



澳門生產力暨科技轉移中心
MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

2017年報 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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This Annual Report is a document in Chinese. The English translation is provided for reference purpose only.

• 營運報告經2018年第一次社員大會通過。

The Operation Reports have been adopted by the first General Assembly of 2018.



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；工作方向包括全面推進中小企業支援服務、支持青年創業、協力推進經濟多元化發展、推廣資訊科技應用、支援推動服裝業界的發展、提升企業的經營管理和技術水平，以及支援本地企業把握區域合作發展的機遇。

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

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

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

1.2 Functions

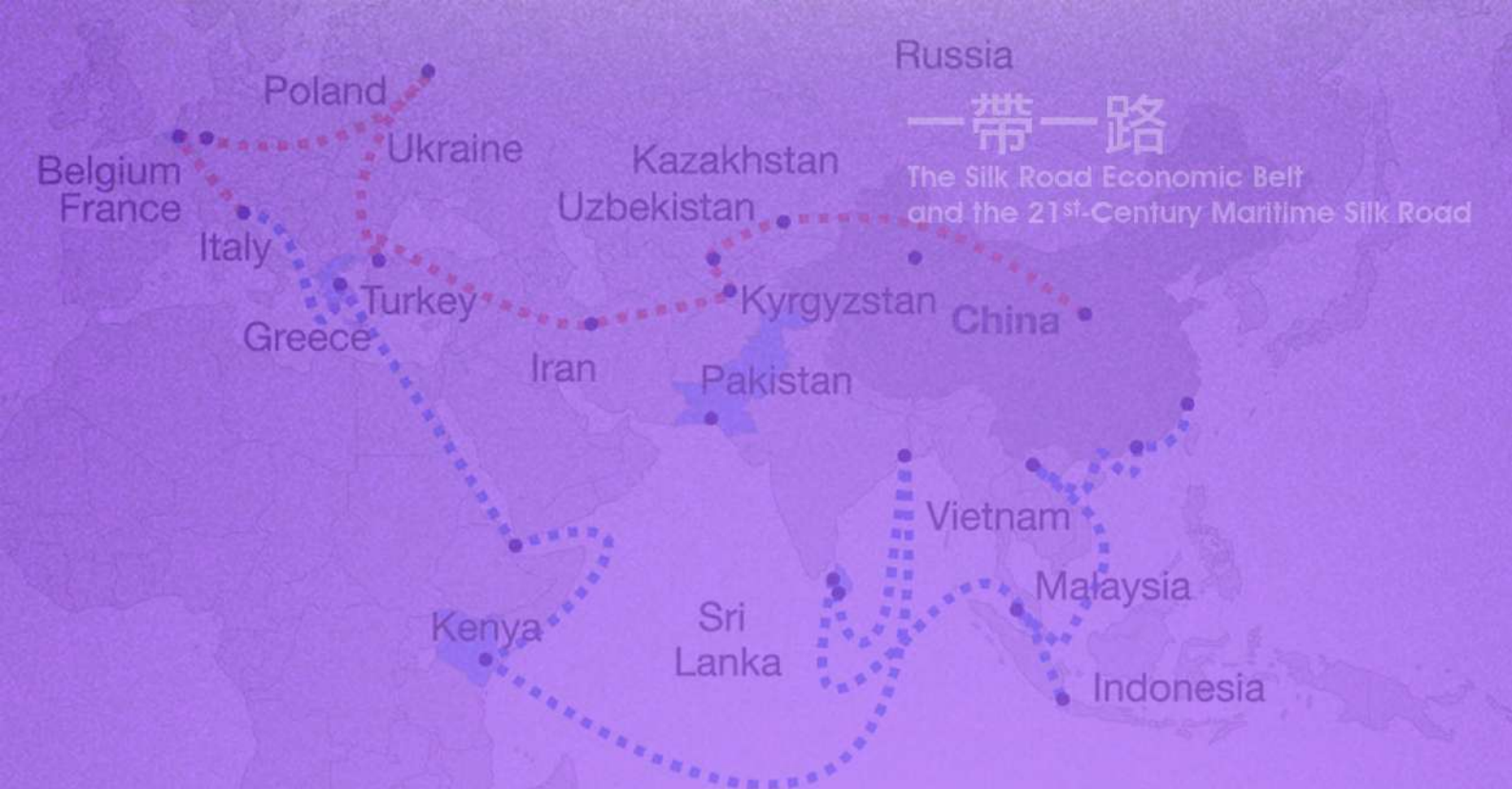
CPTIM has grown into a comprehensive provider of services in professional training, examination, as well as corporate management and technology consultation; its work is oriented towards furthering all-around support services for small- and medium-sized enterprises (SMEs), encouraging youth entrepreneurship,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

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

Currently, CPTIM 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 Assessment Department

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



2. 營運報告

Operation Reports



2.1 主席報告

過去一年，中心的工作圍繞兩條主軸推進：一是加強人才培訓；二是為中小企業的發展提供支援。

“人才建澳”一直是特區政府的施政理念。為此，中心繼續開展多元化的培訓項目，在提升在職人士的就業能力的同時，亦為培養青少年的綜合能力作出了一些努力。另一方面，為配合特區政府經濟適度多元發展目標，中心過去一年在推動專業認證、支援中小微企及青年創新創業、扶持產業成長等方面的工作。在中心全體同仁的付出和努力下，2017年工作取得較好成效，當中不少項目和服務是中心多個部門參與、協作的成果，充分體現出團隊合作精神。為更有系統地作出總結，以下將分為六個方面向各位匯報。

1 持續優化人力資源素質

2017年，中心合共開展了912個培訓項目（課程及研討會），其中公開課程共396項（佔43.4%），機構委托培訓共490項（佔53.7%），學員人次達18,993名¹，共計19,796.25學時。對比去年，培訓項目總體數量下跌5.5%，主要是由於公開課程、研討會和工作坊減少，而機構委託課程數目對比去年同期則上升7.9%²；整體學員人次及學時與2016年變化不大：學員人數輕微上升1.1%，學時下跌2.2%。在公開培訓方面，中心開設營商管理、資訊科技、時尚創意、商務語言四大課程範疇，同時亦積極與不同行業及團體合作舉辦“行業發展培訓系列”，以回應產業適度多元化的需要³。而在機構委托培訓方面，按客戶行業分佈，當中公共部門佔41.6%，商業機構⁴佔28.4%，教育機構佔19.8%，非牟利社團佔4.7%，內部項目佔5.5%。

中心持續為在職人士提供進修機會，以提升他們的就業能力。去年繼續加強與行業團體及相關機構合作，開辦有助提升企業經營能力及僱員專業能力之課程⁵。去年新增的項目包括：與澳門房地產評估業協會合作之“新興投資評估”進階課程，與土地工務運輸局合作之“都市建築及城市規劃範疇的資格制度之持續進修”等課程，與房屋局合作之“房地產中介業務相關法律知識培訓課程”等。各專業範疇的公開課程亦按年度培訓計劃進行，去年新增設的

2.1 Chairman's Report

In the past year, the work of CPTIM was centered on two major aspects: Investing more in talent training, and providing support for the development of small and medium-sized enterprises (SMEs).

“Developing Macao through talents” has been the MSAR Government’s administrative philosophy. In line with this direction, CPTIM on one hand, continued to develop diversified training programs to improve the employability of the employed and nurture the general ability of the youth, and on the other hand, exerted efforts in various areas including promoting professional qualification, supporting micro, small and medium-sized enterprises (MSMEs), fostering youth innovation and entrepreneurship, as well as facilitating industrial growth, so as to support the MSAR Government in achieving adequate economic diversification. Thanks to the efforts of all CPTIM colleagues, there was good performance in 2017, with quite a number of programs and services being delivered as a result of cross-departmental participation and collaboration, amply demonstrating the CPTIM team spirit. To provide a more systematic review, my report below is divided into six topics:

1. For Continuous Improvement of the Quality of Human Resources

In 2017, CPTIM organized 912 training programs (courses and seminars), including 396 public courses (43.4%) and 490 corporate in-house courses (53.7%), reaching a total of 18,993 enrollments¹ and 19,796.25 training hours. In comparison with the previous year, the total number of training programs dropped by 5.5%, mainly due to the decrease in the number of public courses, seminars and workshops, while that of corporate in-house courses increased by 7.9%²; the total number of enrollments and training hours remained roughly the same as that of 2016: a slight increase of 1.1% in enrollments and a moderate decline of 2.2% in training hours. On the part of public courses, in addition to providing training in four major areas — Business Operation & Management, Information Technology, Fashion & Creativity and Business Languages, CPTIM also actively cooperated with different industrial associations to organize the “Industrial Development Training Series”, which is in line with the need for adequate industrial diversification³. On the part of corporate in-house courses, demand from the public sector accounted for 41.6%, commercial sector,⁴ 28.4%, educational institutions, 19.8%, non-profit organizations, 4.7% and internal programs, 5.5%.

CPTIM continued to provide continuous training opportunities for the employed to improve their employability. Last year, CPTIM strengthened cooperation with industrial associations and related organizations to offer courses aiming to enhance business operation and professional competency of the employees⁵. Among the new courses were: “Contemporary Investment Appraisal” co-organized with the Macau Property Evaluation Association; a series of CPD courses for the “City Construction and Urban Planning Professional Qualification System” co-organized with the Land, Public Works and Transport Bureau (DSSOPT), and the “Legal Knowledge Training on Macau Real Estate Intermediary Activities” co-organized with the Housing Bureau (IHM). Public courses were carried out according to the annual training

課程包括時尚和形象設計行業⁶、資訊科技行業⁷、零售業⁸等；此外，亦繼續舉辦為鞏固中年人士“就業力”而設的培訓項目以及“中年人士培訓系列公開課程”⁹。

為配合政府推動創新創業的工作，中心持續開辦各類創業及營商培訓課程。其中，為配合新修訂的“青年創業援助計劃”之培訓要求，自2017年8月起，中心提供“創業精要系列”及“創業/中小企經營系列”兩項主要的創業課程。2017年共有172人次報讀中心開辦的創業精要課程，報讀人次較去年增加59.3%。

在專業考試服務方面，中心繼續為本地人力資源提供多種多樣的內地及國際認證考試，以提升學員的知識及技能，與區域或國際接軌。2017年，中心共錄得5,715名考生¹⁰。國家職業資格考試方面，去年共有464名考生¹¹，主要由於各大綜合旅遊休閒企業積極推動旗下餐飲部員工考取“中式烹調師”、“中式麵點師”、“西式烹調師”及“西式麵點師”認證，這四個項目佔全年考生人數48.9%。此外，為回應業界需要，去年新增了“電氣設備安裝工”考試。截至2017年12月，向勞工事務局申領職業技能證明書的人數有1,208名。

plan of different training areas, including new ones for the fashion and image design sector⁶, information technology (IT) sector⁷ and the retail sector⁸. In addition, CPTIM continued to host the “Training Series for the Middle-aged”⁹ for the general public to enhance the employability of this age group.

To support the initiatives of the MSAR Government in fostering innovation and entrepreneurship, CPTIM continued to organize a variety of startup and business management courses. In particular, to align with the training requirement stated in the revised “Young Entrepreneurs Aid Scheme” in August 2017, CPTIM has launched two series of startup-related courses: the “Business Startup Essentials Series” and the “Startup/SME Management Series”. In 2017, there were a total of 172 enrollments for the “Business Startup Essentials Series”, an increase of 59.3% compared with the previous year.

On the part of professional examination service, CPTIM continued to host in Macau a range of Mainland and International examinations for local human resources striving to upgrade their knowledge and skill level to regional or international standards. In 2017, a total of 5,715 candidates sat for different examinations¹⁰. With regard to the National Vocational Qualification Assessment (VQA), there were 464 candidates¹¹, the number was driven by the major integrated tourism and leisure enterprises that actively mobilized their catering employees to attain qualifications in “Chinese Culinary Skills”, “Chinese Pastry & Bakery”, “Western Culinary Skills” and “Western Pastry & Bakery”; these 4 categories accounted for 48.9% of the total number of VQA candidates. In addition, the “Electric Appliance Installation” examination was added in response to demand from the industry. As of December 2017, 1,208 individuals had applied for the Vocational Qualification Certificate with the Labor Affairs Bureau (DSAL).



理事會主席在社員大會作出報告

Chairman of the Board of Directors reported in the General Assembly

2 推動時裝及形象創意行業發展

為配合澳門世界旅遊休閒中心的定位，以及發展多元產業的目標，中心在為企業提供技術支援之餘，繼續致力為時裝及創意設計行業培養人才，尤其是發掘和培養新生代，使之成為創意產業的新力量。2017年，中心在這一範疇開展了多元化的項目和服務，各類時尚創意培訓課程共計197項，共2,123人次報讀；另外，共舉辦了8個與時裝科技相關的講座，讓本地設計師了解最新的時裝管理及資訊軟件平台。中心還積極為學員和企業搭建平台，組織他們參與各項境內外比賽¹²、展覽¹³及交流活動¹⁴等，以不斷提高業界的綜合生產力。

中心繼續與澳門貿易投資促進局聯合舉辦本地服裝節。

“澳門服裝節2017”包括5場專業時裝表演，13個時裝展位及4個時尚風格展示區。其中時裝表演共有來自32個不同地區的設計師及品牌參與。中心還組織及帶領澳門原創時裝品牌前往上海、香港、深圳、泉州和海口，分別參加在這些城市舉行的“2017年中國國際服裝服飾博覽會(CHIC)上海春季”、“香港時裝節春夏系列”、“CENTRESTAGE 香港國際時尚匯展”，以及“活力澳門推廣週第24-26站”。和其他機構合作方面，中心組織了8個澳門服裝品牌參加“金沙澳門時裝週”及參與演出；同時繼續與文化局合辦澳門時尚廊，以期限店、展覽、工作坊、藝術活動、文創產品銷售等形式推廣本地文化創意。時尚廊2017年共吸引約12,530人次參觀，售出600件文創產品。

3 推動資訊科技行業發展

中心持續推動資訊科技行業發展，致力提供多元化的課程、特別培訓和考試服務，以及與不同政府部門合作，向中小企推廣資訊科技的應用。2017年，中心合共提供162個資訊系統及科技類課程，學員人次為2,339。中心已和海內外多間國際專業考試及認證機構¹⁵簽訂協議，成為授權培訓中心，其中VUE考試中心2017年全年為240名考生提供全面的系列培訓課程以及考試服務。去年3月，數碼匯點新設立的iMac Computer Lab正式投入使用，為有需要使用蘋果電腦的課程提供優質的硬件配置。

2. For Promoting the Development of the Fashion & Creative Image Design Industry

To support the positioning of Macau as a world center of tourism and leisure, as well as the goal of industrial diversification, CPTIM, in addition to providing technical support for the enterprises, continued to nurture talents for the fashion and creative image design industry – in particular, the younger generation so that they could become the new force in the industry. In 2017, CPTIM provided a range of programs and services, including 197 rounds of fashion and creative design-related courses that had 2,123 enrollments, eight seminars related to fashion technology for local designers so that they could keep abreast of the latest development in fashion management and information platforms. CPTIM also actively served as a bridge to organize individuals and enterprises to participate in domestic and overseas competitions¹², exhibitions¹³ and exchange activities¹⁴, aiming to enhance the overall productivity of the industry.

CPTIM continued its collaboration with the Macau Trade and Investment Promotion Institute (IPIM) to co-organize the “Macao Fashion Festival 2017”, consisting of five professional fashion shows, 13 fashion booths and four fashion areas. The fashion shows, in particular, were participated by designers and brands from 32 different regions. CPTIM also organized and led local brands to take part in the “2017 China International Fashion Fair (CHIC) (Spring)” in Shanghai, the “Hong Kong Fashion Week for Spring/Summer”, the “CENTRESTAGE – Hong Kong International Fashion Exhibition”, the “Dynamic Macao Business and Trade Fair – the 24th – 26th Stop”. On the part of cooperation with other organizations, CPTIM coordinated eight Macao fashion brands to showcase in the “Sands Macao Fashion Week”; CPTIM also continued to jointly run the Macao Fashion Gallery with the Cultural Affairs Bureau (ICM). To promote the local creative and cultural industry, the Gallery hosted pop-up stores, exhibitions, workshops and art events in addition to the selling of creative, cultural products; it attracted a total of 12,530 visitors and sold 600 pieces of products in 2017.

3. For Promoting the Development of the IT Industry

CPTIM strived to foster the development of the IT industry by continuing providing a diversified portfolio of training courses and examinations, as well as cooperating with different government departments in promoting the application of IT among SMEs. In 2017, CPTIM offered 162 rounds of IT courses that had 2,339 enrollments. CPTIM has agreements with a number of regional and international certification/examination bodies to act as their authorized training centers¹⁵; the VUE Pearson Testing Center has been among one of these and 240 candidates were recorded for the year of 2017. The iMac Computer Lab at CyberLab was opened in March 2017 to enhance the quality of hardware for courses that required the use of Mac computers.

此外，中心亦積極推動資訊科技在各行業中的應用。例如，近年新開發的“採購寶”企業採購配對平台，免費提供予本地企業使用，以協助中小企更快捷地與本地大型企業對接，增加了商機。經過一年良好運作，已登記的採購商及供應商分別有73間及808間，錄得採購資訊2,522項，平均每月有過百項的採購資訊在平台上發佈。未來，“採購寶”平台將整合到中心與經濟局合作構建的“澳門中小企360營商資訊平台”¹⁶之中，預計於2018年第2季推出。

中心近年亦承辦澳門經濟局的手機應用程式“澳門玩得喜”。該程式旨在為澳門居民及遊客提供不同本地商戶資訊，強化澳門製造及初創企業之推廣，推動社區經濟發展。“澳門玩得喜”在運行一段時間後推出優化新版本，至今運作良好，2018年將繼續為其添加新功能。

4. 提升企業經營及管理水平

為推動企業實現優質及現代化管理，中心早於1996年開始推動標準認證工作，是目前本澳唯一推廣及資助企業考取國際管理系統認證的本地機構。2017年，中心共錄得45個“國際管理系統標準認證/實驗室認可資助計劃”申請，較上一年度上升21.6%；當中來自設施管理、清潔、保安服務、貿易和環保技術顧問服務等服務業的申請佔58%，來自工程/建築業的佔31%，反映出國際管理認證已成為本地企業競爭外包業務的“通行證”；至2017年底，本澳企業累計考獲國際管理認證達345張。

為鼓勵本澳企業透過獲得產品優質認證來提升客戶信心及市場競爭力，從而配合澳門工業的新發展，中心與澳門廠商聯合會合辦的“澳門產品優質認證計劃”已順利啟動，預計在2018年第2季正式開始接受企業申請。

繼續推行“代送外檢測服務”。2017年共處理了2,121申請個案，當中紡織成衣佔64.5%、食品類佔20.8%¹⁷。另外，中心還以“送服務上門”形式，為企業提供“管理諮詢及技術支援服務”，2017年共處理了65個諮詢個案，主要為ISO管理標準（佔50.8%）和產品檢測（佔20.0%）方面

In addition, CPTIM also actively promoted the application of IT in different industries; for example, the “Choice Pro”, a free-of-charge procurement platform was developed in recent years for SMEs to get in touch with the large-scale local enterprises more efficiently and to generate more business opportunities. After a year of smooth operation, there were 73 buyers and 808 suppliers registered, with 2,522 posts of procurement needs - an average of 100+ posts per month. The integration of “Choice Pro” with the “Macau Business Information Platform for SMEs (SME 360)”¹⁶, a project co-developed by CPTIM and the Economics Services (DSE), has been planned for the second quarter of 2018.

As appointed by the Economics Services (DSE), CPTIM has also undertaken a mobile app project called “MacaoHappyPlay”. In recent years, this app aims to provide Macau residents and tourists with information about local stores, promoting the idea of “Made in Macao” and business start-ups, so as to facilitate the development of the community economy. After an initial period of implementation, a new, enhanced version of “MacaoHappyPlay” was released and has been running smoothly, with new functions being planned for 2018.

4. For Enhancing Enterprise Operation and Management

CPTIM has been promoting the adoption of standards and certification since 1996 as the means to drive enterprises to realize quality and modernize their management. As of today, CPTIM is still the only local organization promoting and financing enterprises to attain international management system certifications. In 2017, CPTIM received 45 applications for the “Subsidy Scheme for International Management System Certification/Laboratory Accreditation”, an increase of 21.6% compared to that of previous year. Among these applications, the service sector, such as facility management, cleaning service, security service, trading and environmental consultancy service, accounted for 58% of the total, while the engineering & construction sector accounted for 31%, an indicator that international management system certification has become a “passport” for local enterprises competing for outsourced business. As of the end of 2017, local enterprises have attained a cumulative total of 345 management system certificates.

With the ultimate aim of supporting the development of the industrial sector of Macau, CPTIM and the Macau Industrial Association have launched the “Macau Product Quality Certification Scheme”, so as to encourage local enterprises to enhance their clients’ confidence and market competitiveness through quality product certification. The Scheme is expected to be open for application during the second quarter of 2018.

CPTIM continued to provide the “Lab Test Delivery Service”; the year 2017 saw 2,121 applications, in which textile and apparel products accounted for 64.5% and food products accounted for 20.8%¹⁷. In addition, CPTIM also provided enterprises with “management advisory and technical support services” using a “door-to-door” service approach; 65 cases were handled during 2017, which were mainly related to ISO management standards (50.8%) and product testing (20.0%). Organizing seminars has been adopted as a long term approach to enhance different sectors’

的諮詢。透過研討會方式去加強不同行業對國際管理標準趨勢和應用的認知是一項長期性的工作。2017年共舉辦了9項活動，參與者超過420多人，主題涉及質量管理、供應鏈管理、食品安全管理、職業健康及安全管理、環境管理和可持續發展，以及在“天鴿”風災後特別加設的營運業務持續管理等。

繼續推廣多項免費的“良好管理指南”，以支援中小企業完善管理系統，包括食品安全管理工具書、新出版的零售商店管理工具書，以及會議活動管理工具書，為不同行業提供系統的實用資訊。

5. 為中小企及創業者提供輔助支援服務

一直以來，中心致力把扶持中小微企作為重點工作。為落實特區政府施政方針中支援中小企業的各项具體措施，中心在以往支援服務的基礎上積極創新，務求提供更全面、到位的服務。

2017年，中心共處理了140個服務個案¹⁸，當中包括恆常的中小企顧問/中介服務、青年創業孵化中心的支援服務、《澳門日報》中小企服務平台及金沙中小企採購專欄的個案點評，以及中小企支援熱線服務的個案。這些服務之所以能夠不斷加強，離不開義務顧問團隊的支援；來自各行各業的資深顧問為小微企業主和青年創業者提供了不少有價值的意見。在提供這些服務的同時，服務部門注意和中心其它服務有機地結合起來，向企業推介如員工培訓、管理認證等服務。在協助企業進行品牌、產品推廣方面，除帶領企業參展外，中心亦以故事的形式在報章為企業進行宣傳推廣。

去年颱風“天鴿”襲澳，很多企業遭受不同程度的損失，對中小企的打擊尤為嚴重。中心即時將災後協助中小企工作列為重點工作之一，走訪受災地區，實地了解企業需要，並前往兩間在災前安裝了預防水浸升降平台的店舖，瞭解平台的運作。在11月，聯同經濟局支持中區南區工商聯會舉辦“安裝防浸升降台”說明會，協助邀請機電工程師學會派代表於會講解不同形式升降平台的特點、安裝要求等。說明會之後，中心應經濟局的請求，為20間有意進一步瞭解升降平台的商舖提供專業意見。

awareness of the trends and application of international management standards; nine seminars were held in 2017, attended by over 420 participants, covering topics on quality management, supply chain management, food safety management, occupational health & safety management, environmental management & sustainable development, as well as business continuity management – a topic specially included after the incident of Typhoon Hato.

CPTIM continued to provide free “Good Management Practice Guidebooks” to support SMEs in their efforts to enhance their management systems, namely the Food Safety Management Toolkit and the newly-published Retail Store Management Toolkit and Event Management Toolkit; these Toolkits contain practical and systematic guidance for SMEs in different sectors.

5 Providing Support Services for SMEs and Startups

CPTIM has always been committed to the key mission of supporting SMEs. To support the effective implementation of various policy measures of the MSAR Government in this area, CPTIM has been actively seeking more innovative approaches to providing its existing portfolio of support services, striving to deliver them in a more all-rounded and effective manner.

In 2017, CPTIM handled a total of 140 service cases¹⁸, including the advisory/intermediary service for SMEs, the support service provided for the Youth Entrepreneur Incubation Center, the commenting of SMEs' cases published in the columns of SME Service Platform and SME Procurement in the Macao Daily News, as well as the SME Service Hotline. The continuous enhancement of the above services could not be realized without the support of a team of voluntary experts from various fields who provided a lot of invaluable advice for owner-managers of small and micro-sized enterprises and young entrepreneurs. The department responsible for providing these services would leverage upon the resources provided by other CPTIM departments, for example, recommending employee training courses and management certification to enterprises. On the part of assisting enterprises to promote their brands and products, CPTIM not only organized them to participate in exhibitions, but also helped them to gain exposure in newspapers using a storytelling approach.

The Typhoon Hato hitting Macau last year has caused varying degrees of damages to many enterprises, especially the SMEs. CPTIM immediately listed post-disaster assistance for SMEs as one of its top priorities. CPTIM visited the affected areas to obtain first-hand knowledge of the needs of these enterprises, including the operation of “lifting platforms” that were installed by two shops to safeguard themselves against flooding before the disaster hit. In November, CPTIM and the Economic Services (DSE) supported the Industry and Commerce Federation of the Macau Central and Southern Districts in hosting a briefing session about the installation of such lifting platforms by assisting to invite representatives from the Macau Institution of Electrical and Mechanical Engineers to explain about the characteristics and installation requirements of different types of lifting platforms. After the briefing session, upon the request of the Economic Services (DSE), CPTIM further provided professional consultation for 20 shops that would like to install such lifting platforms.

結合青年創業的輔導服務和中心其他部門的各項支援服務，中心持續貫徹“送服務上門”理念，透過實地考察、探訪等形式，現場為中小企業提供服務，協助企業解決各種營商問題。例如，中心發揮在創意設計方面的優勢，去年與工商社團合作推行“活力舊區由我創之祐漢櫥窗添新裝”計劃，抽選北區三間商戶進行創意櫥窗美化及設計吉祥物，以文化藝術元素或櫥窗設計來提升店面的整體形象，增強競爭力，取得了滿意成效。

中心亦一如既往，組織本地企業及個人參加多項交流考察項目¹⁹、研討會及展覽²⁰活動，如深圳高交會、6.18交易會等，以協助澳門中小企更好地“走出去”。

6. 重視青年培養工作，提升青年就業創業能力

國家和特區政府一直重視澳門青年的培養，搭建不同平台讓青年成長成才。中心作為本地主要的培訓機構之一，亦十分重視有關工作，積極作出配合。多年來，提供各種各樣的、短中長期兼顧的職業技術課程，向兒童及青少年推廣環保理念、生涯規劃理念，並在青年創新創業培訓和選拔青年參與地區性及世界性職業技能競賽等方面做了大量工作。

首先是職業技術課程方面。為啟發青年創意及職業導向、提升其就業力，中心持續與本澳學校合辦中學職業技術課程²¹、續辦“青少年培訓系列課程”²²。中心與中葡職業技術學校合作的時裝設計及製作課程開辦至今已踏入第15屆，為行業發掘新秀，並持續為學員配對大型企業的實習崗位。此外，中心持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課程，17/18學年共與中葡職業技術學校、萊農子弟學校、聖羅撒女子中學中文部合作開設9班課程，以培養年輕一代對文創的興趣。

此外，中心與聖若瑟大學共同開辦的“時裝設計學士課程”已順利開展兩屆，兩年間共有13位學員修讀，中心負責教授其中5個學科，並特設“時裝創意教育獎學金”，為本澳有志升讀時裝設計科的學員提供在澳四年制的升讀大學的機會。中心自主開辦的“時裝設計及製作文憑課程”已開辦至第15屆，近年報讀學員漸趨年青，部份學員畢業後成為澳門時裝業的中堅分子，為本地時裝業注入新動力。

Combining the consultation service for young entrepreneurs with the other support services provided by different CPTIM departments, CPTIM continues to step up its “door-to-door” service philosophy by paying visits to SMEs and delivering such services on site, assisting the SMEs to overcome different issues in their business operations. For example, CPTIM capitalized on its strength in creative design and worked with different business associations in implementing the project of “Revitalizing the Old Iao Hon District through Window Display,” in which three shops in this northern district were selected to have their shop windows enhanced with creative window display and the design of mascots, combining cultural and artistic elements with window display to upgrade the shops’ overall image and thereby their competitiveness; the results were quite satisfactory.

CPTIM continued to organize local enterprises and individuals to participate in a number of exchange and study missions¹⁹, seminars and exhibitions²⁰, including the China High-tech Fair and the China Cross-straits Technology and Projects Fair, so as to support the local SMEs to “step beyond Macau”.

6. Focusing on the Nurturing of the Youth, Enhancing their Employability and Entrepreneurship

Both national government and the local government of MSAR have always placed heavy emphasis on the nurturing of the youth in Macau, establishing different platforms for them to grow and develop. CPTIM as one of the key training organization in Macau, is also very keen on this area of work and has been actively support such initiative. Throughout the years, CPTIM has been providing different types of short, medium and long-term vocational training courses, as well as promoting the concepts of environmental protection and career planning to children and teenagers. In addition, CPTIM has exerted a lot of efforts in providing innovation and entrepreneurship training for the youth and developing young talents to participate in regional and international vocational skills competitions.

Firstly, on the part of vocational training courses, CPTIM continued to co-organize vocational training programs²¹ and “Youth Training Series”²² with local high schools, aiming to inspire innovation and career orientation among the youth, thereby enhancing their employability. The Fashion Design and Manufacturing Training Program cooperated with the *Escola Luso-Chinesa Técnico-Profissional* is now in its 15th year, which has been instrumental in nurturing young talents for the industry, and CPTIM has continuously pairing the students with the large enterprises for internship opportunities. In addition, CPTIM continued to work with different local high schools to deliver training on fashion design and manufacturing, as well as in image design and styling. The 2017/18 academic year saw the cooperation between CPTIM and three schools in organizing nine courses - the *Escola Luso-Chinesa Técnico-Profissional*, *Escola Choi Nong Chi Tai* and *Colégio de Santa Rosa de Lima (Chinese Section)* - aiming to stimulate the younger generation’s interest in the cultural and creative sector.

In addition, the cooperation of the “Bachelor Degree Program of Fashion Design” between CPTIM and the University of Saint Joseph is now in its 2nd year, with 13 students enrolled in the program. CPTIM delivers five modules in the program and offers a “Fashion and Creative Education Scholarship” for students who are interested in fashion design to enroll in a four-year university program in Macau. It has been 15 years since CPTIM set up its own “Diploma Program in Fashion Design and Manufacturing”; in recent years, the age of students enrolled in this program has become increasingly younger, while a number of graduates have become the backbone of Macau’s fashion industry, bringing new momentum to the industry.



服裝節開幕式
Opening Ceremony of "Macao Fashion Festival"

在資訊科技培訓方面，中心得到教育暨青年局的資助，持續深化“資優學生培訓計劃”，為資優的中學及大專學生提供限量免費學額報讀本中心的重要IT課程，以鼓勵學生不斷提升資訊科技的專業水平，2017年共有16人次參加。此外，為讓青年學生加深對本澳現有的職業/專業考試資源的認識，受教育暨青年局委託，中心再次承辦“考取職業及專業證照講座計劃”，為教學人員和學生開辦11場講座，以配合學校的培訓發展。

其次，中心積極向兒童及青少年推廣、普及環保理念和生涯規劃理念。環保小先鋒(EnviroKids)兒童環保行動已成功舉辦11屆，透過愛護環境的熱門議題，把生產力中心在ISO14000環保專業領域的管理概念，融入兒童與少年的學習環境中。16/17學年共有來自10間小學共445名學生參與。在推廣生涯規劃理念方面，中心一直參與本澳各大就業招聘會、博覽會，開設面向不同群體的就業工作坊，為即將畢業的中/大學生、在職或轉職人士提供職業生涯規劃服務。

在支援青年創新創業服務方面，除了開辦/合辦各類創業課程外，亦和本澳多個社團合作組成“青年創業創新培育計劃”籌委會，於去年組織了共11班創業課程及賽前工作坊，以及為大專院校、教育暨青年局及社團提供創業培訓及講座活

On the part of IT training, funded by the Education and Youth Affairs Bureau (DSEJ), CPTIM continued to organize the "Elite Training Scheme for Secondary & University Students", providing talented high school and university students with opportunities to join key CPTIM IT courses free-of-charge, so as to encourage them to continue enhancing their IT competency. In 2017, there were 16 students enrolled in this Scheme. Furthermore, to increase young students' awareness of the existing vocational/professional examination resources in Macau, CPTIM was again commissioned by the Education and Youth Affairs Bureau (DSEJ) to deliver the "Briefing Sessions on Attaining Vocational and Professional Qualifications"; a total of 11 sessions were held for teachers and students respectively, supporting the development of educational courses of individual schools.

Secondly, CPTIM has also been actively promoting the concepts of environmental protection and career planning to children and teenagers. The 11th edition the EnviroKids Program was completed successfully; riding on the increasing concern for environmental protection, CPTIM integrated the ISO 14000 environmental management standards into the children and teenagers' learning environment. In the 2016/17 academic year, there were 445 students from 10 different primary schools participated in the Program. On the part of promoting career planning, CPTIM continued to participate in major local job fairs and exhibitions and host employment workshops targeting at different sectors, as well as providing career planning advice for high school and university graduates, the employed, as well as job-changers.

With regard to supporting youth innovation and entrepreneurship, apart from independently or jointly organizing different types of business startup course, CPTIM has also joined hands with a number of local associations and become a member of the Preparatory Committee for the "Youth Entrepreneurship Innovation and Cultivation Program," organizing a total of 11 startup courses and workshops for the Program. In addition,

動；同時，繼續以多元化的方式去協助創業者掌握必備的創業知識，包括與澳門青年企業家協會合作，協助進行企業診斷；與TDM合作拍攝“營商動力-創業系列II”的短片節目等。

中心亦以顧問服務的形式開展青創支援工作。2017年1-10月間接獲並完成的個案共30宗，這些個案涉及的行業包括電子商務、教育、批發零售、文化創意等行業。主要查詢創業/業務計劃、行業營商環境、企業營運策略、產品服務推廣等服務。

由於政府在推動青年創業的工作做了分工，青年創業孵化中心自去年10月18日起由另一機構負責營運，中心主要工作將集中在培訓課程和顧問諮詢服務。中心將積極配合青創孵化中心的相關支援，並已收到該公司要求派出顧問人員加入該中心服務的邀請，未來會持續為創業青年提供適切的服務。

最後是培訓及選拔青年參與職業技能競賽的工作匯報。中心多年來培訓、組織青少年參與各項國際及地區性職業技能競賽²³，以持續提升澳門青少年職業技能水平，歷屆為澳門爭取不少佳績。去年，中心組織及帶領本澳8名中學生參與在美國洛杉磯舉行的2017“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”，周家熙及楊芷琪同學分別於Word 2013及Word 2016項目中取得全球第二名，其餘參賽同學亦在各項目中榮獲前十名的佳績，澳門團隊凱旋而歸。其中周家熙同學已經連續三年參加此項全球大賽，過往兩屆曾獲得Excel 2013全球冠軍、PowerPoint 2013全球冠軍及Word 2013全球亞軍的佳績。

另一項重要賽事，是被譽為職業技能界的奧林匹克---“世界職業技能競賽WorldSkills”。中心多年來受勞工事務局委託，擔任“世界職業技能競賽”澳門區代表單位，上屆賽事於2017年10月在阿布扎比舉行，中心負責其中五個項目的選拔和培訓工作²⁴。經過一輪競逐，“網站設計”項目澳門選手馮學健同學憑著出色表現勇奪金牌，同時亦是澳門32年參與該項目以來獲得的首金，為澳爭光。

CPTIM also provided startup training and seminars for universities, the Education and Affairs Bureau (DSEJ) and other associations. Furthermore, CPTIM continues to support entrepreneurs in acquiring the necessary knowledge through a variety of approaches, including the cooperation with the Macau Youth Entrepreneur Association in providing diagnosis for SMEs business operation analyzing diagnostics, as well as with TDM in producing a series of short programs titled “Driving Force for Business II – For Startups”.

CPTIM also supported youth entrepreneurship by providing consultation service. During January to October of 2017, CPTIM received and completed 30 cases that involved different sectors including e-commerce, education, wholesale & retail, culture & creativity, enquiring about startup/business plan, business environment, operation strategy, as well as product/service promotion.

Since the government has decided on a division of work related to the fostering of youth entrepreneurship and the operation of the Youth Entrepreneur Incubation Center has been assigned to a different organization with effect from October 18, 2016, the key role of CPTIM has become focused on the provision of training courses and consultation service. CPTIM will actively support the Incubation Center and has already received the invitation from the organization to nominate consultants to participate in its services. In the future, CPTIM will continue to render appropriate services for the young entrepreneurs.

The final part of this report is about the training and selection of young people to participate in vocational skills competitions. Throughout the years, CPTIM has been training and organizing young people to participate in various international and regional vocational skills competitions²³, with the objective of continuously upgrading the level of vocational competency among the youth in Macao – the results have been quite impressive. In 2017, CPTIM organized and led eight local students to compete in the annual “Microsoft Office Specialist (MOS) World Championship” and the “Adobe Certified Associate (ACA) World Championship”, which were held at Los Angeles of the United States of America. It was another victorious trip with Chao Ka Hei and Leong Chi Kei winning the second place in Microsoft Word 2013 and Microsoft Word 2016 categories respectively, and the rest of the contestants also ranked among the top ten in different categories. In particular, Chao Ka Hei was a contestant in the “Microsoft Office Specialist (MOS) World Championship” for three consecutive years, having won the first place in Microsoft Excel 2013 and Microsoft PowerPoint 2013 in the previous two editions respectively, plus this second place in Microsoft Word 2013.

The WorldSkills Competition is another major competition being hailed as the “Olympics” for vocational skills. CPTIM has been commissioned by the Labor Affairs Bureau (DSAL) to be one of the local representative entities to participate in this competition for a number of years. The competition for 2017 was held in Abu Dhabi in October, and CPTIM was responsible for the selection and training of contestants in five categories²⁴. After rounds of intense competition, the contestant from Macao, Fong Hok Kin, won a gold medal in the “Web Design and Development” category; this was a remarkable moment for Macao as it was the first gold medal being won by Macao since its participation thirty-two years ago.

藉此機會，很高興和大家分享一則剛剛收到的喜訊，中心關治平副理事長以及資訊系統及科技部麥誠軒經理接獲世界職業技能競賽(WorldSkills 2019)組織的邀請，即將擔任WorldSkills 2019大會時裝技術、網頁設計及發展兩個項目的技術總監(Skill Competition Manager, SCM)。有別於賽事其他職位的要求，技術總監需要在過去曾擔任賽事兩屆或以上的總專家/副總專家職位，對該技能項目有豐富經驗及高度勝任。技術總監需協調項目所有專家的工作內容，決定比賽題目及規則，是大會的核心成員。本屆賽事五十多名技術總監當中，只有六位是來自亞洲，而中心成員出任其中兩席，我們尤其感到光榮和深受鼓舞。關治平副理事長和麥誠軒經理分別是時裝技術、網頁設計項目的專家，多年來累積了豐富的培訓經驗，麥誠軒經理中學時期亦曾是WorldSkills 網頁設計項目選手，為澳門在這賽事中奪得首面獎牌；二人從副總專家、專家到獲邀為大會的技術總監，成為賽事中首兩位擔任這一職務的中國人，體現出大會對中國澳門在這兩個項目職業技術水平的高度肯定。中心日後一定會持續不懈地強化澳門職業技能水平，培育多元化人才，不斷提升澳門青少年的競爭力。

以上是2017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

I am delighted to take this opportunity to share with you a piece of good news that I have just received. Victoria Kuan, the Deputy Director-General, and Thomas Mak, the Manager of the Information System & Technology Department of CPTIM, have received an invitation from WorldSkills 2019 to be the Skill Competition Manager (SCM) for the categories of Fashion Technology and Web Design and Development respectively. Unlike the requirements of other positions in the Competition, a SCM is required to have held the position of Chief Expert/Deputy Chief Expert for at least two editions of the Competition, an indication of rich experience and a high level of competency. SCMs are core members of the Competition as they are responsible for coordinating the work among all experts of individual categories and deciding upon questions and rules. We felt particularly honoured and encouraged because among the 50+ SCMs of WorldSkills 2019, only six are from Asia, and two of them are CPTIM staff members. Victoria Kuan and Thomas Mak are experts in Fashion Technology and Web Design and Development respectively, and they have accumulated rich training experience over the years; the latter was once a contestant himself in the Web Design and Development Category when he was at high school, winning the first medal for Macau in this Competition. From being a Deputy Chief Expert, Chief Expert to being invited to be a SCM, they are the first two Chinese to hold this position in WorldSkills. This demonstrates WorldSkills' high recognition of the standard of vocational skills of Macau SAR, China, in these two areas. CPTIM will spare no effort in strengthening Macau's vocational skills standard, nurturing diversified talents and continuously striving to enhance the competitiveness of the young people of Macau.

The above is the report for the year under review. On behalf of the Board of Directors, I would like to extend my special thanks to the MSAR Government for its support; my heartfelt gratitude also goes to all our Associates, to the members of our Supervisory Board, Advisory Board and functional committees, as well as to all the staff of CPTIM.



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

註 Notes : ● 報告內容以中文為準，英文譯本只供作參考。

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

附錄

Notes

- 1 機構委託培訓的學員人次佔整體學員人次55.8%，公開培訓則佔44.2%。
- 2 按客戶行業分佈，在490個機構委託培訓項目當中，商業機構佔28.4%(行業包括綜合旅遊休閒、博彩中介、酒店旅遊、建築、零售、交通運輸、公用事業、金融、製造及商業服務)；教育機構佔19.8%；非牟利社團佔4.7%；公共部門佔41.6%；內部項目佔5.5%。
- 3 主要行業包括：房地產評估行業、房地產中介行業、樓宇管理行業、食品行業、化驗行業、文創行業、建築/工程行業。
- 4 行業包括綜合旅遊休閒、酒店旅遊、零售、交通運輸、公用事業、金融及商業服務。
- 5 2017年新增的合作項目包括：與澳門房地產評估業協會合作之“新興投資評估”進階課程、與土地工務運輸局合作之“都市建築及城市規劃範疇的資格制度之持續進修”等課程、與房屋局合作之“房地產中介業務相關法律知識培訓課程”。
- 6 新課程包括日韓時尚化妝、專業美容護理、砭石美容及減壓療法、面部及身體彩繪、瑞典式按摩、專業美甲證書課程、髮型設計-舞台晚裝班、時尚卷髮造型、婚禮流程髮型設計、中國傳統旗袍製作、櫥窗設計之平面設計等17項課程。
- 7 新課程包括MCSE:開發Microsoft SQL Server 2014 數據庫、使用Javascript 開發跨平台手機App、微信平台操作及圖文製作、雲計算及電子商貿應用培訓等8項課程。
- 8 新課程包括零售門市管理。
- 9 主要以電腦應用為主；2017年錄得學員人次27名。自2005年7月推出以來至2017年12月，累計人次達5,066名。
- 10 比去年同期減少8.7%，主要原受以下因素影響：LCCI會計/財務考試範圍有較大幅度修訂，提供上述考試培訓的學校及機構需時調整教材；工聯職業培訓中心今年未有學員報考TOEIC商務英語考試、澳洲美容方面的技能考試合作單位出現變動。各類別考生人次分佈為：資訊科技考試佔13.7%、商務及管理佔40.7%、行業技能佔9.4%、語言佔31.1%、入學資格考試佔5.1%。
- 1 Enrollments for corporate in-house courses accounted for 55.8% while public courses 44.2%.
- 2 Regarding the industry distribution of the 490 corporate in-house courses, clients from the commercial sector accounted for 28.4% (including the industries of integrated tourism and leisure, junket, hospitality, construction, retail, transportation, public utilities, finance, manufacturing and business services); educational institutions, 19.8%; non-profit organizations, 4.7%; public sector departments 41.6%, and internal programs 5.5%.
- 3 The key sectors are: real estate valuation, real estate intermediary, building management, food & catering, laboratory & testing, creative & cultural and construction & engineering.
- 4 The sectors include: integrated tourism and leisure, hospitality, retail, transportation, public utilities, finance and business services.
- 5 New courses in 2017 were: "Contemporary Investment Appraisal" co-organized with the Macau Property Evaluation Association; a series of CPD courses for the "City Construction and Urban Planning Professional Qualification System" co-organized with the Land, Public Works and Transport Bureau (DSSOPT), and the "Legal Knowledge Training on Macau Real Estate Intermediary Activities" co-organized with the Housing Bureau (IHM).
- 6 Among the 17 new courses were: Japanese and Korean Trendy Make-up; Professional Beauty Therapy; Beauty and Relaxation Therapy of Stone Needle; Facial and Body Painting; Swedish Massage; Certificate in Professional Nail Art; Hair Styling (Stage and Evening Dresses Hairstyles); Trendy Curling Hairstyling; Hairstyles for Wedding Day; Traditional Chinese Cheongsam Making; Window Display (Graphic Design).
- 7 Among the 8 new courses were: MCSE: Developing Microsoft SQL Server 2014 Databases, Cross-Platform Mobile App Development with Javascript; Wechat Platform Backend Operation and Pictorial Messages Making; Cloud Computing and e-Commerce Application.
- 8 The new course was Managing a Retail Shop.
- 9 The training series focused on computer applications, with 27 enrollments recorded for the year of 2017. Since its launch in July 2005, the cumulative number of enrollments up to December 2017 was 5,066.
- 10 The decrease of 8.7% compared with the previous years was mainly attributed to the following factors: the syllabus of LCCI Accounting/Financial examinations was extensively revised and consequently the schools and other training institutions needed time to adjust their teaching materials; there was no student from the vocational training center of the Macao Federation of Trade Unions registering for the TOEIC Test for Business English; there were changes in the organization that cooperated with CPTM in providing Australian vocational qualification assessment in beauty therapy. The distribution of candidates among different exam categories was as follows: IT-related, 13.7%; business and management-related, 40.7%; vocational skills, 9.4%; languages, 31.1%, and entry examinations, 5.1%.

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- 11 自2005年10月起舉辦第一輪考試至2017年12月，累計共3,514名考生報名參加國家職業資格技能鑑定/上崗證照考試。按中心在2011年10月與勞工事務局達成“一試兩證”模式的合作協議，凡經中心取得國家職業資格證書的本澳居民，便可獲得由勞工事務局發出職業技能證明書。
- 12 包括“第44屆世界職業技能競賽”、“第17屆青少年創意時裝流行技術大賽”、“第5屆澳門創意化妝及造型設計比賽”、“第4屆澳門創意化妝造型攝影比賽”、“第8屆澳門時裝畫藝術大賽”、“廣東大學生時裝周”、“郵電局前線人員制服設計比賽”、“第26屆漢帛獎中國國際青年設計師作品大賽”、“文化·融合-2017國際青年設計師邀請賽”、“Best Global Model 2017澳門區模特兒選拔”等。
- 13 包括“第22屆澳門國際貿易投資展覽會-澳門服裝節2017”、“2017年中國國際服裝服飾博覽會(CHIC)-上海春季”、“CENTRESTAGE香港國際時尚匯展”、“活力澳門推廣周第24-26站”、“金沙澳門時裝週”、“2017MaConsef時裝孵化計劃”、“品牌的故事-澳門原創服裝展”、“當下型匯-第四屆時裝設計樣版製作補助計劃作品展”。
- 14 包括“香港時裝節2017秋冬系列”、“第18屆中國(東莞)國際紡織製衣工業技術展暨第12屆華南國際縫製設備展考察團”、“中國國際縫製設備展覽會(CISMA)考察團”。
- 15 包括Autodesk培訓合作夥伴、甲骨文(Oracle) WDP培訓合作夥伴、Adobe培訓合作夥伴、微軟教育培訓合作夥伴以及思科網絡學院。
- 16 “澳門中小企 360 營商資訊平台”，由本中心與經濟局合作開設，是一個協助本澳中小企的綜合性資訊匯集及採購交流平台，一方面能讓本澳中小企簡易地獲取政府各部門發佈的與中小企相關的資訊，推廣特區政府的扶助政策，協助初創企業了解開業營運相關法規及輔助性援助措施，及學習營商所需的知識；另一方面，也計劃加入採購訊息互動功能，讓企業可以在平台上發放採購訊息和表達供貨意向，為中小企拓展客源，協助他們尋找新的商機。而平台於2017年11月25日推出電子書模塊的網站版中葡文版及Android App中文版，至今運作良好，而採購模塊預計2018年第二季推出，並完成第一階段構建。
- 11 Since the launch in October 2005, the cumulative number of candidates sitting for the National Vocational Qualification Assessment was 3,514 up to the end of December 2017. According to the “One Examination, Two Certificates” arrangement with the Labor Affairs Bureau (DSAL) that came into effect since October 2011, Macao residents who have attained the National Vocational Qualification Certificates through CPTIM would also be given a Professional Qualification Certificate by DSAL.
- 12 Including the “44th WorldSkills Competition”, the “17th Macao Creative Fashion Technology Competition for the Youth”, the “5th Macao Creative Make-up & Styling Competition”, the “4th Photo Contest of the Macao Creative Make-up & Styling Competition”, the “8th Macao Fashion Illustration Contest”, the “Guangdong University Students’ Fashion Week”, the “Uniform Design Contest for Front-line Staff of the Macao Post & Telecommunications Bureau”, “The Hempel Award — 26th China International Young Fashion Designer Contest”, the “Culture. Reconciliation – the 2017 International Youth Fashion Design Competition & Static Exhibition” and the selection of Macau representative for “The Best Global Model 2017”.
- 13 Including the “22nd Macao International Trade and Investment Fair (MITF) – Macao Fashion Festival 2017”, the “2017 China International Fashion Fair (CHIC) (Spring)” in Shanghai, the “Hong Kong International Fashion Exhibition ‘CENTRESTAGE’”, the “Dynamic Macao Business and Trade Fair — the 24th to 26th Stop”, the “Sands Macao Fashion Week”, the “2017 MaConsef Fashion Incubator Program”, the “Brand Story — Macao Original Fashion Exhibition” and the “Style@Encounter Moment — Fashion Exhibition of the 4th Subsidy Program for Fashion Design on Sample Making”.
- 14 Including the “Hong Kong Fashion Week (Fall/Winter) 2017”, the “Delegation to the 18th China (Dongguan) International Textile and Clothing Industry Fair and the South China International Sewing Machinery & Accessories Show” and the “Delegation to the China International Sewing Machinery & Accessories Show (CISMA)”.
- 15 Including the partnership with Autodesk, Oracle (WDP), Adobe, Microsoft Education and Cisco Networking Academy.
- 16 The objective of launching the “Macau Business Information Platform for SMEs (SME 360),” a project co-developed by CPTIM and the Economic Services (DSE), is to facilitate the local SMEs to access SMEs-related information provided by various government departments, to promote the policies of the MSAR Government for supporting SMEs, to enable startups to learn about the regulations and support measures for opening a business, as well as the essential knowledge for business operation. On the other hand, an interactive function has been planned for the platform to enable enterprises to post their needs for procurement and to indicate their intention to supply, so as to help SMEs to expand their client base and discover new business opportunities. The website of the platform (both Chinese and Portuguese versions) and the Android app (Chinese version) were launched on November 25, 2017; the functioning has been smooth, and the launch of the procurement module has been planned for the second quarter of 2018, which would then have concluded the first phase of the project.

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- 17 此外，藥品類佔6.2%，水泥及混凝土類佔6.5%，其餘為電子/電器及環保產品。
 - 18 個案數量較上年減少20%，主要原因為青年創業孵化中心自去年10月起搬遷，營運方有所調整，二是青年創業申請的高峰期已過，諮詢顧問服務的需求有所減少。
 - 19 協助組織“跨境電商橫琴考察團”。
 - 20 包括2017年澳門國際環保合作發展論壇及展覽(MIECF2017)、第十五屆中國·海峽項目成果交易會(6.18交易會)、第十九屆中國國際高新技術成果交易會(“高交會”)。
 - 21 包括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”，以及為個別學校開辦時以職業技能為導向之餘暇課程(2017年共計22班次)。
 - 22 為教育暨青年局“2017年度暑期活動”各專業範疇共提供共44班次的課程，主要包括文化藝術、手工及家政、親子、化妝、個人形象、語言、電腦、科普及思維智能、禮儀、司儀等。
 - 23 舉辦“第9屆全澳中學生Office技能比賽”及參與“Microsoft Office全球大賽”、“第4屆澳門學生多媒體設計軟件技能比賽”、參與“Adobe ACA (Adobe Certified Associate)技能全球大賽”、“世界職業技能競賽(WorldSkills 2017)”、“第8屆澳門時裝畫藝術大賽”、合辦“2017年度港澳青少年網絡技能競賽”、“第17屆澳門青少年流行時裝技術大賽”、“第6屆創意3D物件設計比賽”、舉辦“第4屆全澳中學生資訊科技常識問答比賽”、舉辦“第5屆澳門創意化妝及造型設計比賽”等。
 - 24 五個項目包括“時裝技術”、“美容”、“商品展示”、“網絡系統管理”、“網站設計”。
- 17 In addition, pharmaceutical products accounted for 6.2%, cement & concrete, 6.5%, and the rest of the applications were for electronics/electrical products and eco-products.
 - 18 Individual cases decreased by 20% compared to the previous year. This is mainly due to two reasons. First, the Youth Entrepreneur Incubation Center had relocated and changed its operatorship in October of the previous year. Second, the peak of youth entrepreneurship application had passed, causing the demand for consulting services to fall.
 - 19 Assisted the organization of the “Cross-Border E-Commerce Delegation to Hengqin”.
 - 20 Including the 2017 Macao International Environmental Co-operation Forum & Exhibition (MIECF 2017), the 15th China Cross-straits Technology and Projects Fair and the 19th China High-tech Fair.
 - 21 Including the “Three-year Creative Fashion Design and Manufacture Program” and “Vocational Skills-oriented Special Education Program” organized with the *Escola Luso-Chinesa Técnico-Profissional*, as well as extracurricular courses organized with individual schools (a total of 22 classes in 2017).
 - 22 The different training areas of CPTM held a total of 44 classes for the “2017 Summer Activities Program” hosted by the Education and Youth Affairs Bureau (DSEJ); the subjects included culture & arts, handicrafts and home economics, parent-and-kids, make-up, personal image design, languages, computer application, science and creative thinking, etiquette, emcee skills, etc.
 - 23 CPTM hosted “The 9th Office Software Skill Competition for Macau Secondary School Students” with participation in the “Microsoft Office Specialist (MOS) World Championship” and “The 4th Multimedia Design Software Skill Competition for Macau Students” with participation in the “Adobe Certified Associate (ACA) World Championship”, participated in the “WorldSkills Competition 2017”, hosted “The 8th Macau Fashion Illustration Contest”, co-organized the “Hong Kong-Macau Youth Networking Skills Competition 2017”, hosted “The 17th Macau Creative Fashion Technology Competition for the Youth” and “The 6th Creative 3D Object Design Competition”, “The 4th IT Knowledge Quiz Competition for Macau Secondary School Students”, “The 5th Macau Creative Make-up & Styling Competition,” etc.
 - 24 The five categories are “Fashion Technology”, “Beauty Therapy”, “Visual Merchandising”, “IT Network Systems Administration” and “Web Design and Development”.

2.2 理事長財政帳目報告

項目及活動

受惠於培訓課程及對外服務的增加，帶動2017年度“項目及活動”收入上升13%至4,200萬（澳門元、下同），而物價上升等因素亦帶動直接成本增加9%至3,305萬。在扣除直接成本後，中心在“項目及活動”方面錄得“毛利”約895萬，較2016年增加32%，而“毛利率”則從2016年的18.3%提升至21.3%。

人事費用

人事方面，為彌補通脹帶來的影響，中心自2017年1月起，跟隨澳門公務員薪酬調整幅度，將每薪俸點的薪酬調升2.47%，加上職位晉升等各项因素，帶動2017年整體人事費用上升7%至4,420萬。值得一提的是，中心人員的薪酬一直以來都是低於公務員，但在每年的薪俸點調整幅度上是與公務員一致的。

折舊及攤銷費用

由於有較多資產於2016年度已攤折完畢，故2017年度的“折舊及攤銷費用”較2016年下降8%至247萬。

其他經營費用

“其他經營費用”主要包括中心各辦事處的行政開支。該項開支整體較2016年增加2%至845萬，當中主要是租金及維修保養開支的增加，而水電費、清潔費、電話費、郵寄費及辦公室用品等開支則有所減少。

其他開支

“其他開支”主要包括一系列針對本地業界及個人的資助及獎勵計劃¹，該項開支整體上較2016年增加約79%至233萬，當中主要是「國際管理系統標準首次認證資助計劃」資助的增加。

2.2 Financial Report of the Director-General

Projects and Activities

Benefitting from the growth in revenue generated from training courses and services provided to the public, the overall revenue from “Projects and Activities” in 2017 rose by 13% to MOP42 million. However, cost grew by 9% to MOP33.05 million, due to the increase in prices and other factors. The gross profit of CPTIM’s “Projects and Activities”, after deducting the direct cost, was approximately MOP8.95 million, an increase of 32% when compared with 2016, while the gross profit margin rose from 18.3% in 2016 to 21.3%.

Personnel Expenses

To compensate for the impact of inflation, CPTIM adopted the level of pay adjustment of the public sector and increased the salary index by 2.47% with effect from January 2017. Coupled with staff promotion and other factors, the overall personnel expenditure in 2017 went up by 7% to MOP44.2 million. It is worth noting that the salary level of CPTIM staff members has always been lower than that of civil servants; it is only the percentage of adjustment of the salary index is in line with that of the civil servants.

Depreciation and Amortization Expenses

Since quite a number of assets has been fully depreciated in 2016, the “Depreciation and Amortization Expenses” in 2017 fell by 8% to MOP2.47 million as compared to the previous year.

Other Operating Expenses

The category of “Other Operating Expenses”, mainly comprised of administrative expenses at various CPTIM premises, grew by 2% to MOP8.45 million when compared to 2016. This was mainly attributed to the increase in rent and repair & maintenance expenses; on the other hand, there was a decrease in the expenses for utilities, cleaning, telephone, mailing and office stationery.

Other Expenses

The category of “Other Expenses” is mainly comprised of those for a series of subsidy and incentive schemes to support local industries and individuals¹. This soared by 79% to MOP2.33 million when compared with 2016, which was mainly due to the increase in the subsidy amount of the “Incentive Scheme for First-time Certification to International Management System Standards”.

¹ 包括「國際管理系統標準首次認證資助計劃」（約134萬）、「獎勵時裝創意教育獎學金計劃」（約14萬）、「失業人士免費就讀計劃」（約2萬）、「資助大專院校獎學金」（約1萬）、「全澳及全球學生 Office 及 Adobe 軟件技能比賽」（約82萬）。

¹ This includes the “Subsidy for First-time Certification to International Management System Standards” (approximately MOP1.34 million); the “Scholarship for Higher Education in Fashion Design & Creativity” (approximately MOP140,000); the “Free-of-Charge Training Program for the Unemployed” (approximately MOP20,000); the “Scholarship for Tertiary Education Institutions” (approximately MOP10,000) and the “Microsoft Office and Adobe Competitions for Macao Students and Participation in World Championship” (approximately MOP820,000).



理事長致詞
Speech by Director-General

其他收入

“其他收入”包括“利息收入”(約72萬)及“兌換收益”(約7萬)。由於存款利率於年內稍有下調，加上開支增加令流動資金減少，帶動全年利息收入減少12%，而“兌換收益”則主要是來自美元掉期存款²交易。

營運結果

在上述各項主要因素帶動下，2017年度錄得的賬面虧損增加約4%至4,782萬，該項虧損在年內已全數透過政府資助彌補。直至2017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一億二千零六十二萬，當中65%是來自政府撥款³，其餘35%是來自本身收入。2017年度的經費運用總額共9,012萬，當中39%用作項目活動、49%用作人事開支、10%用作一般行政，其餘2%用作資本開支。在2017年底，中心尚有經費結餘3,050萬，將留作下一財政年度運用。

財務費用

“財務費用”較2016年減少約1%至11萬，當中主要是銀行收取的手續費。

Financial Expenses

When compared with 2016, the amount of “Financial Expenses” dropped slightly by 1% to MOP110,000. This category was mainly comprised of bank charges.

Other Revenues

The category of “Other Revenues” included “Interest Income” (approximately MOP720,000) and “Exchange Gains” (approximately MOP70,000). As the interest rate for savings deposit has been slightly lowered during the year, coupled with the decrease in liquidity resulting from the increase in expenditures, the interest income for the year dropped by 12%, while the amount of “Exchange Gains” was mainly due to the USD swap deposit².

Operating Results

Due to the aforementioned factors, the book loss recorded in 2017 grew by 4% to MOP47.82 million. This loss was fully compensated by government subsidies received during the year. As of the end of 2017, CPTM's capital remained intact at MOP24.75 million.

Sources & Application of Funds

The sources of funds for CPTM totaled MOP 120.62 million during the year, of which 65% was from government funding³ and 35% was from self-generated income. The total amount of funds used in 2017 was MOP 90.12 million, of which 39% was for projects and activities, 49% for personnel expenses, 10% for general administration and the remaining 2% for capital expenditure. By the end of 2017, CPTM had a balance of MOP30.5 million, which would be reserved for use in the next financial year.

² 為提高投資回報，中心在理事會同意後，自2016年3月底將資本中的人民幣定期存款（約1,057萬人民幣），轉為投資回報較高的美元掉期存款。

³ 包括年初結餘2,916萬及2017年度撥款4,866萬

² In order to achieve a better return on investment, CPTM, with the consent of the Board of Directors, converted the RMB time deposit (approximately RMB10.57 million) in its capital account into a higher return USD swap deposit since the end of March 2016.

³ Including a balance of MOP 29.16 million at the beginning of the year with MOP 48.66 million appropriated during 2017.

績效回顧

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

善用資源、確保營運效率、維持生產力

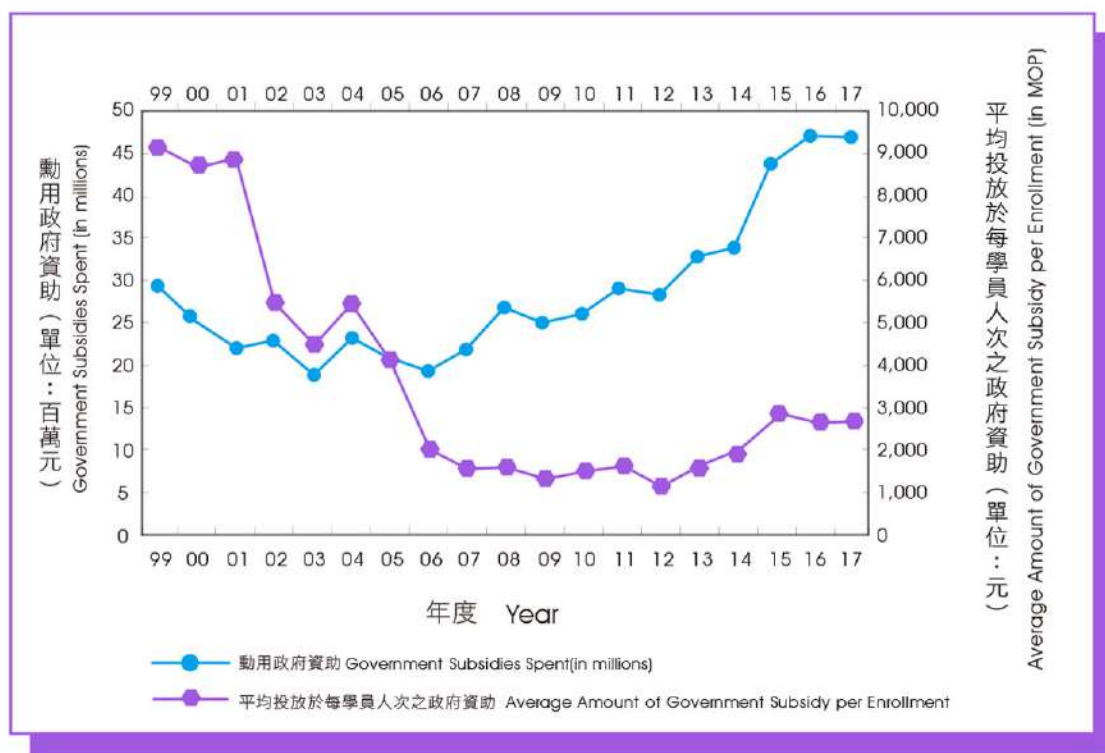
考慮到中心所提供的主要服務為培訓課程，我們採用平“均投放於每學員人次之政府資助”作為一個衡量營運效率的指標。隨著學員人次的持續增長，該指標自2006年大幅改善並下降50% 至2,051元（2005年：4,138元），隨後自2007至2014這8年間一直保持在1,200元至2,000元左右。受學員人次減少及經營成本的續年遞增所影響，該指標在2015年曾升至2,887元，但隨著學員人次的回升，該指標在2016及2017年回落至2,700元水平。

Performance Review

In retrospect, CPTIM has always exercised prudent financial management in the use of public resources to serve the community throughout the years. Since the return of Macau to China, CPTIM has been striving to enhance the competitiveness of local enterprises and individuals in line with the latest socio-economic trends while maintaining solid financial performance year after year. After achieving a significant breakthrough in 2006, its performance has been staying on a healthy track, as summarized below:

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

Considering that the provision of training is one of CPTIM's key services, we have adopted the "average amount of government subsidy per enrollment" as an indicator to measure operational efficiency. With the continued growth in the number of enrollments, there has been significant improvement in performance since 2006, during which the amount plunged by 50% to MOP2,051 (from MOP4,138 in 2005) and remained in the range of MOP1,200 to MOP2,000 during the eight-year period of 2007 to 2014. Due to a decline in the number of enrollments and the year-on-year increase in operating costs, the amount went up to MOP2,887 in 2015. Nevertheless, as the number of enrollments showed signs of a pick-up in 2016 and 2017, the amount went down to the level of MOP2,700.

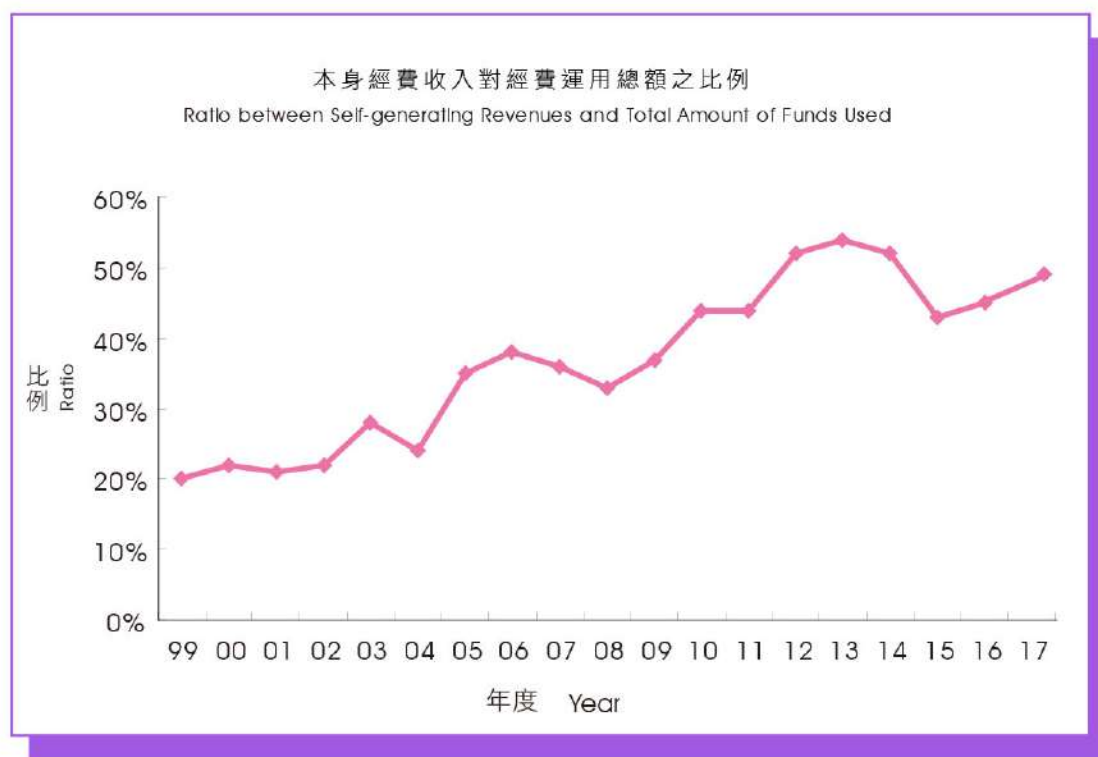


提升本身收入

在2006年度，來自中心本身的經費收入⁴佔經費運用總額的比例增長至38%。隨後自2007至2011年這5年一直維持在33%至44%之間，自2012至2014更連續3年高於50%。因應中心在2015年有較大的資本開支，相關比率稍為回落至43%，但自2016年起回升，至2017年達48%。

The Increase in Self-generated Income

In 2006, the proportion of self-generated income⁴ relative to the total amount of funds used grew to 38%. In the following five-year period of 2007 to 2011, the proportion was maintained in the range of 33% to 44%; In the three-year period of 2012 to 2014, the proportion even topped 50%. Due to a larger amount of capital expenditure in 2015, the proportion dropped slightly to 43%; nevertheless, the figure showed some signs of rebounding during 2016, reaching 48% in 2017.



持續發展培訓、提升人力資源

在2006年度，中心的學員人次⁵大幅增加90%至9,598人（2005年5,050人）。隨後於2007至2011年這5年間一直維持在13,000至18,000人次左右，而在2012年至2013年均達20,000人次或以上。受教育局第一階段的“持續進修發展計劃”於2013年底結束所影響，2014年度的學員人次回落至17,000人次左右。為避免與其他持續進修機構的課程重疊，中心在2015年將商務語言範疇的公開課程進行了整體調整，加上來自綜合旅遊休閒企業的培訓需求有所下降，令2015年度學員人次再次下調至15,000人次左右，但隨著本地經濟逐步回穩，在2016及2017年學員人次已回升至17,000人次水平。

The Continuous Development of Training Service to Upgrade Human Resources

In 2006, the number of enrollments⁵ rocketed by 90% to reach 9,598 (5,050 in 2005). During the following five-year period of 2007 to 2011, the number of enrollments stayed in the range of 13,000 to 18,000; during the years of 2012 and 2013, the annual figure topped 20,000. In 2014, the number of enrollments decreased to around 17,000, which was attributed to the completion of the first phase of the “DSEJ Continuing Education Development Program” in December 2013. In 2015, CPTIM did an overhaul to its public course offerings related to business languages so as to reduce course overlaps with other continuing education organizations; this coupled with the decrease in the demand for training from the integrated tourism and leisure enterprises led to a further drop in the annual number of enrollments to 15,000. As growth of the local economy gradually recovered, the number of enrollments rose back to the level of 17,000 in the years of 2016 and 2017.

⁴ 不包括政府資助

⁵ 包括“機構委託培訓課程”及“公開課程”

⁴ Government subsidies excluded.

⁵ Including “corporate training” and “public courses”.



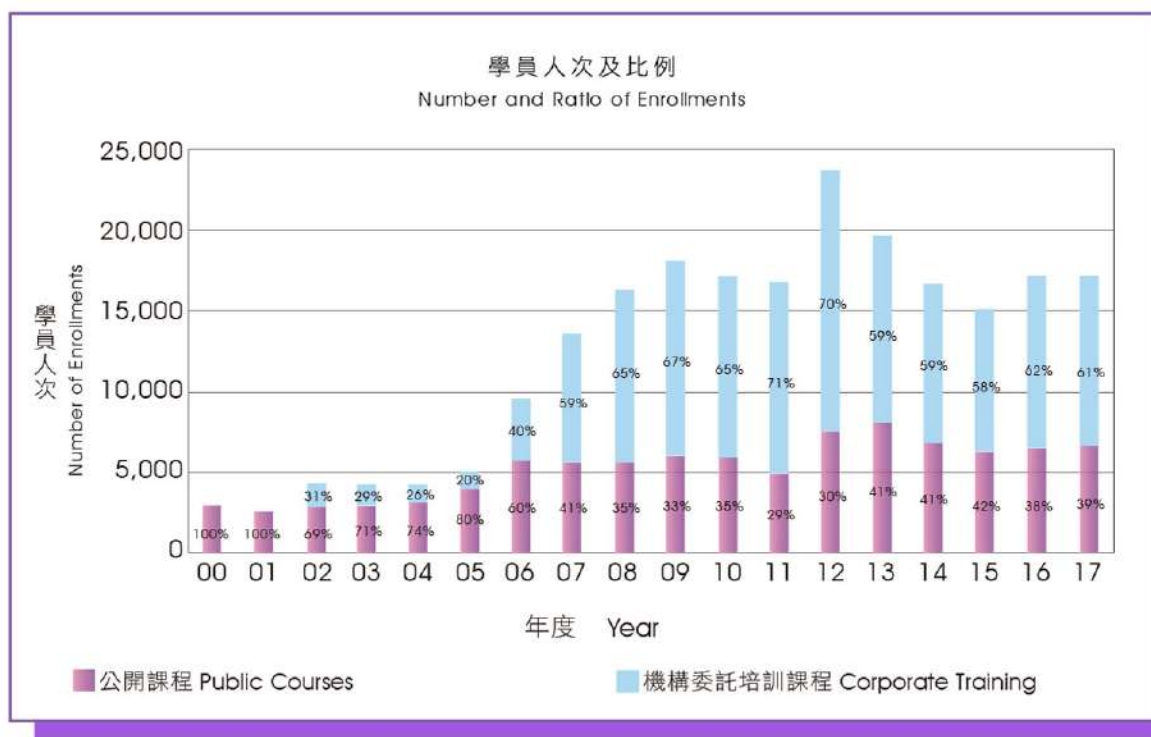
參觀聖若瑟大學
A visit to University of St. Joseph

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⁶的比例大幅上升至40% (2005年:20%)。隨後於2007至2012年這6年間一直維持在59%至71%之間。因應行政公職局自2013年內暫緩委託本中心舉辦公務員培訓課程，故相關比例在2013至2015年下調至58%及59%左右，但在2016及2017年回升至60%以上。

The Promotion of Corporate Training to Enhance Competitiveness of Local Organizations

In 2006, the number of enrollments in “corporate training” as a percentage of the total⁶ surged to 40% (20% in 2005). During the following six-year period of 2007 to 2012, the percentage remained in the range of 59% to 71%. As a result of a temporary suspension of commissioning CPTM to provide civil servants training by the Public Administration and Civil Service Bureau (SAPB) in 2013, the percentage dropped to 58% - 59% during the period of 2013 to 2015; nevertheless, the percentage rose back to above 60% in 2016 and 2017.



⁶ 包括“機構委託培訓課程”及“公開課程”

⁶ Including “corporate training” and “public courses”.

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。

Outlook

In the coming year, CPTIM is dedicated to making further improvements in the quality of training courses and services, so as to facilitate the sustainable development of the Macau economy. The CPTIM team is committed to enhancing its performance and contribution to the community through innovative thinking, continuous improvement and learning.



出席服裝節之嘉賓
Guests attending "Macao Fashion Festival"

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。

Acknowledgement

The ability of CPTIM 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 I would like to give special thanks to the MSAR Government and all CPTIM Associates for their support; to the Board of Directors, the Supervisory Board, the Advisory Board and Committee members for their valuable contribution in time and expertise; and last but not least, to all CPTIM staff for their commitment and efforts, who have brought CPTIM to a level of management maturity that enables it to undertake various initiatives in line with 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：

過去的一年，生產力中心在理事會的領導和努力開拓、全體社員的積極參與下，工作得以順利開展，財務健全，運作正常。按照中心章程，監事會審慎監察了中心二零一七年度的理事會工作報告以及財務報告，亦審閱了由核數師所提交之審核報告。監事會對理事會的工作予以充分肯定。

監事會報告完畢，多謝各位！

二零一八年三月二十八日，於澳門。

主席

何佩芬

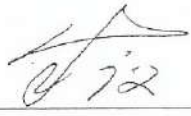
中華總商會代表

監事


鍾聖心

澳門特區政府代表

監事


朱廣義

南粵(集團)有限公司代表





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

Parecer do Conselho Fiscal

Senhor Presidente da Assembleia Geral,

Caros Associados,

Com a liderança e empenho da Direcção no desenvolvimento e a participação activa dos Associados, os trabalhos do CPTTM no ano passado foram realizados com sucesso, com a contabilidade em ordem e a operação normal. Em conformidade com os Estatutos do CPTTM, o Conselho Fiscal examinou criteriosamente o Relatório de Trabalhos e as Contas do CPTTM relativos ao ano 2017, elaborados pela Direcção, e apreciou o Relatório Financeiro apresentado pelo auditor. O Conselho Fiscal dá um parecer plenamente afirmativo aos trabalhos da Direcção.

Terminado o Parecer do Conselho Fiscal. Obrigado!

Macau, aos 28 de Março de 2018.

Presidente

Ho Pui Fan
Representante da
Associação Comercial

Vogal

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

Vogal

Zhu Guang Yi
Representante de
Nam Yue (Group) Co. Ltd.



崔世昌核數師事務所

CSC & Associados – Sociedade de Auditores

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

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

核數師報告書

致澳門生產力暨科技轉移中心各股東

本核數師(以下簡稱「我們」)已審核附載於第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,該財務報表由二零一七年十二月三十一日的資產負債表以及截至該日止年度的收支表組成,亦包括重大會計政策的摘要和解釋附註。

管理層對財務報表的責任

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

核數師的責任

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

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

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

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

核數意見

我們認為,上述的財務報表符合澳門特別行政區之《一般財務報告準則》,在所有重要方面真實和恰當地反映了澳門生產力暨科技轉移中心於二零一七年十二月三十一日的財務狀況以及截至該日止年度的經營結果。

李慕士



李慕士核數師
崔世昌核數師事務所

澳門,二零一八年一月二十五日

崔世昌核數師事務所

CSC & ASSOCIADOS - Sociedade de Auditores

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

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

Report of the Auditors

To the members of

Centro de Produtividade e Transferência de Tecnologia de Macau

We have audited the accompanying financial statements of Centro de Produtividade e Transferência de Tecnologia de Macau (the "Center") set out on pages 5 to 21 which comprise the balance sheet as of 31 December 2017, 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 2017, and of the results of its operations for the year then ended in accordance with the General Financial Reporting Standards of Macao.



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

Macao
25 January 2018

大灣區

Guangdong-Hong Kong-Macao Bay Area

3. 年度回顧

Annual Review

CPITM

3.1 進修・實踐終身學習

整體表現

2017年，中心舉辦了912個培訓課程及研討會/工作坊，培訓項目時數為19,796小時，共計學員18,993人次，同比去年上升了1.1%。按培訓課程學時計，各範疇分佈分別為「營商及管理」佔35.8%、「資訊科技」佔26.5%、「時尚創意」佔27.9%及「商務語言」佔9.8%。

3.1 Professional Development - The Practice of Lifelong Learning

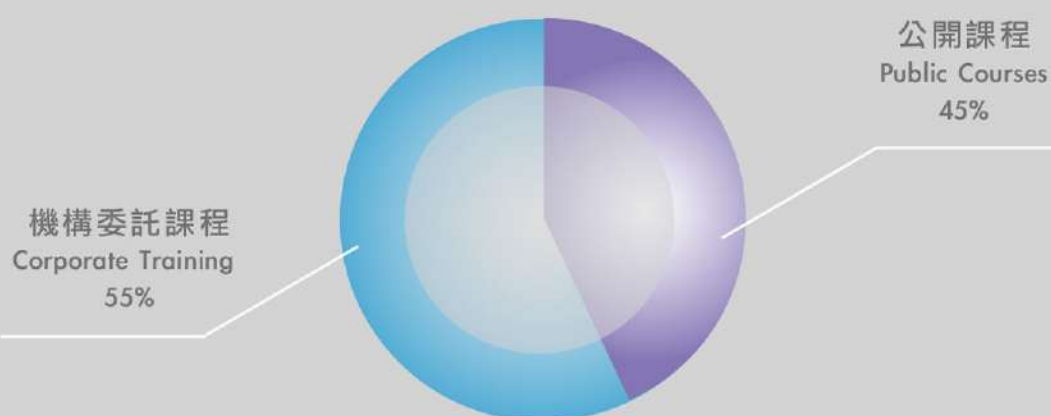
Overall Performance

In 2017, CPTM held 912 courses and seminars/workshops, amounting to 19,796 training hours with a total of 18,993 enrollments, a year-on-year increase of 1.1%. In terms of training hours, "Business Operation & Management" accounted for 35.8%, "Information Technology" 26.5%, "Fashion & Creativity" 27.9% and "Business Language" 9.8%.



2017年/Year 2017	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	422	46.3%	490	53.7%	912	100%
學員人次/No. of enrollments	8,400	44.2%	10,593	55.8%	18,993	100%
學時/No. of training hours	9,040	45.7%	10,757	54.3%	19,796	100%

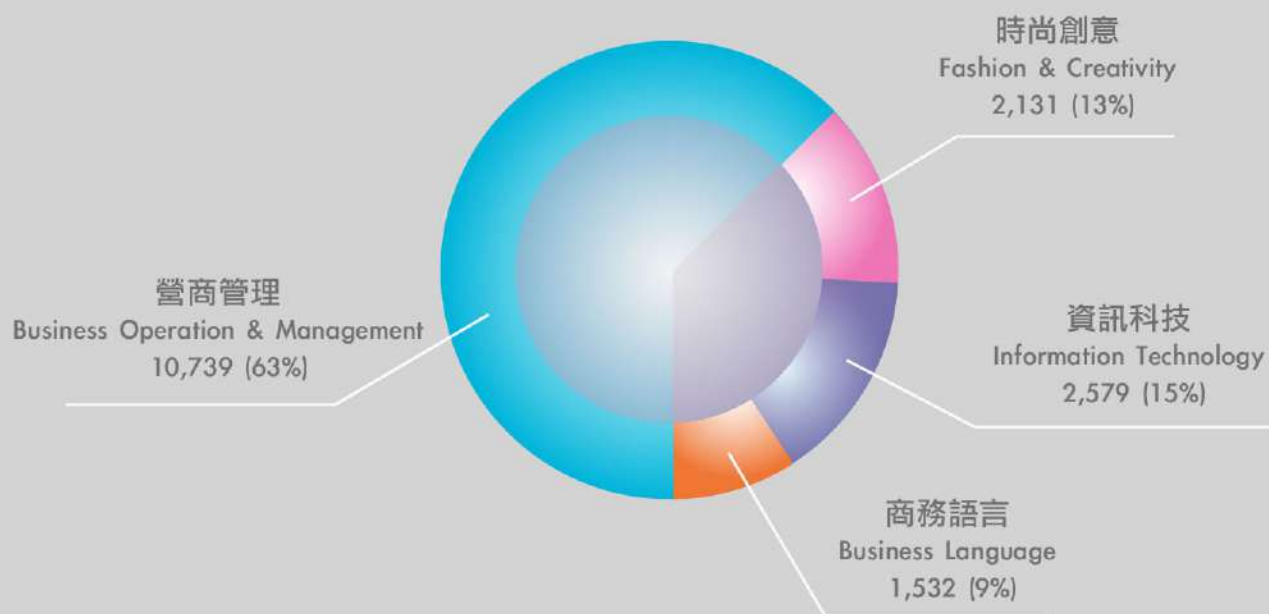
公開課程VS機構委託課程-學員人次分佈
Public Courses VS Corporate Training - Distribution of Enrollments
2017





設備完善的培訓課室
Well-equipped classroom

培訓範疇 - 學員人次分佈
Training Areas - Distribution of Enrollments
2017





為在職人士提供的資訊課程
Information Technology courses for the Employed

促進在職人士持續進修

2017年，中心為不同行業從業員進修而新設的課程主要有：

1. 服裝-中國傳統旗袍製作、表演服飾製作之宮廷服、女裝紙樣製作及縫製（連衣裙）、童裝製作（娃娃裙）、婚紗設計與布料及輔料之探索等；
2. 個人形象設計 - 日韓時尚化妝、砵石美容及減壓療法、面部及身體彩繪、瑞典式按摩、專業美甲證書課程、舞台晚裝髮型設計、婚禮流程髮型設計等；
3. 零售行業 - 櫥窗設計之平面設計、銷售與衝突處理技巧工作坊、零售門市管理；
4. 資訊科技行業 - MCSE: 開發 Microsoft SQL Server 2014 數據庫(20464)、MCSE: 設計 SQL Server 2014 的數據庫解決方案(20465)、使用Javascript 開發跨平台手機APP、Maya 3D 建模及動畫設計、數碼3D雕刻及3D打印入門、澳門機械人科普 - Robotino的基本認識及操作、微信平台操作及圖文製作、雲計算及電子商貿應用培訓；
5. 國際管理系統/標準 - ISO 13485:2016 醫療器械質量管理系統基礎培訓、建立優良存酒設備基礎班、國際海運危險品規則(IMDG Code)培訓課程；
6. 行政及管理 - Coaching Clinic®管理教練技術證書課程。

中心繼續與聖若瑟大學合辦第二屆「時裝設計及製作學士課程」，並設立了「時裝創意教育獎學金」，鼓勵年青人修讀時裝設計。同時，也組織了課程的大學生到東莞參觀針織廠，實行理論與實踐相結合，藉以擴闊他們的視野。

Promoting Professional Development of the Employed

In 2017, among the new training courses launched by CPTIM to promote the development of practitioners in different sectors were:

1. The apparel sector - Traditional Chinese Cheongsam Making, Performance Costume: Period Costume, Pattern Construction & Making for Ladies' Wear (Dress), Kids Wear Making (Dress), Exploration in Design, Fabric and Accessories of Wedding Dresses, etc;
2. The personal image design sector - Japanese & Korean Trendy Make-up, Beauty and Relaxation Therapy of Stone Needle, Facial and Body Painting, Swedish Massage, Certificate in Professional Nail Art, Hair Styling (Stage and Evening Dresses Hairstyles), Hairstyles for Weddings, etc;
3. The retail sector - Window Display (Graphic Design), Effective Selling Skills & Conflict Handling Workshop, Managing a Retail Shop;
4. The information technology (IT) sector - MCSE: Developing Microsoft SQL Server 2014 Databases (20464), Designing MCSE: Solutions for Microsoft SQL Server 2014 (20465), Cross-Platform Mobile App Development with Javascript, 3D Modeling and Animation Design with Maya, Introduction to 3D Sculpting and 3D Printing, Macao Robotics Popularization - Introduction to Robotino and Its Operation, Wechat Platform Backend Operation and Pictorial Messages Making, Cloud Computing and e-Commerce Application Training;
5. International management system/standards - ISO 13485:2016 Medical Device Quality Management System Basic Training, Foundation of Wine Storage Management, International Maritime Dangerous Goods (IMDG) Code Awareness Training Course;
6. Administration and management - The Coaching Clinic®: Coaching Skills for Leaders and Managers.

CPTIM continued to host the second round of "Bachelor Degree Program of Fashion Design" in collaboration with the University of Saint Joseph, and set up the "Fashion and Creative Education Scholarship" to encourage young people to study fashion design. The Program also organized a field trip to visit a knitting factory in Dongguan, combining theory with practice and broadening the students' horizons.

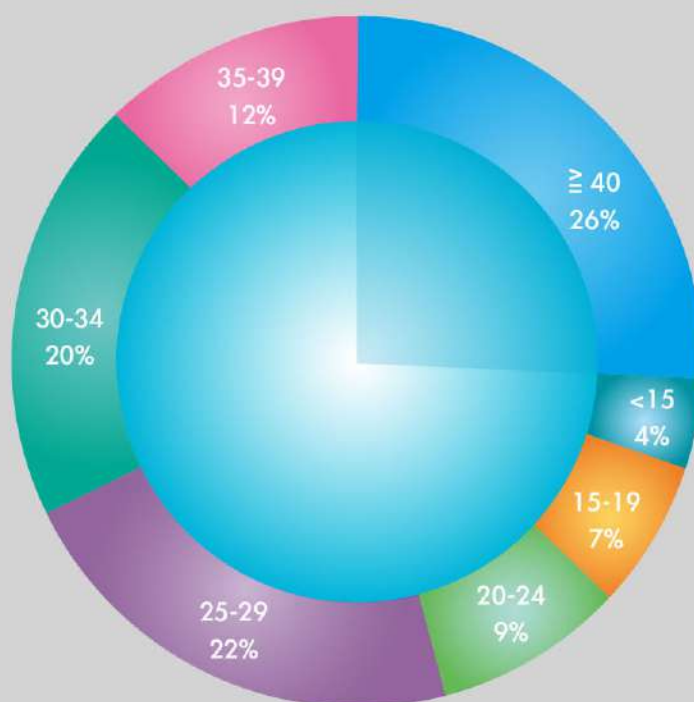
鞏固中年人士「就業力」

《中年人士培訓系列(公開課程)》主要以電腦應用為主，全年錄得27名學員人次。自2005年中開辦，學員人次累計5,066名。

Enhancing the Employability of the Middle-Aged

The "Training Series for the Middle-Aged (public courses)" focuses on computer application. Altogether there were 27 enrollments recorded during the year. The cumulative total number of enrollments reached 5,066 since the launch of the Series in mid-2005.

學員年齡分佈
Training Course Enrollments - Age Distribution
2017



中心開設不同種類的培訓課程
CPTTM offers different kinds of training courses

啟發青年人創意及職業志向

《青少年培訓系列》著重啟發青年人創意及職業導向，讓他們在接受正規教育的同時，能夠擴闊視野及加深對社會和職業導向的認識，了解更多有關行業知識、職場技巧及職業技能等，為進入職場前熱身。為此，中心分別與本地中學、大學、青年團體及教育暨青年局合作，舉辦多項不同類型的課程和工作坊。

Inspiring Creativity and Career Aspiration of the Youth

The "Youth Training Series" focuses on inspiring creativity and career orientation among the youth. It enables them to broaden their horizon, to enhance their knowledge about the society and career orientation, and to understand more about different industries, the workplace and vocational skills that are beyond the scope of formal education, so as to give them the best possible preparation for the world of work. To achieve this, CPTIM entered into cooperation with a number of local high schools, universities, youth associations and the Education and Youth Affairs Bureau (DSEJ) to organize various training projects and workshops.



MOS 及 ACA 軟件技能全球大賽代表團出發前授旗儀式

The delegation of MOS & ACA World Championship attended the flag presentation ceremony

1. 《中學職業技術課程》 - 在2016/17學年，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、花藝包裝製作、麵包烘焙及廚工實務」；
1. The "Vocational Training Program for High Schools" - for the 2016/17 academic year, CPTIM continued to co-organize the "Three-year Creative Fashion Design and Manufacture Program" and the "Occupational Skills-oriented Special Education Program (Office Support, Chinese/Western Catering Service, Hotel Housekeeping, Flower Arrangement, Baking Skills and Kitchen Support)" in cooperation with the *Escola Luso-Chinesa Técnico-Profissional*;
2. 資優學生培訓計劃 - 對本澳中學及大學推薦的資優學生提供資訊科技的專業知識的培訓，包括網絡系統、3D設計及網頁設計等。2017年共有16人次報讀。
2. The Elite Training Scheme for High School & University Students - CPTIM provided professional IT training for talented students recommended by their high schools or universities; among the subjects included were network systems, 3D design and web design. A total of 16 students enrolled in 2017;
3. 為教育暨青年局的《2017年度暑期活動》開辦了共44班次的課程，學員人次為819名。課程類別包括文化藝術、形象創意、電腦科普、思維智能、語言及禮儀等；當中與時尚創意相關的有13班，學生人次262名；與資訊科技相關的有11班，學生人次195名；與商務語言相關的有1班，學生人次20名；與營商及管理相關的有19班，學生人次342名。
3. Held 44 classes of training for the "2017 Summer Activities Program" hosted by the Education and Youth Affairs Bureau (DSEJ), with a total of 819 enrollments. The types of training included cultural arts, image and creativity, computer and general science, creative thinking, languages and etiquette, etc; among them were 13 classes in fashion and creativity-related subjects, with a total of 262 enrollments; 11 classes in IT-related subjects, with a total of 195 enrollments; one class in business language, with 20 enrollments, and 19 classes in business operation and management-related subjects, with 342 enrollments;
4. 為本澳中學提供以職業技能為導向的餘暇課程，主題包括語言、資訊科技、服飾創意、商務知識等；
4. Organized career-oriented, extracurricular courses for local high schools, covering the topics of languages, IT, fashion creativity and business knowledge, etc;
5. 為大專院校舉辦《大學生就業工作坊系列》，主題包括職場「軟」技巧和語言；
5. Organized the "Career Training Workshop Series for University Students" for tertiary education institutions, focusing on "soft" skills for the workplace and languages;
6. 為澳門電訊及澳門工商聯會「青少年成長計劃2017」提供「職業生涯規劃工作坊」；
6. Organized a "Career Planning Workshop" for the "Youth development Program 2017" co-hosted by the *Companhia de Telecomunicações de Macau* (CTM) and the Industry and Commerce Association of Macao;
7. 為善明會「創意、夢計劃活動」提供「認識自我一生涯規劃工作坊1」及「本澳及青年現況一生涯規劃工作坊2」。
7. Organized the "Self-Awareness - Life Planning Workshop I" and the "Macau Youth Today - Life Planning Workshop II" for the "Creativity Dream Project" of the Sin Meng Charity Association.

以競賽提升青少年的職業技能

2017年，中心主辦了八項職業技能競賽：

1. 《第九屆全澳中學生Office軟件技能比賽》- 參賽項目包括Word、Excel及Powerpoint的2013及2016項目，報名十分踴躍，為歷屆之冠，共有21家中學共400名學生參加；6名優勝學生於賽前接受中心提供的密集培訓，8月份在中心帶領下前往美國參加《Microsoft Office Specialist (MOS) 軟件技能全球大賽》。澳門代表最終於Word 2013及Word 2016兩個項目摘得亞軍；PowerPoint 2013及PowerPoint 2016項目均取得第4名；
2. 《第四屆澳門學生多媒體設計軟件技能比賽》- 兩個比賽項目(Photoshop、Illustrator)共吸引了24家學校的104名中學和大專學生參加，2名勝出的學生經中心的密集培訓後，代表本澳參加在美國舉行的《Adobe Certified Associate (ACA) 軟件技能全球大賽》；
3. 《第四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，共有202名來自16間中學的學生參加。比賽有助鞏固學生的資訊科技知識，並誘發他們的學習興趣；
4. 《第八屆澳門時裝畫藝術大賽》- 是次主題是「馬交故事」，比賽設有學生組及公開組，共收到170份作品；
5. 《第十七屆澳門青少年流行時裝技術大賽》- 主題為「時尚絲路」，共有25名青少年報名參加；

Enhancing the Youth's Vocational Skills through Competition

In 2017, CPTIM hosted eight vocational skills competitions:

1. "The 9th Office Software Competition for Macau High School Students"- the competition included the 2013 and 2016 versions of Microsoft Word, Excel and PowerPoint, and attracted an overwhelming response of 400 contestants from 21 local high schools, making it the most popular edition throughout the years. CPTIM provided intensive training to six winners who went on to represent Macau in the "Microsoft Office Specialist (MOS) World Championship" held in August in the United States, and ultimately winning the 2nd place in the Word 2013 and Word 2016 categories, as well as the 4th place in the PowerPoint 2013 and PowerPoint 2016 categories;
2. The "4th Multimedia Design Software Skills Competition for Macau Students"- the two categories (Photoshop and Illustrator) attracted 104 contestants from 24 high schools and universities. The two winners represented Macau to participate in the "Adobe Certified Associate (ACA) World Championship" held in the United States after receiving intensive training from CPTIM;
3. "The 4th IT Knowledge Quiz Competition for Macau High School Students"- the competition was divided into two categories: Junior high and senior high schools. There were 202 contestants from 16 high schools. This competition served to enhance the students' IT knowledge and stimulate their interest to learn;
4. The "8th Macau Fashion Illustration Contest" - the theme for this edition was "The Story of Macau." The contest was divided into the student category and the open category, receiving 170 pieces of work in total;
5. The "17th Macau Fashion Technology Competition for the Youth" - the theme of this year was "Fashion on the Silk Road", attracting a total of 25 young contestants;



MOS 及 ACA軟件技能全球大賽參賽學生凱旋回澳
Welcoming the winners of MOS & ACA World Championship back to Macau

6. 《港澳青少年網絡技能大賽》- 中心培訓了29名學生分別參加中學組和大專組的比賽。本屆比賽分為三個級別，分別是思科認證網路工程師、思科認證初階網路工程師、資訊科技管理員。參賽成績優異，羅偉榮（澳門理工學院）奪得思科認證網路工程師組別亞軍；江嘉晉及薛浩然（鏡平學校）分別獲思科認證初階網路工程師組別的季軍及優異獎；而資訊科技管理員級別方面，澳門獲得五金九銀五銅；
7. 《2017創意3D物件設計比賽》- 比賽分中學組及大專組，主題分別是「正能量鏈咀」及「時裝鈕扣」，共有37名學生參賽；
8. 《第五屆澳門創意化妝及造型設計比賽》- 賽事分為三個組別，分別為創意造型設計、舞台化妝及新娘化妝；同日還舉辦了《第四屆澳門創意化妝及造型設計比賽之攝影比賽》。

6. "The Hong Kong-Macau Youth Networking Skills Competition" – CPTIM trained 29 students to participate in the high school and the university categories. This competition was divided into three levels: Cisco Certified Network Associate (CCNA), Cisco Certified Entry Networking Technician (CCNET) and IT Essentials. Impressive results were achieved: Lo Wai Weng (Macau Polytechnic Institute) won the 1st runner-up in the CCNA category, Kong Ka Chon and Sit Hou In (Keang Peng School) won the 2nd runner-up and Merit Award in the CCNET category respectively. As for IT Essentials, the Macau contestants won five gold, nine silver and five bronze medals;
7. "The Creative 3D Object Design Competition 2017" – the competition was divided into the high school category and the university category, with the respective themes of "Positive Energy Pendant" and "Fashion Button", attracting a total of 37 contestants;
8. "The 5th Macau Creative Make-up & Styling Competition" – the competition was divided into three categories: creative image design, stage make-up and bridal make-up. "The 4th Photo Contest of Macau Creative Make-up & Styling Competition" was also held on the same day.

澳門首次獲得世界職業技能競賽金牌

受勞工事務局委託，中心為「第44屆世界職業技能競賽」的「網站設計」、「網絡系統管理」、「流行時裝技術」、「美容」及「商品展示」項目的代表單位，負責選拔、培訓及委派選手及專家代表。中心學員馮學健在資訊系統及科技部經理、網站設計項目副總專家麥誠軒帶領下出賽，表現卓越，並歷史性地摘得「網站設計」項目金牌；「流行時裝技術」的選手也獲得卓越表現獎。

Macau Won a WorldSkills Competition Gold Medal for the First Time

Commissioned by the Labour Affairs Bureau (DSAL), CPTIM served as a representative entity to select and train contestants as well as designate experts for the 44th WorldSkills Competition's "Web Design and Development", "IT Network Systems Administration", "Fashion Technology", "Beauty Therapy" and "Visual Merchandising" categories. Fong Hok Kin, a participant trained by CPTIM, demonstrated outstanding performance and won the gold medal in the "Web Design and Development" category under the guidance of Thomas Mak, Manager of CPTIM's Information System & Technology Department and Deputy Chief Expert of the "Web Design and Development" category. In addition, the contestant for the "Fashion Technology" category also won the Medallion for Excellence.



世界職業技能競賽金牌得主
Macau student won the first gold medal in Worldskills Competition



中心流行時裝技術項目選手得優異獎
The contestant for the "Fashion Technology" category won medallion for excellence



港澳青少年網絡技能競賽

The Hong Kong-Macao Youth Networking Skills Competition

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，累計完成12期基礎課程、7期進階課程，當中進階課程新增「新興投資評估」；
2. 「實驗室管理系列」－與澳門化驗師公會合辦，繼續推行「ISO/IEC 17025實驗室質量管理體系」課程及測量不確定度之課程，以及化學分析方法確認課程；
3. 「節能及能源管理培訓系列」－與能源發展辦公室合辦該系列課程；
4. 與衛生局合辦「化學與生化計量學講座」；
5. 與澳門物品編碼協會及香港貨品編碼協會合辦「醫療供應鏈管理工作坊」；
6. 和望德堂區創意產業促進會合作，舉辦「馬交影視新思維課程」；
7. 自2013年起與海事及水務局合作舉辦了7期「澳門水務工程從業員實務工作坊」、7期「樓宇儲水箱清洗操作培訓課程」，以及6期「樓宇供水設施維護及保養課程」；

Co-organizing Professional Training Programs with Other Organizations

CPTIM continued to co-organize various courses with different public departments and local associations, including:

1. The "Professional Training Series on Real Estate Valuation" – co-organized this training series with the Macao Property Evaluation Association since 2008, with 12 rounds of foundation training and seven rounds of advanced training completed; the new topic of "Contemporary Investment Appraisal" was added in the advanced training;
2. The "Laboratory Management Series" – In collaboration with the Macau Laboratory Technologist Association, continued to organize training in "ISO/IEC 17025 Implementation", "Measurement of Uncertainty" and "Method Validation for Chemical Analysis";
3. The "Energy Conservation & Energy Management Series" – co-organized with the Office for the Development of the Energy Sector (GDSE);
4. The "Seminar on Chemical and Biochemical Metrology" co-organized with the Health Bureau (SSM);
5. The "Healthcare Supply Chain Management Workshop" co-organized with the GSI Macau and GSI Hong Kong;
6. The "New Art Studies in Filming Macau" co-organized with the Creative Industries Promotion Association of the St. Lazarus' Church District;
7. Since 2013, CPTIM has been working with the Marine and Water Bureau (DSAMA) in organizing seven rounds of the "Practical Workshop for Plumbers", seven round of the "Water Tank Cleaning Operations Training" and six rounds of the "Maintenance Service of Water Supply Facility Training";

8. 與土地工務運輸局合作，新增為都市建築及城市規劃範疇的資格制度之持續進修，提供補充進修及工程技術進修培訓項目，2017年完成了18班課程，包括空調系統設計及節能方法、屋宇管理系統(BMS)和節能方法、屋宇供水系統設計及運作、國際質量/環境/能源/防貪/資產管理體系精要課程、項目管理精要課程；
9. 與民政總署食安中心合作的「食品衛生督導課程」，2015年至今已開辦了30期課程，並與澳門物品編碼協會和香港貨品編碼協會先後完成合辦兩期「食品追溯培訓課程」；
10. 和房屋局合作，新增「房地產中介業務相關法律知識培訓課程」；
11. 與環境保護局合辦「公共部門環保採購培訓課程(基礎班及進階班)」，以及澳門環保酒店獎之“惜食大使”培訓課程。

8. Working with the Land, Public Works and Transport Bureau (DSSOPT), CPTIM launched new CPD courses for the "Continuing Education Program for Architects and Urban Planning Professionals Qualification Scheme". In 2017, a total of 18 rounds of courses were conducted, including topics on "Air Conditioning System Design & Energy Conservation", "Building Management System (BMS) and Energy Conservation", "Design and Operation of a Water Supply System for Buildings", "International Quality/Environment/Energy/Anti-Bribery/Asset Management System Essentials", as well as "Project Management Essentials";
9. CPTIM has been cooperating with the Food Safety Center of the Civil and Municipal Affairs Bureau (IACM) in providing the "Food Hygiene Supervisor Training", completing a total of 30 rounds of courses since 2015. In addition, CPTIM also implemented two rounds of "Food Traceability Training" in collaboration with the GSI Macau and GSI Hong Kong;
10. The "Legal Knowledge Training on Macau Real Estate Intermediary Activities", co-organized with the Housing Bureau (IHM);
11. Co-organized with the Environmental Protection Bureau (DSPA) the "Green Purchasing Training for Public Departments (foundation course and advanced course)", as well as the "Food-Wise Ambassadors Training for the Macau Green Hotel Award".

鼓勵在職人士持續進修、爭取專業認證

Encouraging the Employed to Pursue Professional Training & Certification

中心繼續參與特區政府第三期「持續進修發展計劃(2017-2019)」，向教育暨青年局申請將符合條件的公開課程及由中心所統籌的公開考試納入該計劃內。在2017年4月至12月期間，獲批的課程累計有525項、考試則累計有666項。在成功開辦的獲批課程中，使用該計劃資助去報讀課程的人次佔73%。

CPTIM continued its participation in the 3rd phase of the "Continuing Education Development Program (2017-2019)" of the MSAR Government, applying eligible public courses and examinations hosted by CPTIM with the Education and Youth Affairs Bureau (DSEJ). During the period of April to December 2017, there were 525 courses and 666 rounds of examinations approved. Among the approved courses successfully held, 73% of the enrollments paid their training fees with the subsidy from the Program.

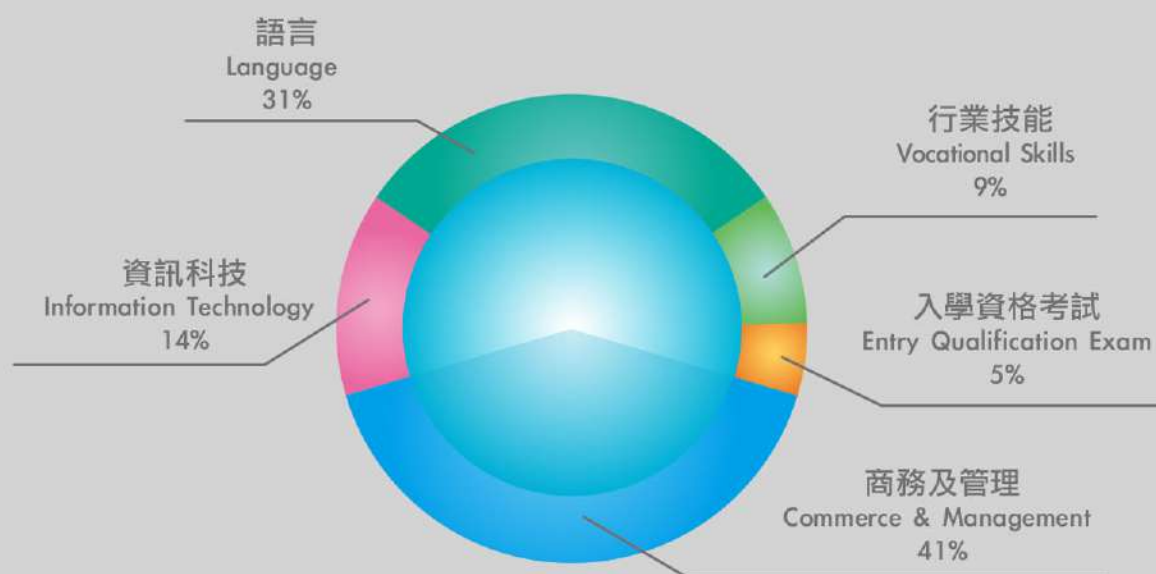
繼續進行核心技能水平測試推廣計劃之「微軟Office專家認證優惠」，鼓勵完成微軟辦公室軟件專業技巧課程之學員可以優惠費用報考，藉此鼓勵他們考取辦公室軟件專業認證，提升技能水平。

CPTIM continued the Core Competency Promotion Scheme on "Microsoft Office Specialist (MOS) Certification"; this Scheme provides discounted fees for students who have completed the Professional Microsoft Office training courses to take the MOS Certification tests, thereby encouraging them to enhance their level of skill proficiency.

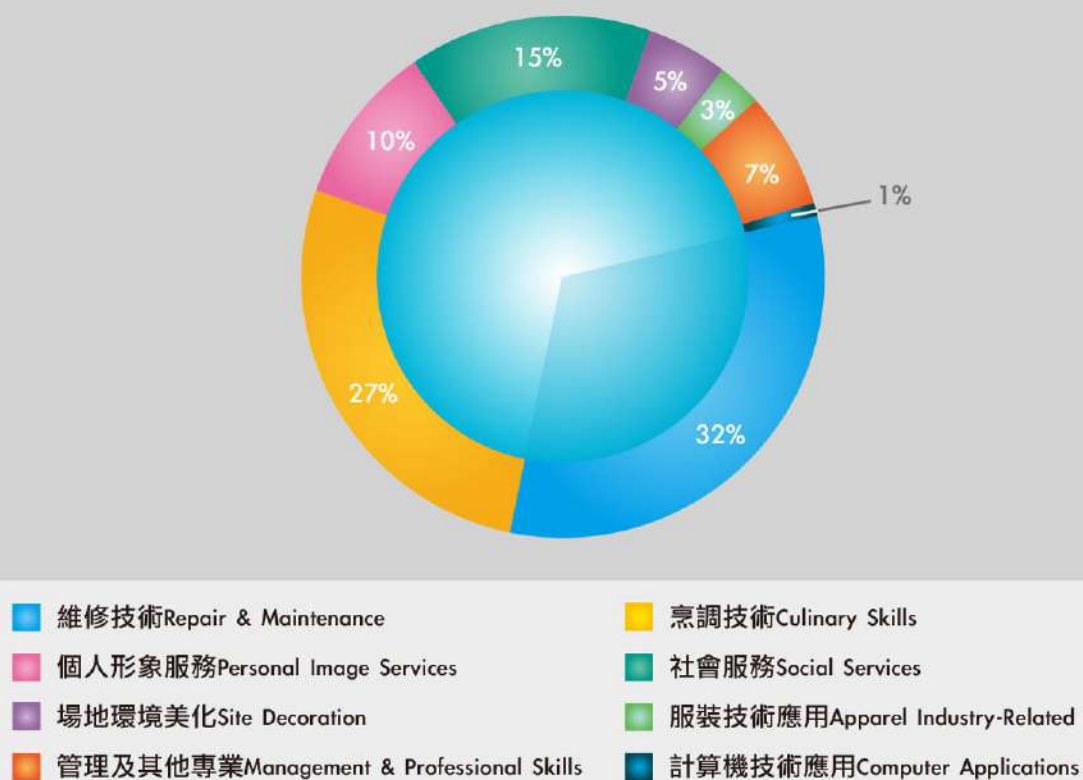
在2017年，共有5,715名考生參加中心所組織的各類型公開考試，較去年減少約8.7%。當中資訊科技、入學資格考試有所增長，惟同期受在語言、商務及管理、行業技能(包括國家職業資格考試)的下降數量所抵消。自2005年成立專業考試資源中心以來，參與各項專業考試之考生累計人次已超過40,835名。

In 2017, a total of 5,715 candidates registered to take part in various public examinations hosted by CPTIM, a decrease of approximately 8.7% as compared to that of previous year; the increase in the number of candidates in IT and entry qualification examinations was offset by the decrease recorded in the other categories, including language, business & management and vocational skills (including the China National Vocational Qualification Assessment). Since its founding in 2005, the Professional Examination Resources Unit has served over 40,835 candidates.

專業考試服務 - 報考類別分佈
Distribution of Candidates for Professional Examination Service
2017



國家職業資格考試
China National Vocational Qualification Assessment
(2005/10-2017/12)



為中小企營商培訓

中心在科學館舉辦「企業網上公關（關公）」工作坊；另與國際葡語市場企業商會合辦「葡語國家產品知識工作坊」；

應永利渡假村（澳門）股份有限公司委託，完成八場「中小企提升工作坊系列」。另外，也受經濟局委託，承辦了四期「中小企業淘寶電商培訓計劃（入門班）」。

Providing Training for the SMEs

In addition to organizing the "Workshop on Online Public Relations: A Double-edged Sword" at the Macao Science Center, CPTIM also implemented another "Workshop on Products from Portuguese-Speaking Countries" in cooperation with the International Lusophone Markets Business Association;

Commissioned by the Wynn Resorts (Macao), S.A., CPTIM organized eight rounds of "Workshops for SMEs Enhancement". Furthermore, CPTIM also implemented four rounds of "Taobao e-Commerce Training for SMEs (Foundation)", which were commissioned by the Economic Services (DSE).



舉辦工作坊
workshop



3.2 時尚 · 創意的搖籃

學以致用

為培育更多澳門時裝業人才，中心持續舉辦時裝設計及製作文憑課程。〈第十五屆時裝設計及製作文憑課程 (2016)〉的畢業表演在澳門時尚廊前地舉行，表演展出了5名學員的25套作品。新一屆的課程已開辦，共有24名學員報讀。時裝設計及製作文憑課程開辦至今已培育了逾百名學員，部份學員已實現夢想，晉身為時裝業設計師，為澳門時裝業努力奮鬥。



在時尚廊前走秀
Catwalk show outside Macao Fashion Gallery

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〉。2017年度的MaConsef設計團隊共有5位成員，此屆的設計以不對稱的剪裁及回歸平淡的大地色為設計方向，共製作了20套實用而時尚的潮流女裝，並先後於「香港時裝節春夏系列」及「澳門服裝節2017」活動發佈。

為提升本澳時裝的設計水平，中心一直鼓勵時裝設計師參加大型的時裝設計比賽，藉此豐富閱歷，建立基礎。2017年，中心先後協助設計師參加內地的時裝設計大賽，包括「漢帛獎」中國國際青年設計師作品大賽、「文化·融合—2017國際青年設計師邀請賽」。澳門設計師黃雅雯憑作品《花樣》入圍「漢帛獎」決賽，另一位設計師Ana Cardoso以作品《Macau Fusion》成功入圍決賽，她倆分別有機會與來自內地及世界各國的優秀設計師同台競逐大獎，觀摩學習，取得珍貴的經驗。

3.2 Fashion - The Cradle of Creative Arts

From Theory to Practice

To nurture more talents for the local fashion industry, CPTIM continued to organize the Diploma Program in Fashion Design & Manufacturing. The Graduation Show of the "15th Diploma Program in Fashion Design & Manufacturing (2016)" was held outside the Macao Fashion Gallery, showcasing 25 collections from five students. The next round of the Diploma Program has already commenced with 24 students. Cumulatively, over one hundred students have been trained under this Program and a number of them have already realized their dreams of becoming fashion designers, striving to contribute to the development of the local industry.



時裝設計及製作文憑課程頒獎禮
Fashion Design and Manufacturing Diploma Program-Award Ceremony

To enable the graduates to experience the commercial aspects of launching an original design collection, CPTIM has been implementing the annual "MaConsef Fashion Incubator Program" since 2009. The 2017 MaConsef design team had five members, producing 20 wearable and stylish women outfits using asymmetrical cutting and earth tone color scheme. The collection was showcased at the "Hong Kong Fashion Week for Spring/Summer" and the "Macao Fashion Festival 2017".

In order to upgrade the standard of local fashion design, CPTIM has been encouraging the young designers to take part in major fashion design competitions, aiming to enrich their experience and lay a solid foundation for further development. In 2017, CPTIM supported the young designers to enter various competitions in Mainland China, including "The Hempel Award - China International Young Fashion Designers Contest" and "Culture-Reconciliation - 2017 International Youth Fashion Design Competition." Wong Nga Man, a local designer, was shortlisted for the finals of the Hempel Award (with her "Flower Time" collection), along with another designer, Ana Cardoso (with her "Macau Fusion" collection). Competing alongside with other young and talented counterparts from Mainland China as well as other regions of the world was a great opportunity for them to learn and gain precious experience.



服裝展開幕式
Opening Ceremony of fashion exhibition

中心與澳門旅遊局合辦“Best Global Model 2017”澳門區模特兒選拔，選出本澳男、女模特兒代表林琳及林潤生，他倆帶同本澳原創品牌La Mode Désir及Worker Playground的設計服裝，遠赴葡萄牙S. Miguel Island出戰第二屆“Best Global Model 2017”國際模特兒選舉賽事。兩人表現突出，分別奪得最上鏡模特兒（Best Photo Model）及最佳步姿模特兒（Best Catwalk Model）獎項。是次的得獎除讓澳門代表揚威海外，也鼓勵更多年青人投身模特兒行業，推動本澳服裝業界的發展。

為本地時裝設計及品牌打造發展平台

為持續推動及支持本澳服裝業發展，創建時尚平台，中心與澳門貿易投資促進局在「第廿二屆澳門國際貿易投資展覽會」進行期間合辦澳門服裝節。<2017澳門服裝節>以開放式舞台設計，舉行了5場時裝表演；參與的設計師/品牌共32個；現場設置了13組時裝設計師天地的展位及4個時尚風格展示區。而為配合國家「一帶一路」的策略方針，中心也邀請了泰國的時裝設計師參與開幕式演出，還有菲律賓的品牌來參展服裝節，增加服裝界的交流互動。

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，日本時裝傳媒也續來採訪，報導活動，增強了日文媒體對澳門服裝節的關注。

<2017澳門服裝節>舉行期間，金沙中國於澳門巴黎人酒店舉辦「金沙澳門時裝週」，邀請中心協助，組織服裝品牌參與10月21日舉行的澳門品牌匯演時裝表演，參與的本地品牌計有alexis jordan、ella épeler、JADE. L、La Mode Désir、Nega C.、NB NU BIANO、Soul及WORKER PLAYGROUND；而靜態展示的是<MaConsef時裝孵化計劃>五位設計成員的作品。



時裝設計樣版製作補助計劃頒獎禮
Award Ceremony for
“Fashion Design Sample Production Subsidy Scheme”

In collaboration with the Macau Government Tourism Office, CPTIM organized a local contest for the selection of models to compete in the “Best Global Model 2017.” Annabelle Lin (female model) and Sam Lam Ion Sang (male model) won the contest. To promote the local fashion industry, they competed in the 2nd edition of the “Best Global Model 2017” held at S. Miguel Island, Portugal wearing apparel of two local designers’ labels - La Mode Désir and Worker Playground. Their outstanding performance won them the honour of “Best Photo Model” and “Best Catwalk Model” respectively. This has not only made their names known overseas, but also served to encourage more young people to enter the modeling industry, which would in turn support the growth of the fashion industry in Macau.

Building a Development Platform for Local Fashion Designers and Brands

To promote and facilitate the development of the apparel sector in Macau and to provide to a fashion platform, CPTIM continued to co-organize the Macao Fashion Festival (MFF) with the Macao Trade and Investment Promotion Institute (IPIM) during the “22nd Macao International Trade and Investment Fair (MITF)”. An open stage design was adopted for 2017; there were five fashion shows held with 32 participating fashion designers/labels; displayed alongside were collections of 13 fashion designers, plus four fashion areas. In line with the national Belt and Road Initiative, CPTIM invited fashion designers from Thailand to participate in the show during the opening ceremony, as well as labels from Philippines to showcase in the Festival, so as to enhance exchange among industry practitioners.

The various fashion shows held at the Festival received wide media coverage both at home and abroad, with a number of participating designers being interviewed. In particular, fashion media from Japan also visited the event, an indication that the MFF was gaining increased attention in the region.

At the same time when the “Macao Fashion Festival 2017” was held, Sands China Limited also organized the “Sands Macau Fashion Week” at the Parisian Macau and invited CPTIM to support by organizing labels to participate at the Macau Brand Show on October 21; the participating labels were alexis jordan, ella épeler, JADE. L, La Mode Désir, Nega C., NB NU BIANO, Soul and WORKER PLAYGROUND. In addition, there was also a static display of the collections of the five designers of the “MaConsef Fashion Incubator Program.”

另一方面，中心繼續積極推動設計師參加外地的服裝展覽，先後組織本地時裝設計師及品牌出外參加不同活動。3月份，中心帶領6個時裝設計品牌（AURALO ARTE、AXOXYXOXS、KC GIDEON、JADE.L、POURQUOI 及 WORKER PLAYGROUND）參加「2017年中國國際服裝服飾博覽會(CHIC)上海春季」，該展覽在上海國家會展中心舉行，是內地規模最大的服裝服飾展。

中心於9月帶領8個時裝品牌參加「CENTRESTAGE 香港國際時尚匯展」，品牌包括AXOXYXOXS、I.N.K、JADE.L、MACON、POURQUOI、Salut, ça va?、WORKER PLAYGROUND 及 ZICS，共發佈64套服裝，當中AXOXYXOXS及 I.N.K 在參展的200多個國際時尚品牌中，更獲8,500多名買家評選為首20個最受歡迎的時裝品牌，澳門品牌逐漸受到市場的關注及認同。

中心分別組織及帶領20個服裝及服飾品牌參與三站的「活力澳門推廣週」，於深圳、泉州及海口的展場透過時裝匯演及設立「澳門時尚館」方式，向內地推廣本澳時裝，為品牌提供展示及洽商平台。

中心繼續與文化局合辦澳門時尚廊，包括舉辦服裝展覽、期限店、工作坊及相關藝術活動。在2017年舉辦了五個展覽，包括「蛻變—時裝設計及製作文憑課程作品展」、分三期舉行的「品牌的故事—澳門原創服裝展」，以及「當下·型匯—第四屆時裝設計樣版製作補助計劃作品展」；而配合展覽的品牌，時尚廊辦了三期的期限店活動，分別是「春之期限店」、「品牌的故事—期限店」、「冬之期限店」；除銷售期限店的服裝外，還售賣本澳其他品牌的服裝配飾。時尚廊繼續與望德堂區創意產業促進會合辦了多項活動，計有時尚瘋堂系列：2017時尚瘋堂—縫出新創意戶外時裝表演、2017時尚瘋堂—品牌的故事戶外時裝表演、2017時尚瘋堂—澳門時尚匯演，以及24場教授公眾製作時尚飾物的文創坊。

時尚廊全年共接待約12,530名訪客，共有20個本地品牌參與銷售，售出600件文創產品。

Furthermore, CPTIM actively encouraged local designers and brands to participate in fashion shows in different regions by coordinating them to attend a variety of events. In March 2017, CPTIM led six local fashion brands (AURALO ARTE, AXOXYXOXS, KC GIDEON, JADE.L, POURQUOI and WORKER PLAYGROUND) to attend the "2017 China International Fashion Fair (CHIC) (Spring)" in Shanghai. The festival, held at the National Exhibition and Convention Center (Shanghai), is the largest fashion show in the Mainland.

In September, CPTIM led eight local fashion labels, namely, AXOXYXOXS, I.N.K, JADE.L, MACON, POURQUOI, Salut, ça va?, WORKER PLAYGROUND and ZICS, to take part in the Hong Kong International Fashion Exhibition "CENTRESTAGE", showcasing a total of 64 outfits. With over 200 participating international fashion labels, AXOXYXOXS and I.N.K stood out and were nominated as among the Top 20 Most Popular Fashion Brands by more than 8,500 buyers. This indicated that the Macau labels were gaining increased attention and wider recognition in the market.

CPTIM organized and led 20 fashion and accessories labels to participate in three stops of the "Dynamic Macao Business and Trade Fair", namely in Shenzhen, Quanzhou and Halkou. By hosting fashion shows and setting up the "Macao Fashion Pavilion", CPTIM helped promote local fashion to the Mainland market, providing the labels with a platform for showcasing and business negotiation.

CPTIM continued its collaboration with the Cultural Affairs Bureau (ICM) in running the Macao Fashion Gallery, which included the arrangement of different kinds of fashion exhibitions, pop-up shops, workshops and related arts events. In 2017, five exhibitions were held, namely the "Transformation – Works Exhibition of the Diploma Program in Fashion Design & Manufacturing", three rounds of "Brand Story – Macao Original Fashion Exhibition" and "Style-Encounter Moment – Fashion Exhibition of the 4th Subsidy Program for Fashion Design on Sample Making." In collaboration with local labels, the Gallery held three rounds of pop-up shops: "Spring Pop-up Shop", "Brand Story – Pop-up Shop" and "Winter Pop-up Shop"; in addition to apparel, accessories items of other local brands were also available for sales. The Gallery also continued to co-organize various activities with the Creative Industries Promotion Association of the St. Lazarus Church District, including the "Outdoor Catwalk Fantasia Wardrobe – Sewing Creativity 2017, Brand Story 2017 and Macao Fashion Parade 2017," as well as 24 cultural & creative workshops to teach the public the making of fashion accessories.

The Macao Fashion Gallery attracted around 12,530 visitors during the year, with 20 local labels participating in the sales activities; a total of 600 cultural/creative articles were sold.

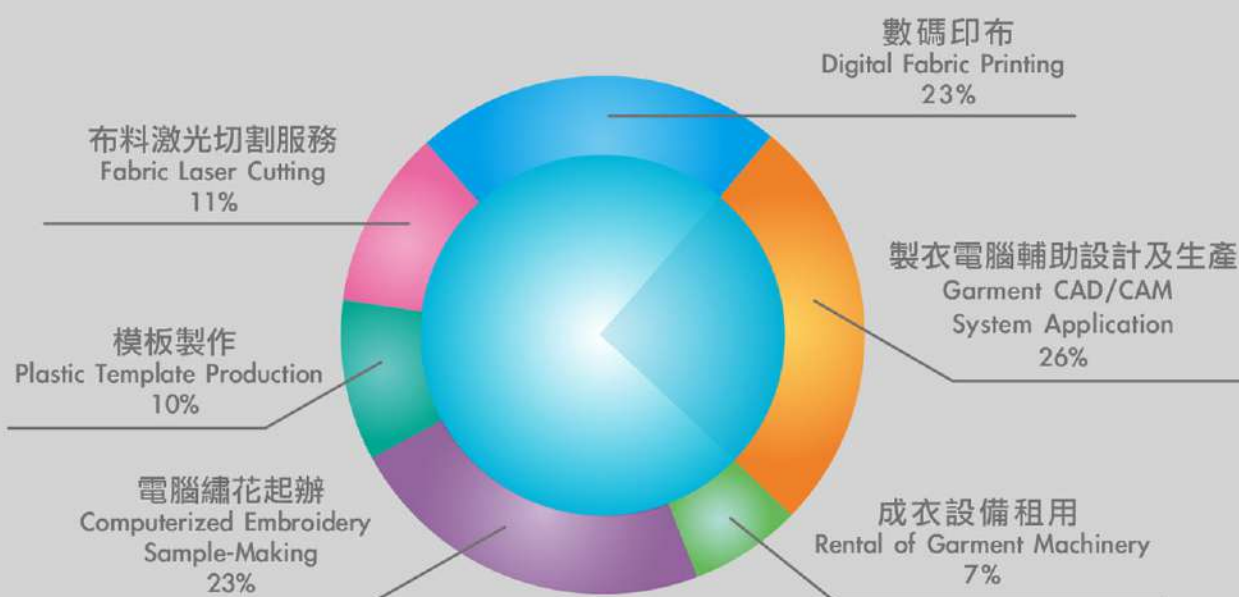
提供技術支援服務

中心一直為業界及有需要人士提供服裝生產技術輔助，包括數碼印布服務、電腦繡花起辦服務、布料激光切割服務、服裝起辦服務、電腦輔助生產系統顧問及服務、製衣設備使用服務，代送外檢測服務（紡織成衣）、以及向本地生產商、時裝設計及文創人士提供服裝相關技術支援；另外，中心設有英國權威網上時尚資訊平台 - 《WGSN(World's Global Style Network)》，並特別舉行了“WGSN使用培訓工作坊”，由該平台派員講解各項主要功能，讓設計人員能更靈活地使用WGSN，掌握最新的時尚趨勢及市場發展動態。

Providing Technical Support Services

CPTIM has been providing practitioners of the apparel industry with various technical support services, including digital fabric printing, production of computerized embroidery samples, fabric laser-cutting, proto-sample making, garment CAD/CAM application, utilization of garment machinery & equipment, as well as lab test delivery service (textile & apparel category). Furthermore, CPTIM provided access to the WGSN (World's Global Style Network) — an authoritative online fashion information platform from the United Kingdom — so as to facilitate designers to keep themselves abreast of global fashion trends and latest market developments. An “Introductory Workshop – How to Use WGSN” was held, during which WGSN staff members were invited to explain the main functions of the platform.

服裝及創意工業支援服務 - 個案分佈
Distribution of Support Services for Apparel & Creative Industries
2017



研發及推廣文創產品

繼推出「絲呈畫意 - 澳門創意時尚絲巾」受到政府部門、機構、市民及遊客歡迎支持，反應良好，中心再籌備推出「細味澳門：澳門世遺」澳門創意時尚絲巾及領帶，由兩位本澳設計師李明新、吳婉婷分別設計兩款絲巾及兩款領帶，供外界訂購及於時尚廊寄售，推廣本澳的文創產品。有關產品於2018年首季推出。

Developing & Promoting Cultural & Creative Products

The “Paintings on Silk – Macau Fashionable Scarves Design” was well-received by public departments, organizations, citizens and tourists. Backed by popular demand, CPTIM was preparing to launch the “Savoring Macau: The World Heritage” collection of fashion scarves and ties designed by two local designers — San Lee and Maecenas Ng; these products were available for ordering and sale on consignment at the Macao Fashion Gallery starting from the 1st quarter of 2018, an effort to promote the cultural and creative sector of Macau.

時尚及行業資訊

中心繼續舉辦時尚及創意相關研討會和講座，並組織時裝技術考察團往東莞與上海；此外，在澳門日報的<特區衣飾>和<生產力論壇>，推廣本地服裝品牌及為服裝業界介紹行業管理的最新資訊。

3.3 企業・提升競爭力

提供創業及營商培訓系列

透過多樣化的培訓系列，為創業者籌劃營商準備，以至對已開展業務商企的應用知識或技巧方面的培訓，以逐步提升企業營商的管理水平。

為配合新修訂《青年創業援助計劃》之培訓要求，自8月起，與創業及中小企相關課程分為兩個系列：以有志創業人士為主要對象的「創業精要系列」，2017年有172人次報讀「創業精要系列」之核心課程，比前一年增加約59.3%；以新創企業者為主要對象的「創業/中小企經營系列」，目的是強化和鞏固他們的經營管理知識及技巧，2017年共有249人次參與有關課程。

另一方面，為啟蒙青年創業，中心為「青年創業創新培育計劃」先後組織了6班「初級課程」、4班「晉級課程」、1班「全澳青年創業創新大賽」賽前工作坊，以及在「澳門國際新創週」提供一場創業培訓講座和兩場創業工作坊。同時並為澳門大學學生會創業學會「2017全球青年交流創業論壇」舉辦創業經驗分享講座；中心繼續與澳門青年企業家商會合作，協助進行企業診斷。

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，當中包括綜合旅遊休閒、博彩中介、酒店旅遊、建築、零售、交通運輸、公用事業、金融、製造及商業服務、教育機構、非牟利社團、公共部門等。

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。

Providing Fashion & Industry Information

CPTIM continued to hold seminars on fashion and creativity, and organize delegations to Dongguan and Shanghai to learn about fashion technology. Furthermore, CPTIM contributed articles to the "Apparel of MSAR" column and the "Productivity Forum" in the Macao Daily News, aiming to promote local fashion labels and provide the apparel sector with latest information about industry management.

3.3 Enterprises - Enhancing Competitiveness

Providing Training Series on Entrepreneurship and Business Operation

By providing a diversified range of training courses on applied business knowledge and techniques, CPTIM aimed to support entrepreneurs in planning their business startups and the existing enterprises in upgrading their level of business operation and management in a step-by-step manner.

In line with the training requirements of the "Young Entrepreneurs Aid Scheme", CPTIM launched two series of courses related to entrepreneurship and SMEs in August: the "Start-up Essential Series" was aimed primarily at individuals planning to start their own business. The core courses of the Series saw a total of 172 enrollments in 2017, an increase of 59.3% compared to the previous year; the "Start-up/SME Management Series" was targeted at owners-managers of start-ups, with the objective of enhancing and consolidating their knowledge and skills in managing a business; there were a total of 249 enrollments in 2017.

To inspire young entrepreneurship, CPTIM organized six rounds of "Basic Training", four rounds of "Advanced Training", a pre-competition workshop for the "Youth Entrepreneurship & Innovation Development Program", as well as one seminar and two workshops on entrepreneurship for the "Macau International Start-up Week." CPTIM also held a startup experience-sharing session for the Entrepreneurship Society of the University of Macau Students' Union during their Global Entrepreneurship Youth Conference 2017, and continued to work with the Macau Youth Entrepreneur Association in providing diagnosis for the SMEs.

Customized Training Programs for Enterprises

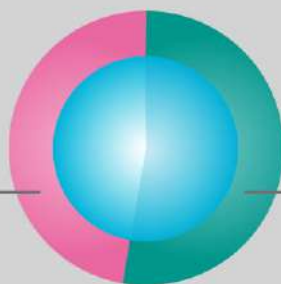
CPTIM continued to provide customized training courses for individual enterprises, so as to accommodate the learning needs and working hours of their employees. Among the sectors served were the integrated tourism and leisure enterprises, gaming and junket operators, hotel & tourism, construction, retail, transportation, public utilities, financial institutions, manufacturing, business services, educational organizations, non-profit organizations and public departments.

Applying Information Technology (IT) and Open Source Software

The CPTIM Information Systems Promotion Unit (ISPU) provided professional advice to enterprises on the use of IT. CPTIM continued to promote open source (free) software, including Office application, anti-virus software, "Open Source Accounting Software for SMEs", "Open Source Employee Information Management System (EIMS)" and "POS System", with corresponding technical support and workshops provided.

資訊科技支援
Information Technology (IT) Support Service
2017

IT產品/系統應用
IT Products/Systems Application
47%



「小企業」系列軟件技術支援
Technical Support for "SMEs
Software Series"
53%

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2017年，<國際管理系統認證資助計劃>總計有424個資助申請，其中345個成功考獲認證。

「零售商店管理工具書」已正式出版並免費提供給業界應用。而為配合以會議為先的會展業發展方向，提升澳門作為世界旅遊休閒中心的競爭力，中心正對「會議活動管理工具書」進行最後階段的修訂及編排工作，計劃於2018年出版。

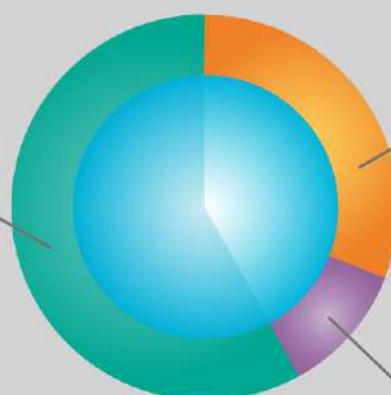
Supporting Enterprises in the Implementation of a Systematic Approach to Management and Attainment of International Certification

CPTM 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 advisory service, technical support and exchange activities to enterprises upon their request; the objectives were to assist enterprises in keeping abreast of management trends and to implement a management system according to international standards. From 1996 to 2017, the Subsidy Scheme recorded a total of 424 applications, of which 345 applications have been certified successfully.

The "Retail Shop Management Toolkit" has been officially published and provided to the industry for free. To support the development strategy of "Priority to Convention" for the convention & exhibition sector, as well as to enhance Macau's competitiveness as a world center of tourism and leisure, CPTM is at the final stage of editing and arranging the publication of the "Convention Event Management Toolkit" planned for 2018.

國際管理系統認證資助計劃 - 按申請機構的行業分佈
Subsidy Scheme for Certification to International Management Standards -
Distribution of Application by Industry Sectors
2017

服務業
Services
58%



工程/建築
Engineering/Construction
31%

非成衣製造業
Other Manufacturing
11%

研討會及學習交流活動

加強以研討會方式去促進不同行業對國際管理標準趨勢和應用的認知；2017年舉辦了9項活動，參與人次逾420名，主題包括質量管理、供應鏈管理、食品安全管理、職業健康及安全管理、環境管理和可持續發展，以及在「天鴿」風災後特別加設的營運業務持續管理。

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紡織成衣、食品、藥品、水泥及混凝土、電子產品、合成機油、清潔衛生用品、防火隔音建材、其他傢俱、環保產品共十個類別的測試，。2017年共處理了2,121個申請個案。自2010年2月至今，累計處理超過13,653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。

「採購寶」企業採購配對平台

為繼續創造更佳條件，方便本澳中小企與大型企業建立通商，瞭解有關與對方貿易往來的資訊及注意事項，中心在中小企營商資訊專頁的基礎上，推出了企業採購配對平台「採購寶」，採購資訊整合到「採購寶」手機應用程式內，更方便商企使用。

澳門玩得喜

為協助居民及遊客發掘本澳商戶的資訊，強化澳門製造及青年創業的企業推廣，「澳門玩得喜」手機應用程式優化版本已於2017年推出，運作良好，推動社區經濟發展。

中心手機應用程式

於2017年，中心手機應用程式推出，方便公眾隨時透過智能手機等流動裝置獲取中心的最新動態、課程資訊、視頻短片及各種服務簡介等。

Seminars, Learning & Exchange Activities

CPTTM stepped up its efforts in organizing seminars to foster awareness of different sectors about the trends and application of international management standards. In 2017, CPTTM held nine activities and the number of participants topped 420. The topics ranged from quality management, supply chain management, food safety management, occupational health & safety management, environmental management & sustainable development to business continuity management – a topic specially added after the severe Typhoon Hato.

Promoting Quality and Safety of Macau Products

To assist local manufacturers in enhancing the quality and safety of their products, CPTTM has been providing the "Lab Test Delivery Service" that currently covers 10 product categories: textile & apparel, food products, pharmaceuticals, cement & concrete, electronics/electrical products, synthetic oil, cleaning & sanitary products, fire & sound proof construction materials, other furniture and eco-products. In 2017, there were a total of 2,121 applications. Since February 2010, the cumulative number of applications reached 13,653.

Assisting Enterprises to Enhance their Accounting System

CPTTM continued to provide enterprises with practical workshops on accounting, training courses on financial management, as well as an advisory service; among which was the "Introductory Training on the Easy Accounting Software for SMEs", with participants mainly from the sectors of retail, construction/engineering, trading/wholesale, public departments/associations, as well as financial, insurance and business services.

The "Choice Pro" Platform for Private Sector Procurement and Matching

In order to facilitate local SMEs to do business with large enterprises, and to have a better grasp of the information and key points in regard to such business trading, CPTTM built upon its existing Macao SME webpage and launched the "Choice Pro" – a mobile app designed for business procurement and matching – integrating the procurement information from the webpage into the app for the convenience of the enterprises.

The "MacaoHappyPlay"

An enhanced version of the "MacaoHappyPlay" mobile app was released in 2017, so as to facilitate both residents and tourists in discovering more information about local enterprises and promote the business of "Made in Macau" and start-ups. The app has been working smoothly, contributing its part in fostering development of the community economy.

The CPTTM Mobile App

CPTTM launched its own mobile app in 2017, making it more convenient for the public to access CPTTM's latest news, course information, videos and introduction of the different types of services through mobile devices.

提供管理諮詢

中心以「送服務上門」形式為個別企業提供「管理諮詢及技術支援服務」，當中包括：管理系統及標準諮詢 - 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食品安全管理標準等，全年共處理了65宗一般諮詢個案，以資訊提供為主，其次是有關產品檢測。

中心也有提供技術支援服務，如內部審核、風險評估等。於2017年分別為公用服務機構提供ISO綜合管理系統內部審核支援；為一家學院提供ISO 9001及ISO 14001內部審核及過渡新版本之技術支援；以及為一家公共機構提供ISO 9001過渡新版本之技術支援。

向中小企提供技術支援服務、支持青創及重點推行“送服務上門”

2017年，中心共處理了140個服務個案，包括中小企中介/顧問服務、青年創業孵化中心及中小企採購專欄的個案；同時還提供了16次送服務上門的服務。對於去年本澳不幸發生「823天鵝」風災，中心於翌日立即往訪十月初五街、福隆新街及新馬路一帶，探訪並觀察受風災影響的中小企，以便能作出後續支援工作。

經濟局工商業發展基金因風災而推出的「中小企業特別援助計劃」及「災後補助金措施」兩項計劃，需緊急處理大量申請工作，中心即時派出人員協助，包括輸入及核對企業的申請資料、補助金的出票工作、“送支票上門”、文件歸類及公眾接待服務等。

Providing Management Advisory Service

CPTIM provided enterprises with "Management and Technical Advisory Services" using a "service-on-site" approach; the majority of enquiries were related to International management system certification, such as the ISO 9001 Quality Management Standard, the ISO 14001 Environmental Management Standard, the ISO 22000 Food Safety Management Standard, etc. CPTIM processed a total of 65 general consultation cases during the year, mainly comprised of requests for information, followed by enquiries about product testing.

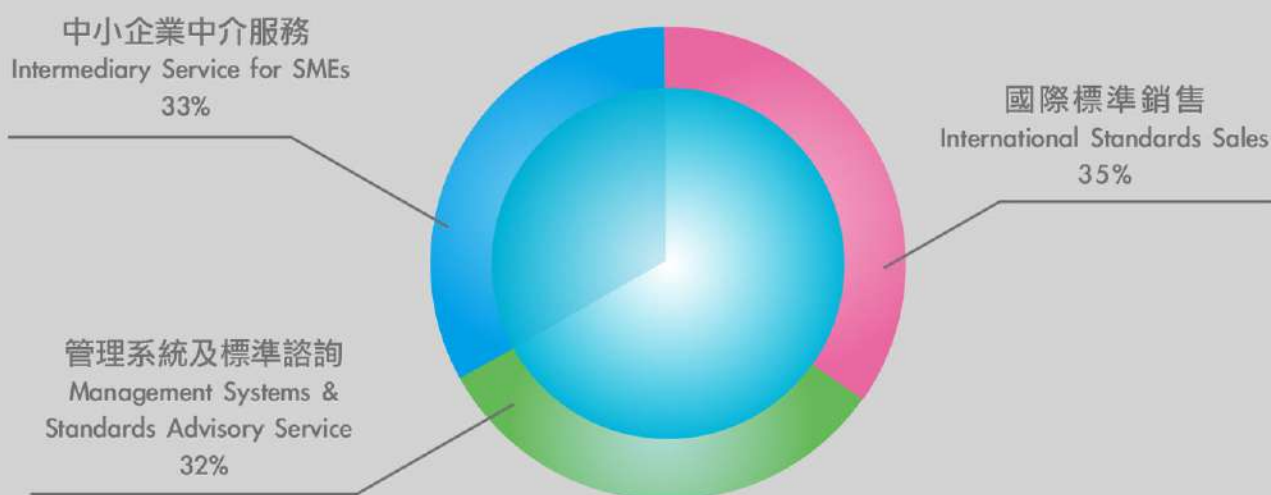
CPTIM also provided technical support service, such as internal audit, risk assessment, etc. In 2017, CPTIM provided ISO Integrated Management System Internal audit support to one public utility company; ISO 9001 and ISO 14001 standards transition implementation and internal audit support to one tertiary educational institution, as well as ISO 9001 standard transition implementation support to one public department.

Providing SMEs with Technical Support Services & Supporting Young Entrepreneurs, Enhanced with the "Service-On-Site" Approach

In 2017, CPTIM processed a total of 140 service cases, covering those from the SME Intermediary/consultation service, the advisory service for the Youth Entrepreneurship Incubation Center and the "SME Procurement" column, plus 16 cases of "Service-On-Site". On the day after the disastrous "Typhoon Hato" lashing Macau, CPTIM staff immediately visited *Rua de Cinco de Outubro*, *Rua da Felicidade* and *Avenida de Almeida Ribeiro* to see what types of follow-up support were to provide to the stricken SMEs.

As the Industrial and Commercial Development Fund had launched two disaster-relief measures, namely the "SME Aid Scheme" and the "Post-disaster Grant", the Economic Services (DSE) had to urgently process a high volume of applications, and CPTIM immediately arranged her staff to support the input and verification of application information, the issuance of relief cheques and their delivery "on site", the filling documents, as well as the provision of public reception service, etc.

管理及技術諮詢服務分佈
Distribution of Management & Technical Advisory Services
2017



與澳門廠商聯合會合辦之「澳門產品優質認證計劃」在2017年期間，詳細討論了整個方案，包括組織架構、評審方式及與香港優質標誌局之合作協議，認證申請資格及認證費用資助方案，以及澳門產品優質認證委員會章程及組成等。有關計劃安排在2018年第2季推出。

促進技術交流

2017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)》；
- 《第十五屆中國·海峽項目成果交易會》- 與澳門貿易投資促進局聯合組織了10家從事醫療設備、電商平台及中醫藥產品等的企業參展；
- 《第十九屆中國國際高新技術成果交易會》- 組織了10家本澳科研企業/機構參加。

In 2017, in-depth discussion was carried out about the implementation of the "Macau Product Quality Certification Scheme" co-organized with the Industrial Association of Macau, including the organization structure, the assessment methodology & cooperation with the Hong Kong Q-Mark Council, the eligibility criteria of the applicants, the subsidy arrangement for certification fees, as well as the terms of reference and the composition of the Certification Committee. This target launch date of the Scheme would be during the 2nd quarter of 2018.

Promoting Technical Exchanges

In 2017, CPTTM organized participation in the following exhibitions:

- The Macau International Environmental Cooperation Forum and Exhibition (MIECF);
- The 15th China Cross-straits Technology and Projects Fair – In collaboration with the Macau Trade and Investment Promotion Institute (IPIM), CPTTM organized 10 enterprises (related to medical equipment, e-Commerce platform and Chinese traditional medicine products) to participate in the exhibition;
- The 19th China Hi-Tech Fair – CPTTM organized 10 local scientific research enterprises/organizations to participate in the exhibition.



中心人員接受電視訪問
CPTTM staff interviewed by media

此外，中心與中葡電子商務商會共同組織了「跨境電商橫琴考察團」於3月前往珠海橫琴考察珠海大橫琴口岸實業有限公司旗下的「世界購」跨境電商項目，協助本澳企業在橫琴發展跨境電商業務，將產品銷往內地市場。

In addition, CPTTM and the Sino-Portuguese e-Commerce Chamber co-organized the "Cross-border e-Commerce Delegation to Hengqin, Zhuhai" in March 2017, visiting the "World Buy (Shijie Gou)" cross-border e-Commerce project of the Zhuhai Greater Hengqin Port Industrial Co. Limited – Its objective is to assist local enterprises to develop cross-border e-Commerce business in Hengqin and sell their products to the Mainland China market.

與不同媒體合作 推介生產力資訊

2017年，中心繼續與澳門廣播電視有限公司合作，聯手製作「營商動力第二季」新主題的節目，每集約5分鐘，共拍攝了20集，以短劇形式生動地帶出有關生產力的知識，內容涵蓋ISO管理知識、職場注意事項、資訊科技、時尚資訊、中小企營商資訊等。節目於「澳門早晨」時段內播放，當天於該電視台的不同頻道多次重播，同時並上傳到中心的網頁手機程式、社交媒

Cooperating with Different Media to Disseminate Productivity Information

In 2017, CPTTM continued to cooperate with TDM in the production of the "Driving Force for Business II" series, aiming to disseminate productivity-related knowledge in a lively manner through short dramas. The Series was comprised of twenty 5-minute episodes; among the topics covered were ISO management, workplace tips, information technology, fashion information, SMEs business operation, etc. The Series was aired during the "Good Morning Macau" program and replayed multiple times throughout the day in different TDM channels. The Series was also uploaded to the CPTTM website, mobile app, social media and Youtube channel, as well as played at the TVs installed at the various CPTTM reception counters to increase exposure to the public.

體及youtube專有頻道，並在中心各辦事處公眾接待處的電視播放，方便公眾瀏覽。中心成衣技術匯點亦與澳門廣播電視有限公司的另一個節目“綻放時尚”合作，節目主要是介紹與時尚有關的內容，透過訪問拍攝，介紹了澳門兩個時裝品牌在香港舉辦的「CENTRESTAGE 香港國際時尚匯展」。

3.4 社會責任 · 為可持續發展

為響應保護環境，中心自2013年成功考取了ISO 14001環境管理系統的認證後，先後實施了多項環保措施，包括總辦事處的照明系統已逐漸更換為節能光管；空調系統的更換採用符合環保要求的型號；廢物回收採用了不同顏色的容器識別；研討會及講座的講義以二維碼方式給予參加者，讓其透過手機流動裝置下載；影印紙也使用環保紙張。中心的所有通訊(newsletters)增設了電子版，鼓勵訂閱者轉用電子版，以逐步減少紙本版的印刷。

對本地商企方面，中心一直向他們推行ISO 14001環境管理系統及考取認證，並持續為其提供：

- 認證鼓勵及諮詢服務；
- 資訊服務：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，並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；
- 參與有關講解ISO 14001的講座，介紹中心提供的支援服務；協助企業ISO 14001內部審核及過渡新版本之技術支援。

The CPTIM House of Apparel Technology (HAT) also cooperated with TDM in another program titled the "Glory of Fashion". This program focused on fashion and interviews were made with two fashion labels to introduce about their participation in the Hong Kong International Fashion Exhibition "CENTRESTAGE".

3.4 Social Responsibility - Seeking Sustainable Development

In response to the call for environmental protection, CPTIM has implemented a series of environmental protection measures since its attainment of ISO 14001 Environmental Management System certification in 2013; among these measures were a phase-by-phase replacement of the lighting system at Head Office with energy-saving models; replacement of the existing air-conditioning system with one that met environmental requirements; installed different colored containers for waste collection; arranged seminar handouts to be downloaded via QR-codes and mobile devices; used eco-friendly copy paper. To gradually reduce the consumption of paper, an electronic version of various CPTIM newsletters has also been made available for the subscribers to select.

CPTIM continued to promote the implementation and certification of ISO 14001 Environmental Management System to local enterprises, providing them with:

- Incentive for certification and advisory service;
- Information service: promoting the concepts and technologies for "green school", "green retail", "green tourism", "green exhibition" and "green building", and supporting the enterprises to keep abreast of the regulatory requirements about product safety and environmental protection in local and overseas markets;
- Participating in seminars related to ISO 14001 and introducing the support services provided by CPTIM; providing technical assistance to enterprises in their ISO 14001 internal audits and transition to the new version of the standard.



環保小先鋒頒獎禮
"EnviroKids" Award Ceremony



參觀者對環保作品感興趣
Visitors are interested in environmental works

與環境保護局的合作

- 開辦「公共部門環保採購培訓課程(基礎班及進階班)」;
- 開辦澳門環保酒店獎之「惜食大使」培訓課程;
- 擔任「2017環保教案設計獎勵計劃」的協辦單位及評審工作;
- 參與「2016年澳門環保酒店獎」評審會議;
- 擔任「2017澳門環保酒店獎」的支持單位及評審工作;
- 參與「2017年澳門國際環保合作發展論壇及展覽(MIECF)」。

Cooperation with the Environmental Protection Bureau (DSPA)

- Organized the "Green Purchasing Training for Public Departments (Foundation and Advanced courses)";
- Organized the "Food-Wise Ambassadors Training for the Macau Green Hotel Award";
- Participated as one of the co-organizing units of the "Award Scheme for the Design of Environmental Education Curriculum 2017" and served on the judging panel;
- Participated in the assessment meeting of the "2016 Macau Green Hotel Award";
- Participated as one of the supporting units for the "2017 Macao Green Hotel Award" and served on the assessment committee;
- Participated in the "2017 Macao International Environmental Co-operation Forum & Exhibition (MIECF)".

開辦與綠色管理有關的課程

- 與能源發展辦公室合辦「節能及能源管理培訓系列」;
- 國家綠色建築評價標準GB/T50378及技術規範CSUS/GBC 07-2015簡介課程;
- 能源管理系列:推行ISO 50001能源管理系統(EnMS)培訓課程。

Organizing Courses Related to Green Management

- Co-organized the "Energy Conservation & Management Training Series" with the Office for the Development of the Energy Sector (GDSE);
- Introduction to GB/T50378 China Green Building Assessment Standard & CSUS/GBC 07-2015 Specification;
- Energy Management Series: Workshop on Implementing ISO 50001 Energy Management System (EnMS).

<EnviroKids - 兒童環保行動>

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>已舉辦至第十一屆,累計有29家小學,5,421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。

The EnviroKids Program

The CPTIM "EnviroKids Program", targeting local primary 3 to primary 6 students, has entered its 11th edition. Cumulatively, 5,421 students from 29 primary schools have participated. Through actions such as using fewer plastic bags and reducing the amount of waste generated, the students have been putting the concept of low-carbon living into practice.



環保小先鋒各項活動
EnviroKids Program

企業社會責任

- 中心繼續向業界發放有關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；
- 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；
- 參與澳門電力有限公司商業伙伴「健康、安全、環保及質量傑出表現獎」評審工作；
- 於「823天鵝」風災後特別加強營運業務持續管理的介紹，舉辦「提升機構抗逆能力：如何以 ISO 22301 (BCMS) 管理系統確保業務持續營運」研討會。

Corporate Social Responsibility

- CPTM continued to provide local industries with information and training courses related to ISO 26000 Guidelines on Social Responsibility and Sustainability Reporting Standards;
- Continued to co-organize the "Training Series on Sign Language" with the Macau Deaf Association, targeting employers, supervisors and other organization personnel who wish to hire the hearing-impaired. By teaching them sign language, the Series aims to facilitate their communication with employees who have hearing impairment, so as to support the latter to become better integrated into the work environment;
- Participated in the judging panel of the "Safety, Health, Environment and Quality Excellence Awards" for the contractors and suppliers of the *Companhia de Electricidade de Macau (CEM)*;
- Placed heavier emphasis on introducing business continuity management after the disastrous incident of "Typhoon Hato"; a seminar titled "Organizational Resilience: Securing Your Organization through ISO 22301 Business Continuity Management System (BCMS)" was held.



環保小先鋒作品展
"EnviroKids" - Exhibition of works

3.5 員工·分享 Staff·Sharing



樂行慈善 心懷公益
We are happy and ready for the Walk for a Million



啟發創意的樂高工作坊
童心盡顯的同事忘我樣
What a relaxing time for our Staff in these few hours of imaginative play at the Lego Workshop



有咗...獎 夢想可以實現啦
Yes! Dreams will come true.....

親子樂 - 大家全情投入地參加遊戲
Exciting games for parents and kids



天鴿風災後中心同事也出力協助
清潔市容
We also contributed our part to help cleaning the city after the attack of Typhoon Hato



歡樂員工家庭遊 桂林山水甲天下
Pleasant trip to Guilin

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	
<p>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)</p>	<p>標準、管理及培訓考試部 Standard, Management, Training & Assessment Department</p>
<p>專業/公開考試服務 Professional/Public Examination Service</p> <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 software, 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；培訓及評審；商務資格；食品安全管理) Commerce & Management (ISO International management standards knowledge & auditing; project management; training & assessment; business qualifications; food safety management) 職業技能 (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 (beauty therapy, make-up, nail art, customer service, conflicts handling, selling and China National Vocational Qualification Assessment) 語言水平 (英語、日語) Language Proficiency (English, Japanese) 入學資格考試 Entry Qualification Exam 	<p>專業考試資源中心 Professional Examination Resources Unit</p>
<p>圖書借閱服務 Library Service</p>	<p>總辦事處 - 圖書角 Library Corner at Head Office</p> <p>成衣技術匯點 - 時裝資訊站 Fashion Information Gallery at House of Apparel Technology</p>

3.6 現行服務及項目 Existing Services and Projects

服務 Services	部門 / 單位 Department/Unit
管理及技術諮詢 Management & Technical Advisory Services	
<p>中小企業綜合服務 Support Services for SMEs</p> <p>青年創業顧問服務 Consulting Services for Youth Entrepreneurship</p>	對外合作及拓展部 External Cooperation & Marketing Department
<p>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)</p> <p>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)</p>	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
<p>代送外檢測服務 Lab Test Delivery Service</p>	<p>標準、管理及培訓考試部 Standard, Management, Training & Assessment Department</p> <p>時裝及形象創意部 Creative Fashion & Image Department</p>
資訊科技支援 Information Technology Support Services	
<p>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)</p> <p>自由軟件推廣 Open Source Software Promotion</p> <p>「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)</p> <p>「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)</p> <p>「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)</p> <p>無線點餐系統試用服務 Wireless ordering system trial service</p>	<p>資訊系統推廣室 Information System Promotion Unit</p>
<p>亞克力膠板鐳射切割服務 Laser Cutting Service for Acrylic</p>	數碼匯點 Cyberlab

3.6 現行服務及項目 Existing Services and Projects

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	
數碼印布服務 Digital Fabric Printing Service	
電腦繡花起辦服務 Embroidery Service	
服裝起辦服務 Proto Sample Making Service	
布料激光切割服務 Fabric Laser Cutting Service	
<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)	
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	
核心技能水平測試推廣計劃 - Microsoft Office Specialist 認證 Core Competency Assessment Promotion Scheme - Microsoft Office Specialist Certification	資訊系統及科技部 Information System and Technology Department
IT導師孵化計劃 IT Instructor Incubation Scheme	
資優學生培訓計劃 Elite Training Scheme for Secondary & University Students	

3.6 現行服務及項目 Existing Services and Projects

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
良好管理指南之「零售商店管理工具書」 Good Management Guidebook – Retail Shop Management Toolkit	
良好管理指南之「會議活動管理工具書」 Good Management Guidebook – Conference & Event Management Toolkit	
綠色學校環境管理指南 Environmental Management Guidebook for Green Schools	
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) CPTIM Newsletter (Semimonthly, sent by E-mail)	
國際管理標準動向 (季刊) International Management Standards Updates (quarterly)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department
檢測標準訊息 (月刊) Testing Standards Updates (monthly)	
「衣訊」- 成衣技術通訊 (半年刊) Apparel Technology Newsletter (semiannually)	時裝及形象創意部 Creative Fashion & Image Department
IT通訊 (半年刊) IT Newsletter (semiannually)	資訊系統及科技部 Information System and Technology Department
其他為可持續發展的項目 Other Projects for Sustainable Development	
兒童環保行動 - 環保小先鋒(包括環保須知小冊子、習作簿及組織學習活動) The EnviroKids Program (including Environmental Awareness Booklet, Workbook and organizing learning activities)	標準、管理及培訓考試部 Standard, Management, Training & Assessment Department

3.7 研討會及工作坊 Seminars and Workshops

由中心主辦 Hosted by CPTM

企業營商	Managing a Business
「企業網上公關(關公?)」工作坊	Workshop on "Online Public Relations: A Double-edged Sword"
現代物流工作坊:「優化物流管理 節約企業成本」	Workshop on Modern Logistics: "Business Cost Reduction Benefits from Optimized Logistics Management"
企業可持續發展:減碳、減成本-從低碳辦公室做起	Sustainable Development for Enterprises: Reducing Carbon Emission and Cost through Operating a Low-carbon Office
專為時裝及形象創意行業而設	For the Industry of Creative Fashion & Image
特為時裝設計行業之文化產業基金資助申請講解會	Briefing Seminar for the Fashion Design Industry - The Culture Industry Fund - Subsidy Application
功能布料纖維及技術介紹會	Functional Textiles, Fibres and Technology
服務面料數碼印布之創意應用示範會	Demonstration on the Creative Application of Digital Fabric Printing
WGSN 使用培訓工作坊	Workshop on The Usage of WGSN
品牌走向E世代:網上開店平台"SHOPLINE"	Towards a E-Generation of Brands: Online e-Commerce Platform "SHOPLINE"
成就高端時尚的密碼:高級布料	The Key to High End Fashion - Luxurious Fabrics*
Fashion Snoops - 領先向前的在線趨勢預測服務	Fashion Snoops - Introducing an Online Trends Forecasting Service
國際管理標準	International Management Standards
ISO 13485 醫療器材質量管理體系和藥業供應鏈的國際標準	ISO 13485 Medical Devices Quality Management System & International standards for the Pharmaceutical Supply Chain
提升機構抗逆能力:如何以 ISO 22301 (BCMS)管理系統確保業務持續營運	Organizational Resilience: Securing your Organization with the ISO 22301 Business Continuity Management System (BCMS)
食品安全管理趨勢	The Trends of Food Safety Management

3.7 研討會及工作坊 Seminars and Workshops

由中心主辦 Hosted by CPTTM

資訊科技	Information Technology
本澳中小企電子報價單工作坊	e-Procurement Workshop for Macao SMEs
思科網絡學會導師專業發展	Professional Development for Cisco Networking Academy Instructors
酒店管理電子化工作坊	E-Hotel Management Workshop
把 AR/VR 帶進你的生活及工作中	Bringing AR/VR Into Your Dally Life and Workplace
STEM 教育工作坊	STEM Education Workshop
"新支付·新商機" — 電子支付在澳門餐飲零售上的應用	"New Payment Channel , New Business Opportunity" – Application of E-Payment In the Local F&B Sector
信息經濟及數據安全	Information Economy and Data Security
雲計算及電子商務	Application of Cloud Computing and E-Commerce

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

講座	Seminar
澳門科技大學校園招聘會2017-就業講座	MUST Career Day 2017 - Career Planning Seminar
Microsoft Office 2013/2016 新功能簡介會	Introduction of New Functions of Microsoft Office 2013/2016
工作坊	Workshop
「中小企優質服務系列：客戶溝通及雙贏談判技巧」工作坊	Workshop on "Quality Service for SMEs: Customer Communication and Win-win Negotiation Skills"
「中小企優質服務系列：服務創新-從客戶服務至客戶體驗」工作坊	Workshop on "Quality Service for SMEs: Service Innovation - from Customer Service to Customer Experience"
內部	Internal
「同感·遊歷無聲感動」工作坊	Workshop on "In Silence We Can Feel and Move"

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
	童裝製作 Kids Wear Making
	紙樣製作 Pattern Making
	針織服裝製作 Knitwear Manufacturing
	商品展示 Visual Merchandising
	禮品包裝 Gift Wrapping
	布料設計 Fabric Design
	皮革數碼設計及製作 Leather Digital Design and Making
	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
	中年人士基礎IT職業技能 Fundamental IT Skills for the Middle-Aged
	3D建模及打印技術 3D Modelling and Printing technology

3.8 專業培訓範疇 Scope of Professional Training

類別 Categories	系列 Series
商務語言技能 Business Language Competencies	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
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
	營銷及品牌攻略 Marketing & Brand Management
	前線服務 Frontline Service
	零售、商業銷售 Retail Selling & Business Selling
	電商管理 e-Business Management

3.8 專業培訓範疇 Scope of Professional Training

類別 Categories	系列 Series
創業、營商及企業發展 Entrepreneurship & Enterprise Operation & Development	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、供應鏈管理、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, supply chain 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
	婚慶服務 Wedding Services
	金飾零售 Gold/Jewellery Retailing
	水務工程 Water Piping Installation
	影視製作 Film Production

一帶一路

The Silk Road Economic Belt
and the 21st-Century Maritime Silk Road

大灣區

Guangdong-Hong Kong-Macao Bay Area

4. 附錄

Appendices

澳門 Macao

合作推动
创新

Innovation through
Cooperation

第十九届
澳门书展

4 附錄一：組織架構 (2016-2018) /Appendix I: Organizational Chart (2016 - 2018)

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（黃嘉豪先生）	Vice-President: Fábrica de Artigos de Vestuário Lee Cheung, Lda. (Mr Wong Garrick Jorge Kar Ho)
秘書：保利達洋行有限公司（陳細鈿先生）	Secretary: Polytex Corporation Ltd. (Mr Chan Sai Tin)
秘書：澳門特別行政區政府（莫麗絲小姐）	Secretary: Macao SAR Government (Ms Cristina Gomes Pinto Morais)
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（宋朝陽先生）	Member: Nam Kwong Group Company Ltd. (Mr Song Chaoyang)
理事：何桂鈴女士	Member: Ms Ho Kuel 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（劉偉明先生）	Member: Macao SAR Government (Mr Lau Wai Meng)
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)
*由2017年6月起，改由關治平女士擔任	
*Replaced by Ms Victoria Alexa Kuan Chan, from June 2017	
監事會	Supervisory Board
主席：澳門中華總商會（何佩芬女士）	Chairman: Macau Chamber of Commerce (Ms Ho Pul Fan)
監事：南粵(集團)有限公司（朱廣義先生）	Member: Nam Yue (Group) Co. Ltd. (Mr Zhu Guangyi)
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（劉藝良先生）	Chairman: Macao SAR Government (Mr Lao Ngai Leong)
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：香港上海滙豐銀行（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 Chul Sai Cheong
委員：蕭志偉先生	Member: Mr Siu Chi Wal
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（何超瓊女士）	Member: Sociedade de Turismo e Diversões de Macau, SARL (STDM) (Ms Ho, Pansy Catalina Chiu King)
委員：德昌洋行有限公司（李俊鳴先生）	Member: Agência Comercial Glória, Lda. (Mr Lei, Alberto)
委員：姚繼光先生	Member: Mr Yiu Kai Kwong
委員：天滑投資有限公司 (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 Siu 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 Yang Yan Chi
委員：施利華工程師	Member: Engº 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 澳門電力股份有限公司（梁華權先生）	Member: Macao SAR Government Companhia de Electricidade de Macau-CEM,SA (Mr Leng Wa Kun)
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)

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 Cheong, 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, SA
澳門電訊有限公司	Companhia de Telecomunicações de Macau, SARL
殷理基集團有限公司	Grupo HN, Lda.

服務業 *	Service Sector *
	INESC Portugal - Instituto de Engenharia de Sistemas e Computadores
	ISQ - Instituto de Soldadura e Qualidade
南光(集團)有限公司	Nam Kwong (Group) Co. Ltd.
南粵(集團)有限公司	Nam Yue (Group) Co., Ltd.
澳門旅遊娛樂股份有限公司	Sociedade de Turismo e Diversões de Macau, SA
天渭投資有限公司	Tenways Investments Ltd.
永興業股份有限公司	Weng Heng Yip, SA
個人 *	Individuals *
陳志強先生	Mr Chan Che Keung
張志豪先生(由黎仲勳先生代表)	Mr Lai Chung Fun, o/b of Mr Cheong Chi Hou
崔樂其先生(已故)	Mr Roque Choi (deceased)
崔世昌先生	Mr Chui Sai Cheong
崔煜林先生	Mr Chui Yuk Lum António
賀一誠先生	Mr Ho Iat Seng
何桂鈴女士	Ms Ho Kuan Leng
何華添先生	Mr Ho Va Tim
關恩賜先生	Mr Kwan Yang Yan Chi
林金城先生	Mr Lam Kam Seng Peter
羅德明先生	Mr Law Tak Meng
梁維特先生	Mr Leong Val Tac
馬有禮先生	Mr Ma Iao Lai
馬萬祺先生(已故)	Mr Ma Man Kel (deceased)
吳榮格先生	Mr Vitor Ng
余日釐先生(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 Siu 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)

	2017				2016
	百分比 Percentage	實際 Actual	預算* Budget*	執行率 Implementation Rate	實際 Actual
經費來源 SOURCES OF FUNDS					
年初經費結餘 Balance at the Beginning of 2017	24%	2,916	1,693	172%	2,707
政府年度撥款 Annual Appropriation from the Government	41%	4,866	4,866	100%	4,866
本身收入 Self-generating Income	35%	4,280	3,560	120%	3,807
總額 (1) TOTAL (1)	100%	12,062	10,119	119%	11,380
經費運用 APPLICATION OF FUNDS					
項目活動 Projects and Activities	39%	3,538	4,048	87%	3,162
人事開支 Personnel Expenses	49%	4,420	4,555	97%	4,143
一般行政 General Administration	10%	856	934	92%	842
資本開支 Capital Expenditure	2%	198	582	34%	317
總額 (2) TOTAL (2)	100%	9,012	10,119	89%	8,464
年底營運經費結餘 (1)-(2) BALANCE AT END OF 2017 (1)-(2)		3,050	0		2,916

*包括預留上年度已批准但未使用之預算

* Including the approved but unused budget reserved from the previous year.

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。

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.

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。

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.

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。

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.

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。

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

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管理發展及圖書室 Management Development & Library

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

成衣技術匯點 The House of Apparel Technology

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

數碼匯點 The CyberLab

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

