



澳門生產力暨科技轉移中心

MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

年報 2014 ANNUAL REPORT

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： i. 年報的內容以中文為準，英文譯本只供作參考。

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

ii. 營運報告經 2015 年第一次社員大會通過。

The Operation Reports have been adopted by the first General Assembly of 2015.

1 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；工作方向包括推進經濟適度多元發展、善用和開發人力資源、推動資訊科技應用、提升企業的經營管理和技術水平，以及支援本地人士和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，2014年，中心對屬下單位的職能作了重整，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、中小企業技術中介、管理營商諮詢，以及海內外標準訊息搜尋和傳播等。

中心現設有四個提供對外服務的單位，分別是：

1. 時裝及形象創意部
2. 對外合作及拓展部
3. 資訊系統及科技部
4. 標準、管理及培訓考試部

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。

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 invested 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 the local individuals and enterprises to sharpen their competitive edge, CPTTM has been 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 now grown into a comprehensive provider of services in professional training, examination, and corporate management and technology consultation; it is now working toward the directions of promoting diversified economic development, making effective use and development of human resources, promoting application of information technology, and enhancing the level of corporate management and technology, as well as supporting local individuals and enterprises to seize the opportunities in regional cooperation.

In 2014, in an effort to support the MSAR Government in its adequate industry diversification strategy and assist the local enterprises in capitalizing on the opportunities brought about by economic evolution, CPTTM has adjusted functions of its various departments and further expanded their services in management and technology consultation, for example, the application of apparel technology and information technology, technology intermediary service for small and medium sized enterprises (SMEs), advisory service on management and operation, as well as search and dissemination of information about national or overseas standards, etc.

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

1. Creative Fashion and Image Department;
2. External Cooperation and Marketing Department;
3. Information System and Technology Department; and
4. Standards, Management, Training and Examination Department

Apart from providing professional training courses and examinations which are both practical and forward-looking, CPTTM often organizes other types of activities, such as seminars, workshops, exhibitions, skill competitions and study tours, etc.

2 營運報告 Operation Reports

2.1 主席報告

特區政府以“人才建澳”作為人才培養的基本理念，我們繼續秉持特區政府施政方針，開展多元培訓、考試和專業認證，扶持產業的成長，支持個人及企業增強綜合競爭力，尤其為不可預見的高低起伏作好準備，謀求達致澳門可持續發展、推動經濟適度多元的長遠目標。

2014年共開展了1,003個培訓項目，錄得學員人次有18,547，跟去年相比分別有9.2%和13.3%跌幅。以學員人次來計算，機構委託培訓課程佔54.1%，公開課程佔45.9%。儘管培訓項目和學員人次有所減少，以學時計仍維持在去年水平，主要由機構委託課程所帶動。由於特區政府2014-2016年度「持續進修發展計劃」在4月下旬才正式啟動，令一部分有意報讀人士暫緩其進修決定，對去年第一季公開課程的收生情況構成一定的負面影響。以全年計，除「營商及管理」範疇學員人次有3.1%增長外，其餘三個範疇均呈現負增長，令公開課程總學員人次比去年下跌了15%。機構委託課程方面，「營商及管理」範疇的學員人次呈現近兩成的跌幅，而學時則增加了三成。這主要是由於為澳門工會聯合總會免費提供的「中壯年人士就業輔助培訓計劃」¹對「職場致勝之道」課程的需求進一步縮減（學員人次比去年下降了44%），但同時亦反映了其他拓展中的培訓客戶一般所需的是學時較長的課程。以整體培訓課程學員人次計，「營商及管理」課程佔54.3%；「資訊科技」佔21.4%；「時尚創意」佔14.6%；「商務語言」佔9.7%。

2.1 Chairman's Report

The concept of “developing Macao through talent” is the core element in the MSAR Government's desire to expand and enhance the inherent skills and expertise of the local people. In adhering to the administrative policies of the MSAR Government, we have performed a series of tasks, undertaking diversified training, examinations and professional certifications; supporting the growth in industries; helping individuals and enterprises to enhance their overall competitiveness and, especially, endeavouring to create a state of preparedness for reaction to unforeseen and varying conditions. The objective is to achieve the long-term goal of Macao being able to sustain continued development and promote adequate economic diversification.

In 2014, CPTTM organised a total of 1,003 training programs in which 18,547 people enrolled. This was a decrease of 9.2% and 13.3% respectively in comparison with the previous year. Corporate training accounted for 54.1% of enrolments with the remaining 45.9% being courses for the general public. Although the number of training programs and enrolments decreased, the activity level, when measured against the training hours in 2013, was little changed, due to a greater contribution by the corporate sector. As the 2014-2016 “Continuing Education Development Program” of the MSAR Government was not officially launched until late April, some individuals deferred their continuing education plans, which may be seen to have caused a negative impact in the enrolment of public courses in the first quarter of 2014 to be observed. Over the year, with the exception of a 3.1% increase in the number of enrolments in the area of “Business Operation and Management”, the other three areas showed negative growth, which led to a 15% decline in the total number of enrolments in public courses in relation to 2013. There were mixed result from the corporate training segment, with the number of enrolments in the area of “Business Operation and Management” presenting a decrease of approximately 20% whereas the number of training hours increased by 30%. This was mainly because the demand for the free of charge “Success at Workplace Series” for the “Middle-aged Employment Assistance Training Program”¹ hosted by the Macau Federation of Trade Unions (FAOM), declined further (the number of enrolments decreased by 44% as compared to the previous year), which leads us to believe that prospective customers under the expansion plan are generally demanding courses with longer training hours. The overall number of enrolments in the four segments was apportioned as follows: “Business Operation and Management” 54.3%, “Information Technology” 21.4%, “Fashion and Creativity” 14.6% and “Business Languages” 9.7%.

¹ 2009年起為澳門工會聯合總會免費提供「中壯年人士就業輔助培訓計劃」相關課程，從2009年的231班6,429學員人次，逐年下降至2014年的54班1,572學員人次。

¹ Since 2009, CPTTM has provided free courses for the “Middle-aged Employment Assistance Training Program” hosted by FAOM. The number of enrolments decreased gradually from 6,429 (231 classes) in 2009 to 1,572 (54 classes) in 2014.



啟發青少年的創意及職業志向，提升其「就業力」，與本澳學校合辦「中學職業技術課程」²及「大學生就業工作坊系列」³，續辦「青少年培訓系列」⁴及與其他機構/社團舉辦「職業技能競賽」⁵。為即將畢業的中/大學生及在職/轉職人士提供職業生涯規劃服務。去年再度組織及帶領5名參賽同學參與在美國加州舉行的2014「全球 Microsoft Office技能全球大賽」及「全球Adobe多媒體設計軟件技能大賽」，兩個項目共奪得三個世界冠軍，創下歷史性佳績。行政長官特致函祝賀，肯定了中心工作。三名冠軍學員去年更獲特區政府頒授功績獎狀。

With the aim of inspiring creativity and career aspirations of young people, as well as improving their employability, CPTTM jointly organised the "Vocational Training Program for Secondary Schools"² and the "Career Training Workshop Series for University Students"³; CPTTM also continued to hold the "Youth Training Series"⁴ and co-organise the "Vocational Skill Competitions"⁵ with other organisations/associations, providing career planning services for secondary/tertiary students who are about to graduate and for on-job/job-transfer employees. Last year, CPTTM arranged and led five students to participate in the "2014 Worldwide Competition on Microsoft Office" and "Adobe Certified Associate (ACA) World Championship" held in California, U.S.A. Eventually, we won three world titles in two competitions and made historical records. The Chief Executive sent a congratulatory message to us, in recognition of our work. The three winners were further granted the Honorary Title of Value by the MSAR Government.

² 與中葡職業技術學校合辦「三年制高中創意時裝設計及製作課程」及「職業技術教育導向特殊教育課程」。

³ 為大專院校舉辦「大學生就業工作坊系列」，當中包括求職技巧(面試、履歷寫作)及職場「軟」技巧(溝通、人際關係、團隊合作、壓力處理)。

⁴ 為教育暨青年局「2014年度暑期活動」開辦了37項共55班次的課程，主題包括服飾設計及形象、電腦科技及創意思維、自我管理及職場技巧。

⁵ 「第6屆全澳中學生Office技能比賽」及參與「Microsoft Office全球大賽」、「第1屆澳門學生多媒體設計軟件技能比賽」及參與「Adobe ACA (Adobe Certified Associate) 技能全球大賽」、「第1屆全澳中學生資訊科技常識問答比賽」、「第5屆澳門時裝畫藝術大賽」、「第14屆澳門青少年流行時裝技術大賽」、「第10屆港澳青少年網絡技能競賽」、「創意 3D 物件設計比賽」以及獲勞工事務局委任，擔任「第8屆穗港澳青年技能競賽」中「時裝設計與技術」、「美容護理」和「動漫設計及製作」三個項目的代表單位。

² CPTTM co-organised the "Three-year Creative Fashion Design and Manufacture Program" and the "Vocational Skills-oriented Special Education Program" with the Escola Luso-Chinesa Técnico-Profissional.

³ CPTTM organised the "University Students Career Workshop Series" for tertiary education institutions, including job-hunting skills (interview and resumé writing) and "soft" workplace skills (communication, interpersonal relationship, teamwork, stress handling, etc.).

⁴ CPTTM organised 37 courses (55 classes) for the "2014 Summer Activities Program" hosted by DSEJ. The topics of training included apparel/accessories design & image, computer technology & creative thinking, as well as self-management & workplace skills.

⁵ The competitions included the "6th Office Software Competition for Macao Secondary School Students" and "Worldwide Competition on Microsoft Office", "1st Multi-media Design Software Skill Competition for Macao Students" and "Adobe Certified Associate (ACA) World Championship", "1st IT Knowledge Quiz Competition for Macao Secondary School Students", "5th Macau Fashion Illustration Contest", "14th Macao Youth Fashion Technology Competition", "10th Hong Kong-Macao Youth Networking Skills Competition", "Creative 3D Models Design Competition". In addition, CPTTM was commissioned by DSAL to be the representative unit in 3 categories ("Fashion Design and Technology", "Beauty Therapy" and "Anime Design and Making") of "8th Guangzhou-Hong Kong-Macao-Chengdu Youth Skills Competition".

在職人士持續進修及行業發展方面，去年繼續與不同團體合作培訓課程。當中包括服裝行業、形象設計、資訊科技行業、服務業等。為強化中年人士的「就業力」，分別舉辦「中年人士培訓系列(公開課程)」及「中壯年人士就業輔助培訓計劃」。續辦「CPTTM專業文憑培訓系列」，現行有「時裝設計及製作專業文憑」、「人力資源管理專業文憑」、「Linux 管理員專業文憑」，以及「商品展示設計專業文憑」。

為促進本地人力資源的知識及技能水平與區域或國際接軌，繼續拓展專業考試服務。2014年共錄得4,573名考生，比去年增長了4.1%。去年新增了1)國際婚禮統籌協會(Association of Bridal Consultants)認可國際婚禮專員(PBCV)考試；2) 澳洲註冊會計師(CPA)考試；3) GRE® (Graduate Record Examinations)考試；4) Australia Central Institute of Technology 熱礦物石按摩療法。四大考試類別，包括資訊科技、行業技能、商務及管理以及語言，分別錄得資訊科技有554人次，商務及管理有2,524人次，行業技能有286人次，語言有1,184人次。其中參與「國家職業資格考試」有199名考生，而截至2014年12月，向勞工事務局申領職業技能證明書的人數有339名。

隨著文化建設廣受重視，中心在時尚創意方面的相關工作亦趨頻繁。除了組織學員及企業參與海內外比賽⁶、展覽⁷及交流活動⁸，中心亦提供技術支援，協助業界提升綜合生產力。

CPTTM continued to organise training courses for on-the-job continuing education and industrial development, in conjunction with several institutions, including those from industries such as apparel, image design, information technology and service, etc. To enhance the employability of the middle-aged, CPTTM held the "Training Series for the Middle-aged (public course)" and "Middle-aged Employment Assistance Training Program". CPTTM also continued to provide the training series for existing professional diplomas, including "Fashion Design and Manufacturing", "Human Resources Management", "Linux Administrator Professional" and "Visual Merchandising".

CPTTM continued to expand its professional examination services in order to facilitate the alignment of knowledge and skill levels of local human resources with regional and, even, international levels. In 2014, CPTTM registered a total of 4,573 candidates, an increase of 4.1% when compared with 2013. Last year saw the addition of 1) ABC (Association of Bridal Consultants) PBCV (Professional Bridal Consultant and Vendor) Accreditation; 2) CPA Australia exams; 3) GRE® Test; and 4) Thermal Ore Massage Therapy of Australia Central Institute of Technology. The examinations comprised four major types: information technology with 554 candidates, commerce & management with 2,524 candidates, vocational skills with 286 candidates, and business language with 1,184 candidates. Among them, 199 candidates participated in the National Vocational Qualification Examination. Also, 339 individuals have applied for Certificate of Vocational Qualification with the Labour Affairs Bureau (DSAL) as of December 2014.

With increasing attention being placed on cultural development, CPTTM has placed more emphasis on activities related to creative fashion. Apart from organising the participation of students and enterprises in domestic and overseas competitions⁶, exhibitions⁷ and interchanges⁸, CPTTM also provided technical support to help the industry enhance its comprehensive productivity.

⁶ 包括「2014青少年創意時裝流行技術大賽」、「第43屆世界職業技能競賽 - 巴西 - 流行時裝技術」、「2014澳門服裝節」、「2014年(第8屆)穗港澳青年技能競賽-《時裝設計及技術》和《美容護理》兩個項目」、「第二屆澳門創意化妝及造型設計比賽」、「第5屆澳門時裝畫藝術大賽」、「虎門杯國際青年設計(女裝)大賽」、「大連杯」、「華人時裝設計大賽」。

⁷ 包括「第18屆澳門國際貿易投資展覽會」、「便服夏·齊節能」、「商匯館」、香港時裝節之澳門獨家專場匯演、「香港國際春季成衣及時裝材料展」時裝匯演及靜態展示、「2014 春季及秋季台北魅力展」、於澳門時尚廊舉辦「廣繡展」、「舊式縫紉機展」、「絲呈畫意 - 澳門創意時尚絲巾展」、「當下型匯 - 2013時裝設計樣版製作補助計劃作品展」。

⁸ 與望德堂區創意產業促進會合辦了多個活動，共同凝聚及推動該區創意產業。如：「月照瘋堂系列活動之藝文一條街」、「2014 時尚瘋堂 - 縫出新創意時裝表演」、「2014 時尚瘋堂 - 澳門新晉時裝品牌服飾表演」、「2014 時尚瘋堂 - 時尚秋冬品牌服飾表演」。

⁶ Including the "2014 Macao Fashion Technology Competition for the Youth", "43rd World Skills Competition (Brazil) - Fashion Technology", "Macao Fashion Festival 2014", "Two categories ('Fashion Design and Technology' and 'Beauty Therapy') of "8th Guangzhou-Hong Kong-Macao-Chengdu Youth Skills Competition (2014)", "2nd Macao Creative Makeup Design Competition", "5th Macao Fashion Illustration Contest", "Humen Cup International Youth Design Competition (Women's Wear)", "Dalian Cup" and "Chinese Fashion Design Competition".

⁷ Including the "18th Macao International Trade and Investment Fair (MIF)", "Wear Light, Save Energy", "Macao Ideas", "Macao Fashion Parade" in the Hong Kong Fashion Week, the fashion show and static mannequins of "Interstoff Asia Essential - Spring" exhibition, "2014 Spring/Autumn Taipei IN Style"; as well as the "Canton Embroidery Exhibition", "Exhibition on Classic Sewing Machines", "Paintings on Silk - Exhibition on Macao Featured Scarves Design", and "Style Encounter Moment - Fashion Exhibition of 2013 Subsidy Program for Fashion Design on Sample Making" held at the Macao Fashion Gallery.

⁸ Co-organised multiple events with the Creative Industries Promotion Association of St. Lazarus Church District, in an effort to jointly unite and facilitate the development of creative industries in the district, including "One Street of Art Style of Moonlight Outdoor Catwalk Fantasia Wardrobe Activity", "Sewing Innovation Fashion Show", "Fashion Show by New Labels in Macao" and "Autumn/Winter Fashion Show".

為了協助創意實體化，學員、設計師及業界可使用中心各種技術顧問及借用設備⁹。隨著網絡資訊發達，去年增設網上的時尚資訊平台-WGSN(Worth Global Style Network)¹⁰及網上色彩資訊平台「PANTONE VIEW」¹¹。

為配合業界需要，2014年開辦了不少有關時尚設計及工藝、形象設計、時尚零售、機構委託培訓課程。其中與中葡職業技術學校合辦的「創意時裝設計及製作課程」至今已開辦了12屆課程，培育了不少對服裝感興趣的高中學員。繼續與本澳多間中學合辦時裝設計及製作、形象造型設計等相關餘暇課程。為鼓勵及推動時裝設計及製作課程之學生畢業後繼續升學，在2006年開始設立「時裝創意教育獎學金」，讓就正就讀該課程及有志升入高等教育，繼續在時裝業發展的學生申請。本學年有兩位應屆畢業生申請上述獎學金。為了讓學員有持續進修的機會，2013年中心開始與聖若瑟大學合作籌辦「時裝設計及製作學士課程」，為本澳有志升讀時裝設計科的學員，提供在澳升讀四年制大學的機會。

與澳門文化局合辦的澳門時尚廊，除舉辦展覽外，亦有銷售本地文創產品，去年共有19位本地設計師或品牌參與。錄得7,960入場人次，共售出402件文創產品。為提供更多的創作平台予本澳的年輕設計師，推廣澳門的時裝設計，去年分別應本澳大型酒店邀請，合辦員工制服設計比賽。

In order to facilitate the materialisation of creative ideas, students, designers and the industry may look to technical consultants and borrow equipment⁹ from CPTTM. As Internet information develops, last year saw the addition of "WGSN (Worth Global Style Network)¹⁰", an online fashion information platform and "PANTONE VIEW"¹¹, an online colour information platform.

In 2014, to meet industry needs, CPTTM opened a number of corporate training initiatives regarding fashion design & technique, image design and fashion retail. In particular, the "Creative Fashion Design and Manufacture Program" co-organised with Escola Luso-Chinesa Tecnico-Profissional has offered 12 rounds of training to date, having cultivated a number of secondary school students with interest in apparel. CPTTM continued its collaboration with various local secondary schools in running extra-curricular courses related to fashion design and manufacture, image and styling design. For the purpose of inspiring and facilitating continuing education of graduates from the fashion design and manufacture program, CPTTM set up the "Scholarship for Higher Education in Fashion Design & Creativity" in 2006, inspiring them to pursue higher education and stay in the fashion industry. This academic year saw two fresh graduates applying for the said scholarship. In order to give students the opportunity to continue their education, CPTTM jointly organised the "Fashion Design and Manufacture Bachelor" Program with the University of St. Joseph in 2013, providing an opportunity for students interested in fashion design to enrol in a four-year university course in Macao.

CPTTM co-organised the Macao Fashion Gallery with the Cultural Affairs Bureau (ICM). Apart from holding exhibitions, the gallery also sells local cultural and creative products, with 19 local designers or labels participating last year. There were a total of 7,960 visits recorded and 402 cultural and creative articles sold. In addition, CPTTM co-organised staff uniform design exhibitions in response to requests from local large-scale hotels last year, so as to provide more creative platforms for young Macao designers and to promote local fashion design.

⁹ 包括模版製作服務、電腦輔助生產(CAD/CAM)系統顧問及服務、數碼印布服務、電腦繡花服務、時裝資訊站使用服務、服裝起辦服務及代送外檢測服務、布料激光切割服務，去年12月新增了「貼布繡」和立體繡兩種新的繡花類型。

¹⁰ 該網站是英國在線時尚預測和潮流趨勢分析服務的提供商，提供有關服飾、潮流、設計和零售方面的創意指導和商業分析，所提供的資訊廣泛，具公信力，更新速度快，更可下載提取資料。

¹¹ 提供世界各地最新的色彩流行資訊，以及時裝、造型、空間等色彩指導。

⁹ Including the Production of Plastic Templates, the Garment CAD/CAM Application Service, the Digital Fabric Printing Service, the Production of Computerised Embroidery Samples, the use of Fashion Information Gallery, the Proto Sample Making Service & Lab Test Delivery Service, the Fabric Laser-cutting Service, adopting two new embroidery methods, "applique embroidery" and 3D embroidery, in December last year.

¹⁰ The website is a U.K. provider of online fashion forecasting and fashion trends analysis services, offering a range of creative guides and business analysis on apparel, trends, design, retail, etc. covering a wide spectrum with credibility and fast updates, and even provides materials for downloading.

¹¹ The website provides up-to-date information on colour trends, as well as colour guides on couture, styling and space.

中心貫徹提供多元專業課程及考試，與海內外國際專業考試及認證機構簽訂成為授權培訓中心。其中普爾文考試平台及VUE考試平台，為學員及其他人士提供了便捷的考試服務。去年分別報考普爾文及VUE人次錄得75及300。中心去年同樣組織了學員參與多項比賽¹²。自中心首度舉行3D打印研討會，公共部門及學校反應熱烈，中心正在籌劃系列課程，以教導學校老師掌握從3D建模開始，到購買、使用及維護3D打印機。另一方面，教導學生進行3D人物創作，著重創意及提高他們的興趣。隨著雲端技術廣泛應用，正與澳門微軟籌備在本中心設立Microsoft Office365示範室，協助把Office365向中小企推廣，將有助中小企減輕對IT人員之需求。

為了減輕人力資源短缺的負荷，中心繼續向本澳餐飲業推行「無線點餐系統」。「僱員資料管理系統 - 計糧易」、「小企業·會計易」以及「小企業·零售易 - ONE-POS軟件」為業界及小企業，以至首次創業人士提供簡單便捷的系統輔助，去年分別售出會計易139套、計糧易79套以及零售易96套。

Through its commitment to providing diversified professional courses and exams, CPTTM has achieved success in becoming authorised training centres under contract with local and international professional examinations institutions. Particularly, the Prometric and VUE test provides convenient exam services for students and other individuals. Last year, CPTTM registered 75 and 300 candidates for the Prometric and VUE test respectively. As in the previous year, CPTTM organised students to participate in a number of competitions¹². Since the debut of the first 3D Printing Seminar, CPTTM has received encouraging responses from the public sectors and schools, hence we are planning a training series to help school teachers master skills ranging from 3D modelling to the purchase, use and maintenance of 3D printers on the one hand; and on the other hand, teach students to pursue 3D figure creation, with special focus on creativity and fostering their interests. As Cloud Technology is widely applied, CPTTM is preparing to set up a Microsoft Office 365 showroom with Microsoft Macao, so as to help extend the application of Office 365 in SMEs, which will help SMEs reduce their demand for IT professionals.

In order to relieve shortages in human resources, CPTTM continued to introduce the "Wireless Ordering System" to the local food and beverage industry. The "EIMS-Introductory Training on Employee Information Management System", "SQL-Ledger software" and "ONE-POS software" all provide simple and convenient supplementary systems to companies, small enterprises and even first-time entrepreneurs. According to the data, 139 sets of SQL-Ledger, 79 sets of EIMS and 96 sets of ONE-POS were sold respectively last year.

¹² 包括Asia Pacific 2014 International CCNA NetRiders Competition、全澳中學生創意3D物件設計比賽、2014年穗港澳職業技能競賽 - 動漫設計及製作項目、2014泛珠三角大學生計算機作品賽澳門區選拔賽、亞太資訊及通訊科技大獎 (APICTA) 暨「澳門資訊及通訊科技大獎 (MICTA)2014」、Adobe ACA 多媒體設計軟件技能大賽、2015年(第43屆)世界職業技能競賽 - 網頁設計及電腦網絡系統管理、全澳中學生IT常識問答比賽。

¹² Including the "Asia Pacific 2014 International CCNA NetRiders Competition", "Creative 3D Models Design Competition for Macao Secondary School Students", "Guangzhou-Hong Kong-Macao-Chengdu Vocational Skills Competition 2014 - Anime Design and Making", "Regional Try-out in Macao of 2014 Pan-Pearl River Delta Region Universities IT Project Competition", APICTA & MICTA 2014, "Adobe ACA Software Competition", "Web Design" and "IT Network Systems Administration" of "43rd World Skills Competition (2015)" and "IT knowledge Quiz Competition for Macao Secondary School Students".



中心早於1996年推動標準認證，且到目前是本澳唯一推動及資助企業考取國際管理系統認證的機構。去年共處理了48個「國際管理系統首次認證/認可資助計劃」申請，以質量管理認證(44%)、食品安全管理認證(25%)以及環境管理相關認證(19%)為主，個案當中服務業佔了52.1%。去年重點推廣適用於食品及餐飲服務行業的食品安全管理標準(HACCP、ISO 22000及FSSC 22000)、能源管理標準(ISO 50001)、資訊安全管理標準(ISO/IEC 27001)、資訊科技行業的IT服務業管理標準(ISO 20000)以及將於2015年發佈的新版ISO 9001:2015及ISO 14000:2015。以協助本地生產商提高產品質量及安全性，開拓本地及海內外市場的「代送外檢測服務」¹³，去年共處理了2,066個服務個案，其中紡織成衣佔85%。

CPTTM, which began to promote standard certification as early as 1996 is, at this time, the only institution in Macao promoting and funding enterprises to seek international management system certification. CPTTM processed 48 application cases for the "Subsidy Scheme for First-time Certification to International Management System Standards", which primarily focused on quality management certification (44%), food safety management certification (25%) and environmental management certifications (19%), with cases from the services sector accounting for 52.1%. Last year, CPTTM gave priority to the extension and promotion of standards applicable to the food and catering services industry, such as food safety management standards (HACCP, ISO 22000 and FSSC 22000), energy management standards (ISO 50001), information security management standards (ISO/IEC 27001), IT services management standards (ISO 20000) for the information technology sector, the new ISO 9001:2015 and ISO 14000:2015 standards to be published in 2015, etc. With the aim of assisting local manufacturers to improve product quality and safety, CPTTM expanded the "Lab Test Delivery Service"¹³ in local and overseas markets. Last year saw 2,066 cases processed, of which 85% was related to the textile and apparel industries.

¹³ 現行檢測類別有9項，分別是1)紡織成衣、2)電子/電器、3)食品、4)藥品、5)其他傢俱、6)合成機油、7)清潔衛生用品、8)水泥及混凝土和、9)防火隔音建材。

¹³ The service currently covers 9 categories: 1) apparel, 2) electronics, 3) food, 4) pharmaceuticals, 5) other furniture, 6) synthetic oil, 7) cleaning & sanitary products, 8) cement & concrete and 9) fire & sound proof construction materials.

隨著社會對食物安全的關注以及《食品安全法》的實施，中心編製的《食品安全管理工具書》，免費提供工具書予餐飲、烘焙和冷藏食品業界以提升食品安全管理，此外，加強與民政總署食品安全中心在這方面的合作。另一套協助加強對分店店鋪管理一致性的《店鋪營運管理工具書》，是將店鋪管理概念引進到本地中小型的零售企業。

另一項向新生代傳遞正面環境管理概念的「環保小先鋒 (EnviroKids)」¹⁴ - 兒童環保行動，去年已舉行第八屆，共有來自7間小學共331名學生參與。

眾所周知，澳門小微企業佔全澳整體企業數目¹⁵大多數。一份研究報告曾指出，20人或以下的小微企業約有28,000家¹⁶。因此，輔助中小微企仍然是中心的重點工作。2014年中心接獲的求助個案主要分為四類：1) 本澳投資環境與政策的查詢；2) 企業內部管理的顧問意見；3) 企業產品/技術的推廣；4) 企業尋找合作夥伴。涵蓋科技業、製造業、服務業、環保業、餐飲食品業、批發零售業以及非牟利團體等。求助個案中以查詢本澳投資環境與政府資訊最多，這顯示無論是本澳的或外來的投資者都對本澳的營商環境和政府政策缺乏認識，亦不太瞭解獲取資訊的管道。

考慮到對中小企業的支援服務會涉及各行各業和不同的專業範疇，單靠中心的資源並不足夠，需借助中心以外的力量，尤其是業界的力量，為本地中小企業主及創業者提供更好的服務。因此，中心成立了“中小企業服務顧問團隊”，邀請來自不同行業的有實戰經驗的企業家和不同範疇的專業人士參加。團隊成員以義務性質為求助企業提供經營管理和專業方面的顧問諮詢服務。

With increasing public concerns on food safety and the implementation of the "Food Safety Law", CPTTM prepared the "Food Safety Management Toolkit" and provided it to the sectors of catering, bakeries and frozen food handlers free of charge, aiming to improve food safety management. In addition, CPTTM strengthened its co-operation with the Food Safety Centre of the Civic and Municipal Affairs Bureau (IACM), in this regard. Another set of manuals entitled the "Store Operation Management Toolkit" was aimed at enhancing management consistency of branch stores and introducing store management concepts in local small and medium sized retail businesses.

EnviroKids¹⁴ is a children's environment action which passes along positive environmental messages to the new generation. Last year, the 8th edition of this event was held, attracting a total of 331 students from 7 primary schools.

As is well-known, small and micro-sized enterprises constitute the majority of the total number of Macao enterprises¹⁵. A research report suggests that small and micro-sized enterprises with 20 or less staff total about 28,000¹⁶. Therefore, supporting small and micro-sized enterprises remains a priority for CPTTM. In 2014, the assistance-seeking cases received by CPTTM mainly comprised four categories: 1) enquiries about the investment environment and policies in Macao; 2) consultation about how to manage a company; 3) product/technology promotion; and 4) business partner search. The cases covered a variety of sectors including technology, manufacturing, services, environmental protection, catering, wholesale/retail and non-profit organisations, etc. The fact that enquiries about the investment environment and policies in Macao had the biggest share among assistance-seeking cases suggests that both local and overseas investors lack understanding of the local business environment and government policies, and are not clear about the channels to access information either.

The support services for SMEs involve a variety of industries/trades and different areas of specialisation. In view of this, CPTTM's resources are insufficient, necessitating augmentation from external sources, especially from industries, to provide better services for local SMEs and entrepreneurs. In light of this, CPTTM set up a "SMEs Service Advisory Team", which welcomes the participation of experienced entrepreneurs from various industries and professionals from a variety of fields. Team members voluntarily provide advisory services on business management and profession-specific issues to enterprises seeking support.

¹⁴ 從2006年起舉辦第一屆至今，累計有23家小學超過3,500名學生參加。

¹⁵ 截至2014年第4季，公司總數為48,626間，澳門統計局2014年第4季。

¹⁶ 澳門生產力暨科技轉移中心受澳門經濟學會委託，開展了「澳門小微企業調查」，2012年1月出版。

¹⁴ Since its first edition in 2006, the event has attracted a cumulative total of over 3,500 students from 23 primary schools.

¹⁵ As of the fourth quarter of 2014, there were a total of 48,626 enterprises in Macao, according to the DSEC data.

¹⁶ Commissioned by the Macau Economic Association, CPTTM conducted the "Survey on Small and Micro Sized Enterprises in Macao" which was published in January 2012.

葡語輔導服務¹⁷方面，共完成12個服務個案，另外，中心聯同幾位友好中葡翻譯專家完成了《澳門翻譯用語集》的出版，該書收集了大批聯繫澳門社會生活的雙語詞彙，包括了日常生活用語，具實用價值和及時性，填補了澳門葡/中、中/葡字典的空白，是一本很好的翻譯參考書，應用文部份特別實用。該書由澳門基金會贊助，共印製2,000本，大受用家歡迎，現已派發了1,760本（包括澳門和內地的政府部門、學校、社團、個人等）。

去年繼續組織了本地企業參加了多個考察、研討會及展覽等活動。另外，配合特區政府推出相關青年創業政策，除了開辦一系列創業工作坊及課程，中心亦開展了青年創業輔導服務，聯同中心其他專責部門提供全面的輔導。同時與多個公共機構及社團合作開展青年創業活動。

以上是2014年度的工作報告。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。



理事會主席
楊俊文

As for Advisory Service on Business Portuguese¹⁷, a total of 12 individual service cases were completed. Besides, CPTTM completed the publication of the "Glossary of Terms and Expressions for Portuguese Translation in Macao" in collaboration with several friendly Chinese-Portuguese translation experts. The book collects a great deal of bilingual vocabulary relevant to local social life, including everyday words and expressions. It is practical and up-to-date, filling the gap in the Chinese-Portuguese and Portuguese-Chinese dictionaries of Macao. As such, it serves as a great reference for translation, especially the applied writing section. Funded by the Macao Foundation, the book which is very popular among users, currently has 2,000 prints, with 1,760 copies already distributed to government authorities, schools, associations, individuals, etc. in Macao and Mainland China.

Last year, CPTTM continued to organise local enterprises to participate in a variety of events, including visit tours, seminars and exhibitions. Moreover, CPTTM co-operated with the MSAR Government in rolling out policies regarding youth entrepreneurship. Apart from opening a series of entrepreneurship workshops and courses, CPTTM also developed youth entrepreneurship advisory services in collaboration with other in-house specialised departments to provide full-range advisory services. Meanwhile, CPTTM launched youth entrepreneurship campaigns in partnership with various public institutions and associations.

Above is the report on our work for the year 2014. On behalf of the Board of Directors, I would like to give special thanks to the MSAR Government for its support and express my heartfelt gratitude to all the associates, the Supervisory Board, the Advisory Board, all the members of the various committees and all CPTTM staff for their support.



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

¹⁷ 目的是協助本澳企業、社團及個人解決在葡語應用上所遇到的困難。

¹⁷ The purpose of such service is to assist local enterprises, associations and individuals to solve the problems in using Portuguese.

2.2 理事長財政帳目報告

項目及活動

受惠於成本控制帶來的效益，帶動2014年度“項目及活動”成本下降5%（約154萬）至2,700萬（澳門元、下同）。收入方面，因應成本下降，部份承辦及合辦活動所收取的費用及贊助亦隨之降低，為此，帶動2014年度收入減少2.2%（約84萬）至3,673萬。收入當中，來自培訓佔55%（2013: 54%）、展覽會佔5%（2013: 7%）、公共服務¹佔17%（2013: 16%）、其他佔23%（2013: 23%）。年內，由於成本的降幅較收入的降幅為高，帶動毛利上升7.7%（約70萬）至973萬，毛利率亦從2013年的24%提升至26%。

人事費用

為配合服務發展，中心僱員人數從2013年底的100人，增加至2014年底的104人。同時，為彌補通脹帶來的影響，中心自2014年5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5.71%。加上年內人員職位調升等各項因素，帶動2014年度整體的人事費用上升17%（約491萬）至3,364萬。

折舊及攤銷費用

因應部份資產已於去年攤折完畢，2014年度的“折舊及攤銷費用”較2013年隨之減少21%（約64萬）至243萬。

其他經營費用

“其他經營費用”主要包括中心各辦事處的租金、管理費、水電費、維修保養及清潔費等日常開支。該項開支較2013年增加8%（約56萬）至747萬，主要是受活動增加及物價上升等因素影響。

¹ 主要包括“代送外檢測服務”、“國家職業資格考試服務”、“數碼印布服務”、“標準搜尋及銷售服務”、“設施租賃服務”、“製衣模版製作服務”、“電腦繡花起版服務”、“服裝起辦服務”、“CAD/CAM系統操作技術顧問服務”、“小企業會計易·軟件應用支援服務”、“計糧易·僱員資料管理系統應用支援服務”及“圖書借閱服務”等。

2.2 Financial Report of the Director General

Projects and Activities

Benefitting from cost control, the overall cost of “Projects and Activities” in 2014 decreased by 5% (approximately MOP1.54 million) to MOP27 million. The revenue and sponsorship of some projects and jointly organized activities decreased accordingly due to cost reduction. As a result, the overall revenue in 2014 decreased by 2.2% (approximately 840,000) to MOP36.73 million, of which 55% was from training (54% in 2013), 5% from exhibitions (7% in 2013), 17% from public services¹ (16% in 2013), and 23% from other projects and activities (23% in 2013). During the year, as the decrease in cost was higher than that in revenue, driving gross profit to increase by 7.7% (approximately MOP700,000) to MOP9.73 million; the gross profit margin also increased to 26% from 24% in 2013.

Personnel Expenses

To cope with service development, the number of CPTTM employees increased from 100 by the end of 2013 to 104 by the end of 2014. In the meantime, CPTTM adopted the level of pay adjustment of the public sector and increased the salary index by 5.71% with effect from May 2014, so as to compensate for the impact of inflation. Coupled with promotion and other factors, the overall personnel expenses in 2014 increased by 17% (approximately MOP4.91 million) to MOP33.64 million, driven upwards.

Depreciation and Amortization Expenses

Comparing with 2013, the “Depreciation and Amortization Expenses” in 2014 decreased by 21% (approximately MOP640,000) to MOP2.43 million, owing to some assets having been fully depreciated last year.

Other Operating Expenses

“Other Operating Expenses”, mainly comprised of the day-to-day expenses at various CPTTM premises, such as rent, management fees, utilities expenses, as well as repair, maintenance and cleaning expenses, increased by 8% (approximately MOP560,000) to MOP747,000 comparing with 2013. This was due mostly to factors such as the increase in the level of activity and the hike in prices.

¹ Which were mainly comprised of “Lab Test Delivery Service”, “China National Vocational Qualification Assessment Service”, “Digital Fabric Printing Service”, “Standards Search & Sales Service”, “Facility Rental Service”, “Production of Plastic Templates Service”, “Production of Computerized Embroidery Samples”, “Proto Sample Making Service”, “Garment CAD/CAM Application Service”, “SQL-Ledger and Technical Support”, “EIMS-Employee Information Management System and Technical Support” and “Library Service”.

其他開支

“其他開支”約195萬，當中包括：「人力資源提升獎勵計劃」（約16萬，獲學費資助的學員達48人）；「中壯年人士就業培訓計劃」（約5萬，學員達1,500人次）；「獎勵時裝創意教育獎學金計劃」（7萬，獲資助學生2名）；「資助大專院校獎學金」（約1萬，獲資助學生共3名）；「國際管理系統標準首次認證資助計劃」（約93萬，獲審批的個案達48宗）；「全澳學生 Office 及多媒體設計軟件技能比賽及參與全球大賽」（約36萬）；「兒童環保行動計劃」（約3萬）；及來自因人民幣定期存款貶值而確認入賬的兌換損失約34萬。

財務費用

2014年度“財務費用”約11萬，主要是銀行手續費，該項開支較2013年度增加約2萬。

其他收入

2014年度的“其他收入”是來自中心的“利息收入”。基於穩健原則，中心歷年一直將資本及所有未動用資金在本澳銀行作定期存款。由於年內各定期存款帳戶的利率普遍較2013年為高，2014年度“利息收入”隨之增加約20%（約12萬）至75萬。

營運結果

在上述各項主要因素帶動下，2014年度錄得的帳面虧損增加6.7%（約221萬）至3,512萬（2013年：3,291萬），該項虧損在年內已全數透過政府資助彌補。直至2014年底，中心的資本維持完整，共2,475萬。

營運經費

年內，中心的經費來源總額共9,400萬，當中60%是來自政府撥款（包括年初結餘1,442萬及2014年度撥款4,244萬），其餘40%是來自本身收入。2014年度的經費運用總額共7,112萬，當中40%用作項目活動、47%用作人事開支、11%用作一般行政，其餘2%用作資本開支。在2014年底，中心尚有經費結餘2,288萬，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：

Other Revenues

In 2014, the amount of “Other Revenues” totaled approximately MOP195,000, including the “Award Scheme for Human Resources Upgrading” (approximately MOP160,000 for 48 enrollments), the “Employment Training Program for the Middle-aged” (approximately MOP50,000 for 1,500 enrollments), the “Scholarship for Higher Education in Fashion Design & Creativity” (MOP70,000 for 2 students), the “Scholarship for Tertiary Education Institutions” (approximately MOP10,000 for 3 students), the “Subsidy Scheme for First-time Certification to International Management System Standards” (approximately MOP930,000 for 48 approved applications), the “Office Software and Multimedia Design Software Competitions for Macao Students and participation in the Worldwide Competitions” (approximately MOP360,000), the “EnviroKids Program” (approximately MOP30,000) and a recognized exchange loss of approximately MOP340,000 due to the depreciation of Renminbi in the fixed deposit account.

Financial Expenses

The amount of “Financial Expenses” in 2014 was approximately MOP110,000, mainly comprised of bank charges. It increased by approximately MOP20,000 comparing with 2013.

Other Revenues

“Other Revenues” in 2014 was actually derived from “Interest Income” received by CPTTM. In accordance with the conservative principle, CPTTM used to place its capital and unused funds in fixed deposit accounts in local banks. As the interest rates of various fixed deposit accounts were generally higher when comparing with 2013, the amount of “Interest Income” in 2014 increased by around 20% (approximately MOP120,000) to MOP750,000.

Operating Results

Driven by the aforementioned factors, the book loss recorded in 2014 increased by 6.7% (approximately MOP221,000) to MOP35.12 million (MOP32.91 million in 2013). This loss was fully compensated by government subsidy during the year. As of the end of 2014, CPTTM's capital remained intact at MOP24.75 million.

Sources & Application of Funds

During the year, the source of funds for CPTTM totaled MOP94 million, of which 60% was from government subsidy (including a balance of MOP14.42 million at the beginning of the year and MOP42.44 million provided during 2014) and the remaining 40% was from self-generated income. The amount of funds used in 2014 totaled MOP71.12 million, of which 40% was for projects and activities, 47% for personnel expenses, 11% for general administration and the remaining 2% for capital expenditure. By the end of 2014, CPTTM had a balance of MOP22.88 million, which would be reserved for use in the next financial year.

Performance Review

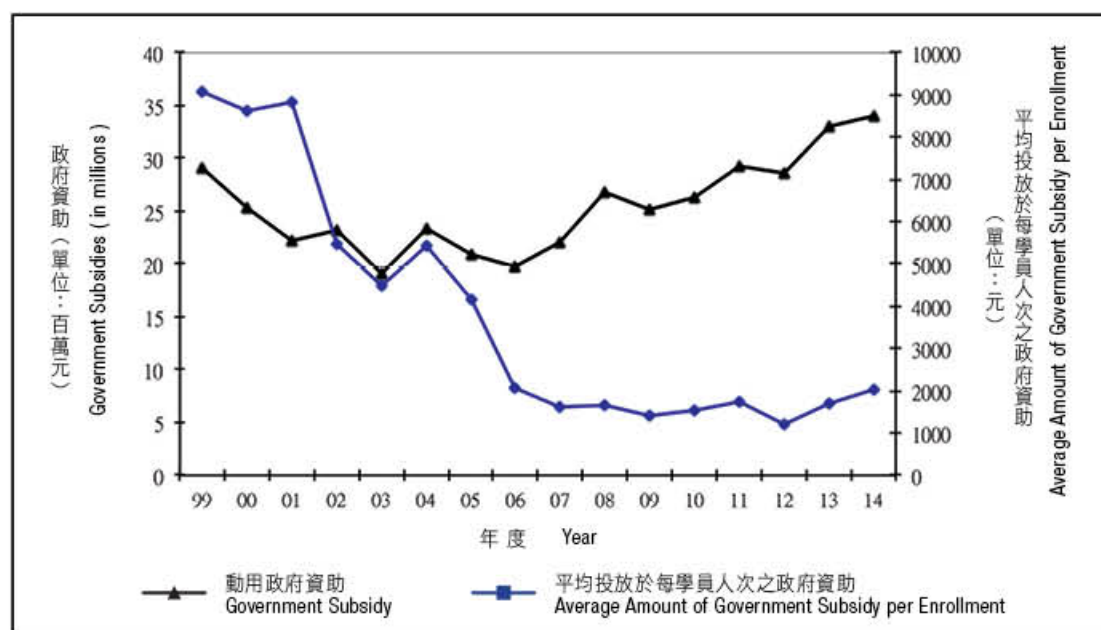
In retrospect, CPTTM has always practiced prudent financial management in its use of public resources to serve the community throughout the years. Since the handover of Macao to China, while maintaining a solid financial situation, CPTTM has been striving to enhance the competitiveness of individuals and companies in Macao in line with the latest socio-economic trends. After achieving a significant breakthrough in 2006, its performance remained on the healthy track year after year, as summarized below:

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2,000元左右及以下。

Effective Use of Resources to Ensure Operating Efficiency and Maintain Productivity

As the provision of training courses is one of CPTTM's key services, the "average amount of government subsidy per enrollment" has been adopted as an indicator to measure operating efficiency. With the continued growth in the number of enrollments, the value of this indicator decreased sharply by 50% to MOP2,051 in 2006 (MOP4,138 in 2005) and remained at around or below MOP2,000 throughout the eight-year period from 2007 to 2014.

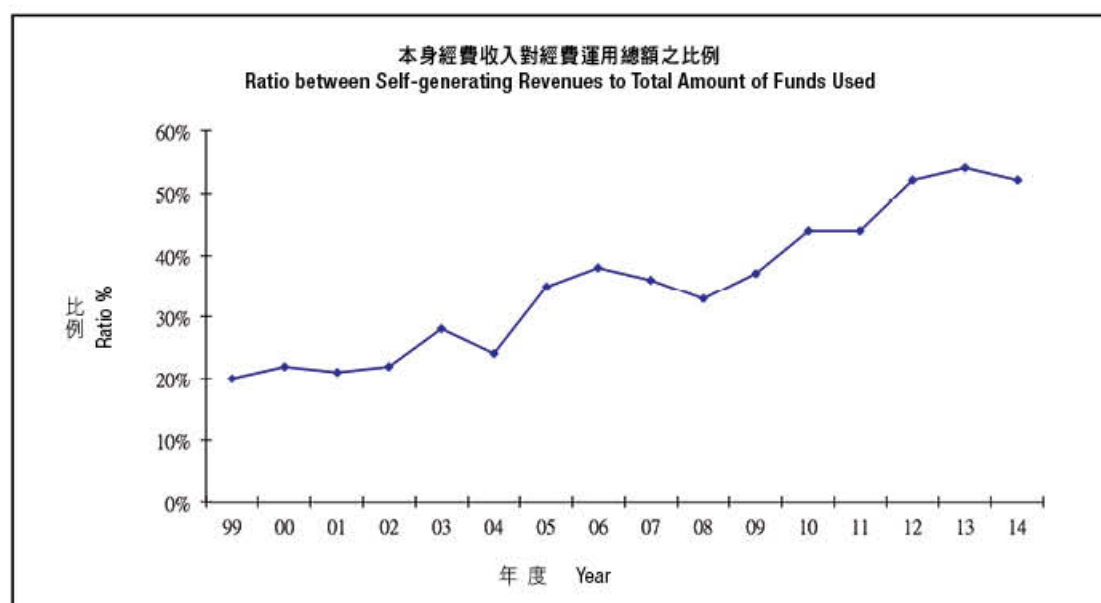


提升本身收入

在2006年度，來自本身的“經費收入”（不包括政府資助）對“經費運用總額”的比例持續增長至38%。隨後自2007至2011年這5年一直維持在33%至44%之間，而自2012年至2014這3年間均高於50%。

Increase in Self-generated Revenue

In 2006, the ratio between "Operating Revenue" (government subsidy not included) and "Total Amount of Funds Used" continued to increase to 38%. In the following five-year period from 2007 to 2011, the ratio was maintained within the range of 33% to 44%; in the three-year period from 2012 to 2014, the annual ratio exceeded 50%.



持續發展培訓、提升人力資源

在2006年度，學員人次(包括“機構委託培訓課程”及“公開課程”)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，隨後自2012年度起至2013年度均超過20,000人次。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18,500人次左右。

促進在職培訓、提升本地機構競爭力

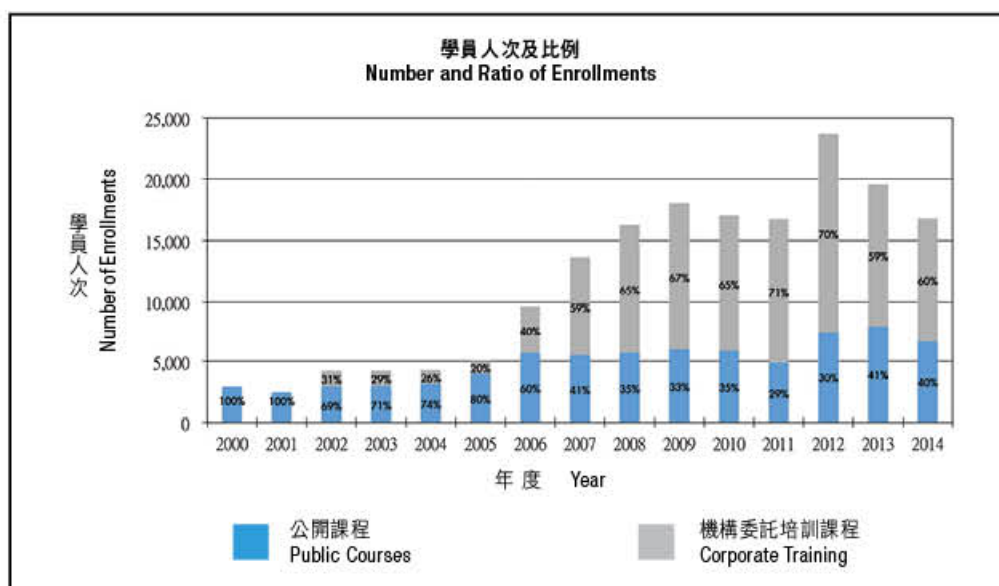
在2006年度，參與“機構委託培訓課程”的學員人次佔總課程學員人次(包括“機構委託培訓課程”及“公開課程”)的比例大幅上升至40%(2005年:20%)。隨後於2007至2012年這6年間一直維持在59%至71%之間。因應行政公職局於2013年內暫緩委託本中心舉辦公務員培訓課程，故相關比例在2013及2014年有所回落，但仍維持在59至60%。

Continuously Developing Our Training Service for the Upgrading of Human Resources

In 2006, the number of enrollments (including “corporate training” and “public courses”) increased significantly by 90% to 9,598 (5,050 in 2005). During the following five-year period of 2007 to 2011, the number of enrollments stayed within the range of 13,000 to 18,000; during 2012 to 2013, the annual figure surpassed 20,000. In 2014, the number of enrollments was lowered to around 18,500, due to the completion of the first phase of the “Continuing Education Development Program” organized by the Education and Youth Affairs Bureau (DSEJ) by the end of 2013.

Promoting On-the-job Training for Enhancing Competitiveness of Local Organizations

In 2006, the number of enrollments in “corporate training” as a percentage of total (including “corporate training” and “public courses”) increased significantly to 40% (20% in 2005). During the following six-year period from 2007 to 2012, the percentage stayed within the range of 59% to 71%. As the Public Administration and Civil Service Bureau (SAFP) temporarily suspended commissioning CPTTM to organize training courses for civil servants in 2013, the percentage was lowered but still maintained within the range of 59% to 60% during 2013 and 2014.





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。

Outlook

In the coming year, CPTTM will strive for further improvement in the quality of training courses and services, so as to cope with ongoing development of the local economy. The CPTTM team is committed to enhance its performance and contribution to the community through innovative thinking, continuous review and learning.

Acknowledgement

CPTTM's ability to deliver various services and activities, to ensure proper internal administration as well as to enhance operating performance, owes much to the efforts of the management team. Here we would like to give special thanks to the MSAR Government and all CPTTM associates for their support; to the Board of Directors, the Supervisory Board, the Advisory Board and the Committee members for their valuable time and expertise contributed for CPTTM; and last but not least, to all CPTTM staff for their commitment and efforts, which has brought CPTTM to a level of management maturity that enables it to undertake various initiatives according to its mission and vision.

理事長
孫家雄

Shuen Ka Hung
Director-General



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：

生產力中心在澳門特區政府的大力支持下、理事會的積極工作和各位社員的積極參與下，中心過去一年的工作開展順利。按照中心章程，監事會審慎監察了中心二零一四年度的理事會工作報告及財務報告，亦審閱了由核數師所提交之審核報告。監事會認為理事會之工作報告及財務報表顯示中心之財務健全，運作正常。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！

二零一五年三月二十日，於澳門。

主席

高開賢

澳門中華總商會代表

監事

鍾聖心

澳門特區政府代表

監事

余振棠

南粵(集團)有限公司代表

總辦事處
Head Office
成衣技術匯點
House of Apparel Technology
數碼匯點
Cyber-Lab

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Rua dos Pescadores, Edif. Industrial Ocean, Fase II, 10º andar, Macau
澳門 馬統領街廠商會大廈三樓
Rua Comandante Mata e Oliveira, Edif. Associação Industrial, 3º andar, Macau
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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 o forte apoio do Governo da R.A.E.M., o empenho da Direcção e a participação activa dos Associados, os trabalhos do CPTTM no ano passado foram realizados com sucesso. Em conformidade com os Estatutos do CPTTM, o Conselho Fiscal examinou criteriosamente o Relatório de Trabalhos e as Contas do CPTTM relativos ao ano 2014, elaborados pela Direcção, e apreciou o Relatório Financeiro apresentado pelo auditor. O Conselho Fiscal é de parecer que o Relatório de Trabalhos da Direcção e as Contas demonstram que a contabilidade do CPTTM está em ordem e a operação normal. O Conselho Fiscal dá um parecer plenamente afirmativo aos trabalhos da Direcção.

Terminado o Parecer do Conselho Fiscal. Obrigado!

Macau, aos 20 de Março de 2015.

Presidente

Kou Hoi In
Representante da
Associação Comercial
de Macau

Vogal

Chong Seng Sam
Representante do
Governo da R.A.E.M.

Vogal

ZhenTang Yu
Representante de
Nam Yue (Group) Co. Ltd.

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House of Apparel Rua dos Pescadores, Edif. Ind. Ocean, Fase II, 10º and, Macau
Technology Rua Comandante Mata e Oliveira, Edif. Associação Ind., 3º and, Macau
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Página 1 / 1

崔世昌核數師事務所

CSC & ASSOCIADOS – Sociedade de Auditores

Avenida da Praia Grande 815, Edifício Centro Comercio Talento 4º andar, Macau

澳門南灣大馬路 815 號才能商業中心四樓 電話 Tel: (853)28322121 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,該財務報表由二零一四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記錄。

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二零一四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。

梁煒銓



梁煒銓核數師

崔世昌核數師事務所

澳門,二零一五年二月三日

崔世昌核數師事務所

CSC & ASSOCIADOS - Sociedade de Auditores

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澳門南灣大馬路 815 號才能商業中心四樓 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 2014, 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 2014, and of the results of its operations for the year then ended in accordance with the General Financial Reporting Standards of Macao.

Leong Vai Chun, Auditor
for CSC & Associates, Auditors

Macao
3 February 2015

3 年度回顧 Annual Review

3.1 進修・實踐終身學習

整體表現

2014年，中心舉辦了1,003個培訓課程及研討會，學員人次共計18,547名，比去年下跌了15%，學時則維持2013年水平，達23,713小時。按培訓課程學時計，分別為「營商及管理」範疇（32.7%）、「資訊科技」範疇（28.8%）、「時尚創意」範疇（27.6%）及「商務語言」範疇（10.9%）。

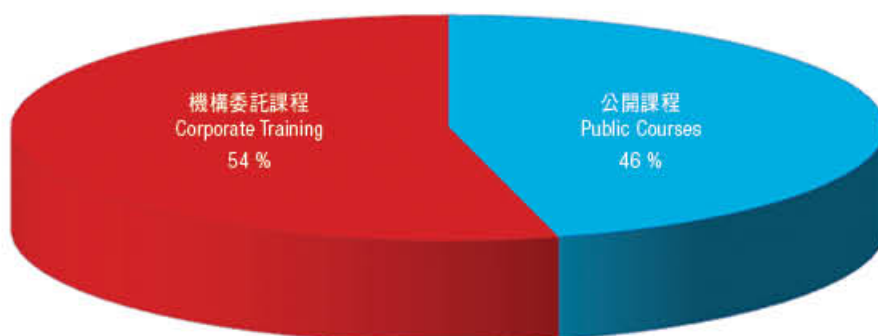
3.1 Continuing Education – The Practice of Lifelong Learning

Overall Performance

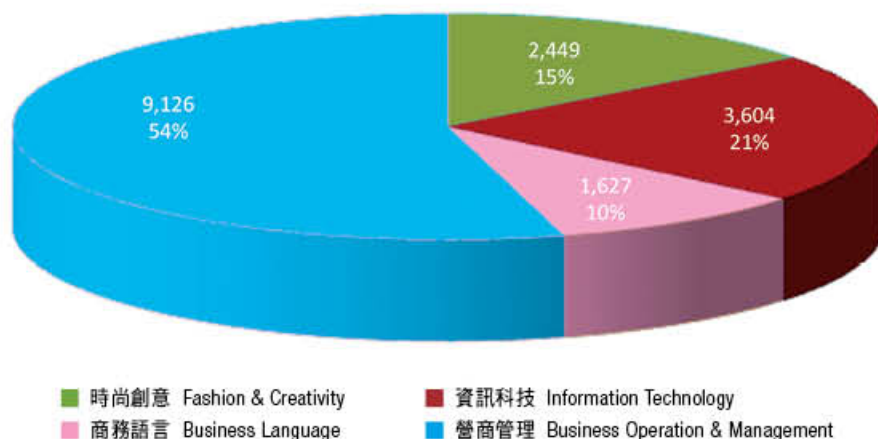
In 2014, CPTTM held 1,003 courses and seminars, providing training for a total of 18,547 enrollments, which decreased by 15% comparing with 2013. The number of training hours reached 23,713, remained at 2013 level. In terms of training hours, the area of "Business Operation & Management" accounted for 32.7%, "Information Technology" 28.8%, "Fashion & Creativity" 27.6% and "Business Language" 10.9%.

2014年 / Year 2014	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	535	53.3 %	468	46.7 %	1,003	100%
學員人次 / No. of enrollments	8,522	45.9 %	10,025	54.1 %	18,547	100%
學時 / No. of training hours	12,816	54 %	10,897	46 %	23,713	100%

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
(2014)



培訓範疇 — 學員人次分佈
Training Areas - Distribution of Enrollments
(2014)



促進在職人士持續進修

2014年，中心為促進行業從業員發展而設的課程，主要有：

1. 服裝行業—新課程包括帽子設計、童鞋製作、皮革手袋設計及製作、服裝心理學、品牌及服飾產品設計、服裝管理人員培訓等；特別邀請廣州T.I.T.創意園嶺南服飾博物館屈汀南先生來澳擔任有關〈廣東刺繡工作坊〉，向學員傳授廣繡的針法工藝；
2. 個人形象設計—增設動漫角色扮演設計系列；而美容方面的新課程有熱礦物石按摩療法、香薰按摩治療、營養學、美容院創業及管理；
3. 資訊科技行業—專業技術方面新課程以MCSA (Microsoft Certified System Administrator)、H3C網絡技術、流動應用程式開發等為主，並拓展3D建模及打印系列；
4. 服務業—繼續開辦銜接英國City & Guilds認證的「前線服務系列」；
5. 商務語言—繼續開辦商用英語、普通話、廣東話、日語、韓語、葡語、德語及法語課程；
6. 行政及管理技能—在中/高層管理技巧方面，新增「教練技巧培訓課程」。

Promoting Continuing Education of the Employed

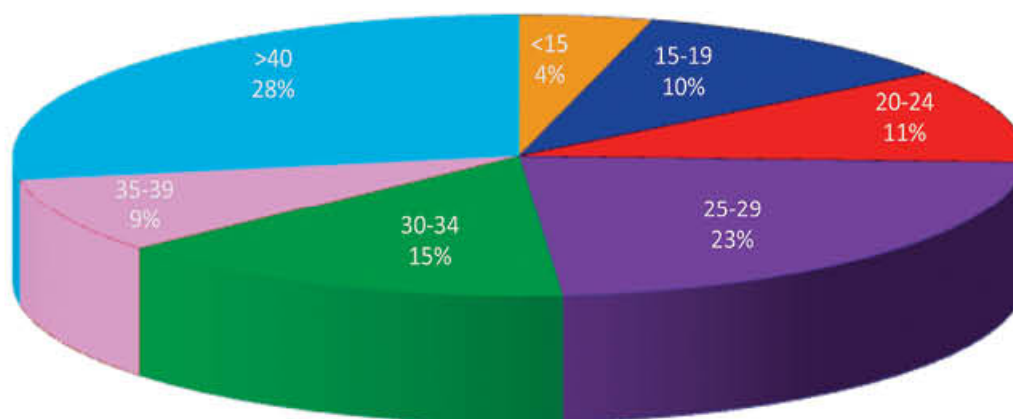
In 2014, the featured training courses launched by CPTTM to foster the development of practitioners in different sectors were as follow:

1. The apparel sector – the new courses covered hat design, children's shoes manufacturing, leather handbag design & manufacturing, fashion psychology, labels & apparel accessories design, apparel management training, etc.; Mr. Qu Ting Nan, the Curator of Lingnan Museum of Costume of Guangzhou T.I.T. Creative Industry Zone, was specially invited to act as the trainer of "Canton Embroidery Workshop", onpassing the Canton embroidery techniques to the students;
2. The personal image design sector – cosplay design series was added; the new courses of cosmetology included thermal ore massage therapy, aromatherapy, nutriology, as well as startup and management of a beauty salon, etc.;
3. The information technology (IT) sector – the new courses of professional IT training focused on Microsoft Certified System Administrator (MCSA) and H3C networking technology, mobile application program development, and expanded the 3D modeling and printing series;
4. The service sector - continued to organize the "Training Series on Frontline Service", having it aligned with the City & Guilds Qualifications (UK);
5. Business language - continued to provide business training courses in English, Putonghua, Cantonese, Japanese, Korean, Portuguese, German and French;
6. Executive and managerial skills – added a training course on "Coaching Techniques" for middle and senior level managers.

此外，中心繼續向成功完成指定培訓系列的學員頒發專業文憑，當中包括《時裝設計及製作》、《人力資源管理》、《Linux 管理》，以及《商品展示設計》。

In addition, CPTM continued to award professional diplomas to students who have successfully completed designated training series in "Fashion Design and Manufacturing", "Human Resources Management", "Linux Administrator Professional" and "Visual Merchandising".

學員年齡分佈
Training Course Enrollments - Age Distribution
2014





提升中年人士職業技能

中年人士培訓系列主要以電腦應用為主，新增平板電腦應用課程，全年錄得231名學員人次。自2005年中開辦，累計學員人次4,786名。另一方面，中心繼續為澳門工會聯合總會「中壯年人士就業輔助培訓計劃」免費提供《職場致勝之道課程》，2014年共開辦了54班，學員人次1,572名。由2006年至今，累計學員人次達38,987名。

啟發青年人創意及職業志向

中心舉辦的《青少年培訓系列》目的是為了啟發青年人的創意及職業導向，並加深他們在正規教育以外的行業知識、職場技巧及職業技能。為達至此目的，中心也分別與本地中學、大學、青年團體及教育暨青年局合作，舉辦多項課程。

1. 《中學職業技術課程》- 在2014/15學年，繼續與中葡職業技術學校合辦「三年制高中創意時裝設計及製作課程」和「職業技術導向的特殊教育課程 - 辦公室助理、中西式餐飲服務、酒店房務、花藝包裝、麵包烘焙及廚工實務」；
2. 為教育暨青年局的《2014年度暑期活動》開辦了37項共55班次的課程，學員人次為875名。課程類別包括服飾設計及形象、電腦科技及創意思維、自我管理及職場技巧；
3. 為本澳中學提供餘暇課程，主題包括語言及司儀技巧、資訊科技、服飾創意、商務知識，以及溝通、時間管理等「軟」技巧；
4. 為大專院校舉辦《大學生就業工作坊系列》，除包括求職技巧(面試、履歷寫作)外，亦同樣包括職場「軟」技巧(溝通、人際關係、團隊合作、壓力處理)。



Enhancing Occupational Skills of the Middle-aged

The Training Series for the Middle-aged focuses on computer application, with a new course on the use of tablet PCs added. Altogether there were 231 enrollments recorded during the year. The cumulative total number of enrollments reached 4,786 since the launch of the series in mid-2005. On the other hand, CPTTM continued to offer the free-of-charge "Success at Workplace Series" for the "Middle-aged Employment Assistance Training Program" hosted by the Macau Federation of Trade Unions (FAOM). In 2014, a total of 54 classes were held which recorded 1,572 enrollments. The cumulative number of enrollments since 2006 reached 38,987.

Inspiring Creativity and Career Aspiration of the Youth

CPTTM provided the "Youth Training Series" for the purpose of inspiring creativity and career orientation among the young people, enhancing their knowledge about different industrial sectors, as well as equipping them with workplace and vocational skills beyond the scope of formal education. To achieve this, CPTTM entered into cooperation with local secondary schools, universities, youth associations and the Education and Youth Affairs Bureau (DSEJ) to provide different training projects.

1. The "Vocational Training Program for Secondary Schools" – for the 2014/15 academic year, CPTTM continued to co-organize the "3-year Creative Fashion Design and Manufacture Program" and the "Occupational Skills-oriented Special Education Program (including Office Support, Chinese/Western Catering Service, Hotel Housekeeping, Flower Arrangement, Bakery Skills and Kitchen Support)" with the Escola Luso-Chinesa Técnico-Profissional;
2. CPTTM organized 37 courses (55 classes) for the "2014 Summer Activities Program" hosted by DSEJ, which had 875 enrollments. The topics of training included apparel/accessories design & image, computer technology & creative thinking, as well as self-management & workplace skills;
3. CPTTM provided extracurriculum courses for local secondary schools, covering topics on languages, emcee skill, information technology, fashion creativity, business knowledge and "soft" skills such as communication, time management, etc.;
4. CPTTM organized the "Career Training Workshop Series for University Students" for tertiary education institutions; apart from job-hunting skills (interview, resume writing), also provided "soft" workplace skills (communication, interpersonal relationships, teamwork, stress handling, etc.).

以競賽提升青少年的職業技能

2014年，中心主辦了八項職業技能競賽：

1. 《第六屆全澳中學生Office軟件技能比賽》 - 參賽項目包括Word、Excel及Powerpoint，共有308名來自本澳20家中學的學生參加，為歷屆之最；3名優勝學生代表澳門於7月份前往美國參加《Microsoft Office軟件技能全球大賽》，中心於賽前提供密集培訓。最後，本澳兩位代表陳茵穎及羅見欣分別取得Word 2010及Excel 2010項目全球冠軍的佳績；
2. 《第一屆澳門學生多媒體設計軟件技能比賽》 - 雖然是首次舉辦，但兩個比賽項目(Photoshop、Illustrator)共吸引了114名來自19間學校的學生參加，2名勝出的學生代表本澳參加了在美國舉行的《Adobe ACA (Adobe Certified Associate) 技能全球大賽》，最後澳門代表張偉恒勇奪Adobe 多媒體設計的全球冠軍殊榮；
3. 《第一屆全澳中學生資訊科技常識問答比賽》 - 分初中及高中兩個組別進行比賽，總決賽假澳門科學館舉行，共有15間中學的166名學生參加。參賽學生認為比賽有助他們加深對資訊科技的認識，明確未來學習路上的目標；

Enhancing the Youth's Occupational Skills through Competition

In 2014, CPTTM hosted 8 vocational skill competitions:

1. The "6th Office Software Competition for Macao Secondary School Students" – the competition had 3 categories: Word, Excel and PowerPoint, attracting 308 students from 20 local secondary schools to participate, which was a record-high number. The winners of the 3 categories went on to represent Macao in the "Worldwide Competition on Microsoft Office", which was held in the United States in July. CPTTM provided intensive training prior to the competition. In the end, the two representatives of Macao, Chan Ian Weng and Lo Kin lan, won the World Championship in Word 2010 and Excel 2010 respectively;
2. The "1st Multimedia Design Software Skill Competition for Macao Students" – This first-time competition (with two categories, Photoshop and Illustrator) managed to attract 114 contestants from 19 schools. The two winners, representing Macao, participated in the "Adobe Certified Associate (ACA) Worldwide Competition Championship" held in the United States. Eventually, Cheong Wai Hang won the World Championship in Adobe Multimedia Design;
3. The "1st IT Knowledge Quiz Competition for Macao Secondary School Students" – the competition was divided into two groups: junior secondary and senior secondary. The final round was held at the Macao Science Center with 166 contestants from 15 schools. According to the contestants, the competition helped them to enhance their IT knowledge and set clear objectives for their further studies;





4. 《第四屆澳門時裝畫藝術大賽》- 是次主題為「五味人生」，比賽設有學生組及公開組，分別收到127份及61份作品；
5. 《澳門青少年流行時裝技術大賽》- 主題為「樂韻世界」，共有38人報名參加；
6. 《第九屆港澳青少年網絡技能大賽》- 中心培訓了11隊中學組及4隊大專組參賽，大專組賽事在澳門科學館舉行，吳健迪及區陽潔霞的組別勇奪大專組冠軍，而中學組就獲得3金5銀3銅的佳績；
7. 《全澳中學生創意3D物件設計比賽》- 題目是「創意書桌用品」，比賽分高中組及初中組，分別收到15份及7份作品；
8. 《第二屆澳門創意化妝及造型設計比賽》- 賽事分為三個組別，包括創意造型設計、舞台化妝及新娘化妝，活動在澳門科學館順利舉行；同日還舉辦了《第二屆澳門創意化妝及造型設計比賽之攝影比賽》。
4. The "4th Macao Fashion Illustration Contest" – the theme of this year was "Colorful Life". The competition was divided into the students' group and the open group, which received 127 and 61 pieces of work respectively;
5. The "Macao Youth Fashion Technology Competition" – the theme of this year was "Music Rhyme of the World"; there were a total of 38 contestants;
6. The "9th Hong Kong-Macao Youth Networking Skills Competition" – CPTTM trained 11 teams of secondary school students and 4 teams of university students to participate in the event; the competition of the university category was held at the Macao Science Center. The team of Ng Kin Tek and Ao leong Kit Ha won the championship of the university category, while the secondary school teams won 3 gold, 5 silver and 3 bronze medals.
7. The "Creative 3D Object Design Competition for Macao Secondary School Students" – the theme was "Creative Desktop Accessories"; the competition was divided into 2 groups: junior secondary and senior secondary, receiving 15 and 7 pieces of work respectively;
8. The "2nd Macao Creative Makeup Design Competition" – the competition was divided into 3 groups: creative image design, creative stage makeup and creative bridal makeup. It was held at the Macao Science Center. The "Photo Contest of the 2nd Macao Creative Makeup Design Competition" was also organized on the same day.

此外，中心獲勞工事務局委託，擔任『第43屆世界職業技能競賽』中「流行時裝技術」、「美容護理」、「商品展示」、「網頁設計」和「電腦網絡系統管理」五個項目的代表單位，負責選拔和培訓本地參賽者，並以專家代表之身份參與。中心時裝及形象創意部高級經理關治平再次連任為是屆流行時裝技術項目總專家。另一方面，中心也續獲委任為『第8屆穗港澳青年技能競賽』之「時裝設計與技術」、「美容護理」和「動漫設計及製作」的代表單位，負責提供相關技術協助、監察培訓進度等。

In addition, CPTTM was appointed by the Labor Affairs Bureau (DSAL) to be the representative unit for the selection and training of local contestants and to participate as experts in 5 categories ("Fashion Technology", "Beauty Therapy", "Visual Merchandising", "Web Design" and "IT Network Systems Administration") of the "43rd WorldSkills Competition". Victoria Kuan, Senior Manager of CPTTM Creative Fashion and Image Department, was re-elected as the Chief Expert of the "Fashion Technology" category. On the other hand, CPTTM was also appointed to be the representative unit of 3 categories ("Fashion Design and Technology", "Beauty Therapy" and "Anime Design and Making") of the "8th Guangzhou-Hong Kong-Macao-Chengdu Youth Skills Competition", responsible for providing technical support and supervising the training arrangement.

與其他團體合辦行業進修課程

中心繼續與不同的政府部門及本地社團合辦進修課程，當中包括：

1. 「房地產評估專業培訓系列」- 自2008年起與澳門房地產評估業協會合辦有關課程，推出以來共進行了10期基礎課程及5期進階課程，累計學員人次386名；
2. 「GLM國際物流管理認證課程系列」- 課程是與澳門付貨人協會合辦，得到美國運輸與物流協會(AST&L)認可；在2012年至2014年期間，共舉辦了4期GLM I 助理物流師認證課程和3期GLM P 物流師認證課程，累計學員人次80名；
3. 「實驗室管理系列」- 此系列是與澳門化驗師公會合辦，在2012年至2014年期間，開辦了有關ISO 15189醫學實驗室質量管理體系、測量不確定度，以及「ISO/IEC 17025實驗室質量管理體系之課程，累計學員人次101名；
4. 「馬交影藝新思維課程」- 自2012年開始，與澳門望德堂區創意產業促進會合辦有關課程，舉辦了3班，學員人次138名；
5. 「爐具及其有關裝設知識」課程 - 自2013年起與經濟局及燃料安全委員會合作舉辦，兩期課程共錄得60名學員；



Co-organizing Continuing Education Programs with Other Organizations

CPTTM continued to co-organize various courses with different public departments and local associations:

1. The "Professional Training Series of Real Estate Valuation" – CPTTM co-organized this series with the Macau Property Evaluation Association. Since its launch in 2008, there were 10 rounds of foundation training and 5 rounds of application training held with a cumulative total of 386 enrollments;
2. The "Training Series for GLM (Global Logistics Management) Certification" – this series was co-organized with the Macau Shipper's Association and recognized by the American Society of Transportation & Logistics (AST&L). From 2012 to 2014, 4 rounds of GLM I Certification course and 3 rounds of GLM P Certification course were held, with a cumulative total of 80 enrollments;
3. The "Training Series on Laboratory Management" – co-organized with the Macau Laboratory Technologist Association, 3 courses were held during 2012 to 2014, namely "ISO 15189 Medical Laboratory Quality Management System", "Measurement of Uncertainty" and "ISO/IEC 17025 Laboratory Quality Management System". There were a cumulative total of 101 enrollments;
4. The "Training Program on New Thinking in Macao Film Art" – co-organized with the Creative Industries Promotion Association of the St. Lazarus Parish since 2012, 3 rounds of training were held which had 138 enrollments;
5. The "Gas Stove Installation Essentials" training course was co-organized with the Macao Economic Services (DSE) and the Fuel Safety Commission of Macao (CSC) since 2013; 2 rounds of training were held for 60 enrollments;



6. 自2013年開始與海事及水務局合作舉辦「澳門水務工程從業員實務工作坊」，4期課程共有102名學員參與。
7. 「為建造業而設的AutoCAD 2014課程」- 自2013年起與澳門建造業總工會合辦，6期課程共錄得學員人次71名。

此外，在2014年亦新增了：

1. 與海事及水務局合作的「樓宇儲水箱清洗操作培訓課程」，錄得32名學員；
2. 與經濟局合辦「計量器具應用課程」，有27名學員參與；
3. 與空調製冷商會合辦「職業健康安全督導員課程」，有22名學員；
4. 與澳門金業同業公會合辦「珠寶設計、珠寶估值、珠寶零售及寶石測試專業知識課程」，錄得25名學員；
5. 與房屋局合辦「樓宇管理人員善用調解技巧課程」，兩期課程共有40人參與。

鼓勵在職人士持續進修、爭取專業認證

2014年，中心繼續參與特區政府的「持續進修發展計劃」，向教育暨青年局申請將公開課程及由中心所統籌的公開考試納入該計劃內。自2011年至今，獲批課程累計為1,819項，共錄得11,631名學員人次曾使用該計劃報讀公開課程，佔總收生人數70%。公開考試方面，獲批考試累計為1,411項。

在專業考試服務方面，2014年新增的考試包括：

- ◆ 國際婚禮統籌協會ABC(Association of Bridal Consultants)認可國際婚禮專員(PBCV)考試；
- ◆ 澳洲註冊會計師(CPA)考試；
- ◆ GRE® (Graduate Record Examinations)考試 - GRE®是由ETS(美國教育考試服務中心)舉辦的國際性考試；
- ◆ Australia Central Institute of Technology 熱礦物石按摩療法、應用營養學、香薰面部及身體淋巴引流按摩，以及美容院創業及營運考試。

6. The "Practical Workshop for Plumbers" was co-organized with the Marine and Water Bureau (DSAMA) since 2013; 4 rounds of training were held, with 102 enrollments recorded;
7. The "AutoCAD Training 2014 for the Construction Industry" was co-organized with the Macao Construction Industry General Unions since 2013; 6 rounds of training were held, with a total of 71 enrollments recorded.

In addition, the following programs were added in 2014:

1. The "Training Course on Cleaning Water Tank in Buildings" was co-organized with the Marine and Water Bureau (DSAMA), which had 32 enrollments;
2. The "Application Training on Calibration Equipment" was co-organized with the Macao Economic Services (DSE), which had 27 enrollments;
3. The "Training Course for Occupational Health and Safety Supervisors" was co-organized with the Air-conditioner & Refrigeration Chamber of Commerce, which had 22 enrollments;
4. The "Professional Training on Design, Appraisal & Retail of Jewelry and Gem Test" was co-organized with the Macao Goldsmith's Guild, which had 25 enrollments;
5. The "Training Course on Mediation Skills for Building Management Practitioners" was co-organized with the Housing Bureau (IHM), 2 rounds of training were held with 40 enrollments.

Encouraging the Employed to Pursue Continuing Education and Strive for Professional Certification

In 2014, CPTTM continued its participation in the "Continuing Education Development Program" of the MSAR Government, applying with the Education and Youth Affairs Bureau (DSEJ) to have both public courses and public examinations hosted by CPTTM included in the Program. Since 2011, 1,819 rounds of courses were approved, with 11,631 enrollments using the Program to enroll, accounting for 70% of the total number of enrollments. For public examinations, 1,411 rounds were approved.

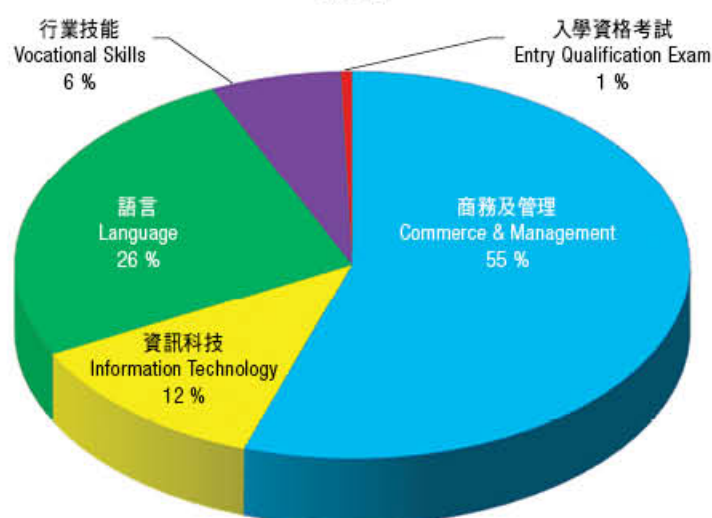
On the part of professional examination service, the following examinations were added in 2014:

- ◆ ABC (Association of Bridal Consultants) PBCV (Professional Bridal Consultant and Vendor) Qualification Exam;
- ◆ CPA Australia Exam;
- ◆ GRE® Test – an international test hosted by the Educational Testing Service (ETS) in the United States;
- ◆ The Australian Central Institute of Technology exams on Thermal Ore Massage Therapy Applied Nutriology, Facial and Body Lymphatic Drainage Massage with Aromatherapy, as well the Startup and Operation of a Beauty Salon.

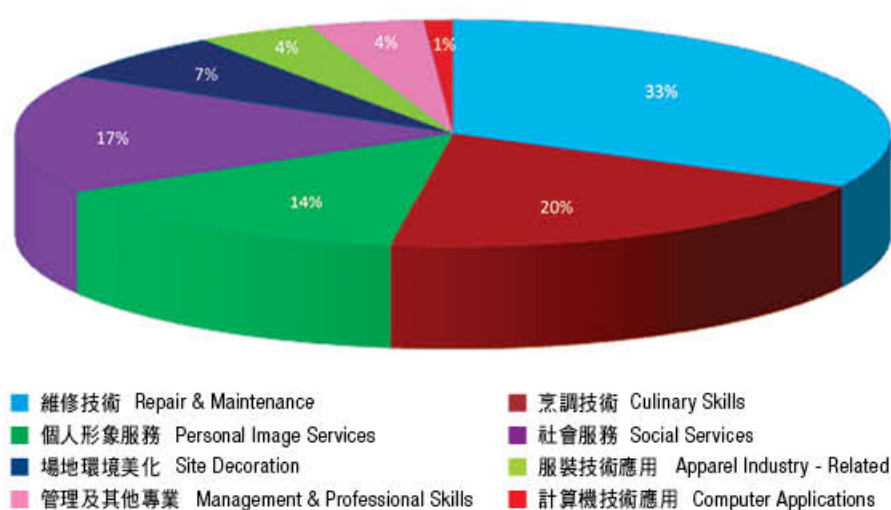
在2014年，共有4,573名考生參加中心所組織的各類型公開考試，比去年增加約4.1%。當中包括資訊科技、商務及管理、語言、職業技能(包括國家職業資格考試)，以及入學資格考試。自2005年成立專業考試資源中心，至2014年，參與各項專業考試之考生累計人次已超過23,455名。

In 2014, a total of 4,573 candidates registered to take part in various public examinations hosted by CPTTM, an increase of approximately 4.1% from the previous year. The types of examination included information technology, commerce & management, language, vocational skills (including the China National Vocational Qualification Assessment) and School Admission Test. Since its founding in 2005, the Professional Examination Resources Unit served a cumulative total of 23,455 candidates.

專業考試服務－報考類別分佈
Distribution of Candidates for Professional Examination Service
2014



國家職業資格考試
China National Vocational Qualification Assessment
(2005/10 - 2014/12)



3.2 時尚·創意的搖籃

學以致用

一如既往，中心繼續開辦時裝設計及製作文憑課程，為澳門時裝界培育更多新血人才。〈第十二屆時裝設計及製作文憑課程(2013)〉的畢業表演於〈澳門服裝節2014〉作閉幕演出，展出了13名學員共65套作品。課程開辦逾十年，培育了百多名學員，部份學員更已實現夢想，晉身為時裝業設計師，為澳門時裝業努力奮鬥。

為讓畢業學員能親身體驗一個原創設計系列誕生背後的商業運作，自2009年起，每年均推行〈MaConsef時裝孵化計劃〉。2014年度的MaConsef設計團隊共有6位成員，創作主題為「中國古代將軍」，分為三個系列，共24套服裝。中心帶領MaConsef團隊前往香港參加〈2014香港國際春季成衣及時裝材料展〉，以及於〈2014香港時裝節〉上，聯同4個本地服裝品牌(Auarlo Arte, NB Nubiano, Salut ça va?及Worker Playground)作澳門獨家專場匯演(Macao Fashion Parade)，共展出了78套時尚及華麗服裝，向外界展示澳門原創的時裝設計成果。

3.2 Fashion - Cradle of Creative Arts

From Theory to Practice

As always, CPTTM continued to organize the Diploma Program in Fashion Design and Manufacture, nurturing new talents for the local fashion industry. The graduation show of the "12th Diploma Program in Fashion Design and Manufacture (2013)" was held at the closing ceremony of the "Macau Fashion Festival 2014", in which a total of 65 outfits from 13 students were exhibited. It has been more than a decade since the launch of this Program, which had developed over one hundred students. Some of them have realized their dreams and become fashion designers, striving to advance the local fashion industry.

To enable the graduates to experience the commercial aspects of launching an original design series, CPTTM has been organizing, on a yearly basis, the "MaConsef Fashion Incubator Program" since 2009. The MaConsef design team of 2014 had 6 members, who developed 3 collections (with 24 outfits) around the theme of "Generals in Ancient China". CPTTM led the MaConsef team to attend the "Interstoff Asia Essential 2014 – Spring" exhibition. In the "Hong Kong Fashion Week 2014", the team also hosted its "Macao Fashion Parade" together with 4 other fashion labels from Macao (Auarlo Arte, NB Nubiano, Salut ça va? and Worker Playground), which showcased 78 stylish and dazzling outfits of their latest collections, demonstrating their design originality to the outside world.





為本地時裝設計及品牌打造發展平台

為推動及協助本澳服裝業的發展，中心繼續與澳門貿易投資促進局在「第十九屆澳門國際貿易投資展覽會」進行期間合辦澳門服裝節。〈2014澳門服裝節〉首次採用開放式的舞台設計，共舉行了6場時裝表演、2場時裝專題研討會，參與的設計師/品牌83個，演出的服飾共426套、入場超過2,600人次，無論參與單位數或入場人次都是歷屆之冠；同場還設置了13組時裝設計師天地的展位。

本屆服裝節獲多間本地及外地傳媒派員採訪各場時裝表演及專訪設計師，並透過中文、葡文、英文的電子、平面及網上媒體播放，收效顯著。

另一方面，中心繼續積極推動設計師參與不同地區的時裝展覽，分別組織本地服裝設計師或品牌出外參加國際活動。2014年，中心組織了3個服裝品牌ESTAWOM、L.A.C.Y. 及Worker Playground參加「香港國際春季成衣及時裝材料展」的「Fabrics to Fashion Walk」時裝表演；以及推薦本地設計師吳嫦艷代表本澳前往台北參加「2014 春季及秋季台北魅力展」的「兩岸四地品牌匯演」。通過參與展覽，提升澳門設計時裝在國際上的知名度。

Building a Development Platform for Local Fashion Designers and Labels

To promote and facilitate the development of the apparel sector in Macao, CPTTM continued to co-organize the Macau Fashion Festival with the Macao Trade and Investment Promotion Institute (IPIM) during the "19th Macao International Trade and Investment Fair (MIF)". The open stage design was adopted for the first time in the "Macao Fashion Festival 2014", which hosted 6 fashion shows and 2 seminars. There were altogether 83 fashion designers/labels participated in the event, showcasing 426 outfits, which attracted an audience of over 2,600 – both hit a record high. There were also collections of 13 fashion designers on display in the exhibition area.

In the Festival, quite a number of local and overseas media companies gave coverage to the fashion shows and interviewed the designers, which were broadcasted over different electronic, print and online channels, in Chinese, Portuguese and English, achieving greater publicity effect.

On the other hand, CPTTM actively encouraged designers to participate in fashion shows in different regions and organized local fashion designers or labels to attend international events. In 2014, CPTTM attended the "Fabrics to Fashion Walk" of "Interstoff Asia Essential – Spring" exhibition in Hong Kong, together with 3 fashion labels, namely, ESTAWOM, L.A.C.Y. and Worker Playground. CPTTM also recommended Kitty Ng, a local designer to represent Macao to participate in the "Joint Show of Labels from Mainland China, Hong Kong, Macao and Taiwan" at the "2014 Spring/Autumn Taipei IN Style" exhibition. Through such participation, the profile of local fashion design could further be enhanced on the international stage.



中心繼續與文化局合辦澳門時尚廊，並以新模式營運，包括舉辦不同類型的期限店、服裝展覽、工作坊及相關藝術活動。在2014年推出了3個時裝期限店（初春、仲夏及秋冬），並增設銷售平台。同期舉辦了四個服裝展覽，分別是「廣繡展」、「舊式縫紉機展」、「絲呈畫意-澳門創意時尚絲巾展」、「當下型匯-2013時裝設計樣版製作補助計劃作品展」。此外，開辦5個工作坊——「中國鈕結工作坊」、「創意戒指工作坊」、「數碼布藝頭飾工作坊」、「型格皮飾工作坊」及「派對珠飾工作坊」；又與望德堂區創意產業促進會合辦了多項時尚瘋堂系列活動——「月照瘋堂系列活動之藝文一條街」、「縫出新創意時裝表演」、「澳門新晉時裝品牌服飾表演」、「時尚秋冬品牌服飾表演」。時尚廊全年共接待約8,000參觀人次，共有49名設計人士參與展覽，19個本地品牌參與銷售。

除此之外，中心研發揉合本澳著名藝術家及年輕設計師的共同創作，以澳門風景名勝為主題的特色絲巾，並將其商品化，收到不少訂購申請，將推動創意產業與宣傳澳門旅遊相結合。

CPTTM continued its collaboration with the Cultural Affairs Bureau (ICM) in running the Macao Fashion Gallery, using a new business model, including organizing different kinds of pop-up shops, fashion shows, workshops and related art events. In 2014, 3 fashion pop-up shops (early Spring, midsummer and Autumn & Winter) were launched with new sales platforms. The Gallery also held 4 fashion exhibitions, namely "Canton Embroidery Exhibition", "Exhibition on Classic Sewing Machines", "Paintings on Silk – Exhibition on Macao Featured Scarves Design" and "Style Encounter Moment – Fashion Exhibition of the 2013 Subsidy Program for Fashion Design on Sample Making". In addition, 5 workshops were held, namely the "Workshop of Chinese Knot", "Workshop of Creative Rings", "Workshop of Digital Cloth Headwear", "Workshop of Fashion Leather" and "Workshop of Party Jewelry". CPTTM also cooperated with the Creative Industries Promotion Association of St. Lazarus Church District to organize a number of Outdoor Catwalk Fantasia Wardrobe activities, including "A Street of Art Style of the Moonlight Outdoor Catwalk Fantasia Wardrobe Activity", "Sewing Innovation Fashion Show", "Fashion Show by New Labels in Macao" and "Autumn/Winter Fashion Show". The Gallery attracted about 8,000 visitors throughout the year, with 49 designers participating in the exhibitions and 19 local labels getting involved in the sales.

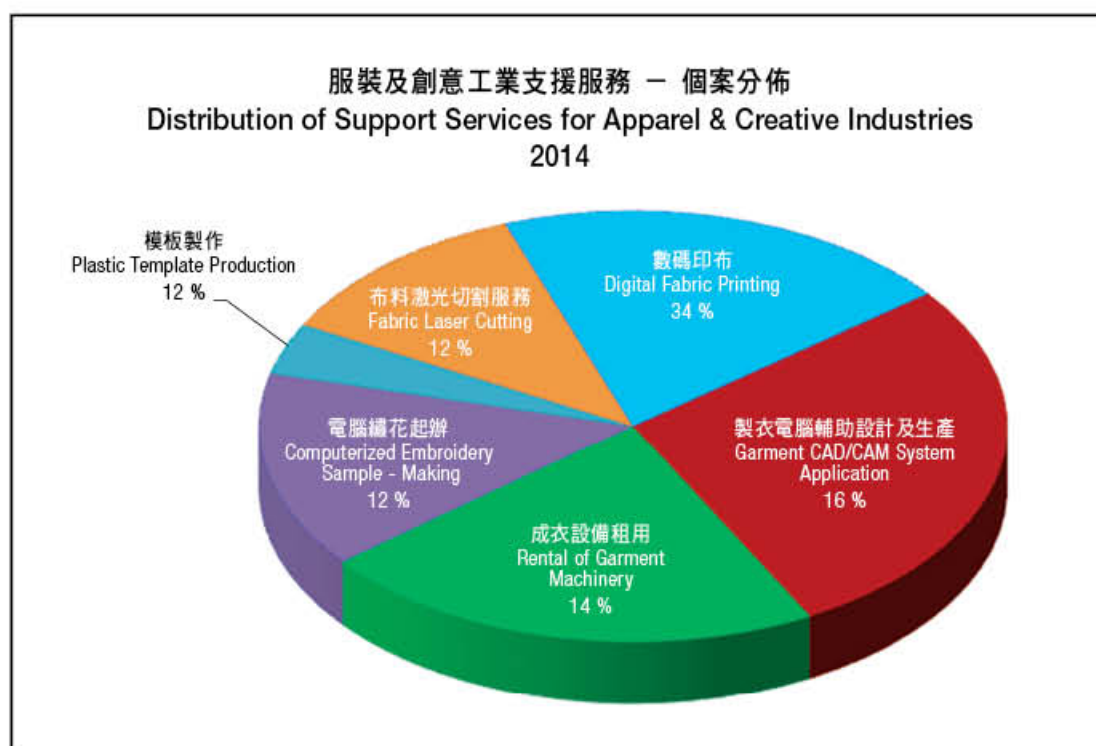
Furthermore, by integrating the efforts of renowned local artists and young designers, CPTTM developed and commercialized a scarf series featuring different Macao attractions, which had received quite a number of order requests. This has served to combine the promotion of the cultural & creative sector with the tourism industry of Macao.

提供技術支援服務

中心一直為業界及有需要人士提供服裝生產技術輔助，包括電腦輔助生產(CAD/CAM)系統顧問及服務、數碼印布服務、電腦繡花服務、模板製作服務、製衣設備使用服務、時裝資訊站使用服務、服裝起辦服務以及代送外檢測服務(成衣類)。中心新增了布料激光切割服務，以及完善電腦繡花服務，新增了「貼布繡」和立體繡兩種類型，可造出不同類型的電腦繡花效果及花形變化。中心並推出網上《時尚資訊平台 - WGSN(Worth Global Style Network)》和《網上色彩資訊平台 - PANTONE VIEW》這兩個時裝及形象專業資訊網上平台，免費供對時裝及形象有興趣的市民或從事這方面工作的專業人員使用。

Providing Technical Support

CPTTM has been providing industry practitioners with technical support for apparel production, including the Garment CAD/CAM Application Service, the Digital Fabric Printing Service, the Production of Computerized Embroidery Samples, the Production of Plastic Templates, the utilization of garment machinery & equipment, the use of Fashion Information Gallery, the Proto Sample Making Service and Lab Test Delivery Service (for apparel). CPTTM launched a new Fabric Laser-cutting Service and upgraded the Production of Computerized Embroidery Samples service by adding two new embroidery methods ("Applique Embroidery" and 3D embroidery) to produce different computerized embroidery effects and patterns. CPTTM also added two professional fashion & image information online platforms, namely WGSN (Worth Global Style Network) and PANTONE VIEW, which was freely available for use by interested individuals and fashion or image design professionals.



時尚及行業資訊

中心繼續舉辦研討會，並在澳門日報撰寫「姿采版」內〈時尚時裳〉及〈特區衣飾〉專欄，為服裝業界介紹有關國際品牌趨勢及行業管理的最新資訊。

Providing Fashion and Industry Information

CPTTM continued to organize seminars and contribute articles to the "Fashion in Vogue" and "Apparel of MSAR" columns in the Macao Daily News, providing the apparel sector with information about the latest trends of international labels and clothing management.

3.3 企業・提升競爭力

提供創業及營商培訓系列

為配合特區政府青年創業援助計劃的推行，先後開辦了兩期「創業全科課程」及兩場「青年創業研修工作坊」，共有95人次參加。此外，中心為社會工作局的《殘疾人士就業發展資助計劃》提供「創業精要全科課程」，以協助非營利性社會服務團體，為殘疾人士開辦和經營以商業模式營運的社會企業。在「營商培訓系列」方面，此系列是以實務工作坊形式進行，以中小企業為主要對象，課程內容除著重拓展有關網上營商的課程，包括「社交網絡營銷」和「運用Facebook專頁拓展商機」外，還繼續開辦出入口業務管理、會計/財務管理、採購/存貨管理、前線服務、零售、商業銷售管理、人力資源管理、管理人技巧、行政人員技巧、辦公室/商務軟件應用，以及營銷和品牌攻略等，全年共錄得1,376人次報讀。

為企業「度身訂造」的培訓課程

繼續為不同行業的企業提供專門的「度身訂造」培訓課程，以配合其員工的工作時間及學習需要，當中包括博彩企業、銀行、公用事業、酒店、零售、運輸、工程/建築，以及廠商。

3.3 Companies - Enhancing Competitiveness

Providing Training Series on Business Startup and Enterprise Operation

To support the "Young Entrepreneurs Aid Scheme" launched by the MSAR Government, CPTTM rolled out 2 rounds of the "Full Course in Business Startup Essentials" and 2 rounds of the "Young Entrepreneurs Training Workshop", with 95 enrollments recorded. In addition, to facilitate the "Aid Scheme for Employment and Development of the Disabled" of the Social Welfare Bureau, CPTTM provided the "Full Course in Business Startup Essentials" to assist non-profit social service associations in establishing and operating social enterprises to support the disabled. . On the part of "Training Series on Enterprise Operation", this series was provided in the form of practical workshops and mainly focused on providing training for the SMEs. While laying emphasis on expanding courses related to online business, including "Social Media Marketing" and "Promoting Business using Facebook Page", CPTTM continues to offer courses on import/export business management, accounting/financial management, purchasing/inventory management, front-line service, retail & business selling, human resources management, managerial skills, executive skills, office/business software applications, as well as marketing and brand strategy. There were a total of 1,376 enrollments recorded throughout the year.

Customized Training Programs for Companies

CPTTM continued to provide "customized" training courses for individual companies, so as to meet the working hour and learning needs of their employees. The training involved a variety of sectors, including gaming, banking, public utilities, hotel, retail, transportation, engineering/construction and manufacturing.



應用資訊科技及自由軟件

中心〈資訊系統推廣室〉為企業提供有關應用資訊科技的專業意見，並繼續推廣免費的開源（自由）軟件，包括辦公室軟件、防毒軟件、〈小企業・會計易〉軟件、〈計糧易-僱員資料管理系統〉，以及〈小企業・零售易〉的軟件，並提供相應的支援及培訓課程。

中心向本地餐飲企業推介的無線點餐系統借用服務，於2014年共有三間餐廳參與。此服務是針對一些還在使用人手操作的中小企餐飲業，透過“送服務上門”模式，向其推廣使用資訊科技並因應個別企業的餐單內容，調整系統及培訓員工，使企業進一步電子化過渡，提升競爭力。

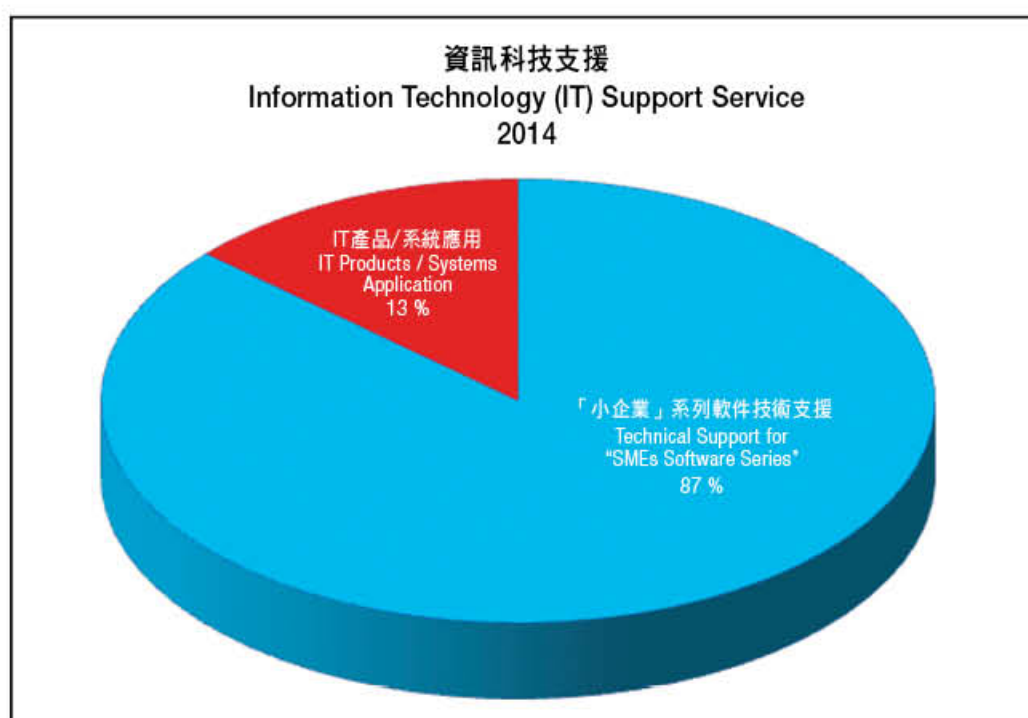
中心與澳廣視合作「活用IT小百科」電視節目，由4月起於「澳門早晨」節目時段內播放，共推出了38集，每集5分鐘，專門介紹有關資訊科技常識，主題包括智能手機應用、使用平板電腦提升工作效率、資訊安全及無線網絡應用等。透過電視平台，讓市民大眾學習善用設備，普及資訊科技的應用。

The Application of Information Technology and Free Software

The CPTTM “Information System Promotion Unit (ISPU)” provides professional advice to enterprises on the use of information technology and continues to promote open source (free) software which includes Office application, anti-virus software, “SQL-Ledger accounting software”, “EIMS - Employee Information Management System” and “ONE-POS retail software”, with corresponding technical support and workshops provided.

The Wireless Ordering System Borrowing Service promoted by CPTTM to the local catering sector was adopted by three restaurants in 2014. Such service is targeted at SMEs in the sector that are still relying on manual operation. By adopting a “door-to-door service” mode, CPTTM promote the application of information technology by helping to adjust the system and train their employees according to the menus of individual restaurants, , so as to ease the transition of such enterprises into electronic operation and enhance their competitiveness.

CPTTM worked with TDM on launching a TV series titled “A Living IT Encyclopedia” which was aired during the “Good Morning Macao” program since April. This series was comprised of 38 5-minute episodes, focusing on promoting basic knowledge on the use of information technology, such as how smartphones and tablet PCs would enhance work efficiency, information security and wireless network application. The objective was to make use of the TV platform to enable the general public to learn how to use different types of equipment efficiently and popularize the application of information technology.



支持企業實行系統化管理、爭取國際認證

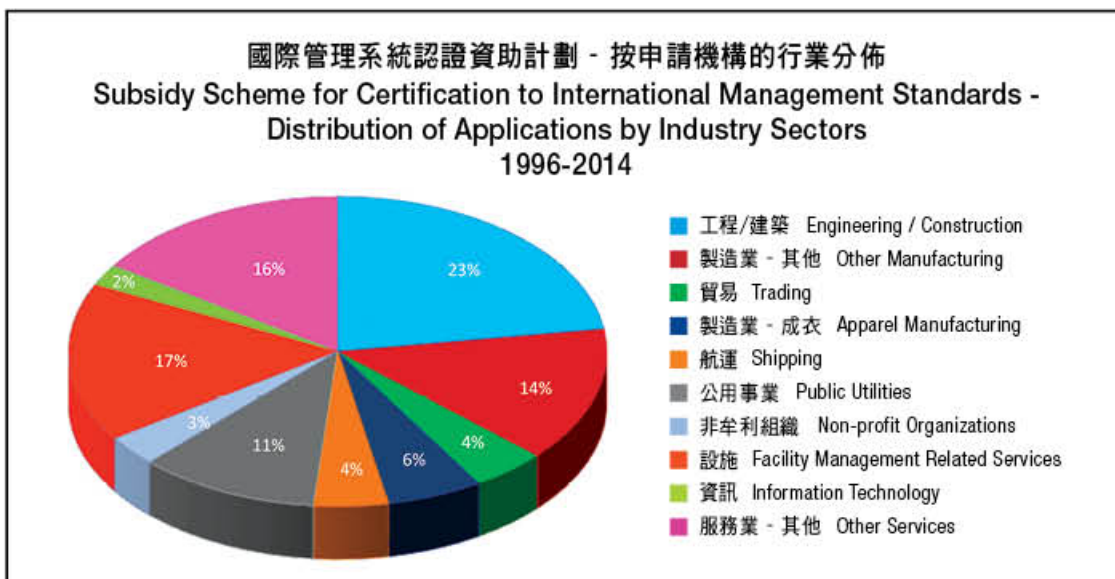
中心繼續透過〈國際管理系統認證資助計劃〉、出版〈國際標準快訊〉，以及舉辦工作坊、研討會、為有需要的機構提供諮詢及技術支援等交流活動，協助企業掌握管理發展的趨勢，實行符合國際標準的管理系統。由1996年至今，〈國際管理系統認證資助計劃〉總計有314個資助申請，其中235個成功考獲認證。

中心正進行撰寫店舖營運管理工具書，目的是將店舖管理概念引進到本地中小型的零售企業，協助它們採用良好管理模式，從而提升本澳作為旅遊休閒中心的競爭力，預計在2015年完成。

Supporting Enterprises in the Implementation of Systematic Management Models and in their Attempts to Obtain International Certification

CPTTM continued to implement the "Subsidy Scheme for Certification to International Management System Standards", publish the "International Management Standards Update", organize workshops and seminars and provide different organizations with advisory service, technical support and exchange activities; the objectives were to assist the enterprises to keep abreast of the management trends and implement a management system according to international standards. Since 1996, the "Subsidy Scheme for Certification to International Management System Standards" received a total of 314 applications, of which 235 applications have been certified successfully.

CPTTM is preparing a management toolkit for store operation for the purpose of introducing store management concept to the local small and medium sized retail enterprises, thereby supporting them to adopt a sound management model, which would then serve to enhance the competitiveness of Macao as a tourism and leisure destination. This toolkit is expected to be ready in 2015.



推廣食品安全管理

為協助本澳食品行業逐步提升其管理水平至國際標準，中心繼續向業界免費提供一套三冊的〈食品安全管理工具書〉（餐飲業、烘焙業及冷藏食品業），並與民政總署食品安全中心加強在有關方面的合作。在2014年，有關食品安全管理標準的重點推廣包括有HACCP危害分析及管理控制點，以及ISO 22000和 FSSC 22000 食品安全管理系統。

為配合食品餐飲行業專業人員的發展，繼續與澳門付貨人協會合作展開美國運輸與物流協會認可之「CFSP (Certified Food Safety Professional) 食品安全管理人員認證課程」，兩期課程共錄得40名學員。

Promoting Food Safety Management

In an effort to assist the food industry in Macao to gradually improve their level of management to conform to international standards, CPTTM continued to provide the "Food Safety Management Toolkit" (a set of three volumes, one for catering, one for bakeries and one for frozen food handlers) for free. In 2014, the focus of promoting food safety management standards was on HACCP (Hazard Analysis and Critical Control Points), ISO 22000 and FSSC 22000.

To support the professional development of practitioners in the catering industry, CPTTM cooperated with the Macau Shipper's Association to launch the "Training Course for CFSP (Certified Food Safety Professional) Certification", recognized by the American Society of Transportation & Logistics (AST&L). There were 2 rounds of training held with 40 enrollments recorded.

推廣個人資料保護及資訊安全管理

為協助企業認識「個人資料保護法」的基本法律規定，以及在中管理遵守有關法律的實務工作，中心於2014年繼續與個人資料保護辦公室合辦「《個人資料保護法》應用培訓系列」，當中除了人事資料管理有關的課程外，還新增了客戶資料管理課程，以及專為個人資料保護專責人員而設的「《個人資料保護法》研習班」。在資訊安全管理方面，則舉辦了兩場研討會，分別是「應用 PCI DSS 及 ISO 27001:2013 保障電子貨幣交易」研討會和「《個人資料保護法》及ISO/IEC 27000資訊安全管理」。此外，為推廣《個人資料保護法》及相關指引/許可，亦進行了「<私隱週 2014> - Apps及個人資料保護講座」、《流動應用程式開發的指引》講座，以及「車輛定位裝置的個人資料處理講座」。上述各項活動共有468人次參與。

促進澳門產品質量及安全

為協助本澳生產商提升其產品的質素及安全性，中心「代送外檢測服務」現時的服務範圍包括成衣、電子產品、食品、藥品、合成機油、清潔衛生用品、水泥及混凝土、防火隔音建材及其他傢俱共九個類別的測試。2014年共處理了2,066個申請個案。自2010年2月至今，累計處理超過9,960個申請個案。

協助企業完善會計系統

中心繼續為企業提供會計實務工作坊、財務管理課程及諮詢服務，當中包括為<小企業、會計易>自由軟件提供軟件使用輔導班，參加者主要來自零售業、建築/工程、貿易/批發、公共部門/社團，以及金融、保險和商業服務。

Promoting Personal Data Protection and Management of Information Security

To facilitate enterprises in understanding and complying with the basic requirements of the "Personal Data Protection Act" in their management practices, CPTTM continued to co-organize the "Application Training Series of Personal Data Protection Act" with the Office for Personal Data Protection in 2014. Apart from the training course on management of personnel data, CPTTM also added two courses, one on management of client data and the other on more in-depth training for individuals responsible for setting up a system for personal data protection. As for the management of information security, CPTTM organized two seminars: "Applying PCI DSS and ISO 27001:2013 to Guarantee Electronic Currency Trading" and "Personal Data Protection Act and ISO/IEC 27000 Information Security Management". In addition, in order to popularize the "Personal Data Protection Act" and relevant guidelines/permits, CPTTM also helped organizing a number of briefing sessions, including the "Privacy Week 2014 - Apps and Personal Data Protection", "Guidance for Development of Mobile Applications" and "Personal Data Processing for Vehicle Positioning Device". There were a total of 468 participants in the above activities.

Promoting Product Quality and Safety in Macau

To assist local manufacturers to improve the quality and safety of their products, CPTTM provides the "Lab Test Delivery Service" which currently covers 9 categories of products: apparel, electronics, food, pharmaceuticals, synthetic oil, cleaning & sanitary products, cement & concrete, fire & sound proof construction materials and other furniture. In 2014, a total of 2,066 applications were processed. Since February 2010, the cumulative number of applications received was more than 9,960.

Assisting Enterprises to Improve their Accounting System

CPTTM continued to provide companies with practical workshops on accounting, training courses on financial management, as well as advisory service; among which was the "Introductory Training on SQL-Ledger", mainly participated by individuals from the sectors of retail, construction/engineering, trade/wholesale, public sector/associations, as well as finance, insurance and commercial services.



提供管理及技術諮詢服務

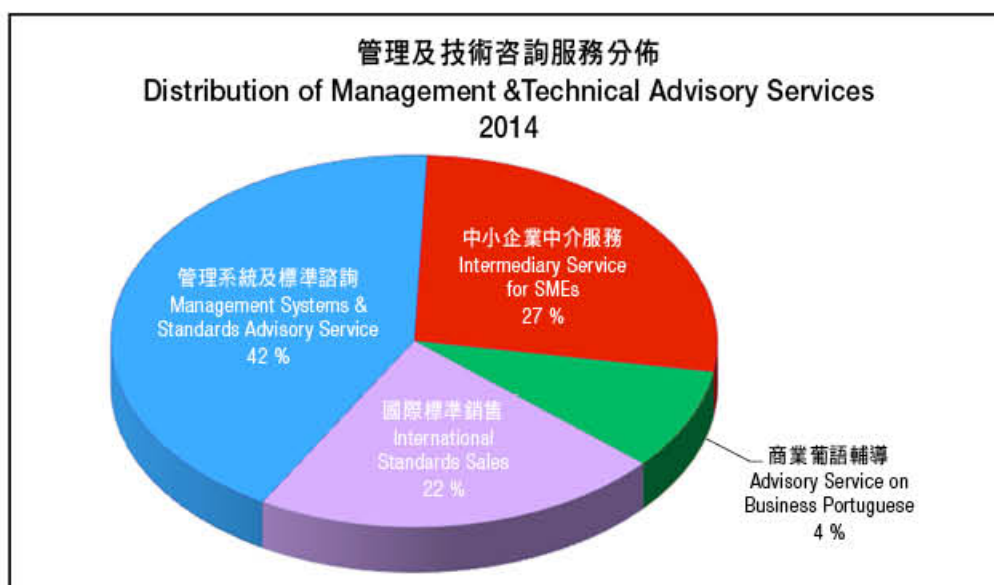
中心全年共處理了95宗管理及技術諮詢個案，當中包括：

- 管理系統及標準諮詢 - 58宗個案，主要是有關國際管理系統認證，包括ISO 9001質量管理標準的應用、ISO 14001環境管理標準、ISO 22000食品安全管理標準、綜合系統管理等；所需服務以資訊提供為主，其次是有關產品檢測，其他為內部審核、風險評估等技術上的支援；
- 中小企業綜合服務 - 37宗個案，主要分為四類：1)本澳投資環境與政策的查詢；2)企業內部管理的顧問意見；3)企業產品/技術的推廣；4)企業尋找合作伙伴。
企業範疇涵蓋科技業、製造業、服務業、環保業、餐飲食品業、批發零售業以及非牟利團體等。中心為每宗個案提供貼心服務及跟進。

Providing Management and Technical Advisory Services

During the year, CPTTM processed a total of 95 cases requesting for management advice, including:

- The Management Systems and Standards Advisory Service - there were 58 cases, mainly related to international management system certification (such as the application of ISO 9001 Quality Management Standard, the ISO 14001 Environmental Management Standard, the ISO 22000 Food Safety Management Standard and Integrated Management System, and the type of service required was mainly informational), followed by enquiries about product testing and requests for technical support on internal audit, risk assessment, etc.;
- Intermediary Service for SMEs - there were 37 cases, classified into 4 main categories: 1) enquiries about the investment environment and policies in Macao; 2) consultation about how to manage a company; 3) product/technology promotion; and 4) business partner search.
- The scope of business covered technology, manufacturing, service, environmental protection, catering, wholesale/retail and non-profit organizations, etc.. CPTTM provided every individual case with attentive service and follow-up.



促進技術交流

2014年，由中心組織參與的展覽活動有：

- 《澳門國際環保合作發展論壇及展覽(MIECF)》；
- 《第十二屆中國·海峽項目成果交易會》 - 與澳門貿易投資促進局聯合組織了十六家從事環保、資訊科技等行業的企業參展；
- 《第十六屆中國國際高新技術成果交易會》 - 組織了十四家本澳科研企業/機構參加。

此外，中心組織本澳中小微企業到珠海橫琴考察，與當地檢驗檢疫機構交流，同時深入瞭解橫琴商務政策及發展的機遇，為企業利用自身優勢實現自我發展。

Promoting Technical Exchanges

In 2014, CPTTM organized participation in the following exhibitions:

- The Macao International Environmental Co-operation Forum and Exhibition (MIECF);
- The 12th China Cross-strait Technology and Projects Fair - in collaboration with the Macao Trade and Promotion Institute (IPIM), CPTTM organized 16 companies involving in environmental protection or information technology to participate in the exhibition;
- The 16th China Hi-Tech Fair - CPTTM organized 14 local companies / organizations involving in scientific research to participate in the exhibition.

In addition, CPTTM organized a study mission to Hengqin, Zhuhai for the small- and medium- and micro-sized enterprises of Macao. The enterprises shared experience with the local inspection and quarantine bodies and acquired a deeper understanding about the business policies and development opportunities in Hengqin, which could help them make use of their own competitive advantage to realize self-development.

3.4 社會責任 · 為可持續發展

為響應保護環境，中心繼於2013年成功考取了ISO 14001環境管理系統的認證後，還實施了多項環保措施：如中心的年度報告由2013年開始只用光碟版本、節日賀卡也以電子卡式發送、中心的所有通訊(newsletters)都增加電子版，並鼓勵訂閱者轉用電子版，以逐步減少用紙量。

環保 — 企業管理篇

隨著環保成為社會可持續發展的重要課題，近年亦有較多機構推行ISO 14001環境管理系統及考取認證，中心繼續為這些機構提供：

- 認證鼓勵及諮詢服務；
- 資訊服務 - 協助企業掌握海內外市場在產品安全及環保方面的法規要求，以及為本地業界推廣「綠色學校」、「綠色零售」、「綠色旅遊」、「綠色會展」、「綠色建築」等理念及技術；
- 經驗交流活動 - 為環境保護局〈2014澳門環保酒店獎〉作為支持單位，擔任獎項確認評審工作，此外亦承辦了「澳門環保酒店獎之珍惜食物、減少廚餘」講座和培訓課程，以及「《預防和控制環境噪音》法律座談會」。

3.4 Social Responsibility – Seeking Sustainable Development

In response to the call for environmental protection, apart from attaining the ISO 14001 Environmental Management System certification in 2013, CPTTM also implemented a series of environmental protection measures, e.g. for the CPTTM Annual Report, starting from 2013, it would be produced only in electronic version; seasonal greetings would also be sent electronically; electronic editions have been made available for all newsletters of CPTTM and the subscribers encouraged to adopt the electronic edition so as to gradually reduce paper consumption.

Environmental Protection – Corporate Management

As environmental protection has become an important topic for the sustainable development of a society, there has been an increasing number of organizations implementing the ISO 14001 Environmental Management System and seeking its certification in recent years. CPTTM continued to provide them with:

- Incentive for certification and advisory service;
- Information service – assisting enterprises to keep abreast of the regulatory requirements about product safety and environmental protection in local and overseas markets, as well as promoting the concepts and technologies for "green school", "green retail", "green tourism", "green exhibition" and "green construction";
- Experience-sharing activities – CPTTM was one of the supporting units for the "2014 Macao Green Hotel Award" hosted by the Environmental Protection Bureau (DSPA), serving on the award confirmation panel. In addition, CPTTM was appointed to organize the "Macao Green Hotel Award – Seminar on Reduce Food Waste, Save Cost" and the "Seminar on Prevention and Control of Ambient Noises".





環保 — 知識技術篇

為配合本地機構落實進行環境管理，中心定期舉辦「綠色管理培訓系列」，當中包括ISO 14001環境管理、環保採購(與環境保護局合辦)、廢物管理及室內空氣質素管理。此外，亦繼續與環境保護局合作，為本澳學校舉辦「澳門綠色學校環境管理指南」簡介會、應用培訓課程和進階培訓課程。

在節能方面，則與能源發展辦公室合作進行了有關節能技術發展(LED照明、清涼廚房等)、能源審核和ISO 50001能源管理標準的講座和課程。

環保 - 兒童/青年教育篇

中心向本澳三年級至六年級小學生推行的〈EnviroKids - 兒童環保行動〉已進入第九年，累計有27家小學，超過4,144名學生參加。學生透過少用膠袋、減少製造廢物等行動，將低碳生活的概念落實到日常生活中。此外，中心繼續擔任環境保護局〈第四屆環保教案設計獎勵計劃〉的協辦單位，協助有關宣傳及評審工作。

企業社會責任

中心向業界發放有關ISO 26000社會責任指引及企業可持續發展報告標準的訊息及培訓。另外，亦繼續與澳門聾人協會等合辦「手語系列課程」，對象為有意聘用聽障人士的企業僱主、主管及相關機構人士，培訓其掌握手語溝通技巧，目的是促進他們與聽障員工的溝通，協助其融入工作環境。自2012年至今，共有200名人士參與。

Environmental Protection – Knowledge and Technology

To support the implementation of environmental management measures by local organizations, CPTTM regularly organized the "Training Series on Green Management", namely the ISO 14001 Environmental Management System, Green Purchasing (co-organized with DSPA), Waste Management and Indoor Air Quality Management. In addition, CPTTM continued to cooperate with DSPA and implement briefings, application training and advanced training for local schools on how to apply the "Green School Management Guidebook".

With regard to energy conservation, CPTTM worked with the Office for the Development of the Energy Sector (GDSE) to organize seminars and training courses on energy conservation technology (LED lighting, cool kitchen, etc.), energy audit and the ISO 50001 Energy Management Standard.

Environmental Protection – Children / Youth Education

The "EnviroKids Program", an activity undertaken by CPTTM that was geared towards local primary 3 to 6 students, entered its 9th year, in which over 4,144 students from 27 primary schools have participated. Through actions such as using fewer plastic bags and reducing the amount of waste, students put the concept of low-carbon living into practice. Moreover, CPTTM continued to serve as one of the co-organizers of the "4th Award Scheme for Environmental Protection Teaching Project" hosted by DSPA, assisting its promotion and project assessment.

Corporate Social Responsibility

CPTTM provided information and training courses on the ISO 26000 Guidelines for Social Responsibility, as well as other Sustainability Reporting Standards to local industries. In addition, CPTTM also continued to co-organize the "Training Series on Sign Language" with the Macau Deaf Association; the target audience were employers, supervisors and personnel from organizations who intended to hire the hearing-impaired. By teaching the participants sign language, the series aims to facilitate their communication with the employees who have hearing-impairment, so as to support the latter to get better integrated into the work environment; since 2012, there were a total of 200 enrollments.

3.5 員工·分享

工作時認真! 遊戲中也投入!
Work hard! Play hard!



3.5 Staff · Sharing

團隊培訓
Team building workshop



體育競技同樂
Enjoying the Sports Festival



中心員工攜眷同遊船河
Sea Tour for CPTTM Staff & family



年資服務獎
Service award



我們贏了!
We are the champion!



3.6 現行服務及項目 Existing Services and Projects

服務 Services	部門/單位 Department / Unit
培訓及考試服務 Training & Examination Services	
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	專業考試資源中心 Professional Examination Resources Unit
<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、圖像/網頁/動畫設計、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 softwares, Chinese input method, image/webpage/animation 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；管理原理；商務資格；物流管理；食品安全管理） Commerce & Management (ISO international management standards knowledge & auditing; project management; management principles; business qualifications; logistics management; food safety management) - 職業技能（培訓及評審、美容、化妝、甲藝、客戶服務、衝突處理、銷售及國家職業資格考試） Occupational Skills (training & assessment, beauty therapy, make-up, nail art, customer service, conflicts handling, selling and China National Vocational Qualification Assessment) - 商務語言（英語） Business language (English) 入學資格考試 Entry Qualification Exam	
圖書借閱服務 Library Service	總辦事處 - 圖書室 Library at Head Office 成衣技術匯點 - 時裝資訊站 Fashion Information Gallery at House of Apparel Technology

服務 Services	部門/單位 Department / Unit
管理及技術諮詢 Management & Technical Advisory Services	
中小企業綜合服務 Support Services for SMEs	對外合作暨拓展部 External Cooperation & Marketing Department
青年創業顧問服務 Consulting Services for Youth Entrepreneurship	
商業葡語輔導 Advisory Service on Business Portuguese	
管理諮詢 (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 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	
資訊系統應用支援 (包括軟件系統、數碼產品、視像會議、數碼文件/圖像處理、網站製作等) IS Application Advisory Service (including software systems, digital products, video-conferencing, digital document & image-processing, website production 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)	
無線點餐系統試用服務 Wireless ordering system trial service	

服務 Services	部門/單位 Department / Unit
服裝及創意工業支援 Support Services for Apparel & Creative Industries	
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	
模版製作服務 Production of Plastic Templates Service	
數碼印布服務 Digital Fabric Printing Service	
電腦繡花起辦服務 Production of Computerized Embroidery Samples	
服裝起辦服務 Proto Sample Making Service	
布料激光切割服務 Fabric Laser Cutting Service	
<MaConsef> 時裝系列孵化計劃 The <MaConsef> Fashion Incubator	
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 Pantone View 網上色彩平台 Provide Web-based Color Platform - Pantone View	
鼓勵計劃 Incentive Schemes	
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	
失業人士免費就讀計劃 Free-of-Charge Training for The Unemployed	
生產力中心社區培訓計劃 CPTTM Community Training Program (CTTP)	
IT導師孵化計劃 IT Instructor Incubation Scheme	
中小學生IT創意培育計劃 IT Creativity Fostering Scheme for Primary and Secondary School Students	

服務 Services	部門/單位 Department / Unit
銷售/派發中的書刊 Publications Currently Available for Sale / Distribution	
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
通訊 Newsletters	
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 (雙月刊) International Management Standards Updates (bimonthly)	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 (季刊) Apparel Technology Newsletter (quarterly)	時裝及形象創意部 Creative Fashion & Image Department
其他為可持續發展的項目 Other Projects for Sustainable Development	
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

由中心主辦之研討會 Seminars Hosted by CPTTM

企業管理 Enterprise Management

《珠寶品牌創立之路》座談會	The Way of Founding a Jewellery Brand
專利、商標保護工作坊	Workshop on Patent and Trademark Protection
如何利用網上營銷拓展商機	Expanding Business Opportunities with Online Marketing

專為時裝及形象創意行業而設 For the Industry of Creative Fashion & Image

『Pantone View 2015春夏色彩潮流預測』講座	"Pantone View 2015 Spring/Summer: Colour Forecast" Seminar
『嶄新自動化刺繡概念』講座	Seminar on "Latest Embroidery Technology"
從“例外”到“方所”	From "EXCEPTION de MIXMIND" to "fang suo commune"
『鄧達智·時裝智慧』分享講座與經典作品匯演	"William Tang: The Intelligence in Fashion" Experience Sharing and Classic Creation Showcase
WGSN使用培訓工作坊	Workshop on the Application of Worth Global Style Network (WGSN)
中國鈕結工作坊	Workshop on Chinese Corded Fasteners
創意戒指工作坊	Workshop on Creative Ring
數碼布藝頭飾工作坊	Workshop on Digital Fabric Hair Accessories
型格皮飾工作坊	Workshop on Cool Leather Accessories
派對珠飾工作坊	Workshop on Party Beads Accessories Making

國際管理標準 International Management Standards

應用PCI DSS 及 ISO 27001:2013 保障網上交易	Protecting Online Transactions with PCI DSS & ISO 27001:2013
認識 ISO / IEC 20000 資訊服務管理	ISO/IEC 20000 IT Service Management
ISO 9000 與 ISO 14000 系統標準前瞻	A Preview of the Upcoming ISO 9000 & ISO 14000 System Standards
食品追溯與風險管理	Food Safety: Traceability and Risk Management

資訊科技 Information Technology

Autodesk 創意校園計劃	The Autodesk Creative Campus
Microsoft Excel 2013 新功能簡介	Introducing the New Functions of Microsoft Excel 2013
3D 打印技術講座	The 3D Printing Technology Seminar
3D 打印機組裝工作坊	3D Printer Assembling Workshop
3D 打印技術及應用新動態」研討會	3D Printing Technology and Application – The New Trend Seminar
微軟跨平台App及雲端開發技術研討會	Microsoft Cross-platform App and iCloud Development Technology Seminar
醫療軟件工作坊	"MB Clinic Software" Workshop
如何利用網上營銷拓展商機研討會	E-marketing Seminar

CPTTM ISO 14001環境管理系統 CPTTM ISO 14001 Environmental Management System

防火講座	Fire Prevention Briefing
辦公室環保措施介紹	Green Office Practices

為外界機構承辦之研討會 Seminars Organized for External Organizations

個人資料保護法與PCI-DSS信用卡行業數據安全標準	The "Personal Data Protection Act" & PCI-DSS Payment Card Industry - Data Security Standard
《個人資料保護法及ISO/IEC 27000資訊安全管理》講座	The "Personal Data Protection Act" & ISO/IEC 27000 Information Security Management System
《車輛定位裝置的個人資料處理》講座	Briefing Session on "Personal Data Processed by Vehicle Positioning Systems and Devices"
《流動應用程式開發的指引》講座	Briefing Session on "The Guidelines for Apps Development"
《預防和控制環境噪音》法律座談會	Briefing about The Law on Prevention and Control of Environmental Noise
能源管理新點子：ISO 50001與清涼廚房	Bright Ideas for Energy Management: ISO 50001 and Cool Kitchen
企業節能減排新趨勢	The Latest Trends of Energy-Saving and Emission Reduction for Enterprises
「澳門環保酒店獎」之減廚餘、省成本講座	"Macao Green Hotel Award" – Seminar on Reduce Food Waste, Save Cost
食品安全管理趨勢	The Trend of Food Safety Management
「環保建築技術及檢測」研討會	Seminar on "the Technologies and Inspecting Methods of Green Building"

3.8 專業培訓範疇 Scope of Professional Training

類別 Categories	系列 Series
時尚及創意 Fashion & Creativity	個人形象設計 (包括化妝、美容、美髮、美甲、模特兒培訓等) Personal Image Design (including make-up, beauty therapy, hairdressing, nail care and fashion modeling, etc)
	時裝設計 Fashion Design
	時裝描繪 Fashion Illustration
	時裝製作 Fashion Making
	紙樣製作 Pattern Making
	針織服裝製作 Knitwear Manufacturing
	商品展示設計 Visual Merchandising
	禮品包裝 Gift Wrapping
	布料設計 Fabric Design
	服飾製作 Accessories Making
	服裝配料應用 Applications of Garment Accessories
	採購、營銷及管理 Merchandising & Management
	手語 Sign Language
IT專業技術及IT應用 Professional IT & IT Applications	軟件開發 Software Development
	系統和網絡管理 System and Network Administration
	數據庫管理 Database administration
	IT 管理 (包括IT服務管理、資訊保安、IT變更管理等) IT Management (including IT services management, information security, IT change management, etc)
	創意設計 (專為網頁設計、廣告設計、專業排版及建築行業而設) Creative Design (for web design, advertising design, desktop publishing and construction sectors)
	青少年 IT 創意 Youth IT Creativity
商務語言技能 Business Language Competencies	中年人士基礎 IT 職業技能 Fundamental IT Skills for the Middle-Aged
	中文 (普通話、廣東話) Chinese (Putonghua, Cantonese)
	英語 English
	法語 French
	葡語 Portuguese
	德語 German
	日語 Japanese
	韓語 Korean

類別 Categories	系列 Series
行政及管理技能 Executive & Managerial Competencies	秘書及行政實務 Secretarial & Administrative Practices
	會計實務 Accounting Practices
	辦公室/商業軟件應用 Office / Business Software Applications
	督導及管理技巧 Supervisory & Managerial Skills
	人力資源管理 Human Resources Management
	項目管理 Project Management
	風險及危機管理 Risk & Crisis Management
	活動管理 Event Management
創業、營商及企業發展 Entrepreneurship & Enterprise Operation & Development	創業 Business Startup
	貿易業務管理 Managing a Trading Business
	採購、存貨管理 Purchasing & Inventory Management
	會計、財務管理 Accounting & Financial Management
	營銷及品牌策略 Marketing & Brand Management
	前線服務 Frontline Service
	零售、商業銷售 (Retail Selling & Business Selling)
	國際管理系統標準 (包括優質管理、綠色管理、服務管理、職業健康及安全管理、食品安全管理、能源管理、實驗室管理、資訊安全管理、資訊服務管理、風險管理、綜合管理及可持續發展) International Management System Standards (including quality management, green management, service management, occupational health and safety management, food safety management, energy management, laboratory management, information security management, IT service management, risk management, integrated management and sustainability development)
其他行業技能 Other Occupational Competencies	房地產評估 Real Estate Valuation
	客戶及零售服務 Customer & Retail Service
	導師技巧 Trainer Skills & Techniques
	物流管理 Logistics Management
	物業管理 Property Management
	會議及展覽管理 Convention & Exhibition Management

4 附錄 Appendices

お言葉
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4 附錄一：組織架構 (2014-2016) / Appendix I: Organizational Chart (2014 – 2016)

社員大會主席團	General Assembly
主席：澳門出入口商會（徐偉坤先生）	President: Macau Importers & Exporters Association (Mr Tsui Wai Kwan)
副主席：澳門廠商聯合會（鄧君明先生）	Vice-President: Industrial Association of Macau (Mr Tang Kuan Meng José)
副主席：利昌製衣廠有限公司（黃志成先生）	Vice-President: Fábrica de Artigos de Vestuário Lee Cheung, Lda. (Mr Wong Chi Seng)
秘書：保利達洋行有限公司（陳細錫先生）	Secretary: Polytex Corporation Ltd. (Mr Chan Sai Tin)
秘書：澳門特別行政區政府（嫻桃絲女士）	Secretary: Macao SAR Government (Ms Rita Botelho dos Santos)

理事會	Board of Directors
主席：寶法德玩具有限公司（楊俊文博士）	Chairman: Empresa Industrial Perfekta Toys, Lda. (Dr Yeung Tsun Man Eric)
副主席：澳門特別行政區政府（孫家雄博士 – 兼理事長）	Vice-Chairman: Macao SAR Government (Dr Shuen Ka Hung - Director General)
理事：澳門特別行政區政府（莫苑梨女士 – 兼副理事長）	Member: Macao SAR Government (Ms Mok Iun Lei - Deputy Director General)
理事：南光集團有限公司（呂小平先生）	Member: Nam Kwong Group Company Ltd. (Mr Lu Xiaoping)
理事：何桂鈴女士	Member: Ms Ho Kuai Leng
理事：嘉明洋行有限公司（鄧君明先生）	Member: Agência Comercial Carmen (Imp. & Exp.), Lda. (Mr Tang Kuan Meng José)
理事：崔煜林先生	Member: Mr Chui Yuk Lum António
理事：澳門特別行政區政府（戴建業先生）	Member: Macao SAR Government (Mr Tai Kin Ip)
理事：澳門特別行政區政府（黃若禮先生）	Member: Macao SAR Government (Mr Wong Yeuk Lai Alan)

監事會	Supervisory Board
主席：澳門中華總商會（高開賢先生）	Chairman: Macau Chamber of Commerce (Mr Kou Hoi In)
監事：南粵(集團)有限公司（余振棠先生）	Member: Nam Yue (Group) Co. Ltd. (余振棠先生)
監事：澳門特別行政區政府（鍾聖心女士）	Member: Macao SAR Government (Ms Chong Seng Sam)

諮詢會	Advisory Board
主席：澳門特別行政區政府 (梁維特先生)*	Chairman: Macao SAR Government (Mr Leong Vai Tac)*
委員：中國銀行 (澳門分行) (陳曉平先生)	Member: Bank of China (Macau Branch) (Mr Chan Hio Peng)
委員：香港上海匯豐銀行 (劉伯雄先生)	Member: HSBC (Mr Lau Pak Hung)
委員：大西洋銀行 (簡焯坤先生)	Member: Banco Nacional Ultramarino, SA (Mr Kan Cheok Kuan)
委員：澳門貿易投資促進局 (張祖榮先生)	Member: Macao Trade and Investment Promotion Institute (IPIM) (Mr Cheong Chou Weng)
委員：澳門基金會 (區榮智先生)	Member: Macao Foundation (Mr Au Weng Chi)
委員：崔世昌先生	Member: Mr Chui Sai Cheong
委員：蕭志偉先生	Member: Mr Sio Chi Wai
委員：INESC (Portugal)-Instituto de Engenharia de Sistemas e Computadores (馬許願教授)	Member: INESC (Portugal) - Instituto de Engenharia de Sistemas e Computadores (Prof. Rui Paulo da Silva Martins)
委員：澳門電訊有限公司 (潘福禧先生)	Member: Companhia de Telecomunicações de Macau, SARL (CTM) (Mr Poon Fuk Hei)
委員：澳門旅遊娛樂股份有限公司 (何鴻榮博士)	Member: Sociedade de Turismo e Diversões de Macau, SARL (STDM) (Dr Ho Stanley Hung Sun)
委員：德昌洋行有限公司 (李萊德先生)	Member: Agência Comercial Glória, Lda. (Mr Lei Loi Tak)
委員：姚繼光先生	Member: Mr Yiu Kai Kwong
委員：天渭投資有限公司 (Ms. Paula Virginia de Moraes Borges Basaloco)	Member: Tenways Investments Ltd. (Ms Paula Virginia de Moraes Borges Basaloco)
委員：林金城先生	Member: Mr Lam Kam Seng Peter
委員：羅德明先生	Member: Mr Law Tak Meng
委員：蕭婉儀女士	Member: Ms Sio Un I
委員：德祥製衣廠有限公司 (老顯光先生)	Member: Fábrica de Artigos de Vestuário Tac Cheong, Lda. (Mr Lo Hin Kwong Henry)
委員：關恩賜先生	Member: Mr Kwan Yan Chi
委員：施利華工程師	Member: Eng° Eduardo Jorge Armas Tavares da Silva
委員：甄雅芬女士	Member: Ms Ian Nga Fan
委員：澳門特別行政區政府 (黃志雄先生)	Member: Macao SAR Government (Mr Wong Chi Hong)
委員：澳門特別行政區政府 (關翠杏女士)	Member: Macao SAR Government (Ms Kwan Tsui Hang)
委員：澳門特別行政區政府 (黃國勝先生)	Member: Macao SAR Government (Mr Vong Kok Seng)
委員：澳門特別行政區政府 (林浩然先生)	Member: Macao SAR Government (Mr Lam Hou lun)

* 於2014年12月20日劉藝良先生獲澳門特別行政區政府委任為諮詢會主席

Mr Lao Ngai Leong was appointed on December 20, 2014 by Macao SAR Government as Chairman of Advisory Board

4 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

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)
匯豐	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.
澳門紡織品有限公司	Macau Textile 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 *
機場管理有限公司	Administration of Airports, Ltd.
葡萄牙創新公司	Agência de Inovação, SA
中智澳門有限公司	Chong Jyh Macau Ltd.
中天有限公司	Chung Tien Co., Ltd.
澳門電力有限公司	Companhia de Electricidade de Macau - CEM, SARL
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, SARL
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
賀一誠先生	Mr Ho Iat Seng
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 Yan Chi
林金城先生	Mr Lam Kam Seng
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 Iao Lai
馬萬祺先生(已故)	Mr Ma Man Kei (deceased)
吳榮恪先生	Mr Vitor Ng
余日璽先生(已故)	Mr Shea Yat Sai (deceased)
施利華工程師	Engº 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

4 附錄三：經費來源及運用 Appendix III: Sources & Application of Funds

(單位:萬澳門元)
(Unit: Ten Thousand MOP)

	2014				2013
	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					
2013年初經費結餘 Balance at the Beginning of 2013	15%	1,442	0		768
政府年度撥款 Annual Subsidies from the Government	45%	4,244	4,120	103%	4,000
本身收入 Self-generating Income	40%	3,714	2,990	124%	3,857
總額 TOTAL (1)	100%	9,400	7,110	132%	8,625
經費運用 APPLICATION OF FUNDS					
項目活動 Projects and Activities	40%	2,855	2,738	104%	3,255
人事開支 Personnel Expenses	47%	3,364	3,288	102%	2,872
一般行政 General Administration	11%	758	830	91%	701
資本開支 Capital Expenditure	2%	135	254	53%	355
總額 TOTAL (2)	100%	7,112	7,110	100%	7,183
2014年底經費結餘 (1) – (2) BALANCE AT END OF 2014 (1) – (2)		2,288			1,442

4 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150名，遍及10多個行業。

澳門創新科技中心

澳門創新科技中心作為一個科技孵化中心，提供全面的配套服務，目的是令有潛質的科技產品和服務概念能在最短的時間內，轉化為商品生產。

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的。

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 150 corporate members (users) in Macao currently in over 10 industries.

MANETIC – The Macao New Technologies Incubator Centre

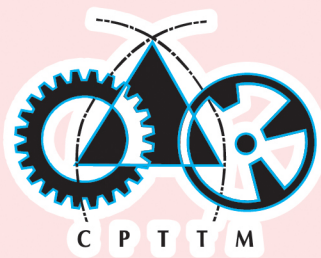
MANETIC, an incubation center for technological enterprises, provides a full range of supporting services, aiming to speed up the commercialization of technological products and service concepts that have good market potential.

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

Tel: (853) 2878 1313

Website: www.cpttm.org.mo

Fax: (853) 2878 8233

E-mail: cpttm@cpttm.org.mo

行政辦公室 Administration Office

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

管理發展及圖書室 Management Development & Library

澳門新口岸上海街中華總商會大廈七樓
Rua de Xangai 175, Edf. ACM, 7º 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, 10º 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, 3º Andar, Macau