Silva
蕭志偉先生	Mr Sio Chi Wai
鄧子榮先生	Mr Tang Chi Veng
黃如楷先生	Mr Eddie Yue Kai Wong

* 按團體英文名稱或個人英文姓氏排序

In English alphabetical order according to names of organizations or last names of individuals

附錄三：經費來源及運用

Appendix III: Sources and Application of Funds

(單位：萬澳門元)
(Unit: Ten Thousand MOP)

	2019				2018
	百分比 Percentage	實際 Actual	預算 * Budget*	執行率 Implementation Rate	實際 Actual
經費來源 Sources of Funds					
年初經費結餘 Balance at the Beginning of the Year	20%	3,816	3,188	120%	3,050
政府年度撥款 Annual Government Funding	29%	5,625	5,625	100%	5,462
本身收入 Self-generated Income	51%	9,797	10,626	92%	6,261
總額 Total (1)	100%	19,238	19,439	99%	14,773
經費運用 Application of Funds					
項目活動 Projects and Activities	58%	8,526	12,037	71%	5,162
人事開支 Personnel Expenses	33%	4,864	5,222	93%	4,543
一般行政 General Administration	7%	1 033	1,164	89%	891
資本開支 Capital Expenditure	2%	302	1,016	30%	361
總額 Total (2)	100%	14,725	19,439	76%	10,957
年底營運經費結餘 (1)-(2) Balance at the End of the Year (1)-(2)		4,513	0		3,816

* 包括從上年度結餘內預留之預算、本年度調整薪酬預算、“中小企業安裝防洪門及水泵資助計劃”及“中小企業安裝升降台資助計劃”預算。

Including the reserved budget in the balance brought forward from 2018, the budget for salary adjustment for 2019, and the budget for the “SME Funding Scheme for Flood Gates & Water Pumps against Flood Damage” and the “SME Funding Scheme for Lifting Platforms against Flood Damage”.

附錄四：中心參與的機構

Appendix IV: Participation of CPTTM in other Institutions

澳門物品編碼協會

澳門生產力暨科技轉移中心在澳門特區政府和工商界的支持下，於 2000 年註冊成立了澳門物品編碼協會 (GS1 Macau)，並向國際物品編碼協會取得 958 為澳門地區代號。

澳門物品編碼協會是國際物品編碼協會 (GS1) 的地方會員，是澳門唯一獲授權簽發和管理 GS1 條碼的機構。自成立以來，協會致力推動國際條碼及其相關技術的應用，藉此提升本地企業的營運效率，從而提升其競爭力。目前，澳門地區的公司會員 (用戶) 已超過 200 名，遍及 10 多個行業。

澳門發展及質量研究所

澳門發展及質量研究所是一個以歐洲先進科技知識及技能作後盾的非牟利科學及技術組織，主要功能是向本澳及鄰近地區的工業提供優質價廉的專業檢測服務。

澳門科學館股份有限公司

澳門科學館股份有限公司股東包括澳門基金會、澳門科技發展基金和澳門生產力暨科技轉移中心，主要負責澳門科學館的營運和管理工作。

GS1 Macau

Initiated by Macau Productivity and Technology Transfer Center, GS1 Macau (formerly EAN) was established in 2000, with the support from the Macao SAR Government and the local business community, and was allocated the prefix 958 for Macao by GS1.

As a member organization of GS1, GS1 Macau is the only organization that is authorized to assign and administer GS1 barcodes locally. Since its establishment, GS1 Macau has been dedicated to the promotion of GS1 barcode application and related technologies so as to improve the efficiency of the local enterprises thus increasing their competitiveness. There are more than 200 corporate members (users) in Macao currently in over 10 industries.

IDQ – The Institute for the Development and Quality, Macau

IDQ is a non-profit institute for science and technology, backed by advanced European know-how and expertise. Its key role is to provide high-quality, cost-effective testing and inspection services for the industrial sectors of Macao and nearby regions.

The Macao Science Center Limited

The shareholders of the Macao Science Center Limited include the Macao Foundation, the Science and Technology Development Fund and CPTTM. The Macao Science Center Limited is responsible for the operation and management of the Macao Science Center.

澳門生產力暨科技轉移中心

Macau Productivity and Technology Transfer Center

行政辦公室 Administration Office

澳門新口岸上海街175號中華總商會大廈六樓
Rua de Xangai, N°175, Edf. ACM, 6° Andar, Macau

管理發展及圖書室 Management Development & Library

澳門新口岸上海街175號中華總商會大廈七樓
Rua de Xangai, N°175, Edf. ACM, 7° Andar, Macau

成衣技術匯點 The House of Apparel Technology

澳門漁翁街海洋工業中心第二期十樓
Rua dos Pescadores, Edf. Industrial Ocean, II Fase, 10° Andar, Macau

數碼匯點 The CyberLab

澳門馬統領街廠商會大廈三樓
Rua Comandante Mata e Oliveira, Edf. Associação Industrial, 3° Andar, Macau



(853) 2878 1313



(853) 2878 8233



www.cpttm.org.mo



cpttm@cpttm.org.mo