



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

2021 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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註 Notes:

i. 年報的內容以中文為準，英文譯本只供作參考。

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

ii. 營運報告經 2021 年第一次社員大會通過。

The Operation Reports have been adopted by the first General Assembly of 2021.



簡介

INTRODUCTION

1.1 背景及使命

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

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

1.2 功能

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

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

1.1 BACKGROUND AND MISSION

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

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

1.2 FUNCTIONS

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

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

中心現設有四個提供對外服務的單位，分別是：
CPTTM has four departments providing services to the public, namely:



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

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



2

營運報告

OPERATION REPORTS

2.1

主席報告

2021 年新冠肺炎疫情反覆，中心各項工作仍然受到不同程度的影響。特別是 8-10 月期間，多項對外服務、活動及培訓一度需要暫停或取消。縱使面對各種困難，中心仍貫徹落實特區政府“強基固本，迎難而進”的施政總方針，為不同行業發展及中小微企提供靈活多元的服務；同時積極探索發展新路向，加強推動資訊科技的落地應用，運用不同的資訊科技手段，持續優化人力資源素質和企業管理水平，提升社會整體資訊科技素養。值得欣慰的是，在中心全體成員的精誠合作、共同努力下，2021 年無論是培訓課程的學員人次或公開考試的報考人數均錄得上升，各項對外服務的情況亦有不同程度的提升，中心工作取得了成效，整體呈現逐步恢復回穩的態勢。以下將從五個方面向各位匯報：



747
個培訓項目



學員人次達
18,118 名



學員人次
1.9%

1. 優化人力資源素質

2021 年，中心在四大專業範疇¹合共開展了 747 項培訓項目（課程及研討會 / 工作坊），在學員人次和項目數上均錄得正增長，其中學員人次 18,118 名²，同比上升了 1.9%；培訓項目共計 19,870.2 小時，同比上升了 27.4%。

特別一提的是，為了盡量減低疫情對面授課程的影響，對於部份具備條件的培訓，中心積極探索以線上授課的形式開展。例如，中心於去年就協助了會計師專業委員會等多個會計專業團體³籌辦專項線上課程及講座，取得了不錯的成效。按統計，中心去年共有 65 個培訓項目以線上的方式進行⁴（佔比 8.7%），參與學員為 4,947 人次（佔比 27.3%）；而根據學員的反饋意

見，約 86% 的學員對線上培訓整體表現評分為滿意 / 非常滿意。

我們又繼續面向運輸、食品及餐飲、房地產中介等多個行業提供“行業發展培訓系列課程”⁵，持續提升行業團體及機構其僱員之專業能力。“行業綜合競爭力提升計劃”亦持續進行，以提供課程籌組服務和資助方案，促進不同團體為其會員組織培訓課程，提升其企業管理、營運和技術水平。去年，此計劃共收到 9 個涉及珠寶金飾、花藝設計、美容髮型等行業的新申請，並且重開了受到疫情影響的“BIM 建築信息模擬基礎課程”。雖然以面授方式開展 BIM 課程最能體現學習效果，但考慮到

行業發展趨勢和實際需求，中心在符合應有學習效果的前提下，最終邀請導師以線上形式授課，並在課堂現場配備助教，以更好地輔導學生進行實操指導和教學互動。

除了協助中小企優化人力資源素質外，中心去年繼續為中學、大專院校和青年團體提供有關青年職業技能、生涯規劃及就業技巧培訓，並加強與勞工事務局合作，為特別群體⁶組織培訓項目，如在《帶津培訓計劃》課程方面，新增開辦了有關新媒體運營、導師培訓、宣傳片製作、前台服務接待、室內設計、電腦程序、會展及廣告等課程。

在認證及考試方面，2021年報考中心各類型公開及專業考試的人次共5,235名⁷，同比上升了61%，數字正逐步回復到疫情前的水平。為配合培養更多現代金融人才的發展需要，中心年內新增設美國特許金融分析師協會(CFA Institute)的“特許金融分析師(CFA)”考試；國家職業資格考試方面，

因應有關部門在2020年底作出了制度改革，故中心去年只能組織“游泳救生員”及“計算機技術與軟件專業技術”兩個國家職業資格考試⁸；目前，中心獲勞工事務局向廣東省職業技能服務指導中心推薦，正申請備案成為澳門“職業技能等級認定－社會培訓評價組織”之一，在首階段將進行“美容師”及“美髮師”的項目申請，有關工作正在有序進行中。

中心繼續舉辦多項職業技能競賽。2021年上半年先舉行了以中學生及大專生為對象的軟件技能比賽及多媒體設計軟件技能比賽，其中，共有17間中學、457名學生報名參加軟件技能比賽，參賽人數是歷屆之冠。以上兩個比賽的優勝者隨後參加了以線上形式舉行的“全球Microsoft Office Specialist (MOS) 技能大賽”及“全球Adobe多媒體設計軟件技能大賽”，其中湯汶穎同學在Word2019項目中獲得全球亞軍，另外四名來自澳門的參賽學生亦躋身比賽前十名，成績可喜。



2. 提升初創及現有企業的管理水平

中心持續強化創業人士的經營知識及技巧，助力上好“創業第一課”。2021年“創業精要系列”⁹和“創業/中小企經營系列”¹⁰課程的報讀情況踴躍，多個課程均額滿，全年共開辦了58個培訓課程，學員人次1,034名，同比上升約7%。

在協助現有企業提升管理水平方面，中心作為本澳唯一推廣

及資助企業考取國際管理系統認證(ISO)的本地機構，年內錄得共74個申請個案¹¹，同比上升17.5%。截至2021年末，本澳企業累計考獲國際管理認證達535張。中心各企業提供“管理諮詢及技術支援服務”，2021年共處理了102個諮詢個案¹²，亦完成了7個技術支援個案，主要是協助公用事業企業及公共部門提供有關ISO管理的內部審核服務；各項向業界推廣ISO的工作¹³亦持續進行中。

“代送外檢測服務”方面，中心於去年共處理了 3,071 個檢測申請個案¹⁴，較前一年上升約 39.5%；與澳門廠商聯合會合辦的“M 嘜”澳門產品優質認證計劃，於 2021 年共有 22 個申請個案，同比上升約 69.2%。此計劃自 2018 年 9 月啟動以來至 2021 年底，共收到了 47 個申請和發出了 22 張證書，主要為食品和保健食品類別，也有藥品、口罩和成衣。為了加強推廣“M 嘜”，中心除了為考獲認證的企業製作宣傳短片、配合澳門廠商聯合會青委會“M 嘜推廣小組”的工作外，自去年 5 月

起，在貿易投資促進局“澳門周系列活動”的展區內播放 M 嘜宣傳片、提供介紹廣告牌，以及安排認證產品展示。

特色店計劃支援方面，中心應經濟及科技發展局委託，為特色店提供輔導式培訓方案，透過結合“個別企業諮詢”及“互動研討會 / 工作坊”形式，去年為 89 家特色店提供個別企業諮詢服務，亦進行了“新經濟下零售及餐飲企業主的策略應對”工作坊及“食品安全風險管理”講座。

3. 為中小微企提供支援服務

2021 年，為配合特區政府在施政方針中支援中小企業的各项措施，中心持續強化各項恒常性的支援工作，亦有積極探索和創新。

首先是順利完成了應經科局委託的中小企防浸升降台、防洪門及水泵兩項資助計劃的執行工作。上述兩項計劃自 2018 年推出以來，合共有 112 宗防浸升降台的申請¹⁵及 2,615 宗防洪門及水泵的申請¹⁶獲得了批准，目前中心正與經科局商討下一階段資助工作的開展。

此外，中心與澳門餐飲業聯合商會合作，於去年推出全新的“澳門餐飲業後台電子化資助計劃”，以協助本澳有需要的餐飲企業進行科技及管理上的改革，同時亦優化管理和節省人手。計劃報名反應熱烈，經審批後合共有 107 間商戶獲批資助，目前大部分商戶已安裝系統，現正進行最後的結算階段。中心將總結經驗，有序籌劃下一階段資助工作的開展。

為協助中小企掌握新媒體工具及其應用技巧，協助企業進行自家宣傳推廣、拓展業務，中心於去年策劃三場不同主題的中小企業新媒體營銷攻略系列工作坊，均取得不俗成效。中心後續跟進了共 28 宗新媒體輔導個案，從意見反饋及輔導個案中看出，越來越多中小企願意透過新媒體進行業務推廣和品牌建設，為企業轉型升級，提升自身競爭力。

中心繼續向求助企業及個人提供諮詢服務，同時因應營商模式的改變，特別側重於協助中小企使用新媒體作宣傳推廣。2021 年共處理了 96 宗服務個案，包括新媒體輔導個案、中小企業中介 / 顧問服務、《澳門日報》中小企服務平台及中小企採購專欄的個案。

在加強區域合作方面，中心作為粵港澳大灣區生產力促進服務聯盟的發起單位之一，一直積極參與聯盟工作。惟去年受疫情影響，中心主要以線上的形式出席理事會換屆的會議，並就未來三年的工作方案提供了意見。在新一屆的理事會中，中心將繼續擔任副理事長的職位。





4. 推動時裝設計行業發展

面對疫情，中心去年在時裝設計行業的培訓、考試、參賽、活動及參展等方面，更多採用線上形式進行，使各項工作仍能有序開展；繼續以多元化的方式發掘及培養本澳新世代在多元創意產業範疇的新力量，為時裝及創意設計領域儲備人才，其中包括開辦課程¹⁷、提供認證考試和培訓課程¹⁸、組織參與境內外比賽¹⁹和時裝周²⁰、舉辦各項講座及示範會²¹、展覽²²、比賽²³等。

因應社會的發展趨勢及市場需求，中心於去年共開辦了 158 個時尚創意類課程²⁴，約 1,900 人次報讀。當中除了首辦“青少年時裝技術提升計劃”，邀請歷屆曾參與世界技能大賽時裝技術的選手任教之外，還為若干比賽開辦了賽前培訓課程和工作坊²⁵、受政府部門及機構委託²⁶開辦了創意時尚服飾、化妝、髮型、商品展示、影藝等課程，包括為教育及青年發展局在路環石排灣 CN6A 地段的職業技術教育活動中心提供設備，以及開辦 26 班時尚創意相關的課程。

因應近年來網絡直播銷售已成為新的消費及經營模式，為了讓本澳時尚品牌開拓更多元化的經營模式，突破傳統實體店經營的限制，中心去年特邀澳門直播協會開辦“互聯網直播入門課程”，為學員進行直播帶貨的培訓；亦開辦了“網上時裝店創業課程”，教授開設時裝店前的各項分析和準備工作。

中心繼續和澳門貿易投資促進局合辦大型品牌活動“澳門服裝節 2021”。服裝節舉辦至今已歷 12 載，成為了本澳服裝品牌每年發佈最新產品的平台。一連 3 日服裝節共設有 7 場時裝表演，共 37 個次服飾品牌參與演出，吸引了 4,628 人次進場參觀。首日重頭戲“開幕式暨時尚匯演”邀請到粵港澳大灣區重點城市（包括深圳、廣州、香港、澳門）及台北的時裝設計師聯手參與，把最新的時裝系列展現於舞台上；更首度邀請澳門直播協會擔任媒體合作單位，為服裝節進行現場線上直播，把活動情況帶進內地市場，微博平台連同網易直播幅射內地多個重點城市，觸及線上觀眾達 36.7 萬人次。



中心持續提供行業技術支援服務²⁷。2021 總體服務申請個案共 167 宗，製作逾 18,000 件成品，較去年增加 85%，紡織成衣類別的代送外檢測服務接獲及處理了 1,958 宗申請，較去年上升 27%。

5. 推動資訊科技行業發展

中心除了致力在自身工作範疇中實踐資訊科技實際應用外，多年來亦積極推動本澳資訊科技行業的發展。2021 年，中心合共提供 172 個資訊系統及科技類課程²⁸，學員達 3,069 人次；VUE 考試中心為 883 名考生提供了證照考試服務，同比增加約五成。

中心持續向業界人士推廣最新資訊科技應用。特別是普及人工智能相關技術方面，中心除了每季開辦人工智能的首選編程語言 Python 入門課程外，去年還開辦了一些新課程，包括“電腦視覺和 TensorFlow 實例應用”，向學員展示電腦視覺技術的突破性發展和如何被廣泛應用於 AR / VR、自動駕駛等領域；“機器學習和深度學習及真實案例”課程，向學員介紹機器學習的基礎和原理，和如何使用算法對大數據進行分析。去年與人工智能相關的課程一共有 8 個，共提供 120 個學額；此外，中心亦與澳門航拍協會合辦了“無人機綜合應用”工作坊，以加強公眾對安全使用無人機的認知和技能水準，共有 70 人參加。

隨著本澳實施《網絡安全法》，中心積極提升業界人士網絡安全管理的水平，使其有效防治各類網絡安全風險，工作包括於去年成功開辦 14 班網絡安全基礎課程、兩班認證資訊系統審查員 (CISA) 及認證資訊系統安全專業人員 (CISSP) 課程、一班 CCNA 網絡安全運維課程，以及為本澳受網絡安全法監管之私人實體的工作人員舉辦了第三屆關鍵信息基礎設施安全保障能力

與文化局合辦的“澳門時尚廊”營運方面，去年共策劃了 11 個活動，合共 20,500 人次參與，推廣了 57 個時裝品牌。時尚廊亦於去年開通了“小紅書”及“新浪微博”等社交帳號，藉以線上線下聯動方式，介紹最新展覽活動及文創產品資訊。

暨註冊信息安全專業人員 (CISP) 認證培訓班。以上課程共提供了 155 個學額；又與資訊系統審計與控制協會合辦“網絡安全事故處理研討會”，探討如何協助企業檢查網絡保安弱點及作出即時補救，共計 60 人參加。

為了向大眾推廣資訊科技的小知識，中心打造的網絡直播節目“今日講 IT”，去年一共播出了 15 集，主要在中心的 Facebook 專頁及 YouTube 頻道進行直播，並設有觀眾實時答問環節，未來，我們將探索更多貼地實用的方式與市民進行直接互動。

除了持續透過提供多元化課程、培訓及考試服務，向中小企推廣資訊科技應用外，中心恒常舉辦及組織參加各類比賽²⁹，持續提升青少年對科技的興趣和技能。當中於去年首辦“全澳大專學生網絡技能競賽”，以及組織參加了以線上形式進行的第 17 屆“港澳青少年網絡技能競賽”，像往年一樣，初賽後成績最好的 20 名中學生在中心進行賽前強化課程，最終決賽中共奪得 9 金、5 銀、5 銅、1 優異獎的佳績。

最後是有關“世界技能大賽”工作的匯報。原定於去年在上海舉辦的“第 46 屆世界技能大賽”，將延至本年第四季舉行，中心將委派同事作為 3 個時尚創意項目³⁰和 4 個資訊科技項目³¹



的專家，為代表澳門的選手進行選拔和賽前培訓。今屆賽事除了首次在中國舉行，另一個好消息是，中心又誕生多一名大賽總專家—區志煒經理憑著對 IT 的熱愛和熱誠自學成才，其專業能力和表現令他躋身成為世界技能大賽“網絡系統管理”項目的總專家，負責協助技術總監和帶領專家組籌備該項目。區經理自 2014 年開始參與比賽相關的工作，在短短幾年時間獲大會委任為該項目的總專家，成為澳門第三位、也是中心培養出的第三位以領導級別參與這項世界賽事的專家，令人鼓舞！

以上是 2021 年度的工作報告。新冠疫情至今已兩年，我們切實地感受到方方面面的轉變，更多科技的實際應用亦使大家更好地適應生活上的新節奏。展望 2022 年，中心會繼續秉持宗旨，貫徹落實特區政府“凝心聚力，共創新局”的施政總方針，持

續為疫後經濟復甦及中小企支援注入新思維、新動力；同時把握好橫琴粵澳深度合作區的重大機遇，為澳門經濟適度多元拓展新出路，新空間。

在此，特別想對孫家雄理事長即將榮休作出致意。孫理事長自 2012 年起加入中心以來，大力推動中心進行制度化改革和建設，使各項業務有序發展，獲得中心全體成員和社會各界的一致認可。中心所取得的成績，是離不開孫理事長的長期耕耘與熱誠奉獻，藉此機會致以誠摯的感謝！

最後，本人謹代表理事會，特別感謝特區政府一如既往的支持，以及向全體社員、監事會、諮詢會、各委員會成員和全體員工致以衷心的謝意。



理事會主席
楊俊文

附錄

- ¹ 各專業範疇之課程學員人次分佈為：“營商及管理”課程佔 64.8%；“資訊科技”佔 17.1%；“商務語言”佔 7.2%；“時尚創意”佔 10.9%。
- ² 公開培訓佔整體學員人次的 26.6%，機構委託培訓的學員人次則佔 73.4%。按客戶的行業分佈，449 個機構委託的培訓項目當中，公共部門佔 66.1%，商業機構佔 8.5%，教育機構佔 13.1%，非牟利社團佔 6.5%，內部項目佔 5.8%。
- ³ 除提及的會計師專業委員會外，還包括澳門執業會計師公會、澳門核數師會計師公會、澳門稅務學會及澳門會計專業聯會。
- ⁴ 包括線上線下混合形式的培訓亦計算在內，即導師遠距，學員集中在課室上課。
- ⁵ 主要包括：運輸行業：應勞工事務局委託，舉辦的士駕駛員專門培訓課程之“語言培訓”單元和“自我認識、情緒管理及個人素養”單元；食品／餐飲行業：與市政署食安中心合辦“食品衛生督導課程”；房地產中介行業：與房屋局合辦“房地產中介業務相關法律知識培訓課程”；花藝行業：美國花藝設計師培訓系列；款待行業、貿易行業：英國 WSET 葡萄酒及清酒認證系列課程。
- ⁶ 繼續為《職前綜合輔導課程（電氣技術課程）》提供“個人和社會的發展”和“技術型產業概況和人際關係”課程；為《漁民休漁期培訓計劃》提供“互聯網應用及網上營銷基礎”及“旅遊接待技巧及職業素養”課程；為《酒店設備維修工程人員培訓》提供“木工課程”。
- ⁷ 各類別考試的考生人次分佈為：商務及管理類別佔 45.7%、語言類別佔 26%、資訊科技類別佔 19%、行業技能類別佔 6.5%、入學資格考試佔 3%。
- ⁸ 上述兩項屬“專業技術人員職業資格”類別，因除個別與公共安全、人身健康、生命財產安全等密切相關的職業資格外，其餘的水平評價類技能人員職業資格已全數退出了國家職業資格目錄。
- ⁹ 2021 年有 231 人次報讀“創業精要系列”之核心課程，有兩個核心單元課程“MG90.1 創業準備及計劃”及“MG90.2 經營模式及開業須知”，共 42 小時，以有志創業人士為主要對象。
- ¹⁰ 2021 年共有 803 人次參與“創業／中小企經營系列”課程，課程可劃分為五大類（會計財務、營銷、行業經營、電子商務及法律）。
- ¹¹ 當中保安／物業／清潔／設施管理和技術顧問服務等的服務業佔 44%、工程／建築佔 34%、非成衣製造業佔 15%（主要由食品手信或食品加工廠所帶動），以及公用事業佔 7%；所申請考取的認證主要是 ISO9001 質量管理、ISO14001 環境管理、ISO45001 職安健管理，以及 HACCP/ISO22000 食品安全管理認證。
- ¹² 個案中，34.3% 是有關國際管理系統、41.2% 為有關產品認證／測試。
- ¹³ 包括定期刊登或出版“國際標準動向”、“檢測標準訊息”和“生產力論壇 - 認識 ISO 國際管理標準”欄目、為“營商動力”節目拍攝了四集有關 ISO 管理標準應用的主題和新添“ISO 一分鐘”的環節、分別在 5 月及 7 月份舉辦“善用國際標準以管理組織的網絡風險”網上研討會及“中小企跨過疫情 - 有效實施 ISO9001 質量管理、提升競爭優勢”講座，參與人次共約有 140 名。
- ¹⁴ 當中紡織成衣類佔 54.1%、食品類佔 36.9%、水泥及混凝土佔 4.8%、藥品佔 2.6%，以及電子產品佔 1.6%。
- ¹⁵ 涉及金額為 10,882,941.60 澳門元。
- ¹⁶ 涉及金額為 95,850,444.49 澳門元。
- ¹⁷ 包括“時裝設計及製作文憑課程”、與聖若瑟大學籌辦的“時裝設計學士學位課程”、與中葡職業技術學校合辦的“創意時裝設計及製作課程”、與 4 間中學合辦時裝設計及製作、形象造型設計等餘暇課程、與教育及青年發展局合辦了 62 班暑期活動課程等。

- ¹⁸ 如髮型設計、剪髮技巧、時尚化妝系列、美容護理系列、嫁接睫毛系列、美甲系列等課程。
- ¹⁹ 包括 2020 年 (第十一屆) 穗港澳蓉青年技能競賽、“大連杯”國際青年服裝設計大賽、“漢帛獎”第 29 屆中國國際青年設計師時裝作品大賽。
- ²⁰ 包括“灣區 (廣東) 時尚文化周”、“CENTRESTAGE (香港國際時尚匯展)” (以線上形式參與)。
- ²¹ 包括“電腦繡花之創意應用示範會”、“科技為產業賦能！納米銀優化時尚及旅遊環境之技術應用講座”、“布料新趨勢 7：零排水植物染色環保織品技術及應用”線上講座。
- ²² 包括“創意綻放·澳門制服設計比賽優勝作品回顧展”、“2020 品牌的故事—澳門原創服裝展之五”、“2021 品牌的故事—澳門原創服裝展之一、二、三、四、五、六、七、八”。
- ²³ 包括首辦“澳門青少年商品展示技術大賽”、主辦“第 12 屆澳門時裝畫藝術大賽”、“非遺在身邊—澳門創意絲巾及領帶設計比賽”、與永利合辦“童夢繪錦繡—弘揚中華優秀傳統文化”時尚匯演。
- ²⁴ 課程主要分為 3 個領域：服飾設計及製作、形象設計和商品展示及營銷。
- ²⁵ 包括為“第 46 屆世界技能大賽”開設時裝技術、美容、商品展示技術之強化課程、為“第 11 屆穗港澳蓉青年技能競賽”開設商品展示技術 (澳門區) 補充培訓課程、為“第 12 屆澳門時裝畫藝術大賽”開辦“時裝畫描繪技巧分享工作坊”、為“第 8 屆澳門創意化妝及造型設計比賽”開辦了不同主題 (創意造型設計、中式新娘、西式新娘) 的賽前培訓課程、為“第 20 屆澳門青少年時裝技術大賽”開辦賽前培訓課程、為“第 1 屆澳門青少年商品展示技術大賽”開辦賽前培訓課程。
- ²⁶ 包括與勞工局合辦的“帶津培訓”課程 - “商品展示與產品攝影基礎課程”、與澳門懲教管理局開辦“實用剪髮技巧培訓課程”、與行政公職局合辦“前線人員手語培訓”課程、與澳門大學開辦“時尚一片式半身裙”及“皮革飾品製作”課程、與望德堂區創意產業促進會合辦“馬交影藝新思維專業課程”。
- ²⁷ 包括數碼印花服務、電腦繡花起辦服務、布料激光切割服務、服裝起辦服務、製衣電腦輔助生產系統顧問及服務、製衣設備使用服務。
- ²⁸ 包括 8 個思科網絡學院相關課程、“AutoCAD 公開課程”、“Adobe 設計類課程”、“FISCO BCOS 區塊鏈課程”、關鍵信息基礎設施安全保障能力暨註冊信息安全專業人員 (CISP) 認證培訓班、“BIM 建築信息模擬基礎課程-REVIT”。
- ²⁹ 包括“全澳中學生 STEAM 及 IoT 創意解難賽”、“創意 3D 物件設計比賽”、“全澳中學生資訊科技知識問答比賽”、“穗港澳蓉青年技能競賽”。
- ³⁰ 包括時裝技術、美容、商品展示技術。
- ³¹ 包括網絡系統管理、網絡安全、網站技術、移動應用開發。

2.1

CHAIRMAN'S REPORT

2021 was another challenging year under COVID-19. The period between August and October in particular saw many services, activities and training programs either cancelled or put to a halt. Despite of multiple difficulties, we strive to adhere to Macao SAR Government's policy of "consolidation of foundations and advancement in adversities", by providing flexible and diverse services for the development of micro, small & medium enterprises (MSMEs). We constantly searched for innovative ways to strengthen the application of information technology to improve our community's DQ (digital intelligent quotient), especially in improving the quality of human resources and enhancing the management skills of enterprises. The joint efforts of our colleagues resulted in an increase in participation in both training courses and public examinations, as well as in various external services. These could be summarized into 5 main areas:



747

Courses/seminars



18,118

Enrollments



1.9%

Increase of enrollments

1. Improving the Quality of Human Resources

For the year under review, a total of 747 courses and seminars/workshops were offered in four major areas¹, totaling 18,118 enrollments² and 19,870.2 training hours, an increase of 1.9% and 27.4% respectively.

The pandemic has made it difficult to carry out face-to-face courses with professional tutors from outside of Macao. As such, we actively explored online teaching methods for courses that were deemed feasible with such method. A total of 65 training programs were conducted online last year³, totaling 4,947 participants, 86% of whom were satisfied with the overall learning experience.

We continued to organize 2 programs. First, the "Industrial Development Training Series" organized for various industries including transportation, food & catering, real estate agency, flower arrangement, hospitality, trade, etc., for the improvement of their employees' professional skillset.

Second, the "Scheme for Enhancing the Overall Competitiveness of

Industries – Human Resources Training Program", in which various groups were provided with financial & technical support in organizing courses for their members. Last year, this program received a total of 9 new applications, involving industries such as jewelry & gold ornaments, floral design, hairdressing, etc.

The "BIM (Building Information Modeling) Foundation Course" was also relaunched last year. We understand that BIM courses are best taught face-to-face, however, in view of the pressing nature of this course to construction professionals, we decided to invite a professional tutor to conduct the BIM course online, in tandem with an in-house assistant to provide tutoring to students.

For professional certifications and examinations, 5,235 candidates⁴ enrolled in 2021, yielding a 61% increase over 2020. During the year, the "Chartered Financial Analyst (CFA)" exam was also added to the professional certification series.



The reorganisation of the National Vocational Qualification Examination saw the elimination of many professional exams. However, we were recommended by the Mainland body to apply to become one of the social training evaluation organizations certified

by respective vocational skills. For the first phase, we forwarded the application for the “beautician” and “hairstylist” programs. We have confidence that these applications will be approved in the very near future.

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

CPTTM continued to promote business knowledge and skills for aspiring entrepreneurs. Last year, many entrepreneurship courses were filled up quickly, with 1,034 students enrolled, an increase of about 7% year-on-year.

As the only local organization in Macao to promote and to provide subsidies to enterprises seeking International Organization for Standardization (ISO) certifications, we recorded a total of 74 applications⁵ in 2021, an increase of 17.5% compared with 2020. By the end of 2021, a cumulative total of 535 ISO certificates had been attained by local enterprises.

Our “Lab Test Delivery Service” received a total of 3,071 applications⁶,

an increase of approximately 39.5% on the previous year. The “M-Mark Macao Product Quality Certification Scheme” (MPQC), jointly organized by CPTTM and the Industrial Association of Macao, recorded 22 applications last year, an increase of about 69.2% as compared with 2020.

Commissioned by the Economic and Technological Development Bureau, CPTTM helped carry out the “Distinctive Shops Program” through a combination of “individual business consulting” and “interactive seminar/workshop”. By the end of last year, we provided consulting services for 89 shops. We also held one workshop on “Strategies for Retail and Catering Business Owners in the New Economy” and one seminar on “Food Safety Risk Management”.



3. Providing Support Services for MSMEs

In accordance with the various measures of Macao SAR Government to support MSMEs, we dedicated ourselves to improving our regular services, and at the same time, to actively exploring innovative ways in assisting MSMEs.

First, we successfully completed the implementation of two funding schemes: (1) the installation of anti-flood elevating platforms, and (2) the installation of flood gates and water pumps. A total of 703 and 3,527 applications were approved respectively.

We cooperated with the United Association of Food and Beverage Merchants of Macao, in launching the brand-new “Back Office Electronic Funding Scheme for the Food and Beverage Industry”. This scheme aims to assist the caterers to carry out technological and management reforms, while optimizing management and economizing manpower. The scheme was well received by the industry. A total

of 107 applicants were approved for funding. We are working on the second phase of the scheme, which will be open for applications in 2022.

In order to help MSMEs master the technique of new media in promoting and expanding their businesses, we organized a series of three workshops on new media marketing strategies. From the feedback and counseling of cases, we noticed that more and more MSMEs are willing to conduct business promotion and brand building through the use of new media to transform their business models.

We continue to provide advisory services to enterprises and individuals in need. Last year, a total of 96 cases were received through our MSME consulting/advisory service, including new media counselling cases and cases from SME Service Platform and SME Procurement Column of Macao Daily News.



4. Promoting the Development of the Fashion & Creative Industry

Countering the effects of the pandemic, CPTTM applied more online tools in our trainings, examinations, competitions, activities and exhibitions for the fashion & creative industry last year.

Keeping up with the trend and market demands, we offered 158 courses on fashion and creative design last year, totaling 1,900 enrollments. This included the 26 fashion and creative courses provided for the Vocational and Technical Education Activity

Center in Lot CN6A of the Education and Youth Development Bureau.

Livestreaming sales have become a new consumption and business model in recent years. To keep up with this trend, we invited Macau Live Association to launch an “Internet Livestreaming Introduction course”, assisting local fashion brands in developing a more diversified business model, to break through the constraint of physical store operations.

We continued to co-organize Macao's annual signature event "Macao Fashion Festival 2021" with Macao Trade and Investment Promotion Institute (IPIM). During the 3-day period, 7 fashion shows were held, 37 fashion brands participated and 4,628 visitors attended. We invited for the first time Macau Live Association to broadcast our festival online, reaching a total of 367,000 online viewers within the region.

The Macao Fashion Gallery (MFG), jointly operated by CPTTM and the Cultural Affairs Bureau (ICM), held 11 events last year to promote 57 fashion brands, attracting a total of 20,500 participants. MFG also set up social media accounts on platforms such as "Little Red Book" and "Sina Weibo" last year, to introduce the latest exhibitions, activities and cultural & creative products of Macao to users in Mainland China.



5. Promoting the Development of the IT Industry

Over the years we have been actively applying information technology in our operation, and we also strive to promote the development of IT industry in Macao. In 2021, we provided a total of 172 IT courses⁷, with a total of 3,069 enrollments. Last year, the VUE Center provided certification examinations for 883 candidates, a 50% increase from the year before.

In the area of artificial intelligence-related technologies, we not only organized Python introductory courses every quarter, but also held a course named "Computer Vision in practice with TensorFlow", to show students how computer vision technology is widely used in AR/VR, autonomous driving and other fields. Our "Machine Learning and Deep Learning with Real Case Study" course introduced the use of algorithms for analyzing big data. A total of 8 courses related to artificial intelligence were offered to 120 students.

With the implementation of "Cyber Security Law" in Macao, we actively provided training to professionals within the industry, in order to improve their management skills in effectively preventing risks jeopardizing cyber security. A total of 18 courses were offered.

CPTTM also produced an online program "Let's talk about IT today" to spread knowledge of information technology to the community. Fifteen episodes were put online last year and we will explore more practical ways to interact directly with citizens in the future.

Lastly, I would like to report on our work related to the WorldSkills Competition. The 46th WorldSkills Competition, originally scheduled to be held in Shanghai last year, will be postponed to the fourth quarter in 2022. There are 2 exciting news about this year's competition. First, the competition will be held in China for the first time. Second, another



CPTTM colleague has been promoted to the post of chief expert for the competition. He is our IT manager, Alan Au. As a chief expert of "IT Network Systems Administration", Alan is now responsible for assisting the technical director and leading the expert group in carrying out various tasks in the competition. Our congratulations to him for being the third member from CPTTM, as well as the third member from Macao to join the leadership rank in WorldSkills.

Above is the report for the year under review. Before closing, I would like to pay tribute to our retiring Director General, Dr. Shuen Ka Hung. Since joining in 2012, Dr. Shuen has vigorously promoted the

institutional reform of CPTTM. His efforts have been unanimously recognized by all members of our center and across Macao society. CPTTM's achievements are inseparable from Dr. Shuen's hard work and dedication. On behalf of the Board of Directors, I take this opportunity to express our sincere gratitude to Dr. Shuen!

In closing, on behalf of the Board of Directors, I would like to extend my special thanks to the Macao SAR Government for her continuous support and express my heartfelt gratitude to all the members of the Supervisory Board, the Advisory Board, various functional committees and of course, our loyal staff for their support.

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

Notes

- ¹ Distribution of enrollments in the four areas: the area of "Business Operation & Management" accounted for 64.8%; "Information Technology" 17.1%; "Business Languages" 7.2%; and "Fashion & Creativity" 10.9%.
- ² Enrollments in public courses accounted for 26.6% of total enrollments, while corporate in-house training courses accounted for 73.4%. 449 corporate in-house courses were offered, and these can be broken down into public departments (66.1%), business establishments (8.5%), educational institutions (13.1%), non-profit organizations (6.5%), and our internal programs (5.8%).
- ³ Including online and offline hybrid trainings, with instructors teaching remotely and students taking classes in the classroom.
- ⁴ Among the examinations, those related to Business & Management accounted for 45.7%, Languages 26%, Information Technology 19%, Occupational Skills 6.5%, and school admission test 3%.
- ⁵ Among the applications, the service sector (including security/ property management/ cleaning/facility management and technical consulting services) accounted for 44%, engineering/ construction 34%, non-manufacturing industry (mainly driven by food souvenirs or food processing factory) 15%, and public utilities 7%. The certifications applied for were mainly ISO 9001 Quality Management, ISO 14001 Environmental Management, ISO 45001 Occupational Safety and Health Management, and HACCP/ISO 22000 Food Safety Management certifications.
- ⁶ Among them, textiles and apparel products accounted for 54.1%, food products 36.9%, cement and concrete 4.8%, medical products 2.6%, and electronic products 1.6%.
- ⁷ Including 8 Cisco Networking Academy curriculum, "AutoCAD Open Course", "Adobe Design Course", "FISCO BCOS Blockchain Course", "CISP (Certified Information Security Professional) Security Certification Training Course", "BIM foundation course-REVIT" etc.

2.2

理事長
財政帳目報告

FINANCIAL REPORT OF THE DIRECTOR-GENERAL

摘要及指標
Summary and Indicators

| 財務報表摘要 (單位 : 萬澳門元) Summary of Financial Statements (in MOP 10,000s) | 2021 | 2020 |
|--|--------|--------|
| 項目及活動收入 Revenue of projects and activities | 7,976 | 8,480 |
| 項目及活動毛利 Gross profit of projects and activities | 1,410 | 1,332 |
| 已從政府撥款彌補的年度虧損 Annual loss compensated by government funding | 5,592 | 5,443 |
| 現金及現金等價物 Cash and cash equivalents | 6,856 | 8,127 |
| 資本 Capital | 2,475 | 2,475 |
| 總資產 Total assets | 9,848 | 10,681 |
| 主要績效指標 Key Performance Indicators | | |
| 平均投放於每學員人次 * 之政府資助 (單位 : 澳門元) Average amount of government funding per enrollment* (MOP) | 3,063 | 3,143 |
| 學員人次 * Number of enrollments* | 18,118 | 17,792 |
| 本身經費收入佔經費運用總額之比例 Self-generated income as a percentage of the total amount of funds used | 59% | 61% |
| 政府年度撥款佔經費運用總額之比例 Annual government funding as a percentage of the total amount of funds used | 38% | 40% |
| 機構委託培訓課程的學員人次佔總學員人次 * 之比例 Number of enrollments in corporate training courses as a percentage of total enrollments* | 73% | 70% |

* 包括公開培訓課程、機構委託培訓課程及研討會
Including public courses, corporate training and seminars.

項目及活動

隨著首輪的“中小企業安裝防洪門及水泵資助計劃”及“中小企業安裝升降台資助計劃”於2021年度內完結，帶動2021年度“項目及活動”收入下調約6%至7,976萬（澳門元、下同），而在扣除直接成本後，整體“項目及活動”錄得的“毛利”則增加6%至1,410萬。有效的成本控制，亦帶動毛利率從2020年的16%提升至18%。

人事費用

為配合政府政策，中心人員於2021年度每薪俸點金額維持不變，但因應職位晉升等各項因素，帶動2021年度整體人事費用增加4%至5,417萬。值得一提的是，中心人員的薪酬一直低於公務員，但在每年的薪俸點調整幅度上是與公務員一致。

折舊及攤銷費用

2021年度的“折舊及攤銷費用”與2020年度相若為357萬。

其他經營費用

主要包括中心各辦事處的租金、水電費、維修保養、清潔費、保安服務及辦公室用品等日常開支。2021年度中心整體的其他經營費用略高於2020年約2%至1,090萬，主要是由於澳電在2020年內提供了電費補貼。

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。該開支較2020年度減少約14%至241萬。主要是由於部份計劃的宣傳活動因應疫情關係暫緩或減少。

Projects and Activities

The conclusion of the first round of the “SME Funding Scheme for Flood Gates & Water Pumps against Flood Damage” and the “SME Funding Scheme for Lifting Platforms against Flood Damage” in 2021 led to a reduction of around 6% in the annual revenue generated from “Projects and Activities”, down to MOP79.76 million. After deduction of direct costs, a 6% increase in gross profit to MOP14.1 million was recorded in 2021. Effective cost control drove up the gross profit margin from 16% in 2020 to 18% in 2021.

Personnel Expenses

In accordance with public policy, the salary index of CPTTM personnel remained unchanged in 2021. However, due to other factors including staff promotion, the total personnel expenditure increased by 4% to MOP54.17 million in 2021. It is worth noting that the level of salary of CPTTM employees has always been below that of civil servants, yet the rate of annual salary adjustment is consistent with that of civil servants.

Depreciation and Amortization Expenses

The “Depreciation and Amortization Expenses” in 2021 amounted to MOP3.57 million, close to the 2020 figure.

Other Operating Expenses

“Other Operating Expenses” mainly comprised of office rental, water and electricity fees, repair and maintenance fees, cleaning fees, security service fees, and office stationery fees, among other daily expenses. In 2021, the overall amount of “Other Operating Expenses” was MOP10.9 million, slightly higher than the 2020 figure by about 2%; this was mainly attributed to a subsidy provided by CEM for electricity tariff in 2020.

Other Expenses

“Other Expenses” mainly comprised a series of subsidy and incentive schemes to support local industries and individuals¹. Due to the pandemic the promotional activities of some projects were postponed or reduced, resulting in a decline in such expenses by approximately 14% to MOP2.41 million as compared to 2020.

¹ 包括「澳門產品優質認證計劃」（約102萬）、「國際管理系統標準首次認證資助計劃」（約106萬）、「全澳學生Office及Adobe軟件技能比賽」（約22萬）、「職業英語比賽」（約3萬）、「獎勵時裝創意教育獎學金計劃」（約5萬）、「資助大專院校獎學金」（約1萬）、「失業人士免費就讀計劃」（約2萬）。

¹ Including the “Macau Product Quality Certification Scheme” (approximately MOP1.02 million), the “Incentive Scheme for First-time Certification to International Management System Standards” (approximately MOP1.06 million), the “Microsoft Office and Adobe Competitions for Macao Students” (approximately MOP220,000), the “Macao Vocational English Contest” (approximately MOP30,000), the “Scholarship for Higher Education in Fashion Design & Creativity” (approximately MOP50,000), the “Scholarship for Tertiary Education Institutions” (approximately MOP10,000), and the “Free-of-Charge Training for the Unemployed” (approximately MOP20,000).

財務費用

“財務費用”主要是銀行收取的手續費²。年內，該開支隨著收支交易量減少而下降約 17% 至 11 萬 3 千元。

其他收入

“其他收入”包括“利息收入”約 74 萬及“兌換收益”約 40 萬。由於定期存款利率於年內稍微上調，帶動定期存款利息收入增加約 4%。同時，人民幣匯率於年內回升，亦令人民幣定期存款產生兌換收益。

營運結果

在上述各項主要因素帶動下，2021 年度錄得的賬面虧損較 2020 年度上調約 3% 至 5,592 萬，該項虧損在年內已全數透過政府資助彌補。直至 2021 年底，中心的資本維持完整，共 2,475 萬。

經費之來源及運用分析

年內，中心的經費來源總額約 1 億 7 千 8 百多萬，當中 55% 是來自政府撥款³，其餘 45% 是來自本身收入。2021 年度的經費運用總額約 1 億 3 千 6 百多萬，當中 50% 用作項目活動、40% 用作人事開支、8% 用作一般行政，其餘 2% 用作資本開支。在 2021 年底，中心尚有經費結餘約 4,197 萬，將留作下一財政年度運用。

績效回顧

回顧中心歷年的表現，一直貫徹審慎理財、量入為出的宗旨運用政府資源服務社會。因應社會經濟發展的最新形勢，切實為本澳的企業及個人提升競爭力，回歸至今每年的財務狀況都表現穩健。儘管在 2021 年繼續受新冠疫情影響，但各項指標仍控制在預算範圍內，現簡介如下：

Financial Expenses

“Financial Expenses” were primarily bank charges². Due to the decrease in the the number of transactions, such expenses dropped by approximately 17% to MOP113,000 as compared to previous year.

Other Revenues

“Other Revenues” included “Interest Income” (about MOP740,000) and “Gain in Currency Exchange” (about MOP400,000). The slight increase in interest rates for time deposits during the year resulted in an increase in “Interest Income” by approximately 4%. Meanwhile, the RMB exchange rate appreciated during the year, resulting in a currency exchange gain from RMB time deposits.

Operating Results

Driven by the above factors, a book loss of MOP55.92 million was recorded in 2021, up by approximately 3% as compared to 2020. This book loss was fully compensated by government funding received during the year. As of the end of 2021, CPTTM's capital of MOP24.75 million remained intact.

Analysis of the Sources and Expenditure of Funds

During the year, CPTTM received a total amount of funds of around MOP178 million, of which 55% was government funding³ and the remaining 45% was self-generated income. The total amount of application of funds was around MOP136 million in 2021, of which 50% was for projects and activities, 40% for personnel expenses, 8% for general administration, and the remaining 2% for capital expenditures. As of the end of 2021, CPTTM had a positive balance of about MOP41.97 million, which will be reserved for use in the next financial year.

Performance Review

In retrospect, CPTTM has always exercised prudent financial management in the use of government resources to serve the community. Since the handover of Macao, CPTTM has been striving to enhance the competitiveness of local enterprises and individuals in line with the latest socioeconomic trends while maintaining solid financial performance year after year. Although continued to be impacted by COVID-19 in 2021, all indicators were still within the budget, as summarized below:

² 包括匯款及信用卡交易等之手續費。

² Including fees charged by banks for remittance and credit card transactions.

³ 包括年初結餘 4,545 萬及年度撥款 5,202 萬。

³ Including a balance of MOP45.45 million brought forward from the previous year and annual government funding of MOP52.02 million.

善用資源確保營運效率維持生產力

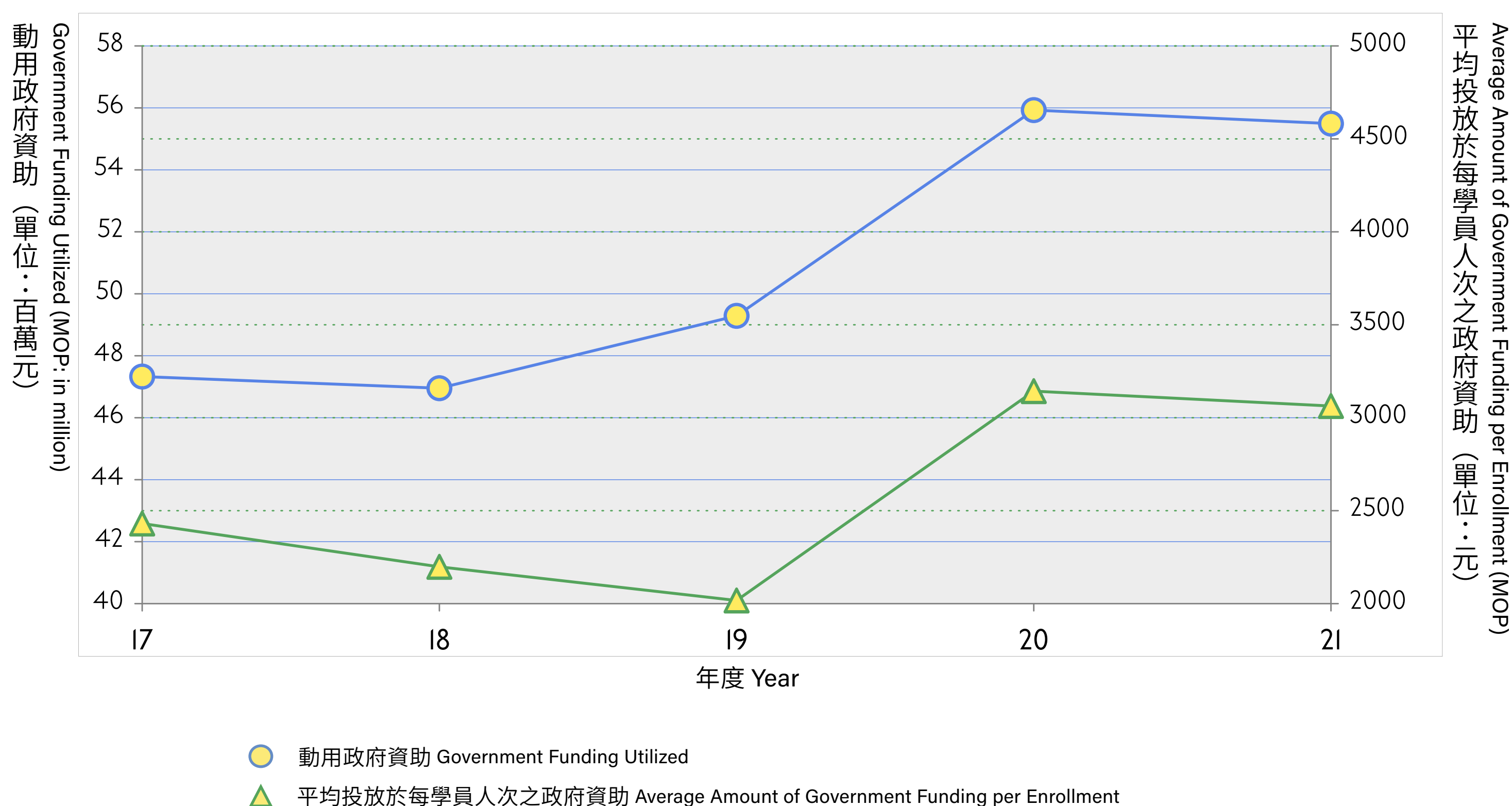
考慮到中心所提供的主要服務為培訓課程，我們採用“平均投放於每學員人次之政府資助”作為一個衡量營運效率的指標。最近 5 年，該指標從 2017 年的約 2,400 元持續下降至 2019 年的約 2,000 元。在 2020 年因受疫情影響令學員人次減少，帶動該指標上調至約 3,100 元，但在 2021 年略回落至約 3,000 元。

Effective Use of Resources to Ensure Operational Efficiency and Maintain Productivity

Considering that the key service provided by CPTTM is training, we have adopted the “average amount of government funding per enrollment” as an indicator of operational efficiency. During the past five years, this indicator was in continuous decline from around MOP2,400 in 2017 to around MOP2,000 in 2019, then due to a decrease in the number of enrollments caused by the pandemic, it rose to around MOP3,100 in 2020, and dropped slightly to around MOP3,000 in 2021.

動用政府資助及平均投放於每學員人次之政府資助

Government Funding Utilized and Average Amount of Government Funding per Enrollment



提升本身收入

最近 5 年，來自中心本身的經費收入⁴佔經費運用總額的比例，自 2017 年的 48% 持續上升至 2019 年的約 66%。受疫情影響，該指標自 2020 年起至 2021 年有所下調，但仍接近 60%。

Increase in Self-generated Income

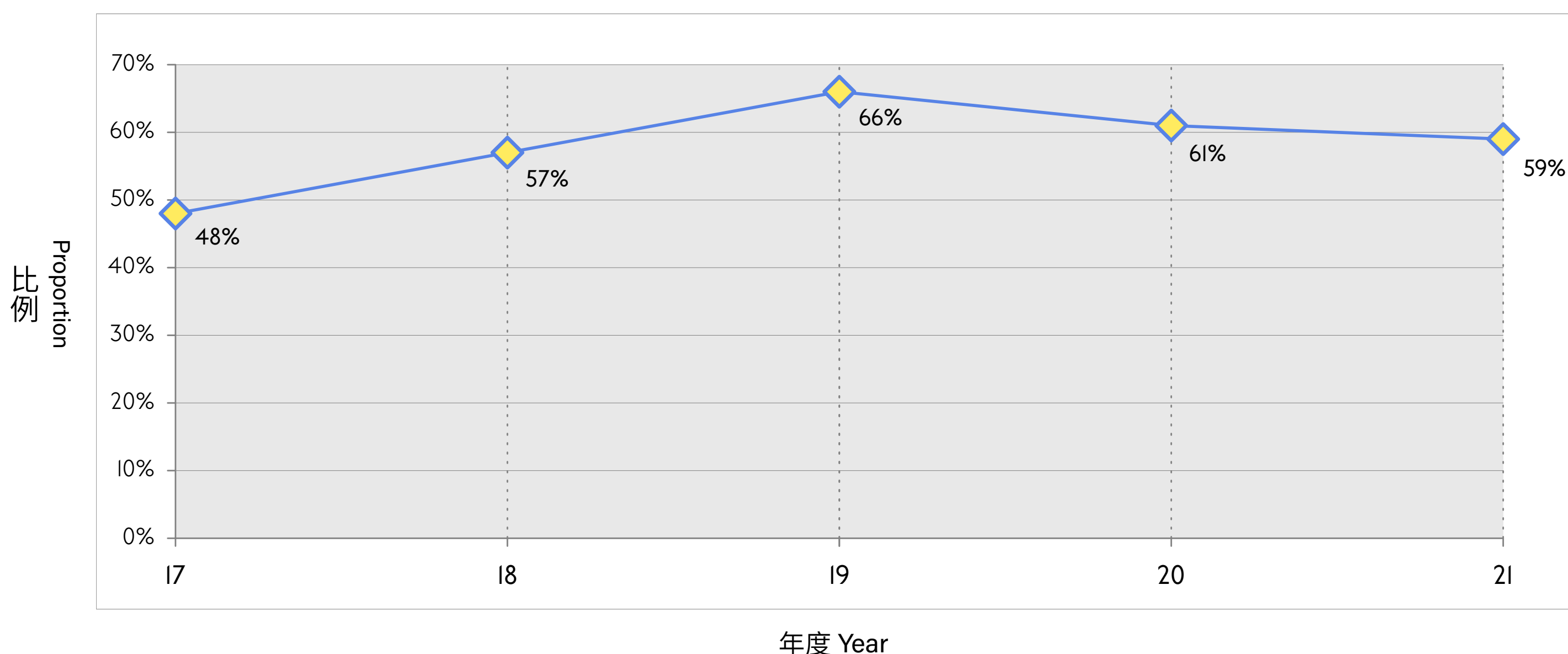
During the past five years, the proportion of self-generated income⁴ relative to the total amount of funds used grew continuously from 48% in 2017 to about 66% in 2019, then due to the pandemic, this indicator declined as compared to 2020, but was still maintained at around 60%.

⁴ 不包括政府資助。

⁴ Excluding the government funding.

本身收入佔經費運用總額之比例

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



減低對政府撥款的依賴

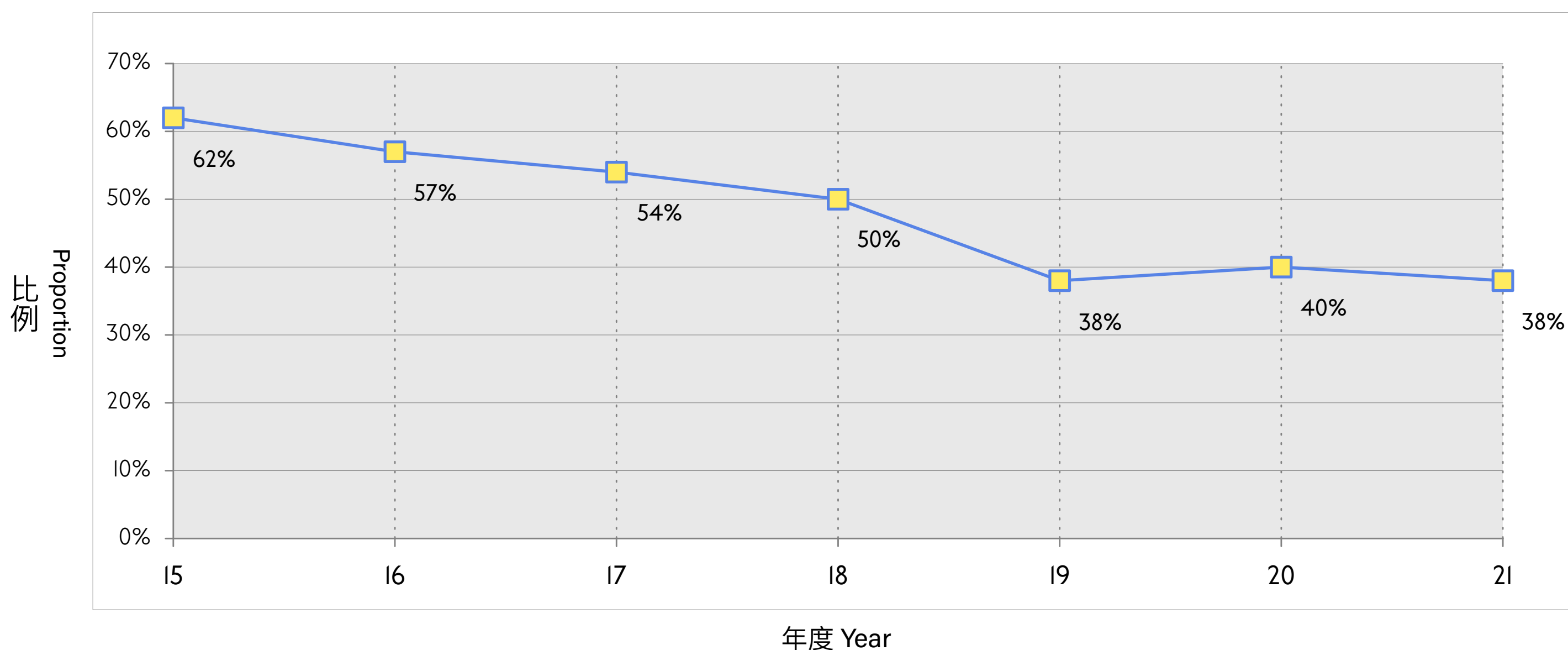
中心一直致力減低對政府撥款的依賴，這可反映在近年政府年度撥款佔經費運用總額的比例，從 2015 年的 62% 持續下降至 2019 年度的 38%。受疫情影響，該指標在 2020 年稍微上調至 40%，但在 2021 年回落至 38%。

Reducing Reliance on Government Funding

CPTTM has been striving to reduce its reliance on government funding, evidenced by the continuous decline in the proportion of annual government funding relative to the total amount of funds used from 62% in 2015 to 38% in 2019. Due to the pandemic, this indicator rose slightly to 40% in 2020 but declined to 38% in 2021.

政府年度撥款佔經費運用總額的比例

Annual Government Funding as a Percentage of the Total Amount of Funds Used





持續發展培訓 提升人力資源

近5年來，中心學員人次從2017年的約1萬9千人次持續上升至2019年的約2萬4千人次高峰。在2020年及2021年度因受疫情影響而回落，但仍維持約1萬8千人次。

Continuous Development of Training Services to Upgrade Human Resources

During the past five years, the number of enrollments rose steadily from about 19,000 in 2017 to a peak of about 24,000 in 2019, then being affected by COVID-19 in 2020 and 2021, the figure dropped but was still maintained at around 18,000.

促進在職培訓 提升本地機構競爭力

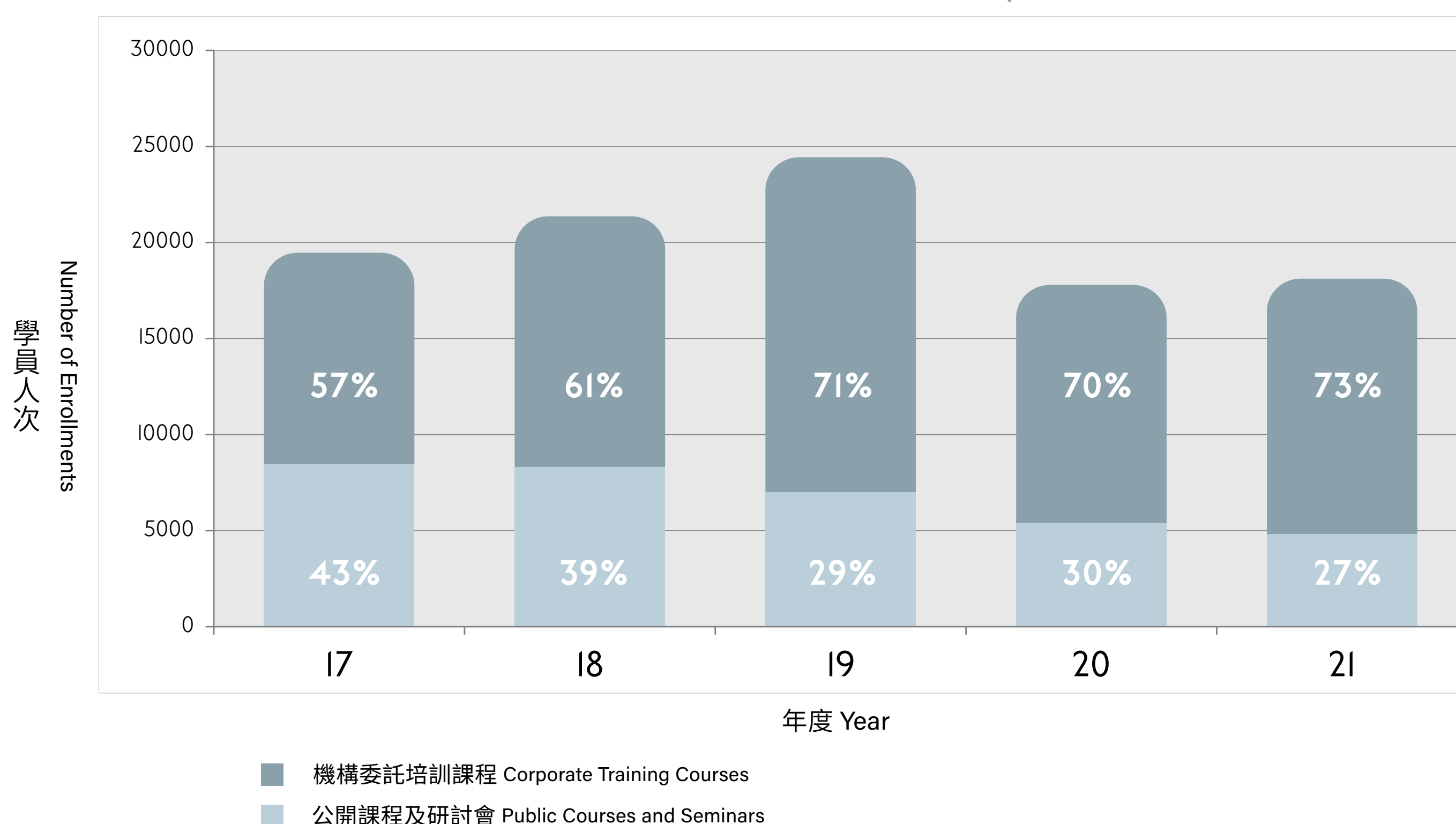
近5年參與“機構委託培訓課程”的學員人次佔總課程學員人次的比例自2017年的57%持續上升至2021年的73%。

Fostering Corporate Training to Enhance Competitiveness of Local Organizations

During the past five years, the number of enrollments in corporate training courses as a percentage of total enrollments climbed steadily from 57% in 2017 to 73% in 2021.

學員人次及比例

Number of Enrollments and the Proportion





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 upcoming year, we will strive to enhance our training courses and services to support the continuous development of the local economy. Through innovative thinking and continuous improvement and learning, our team will strive for higher performance to better serve the community.

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

理事長 Director - General
孫家雄 Shuen Ka Hung



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

監事會意見書

社員大會主席、

各位社員：

過去的一年，生產力中心在理事會的領導和努力開拓、全體社員的積極參與下，工作得以順利開展，財務健全，運作正常。按照中心章程，監事會審慎監察了中心二零二一年度的理事會工作報告以及財務報告，亦審閱了由核數師所提交之審核報告。監事會對理事會的工作予以充分肯定。

監事會報告完畢，多謝各位！

二零二二年三月二十五日，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 2021, 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 25 de Março de 2022.

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.

崔世昌會計師事務所

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

獨立審計師報告

致澳門生產力暨科技轉移各股東

我們已審計隨附載於第3頁至第19頁澳門生產力暨科技轉移中心的財務報表，該財務報表由二零二一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頒佈的《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。

審計師的責任

我們的責任是在實施審計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《一般審計準則》實施了審計工作，該準則要求審計師遵守有關職業道德的規範，以及要求審計師計劃和實施審計工作，以合理確信財務報表是否不存在重大誤報。

審計工作包括實施適當的審計程式，以獲取支援財務報表內的金額及披露內容的審計證據。這些程式依據審計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，審計師考慮了與被審計實體財務報表的編製及呈報相關的內部控制，以便設計適當的審計程式，但並非為了對被審計實體內部控制的有效性發表意見。審計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審計證據，為發表審計意見提供了合理的基礎。

審計意見

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二零二一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



李慕士執業會計師
崔世昌會計師事務所
澳門，二零二二年二月十一日

崔世昌會計師事務所

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

Independent Auditor's Report

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 3 to 19 which comprise the balance sheet as of 31 December 2021, 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. 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.

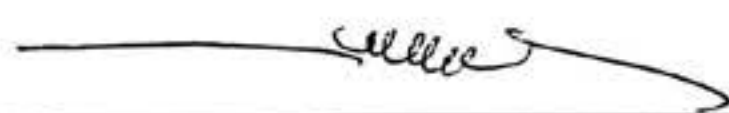
We conducted our audit in accordance with General Auditing Standards of Macao. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

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 2021, and of the results of its operations for the year then ended in accordance with the General Financial Reporting Standards of Macao.




Mario Correa de Lemos, CPA
for CSC & Associados, Certified Public Accountants
Macao

11 February 2022



3 年度回顧

ANNUAL REVIEW

3.1

進修・實踐終身學習

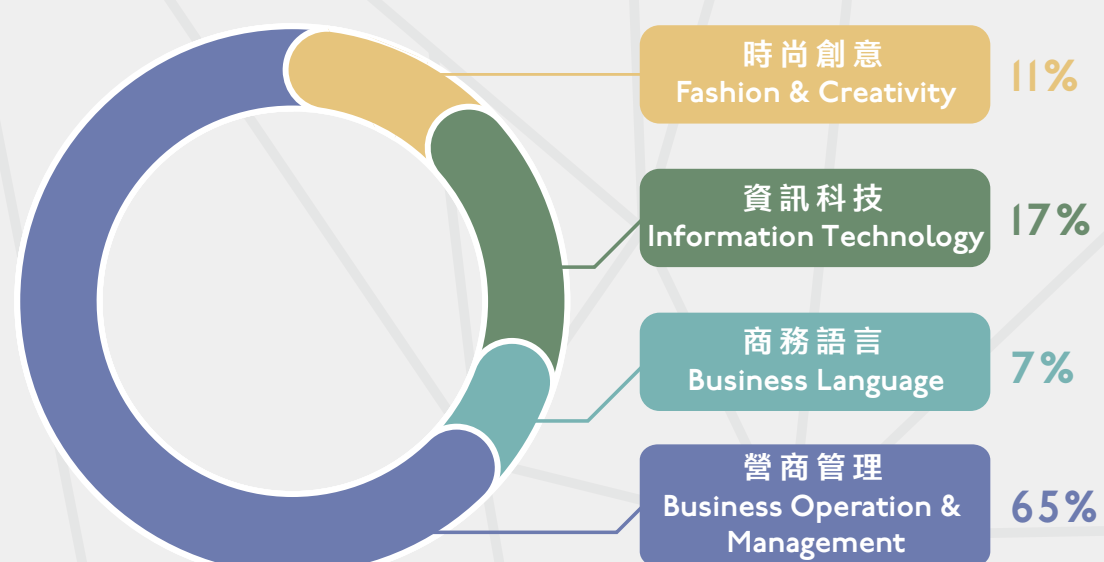
CONTINUING EDUCATION

THE PRACTICE OF LIFELONG LEARNING

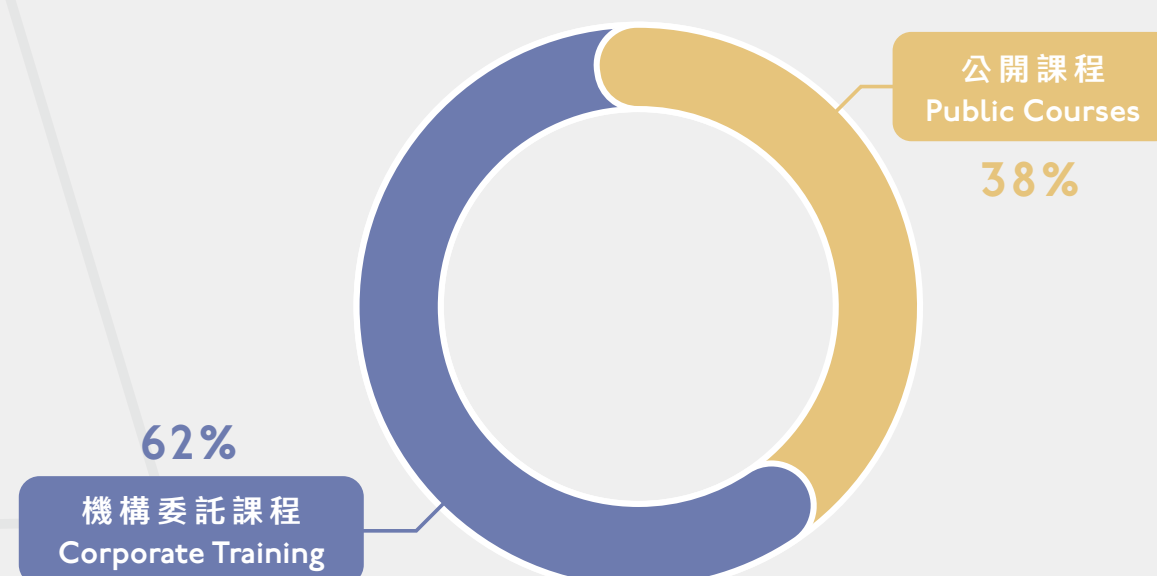
整體表現 Overall Performance

| 2021 年 Year 2021 | 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 | 298 | 39.89% | 449 | 60.11% | 747 | 100% |
| 學員人次 No. of enrollments | 4,824 | 26.63% | 13,294 | 73.37% | 18,118 | 100% |
| 學時 No. of training hours | 6,483 | 32.62% | 13,388 | 67.38% | 19,870 | 100% |

培訓範疇 - 學員人次分佈
Training Areas - Distribution of Enrollments (2021)



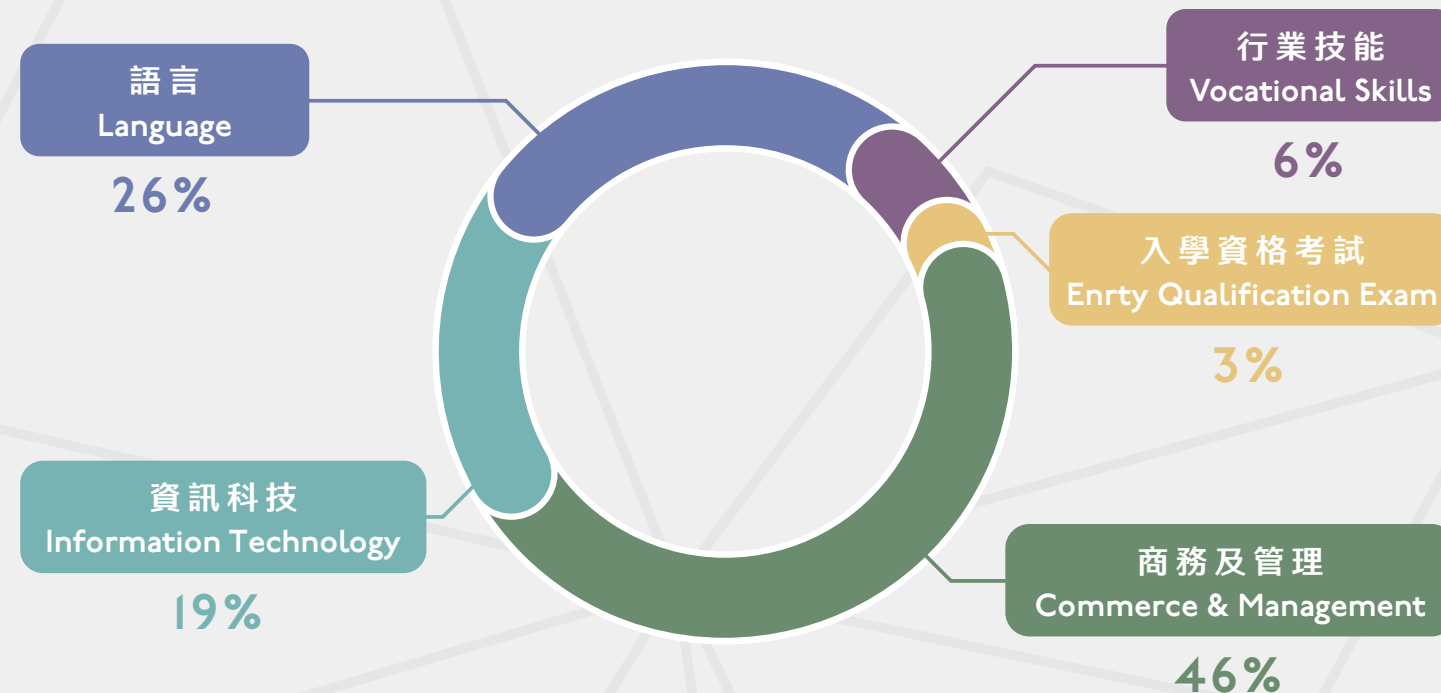
公開課程 VS 機構委託課程 - 學員人次分佈
Public Courses VS Corporate Training - Distribution of Enrollments (2021)



學員年齡分佈
Training Course Enrollments - Age Distribution (2021)



專業考試服務 - 報考類別分佈
Distribution of Candidates for Professional Examination Service (2021)



國家職業資格考試
China National Vocational Qualification Assessment (2005/10 - 2021/12)



促進在職人士持續進修

Promoting Professional Development



英國 WSET 葡萄酒認證課程

Training Course for UK's WSET Awards in Wines



會計師專業委員會 - 特定審計課程

Professional Committee of Accountants – Designated Audit Course

啟發青年人創意及職業志向

Inspiring Creativity and Career Aspiration of the Youth



為中學生舉辦考取職業及專業證照講座

Seminars on vocational and professional certification organized for high school students



全澳中學生 STEAM 及 IoT 創意解難賽

Macau Secondary School STEAM and IoT Creative Problem Solving Competition

以競賽提升青少年的職業技能

Enhancing the Youth's Vocational Skills through Competition



創意造型設計組讓青少年發揮無限想像

Young contestants in the Creative Image Design category unleash their infinite imaginations



華為 ICT 大賽澳門站決賽

Huawei ICT competition Macao SAR

年度回顧 ANNUAL REVIEW



選拔本澳青年代表，參加國際軟件技能大賽（線上）再添殊榮

Selected local youth representatives participate in the international software skills competitions (online) and yield good results



首屆澳門青少年商品展示技術大賽

The 1st Macao Visual Merchandising Competition for the Youth



創意 3D 物件設計比賽
Creative 3D Models Design Competition

與其他團體合辦行業進修課程

Co-organizing Professional Training Programs with Other Organizations



企業參展攻略培訓系列課程（與澳門貿易投資促進局合辦）
Exhibitor Training Course for Macao Enterprises (co-organized with the Macao Trade and Investment Promotion Institute)



前台服務接待技巧及衝突處理培訓（與勞工事務局合作）
Training in front-line services and conflict management (in cooperation with the Labour Affairs Bureau)

鼓勵在職人士持續進修及爭取專業認證

Encouraging the Employed to Pursue Training & Professional Certification



游泳救生員（初級）國家職業資格考試 - 培訓
Training course of the National Vocational Qualification Examination for Swimming Lifeguards (elementary)



與華為簽署人才培訓戰略合作協議
Sign the Talent Training Strategic Cooperation Agreement with Huawei

服務中小企 Serving SMEs

一直以服務中小企為己任，合辦參展攻略培訓系列課程；協力推動餐飲業應用資訊科技於後台電子化，提升營運效率；透過更新「澳門產品目錄資訊電子平台」的資料，推廣澳門品牌和產品；於颱風來襲前溫馨提示中小企做好預備防風防浸措施；生產力論壇專頁、中小企服務平台及金沙中小企採購專欄。

Always committed to serving SMEs by co-organizing a series of exhibitor training courses; assisting in promoting the application of IT in the electronic back office of the catering industry to improve operational efficiency; promoting Macao brands and products by updating the "Macao Product Catalogue E-Platform"; reminding SMEs to take precautionary measures against typhoons and flooding before the storm; and setting up the page of Productivity Forum, SME Service Platform, and Sands China SME Procurement Column.



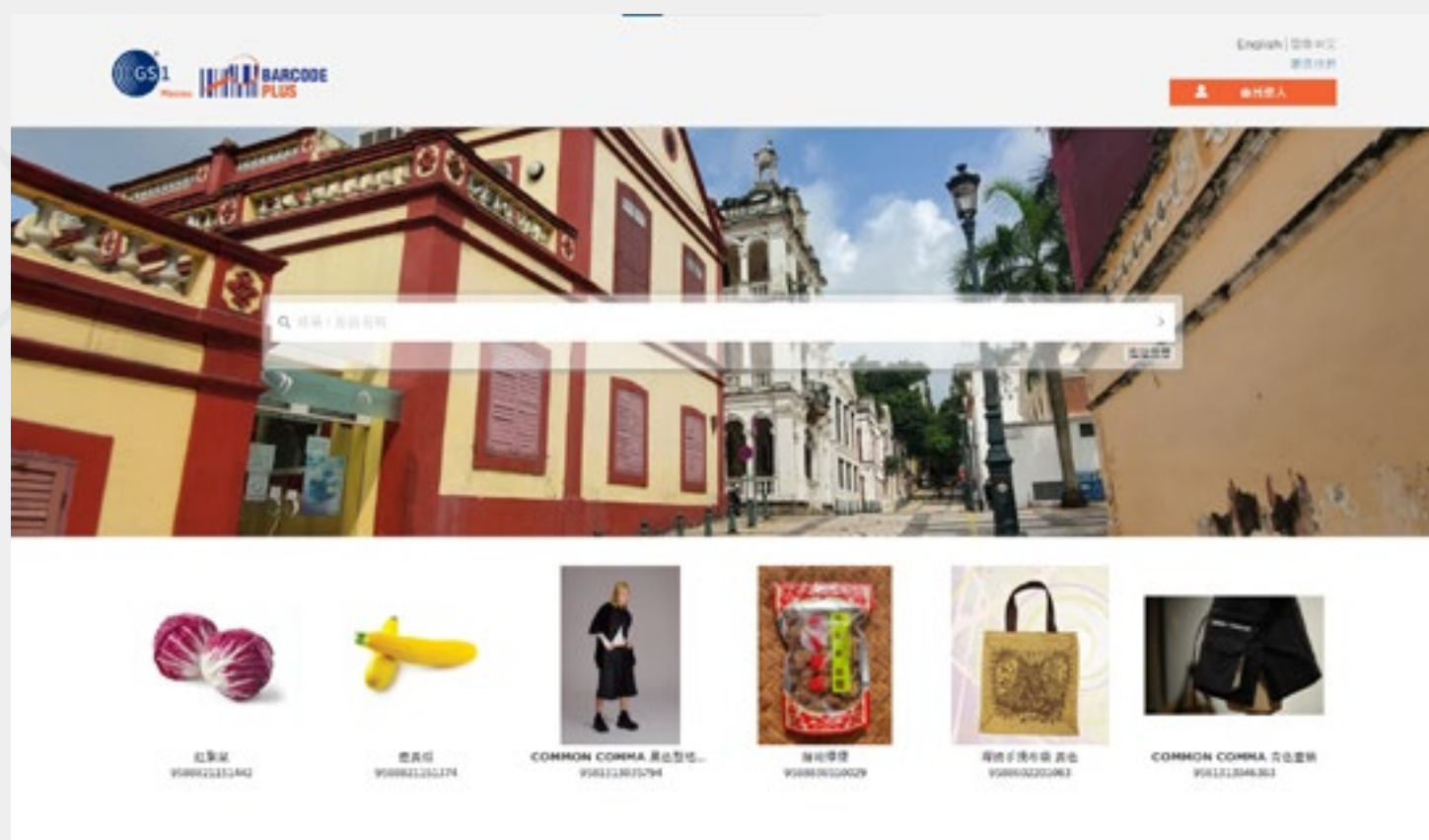
協力執行餐飲業後台電子化資助計劃

Assist in launching the Back Office Electronic Funding Scheme for the Food and Beverage Industry



中心人員於風暴來襲前提醒低窪地區中小企做好防風防浸準備

CPTTM's staff reminds SMEs in low-lying areas to take precautionary measures against typhoons and flooding before the storm



持續於「澳門產品目錄資訊電子平台」更新 GSI 澳門會員的品牌和產品

Continuously update the brands and products of GSI Macao on the "Macao Product Catalogue E-Platform"



生產力論壇專頁推介中心服務及工作

The webpage, Productivity Forum@CPTTM, promotes CPTTM's services and work



從生產力角度對中小企經營提優化建議及改進措施

Provide optimization suggestions and measures from the perspective of productivity on Macao SME Page for procurement



為中小企營商培訓

Providing training for the SMEs



舉辦新媒體平台系列分享會

Hold a series of sharing sessions on new media platforms



與專家顧問往訪特色店商戶，提供針對性的專業諮詢服務

Conduct site visits with consultants to provide the distinctive shops' owners with specific professional consulting services



為餐飲企業舉辦食品安全風險管理講座

Hold seminars on food safety and risk management for catering enterprises



舉辦新經濟下零售及餐飲企業主的策略應對工作坊

Hold the workshop on "Strategic Responses for Retail and Catering Business Owners in the New Economy"



掃碼觀看「生產力中心助力中小企發展」短片
Scan the code and watch the video "CPTTM Helps SMEs Grow"

<https://youtu.be/-EjMbLAFqYk>

3.2 時尚・創意的搖籃

FASHION

CRADLE OF CREATIVE ARTS

學以致用

From Theory to Practice

開辦時裝設計及製作文憑課程、推行時裝孵化計劃、鼓勵青年人修讀時裝設計學士學位課程並提供獎學金、支持設計師參與本澳、內地及外地時裝設計展覽活動。

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



時裝設計及製作文憑課程持續為業界培養新血

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



畢業時裝表演假澳門科學館會議中心會議廳舉行

The graduation fashion show staged in the Convention Hall of the Macao Science Center



MaConsef 時裝孵化計劃系統化培育設計新血，推動業界發展

CPTTM Fashion Incubation Program (MaConsef) systematically cultivates new blood in design and promotes the development of the industry

眾多原創品牌參與的服裝節是澳門的最大時尚設計平台
 Macao Fashion Festival is the biggest fashion design platform in Macao,
 with many many original brands participating





奪目耀眼的珠寶匯演令全場屏息凝視

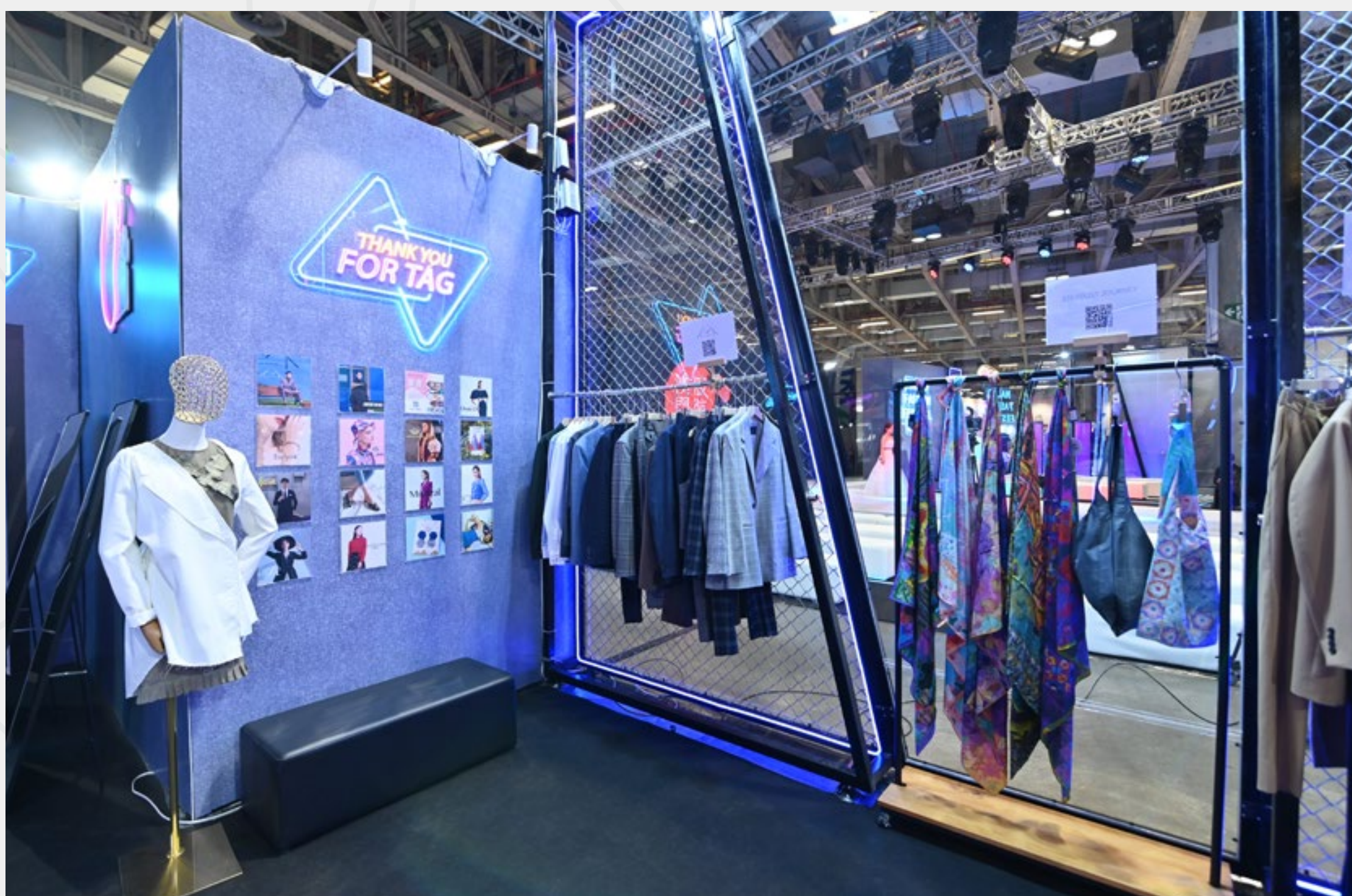
The glittering jewelry show takes the audience's breath away





在服裝節同場舉行的功能服裝展及服裝設計比賽優勝作品回顧展

The Functional Fashion Exhibition and the Retrospective of the Winning Works of Fashion Design Competitions held at the same venue as Macao Fashion Festival



精品廊同步銷售部分的表演服裝

Some of the designs showcased in the fashion show are available at the Boutique Gallery



與直播協會合作線上直播，廣泛宣傳參展品牌

Collaborate with Macau Live Streaming Association to widely publicize the participating brands through online live streaming



繼續頒發「時裝創意教育獎學金」，鼓勵年青人修讀中心合辦的時裝設計學士學位課程
Continue to award the "Scholarship for Higher Education in Fashion Design & Creativity" to encourage young people to attend the Bachelor of Fashion Design program co-organized by CPTTM

教育局位於路環石排灣的職業技術教育活動中心啟用 中心承辦不同類別的培訓課程

CPTTM hosts a wide range of training courses at the Vocational and Technical Education Activities Center of the Education and Youth Development Bureau in Seac Pai Van, Coloane



為該活動中心提供時裝、形象設計及文創範疇等多元課程
Offer a variety of courses in fashion, image design, and cultural & creative fields at the Activities Center

為本地時裝設計及品牌打造發展平台

Build a Development Platform for Local Fashion Designers and Brands



持續與不同單位合作，舉辦時裝表演及設計比賽，扶育本地文創

Constantly cooperate with different entities to host an array of fashion shows and design competitions to develop local cultural and creative industry



組織本地品牌參加內地的服裝專業設計週，協助品牌擴大知名度
 Arrange for local brands to participate in the fashion weeks in Mainland China
 to increase brand publicity

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澳門時尚廊 Macao Fashion Gallery

中心與文化局合營澳門時尚廊，持續舉辦本地品牌的服裝展覽、品牌集合店，並舉行戶外時裝表演等。

CPTTM continued to co-operate with the Cultural Affairs Bureau to run the Macao Fashion Gallery (MFG), involving Macao Brand exhibitions, "Showroom" and outdoor fashion show etc.



「品牌的故事—澳門原創服裝展」- 細說本地品牌故事

"Brand Story – Macao Original Fashion Exhibition" – Telling the stories of local brands



品牌集合店匯集數十個品牌的设计衣飾，方便公眾選購

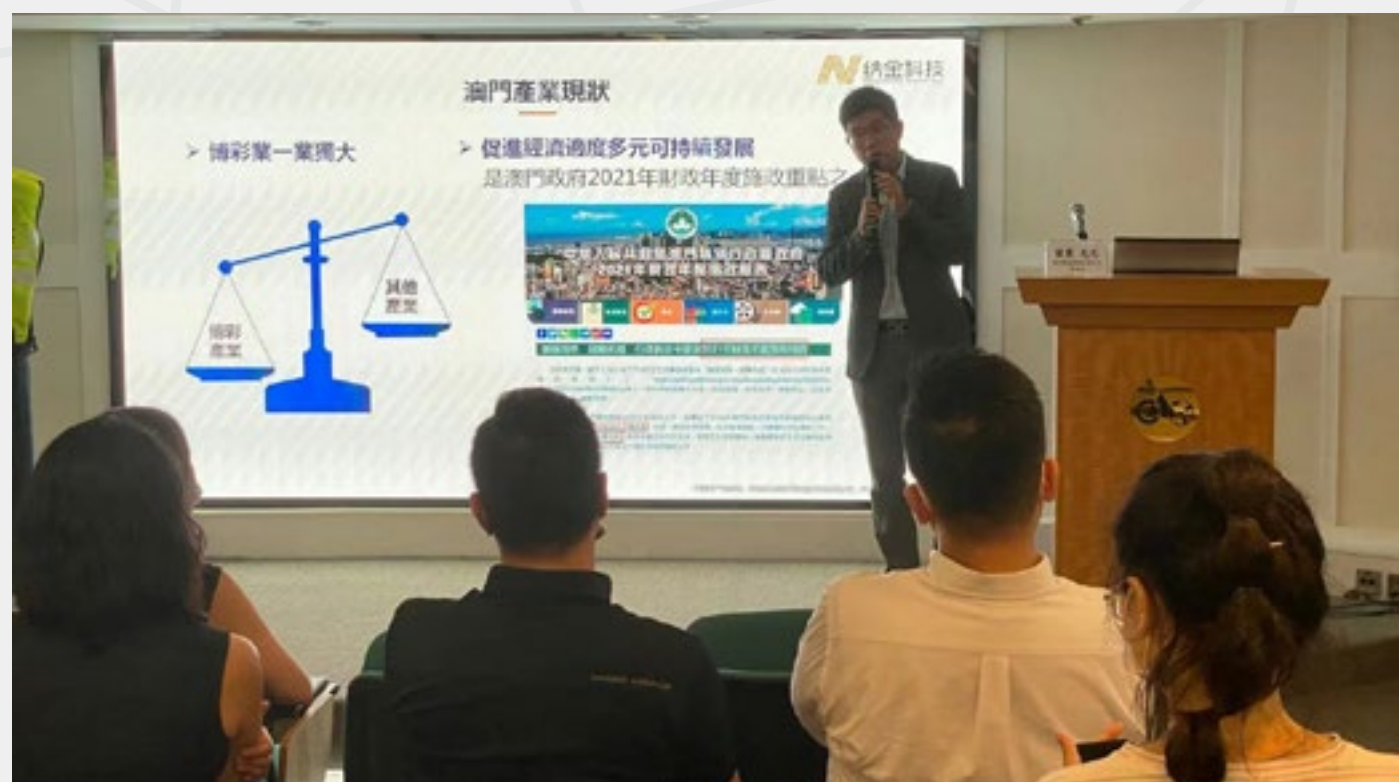
The "Showroom" gathers dozens of brands for the public to choose from



戶外時裝表演吸引公眾關注本地原創時裝

The outdoor fashion show draws public attention to the local original fashion designs

提供技術支援服務 Providing Technical Support services



線上線下多渠道為服裝業界舉辦講座

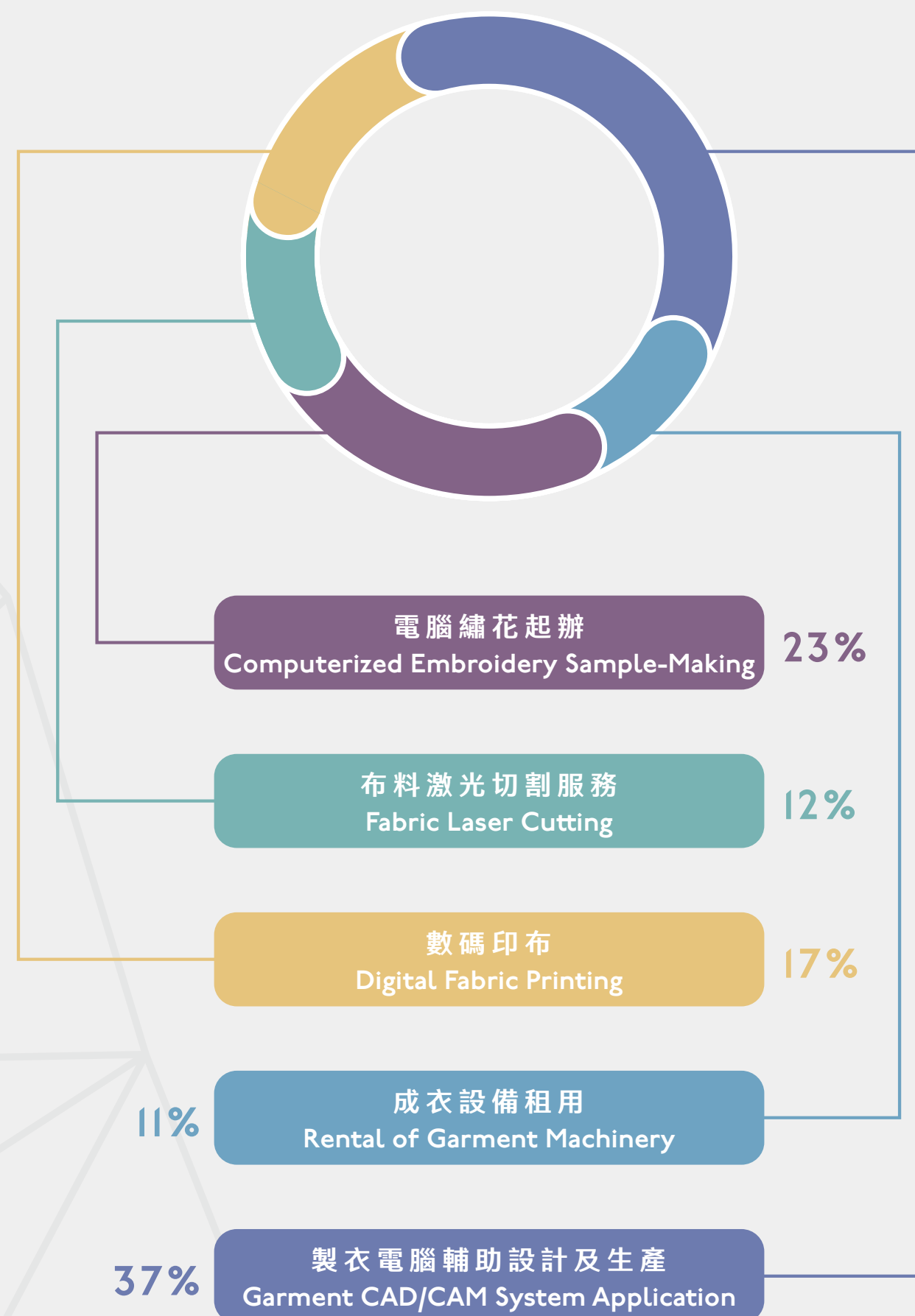
Conduct both online and offline seminars for the fashion industry



電腦輔助生產系統技術支援服務

Supporting Service for Garment CAD/CAM Systems' Application

服裝及創意工業支援服務之個案分佈
Distribution of Support Services for
Apparel & Creative Industries
(2021)



數碼印花服務

Digital Fabric Printing Service

甄選及支援本地年青人出外參賽

Selecting and supporting local youth to participate in competitions outside Macao



本澳青年設計師憑設計作品躋身「漢帛獎」及「大連杯」決賽

Young Macao designers enter the finals of the "Hempel Award" and the "Dalian Cup" with their designs



第 11 屆穗港澳蓉青年技能競賽 - 商品展示技術

11th Ganzhou / Hong Kong / Macao / Chengdu Youth Skills Competition - Visual Merchandising

時尚及行業資訊

Providing Fashion and Industry Information

中心定期刊物《衣訊》，及向澳門日報供稿的〈特區衣飾〉專頁。

CPTTM's regular publication "CFI Newsletter" and special column "Clothes in Macao SAR" on Macao Daily News.

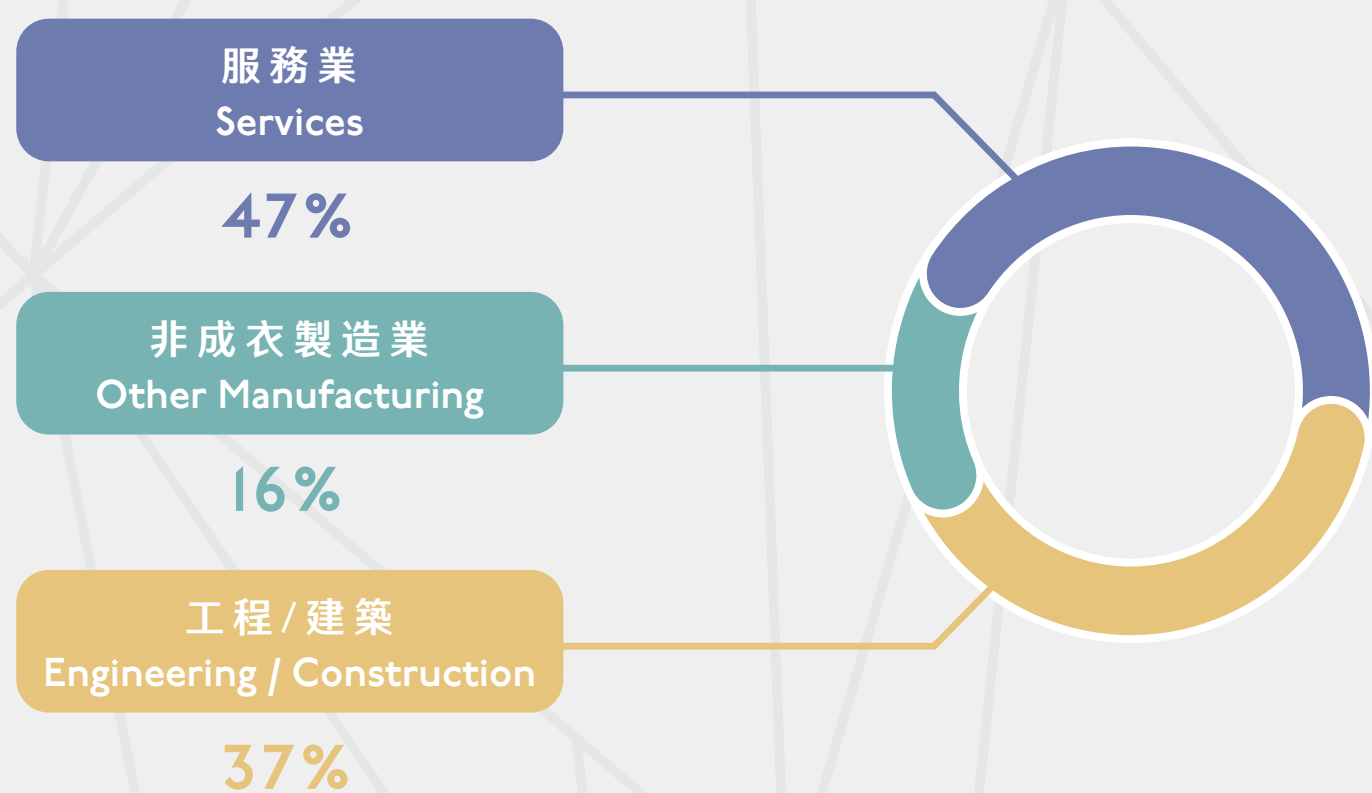


3.3 企業・提升競爭力

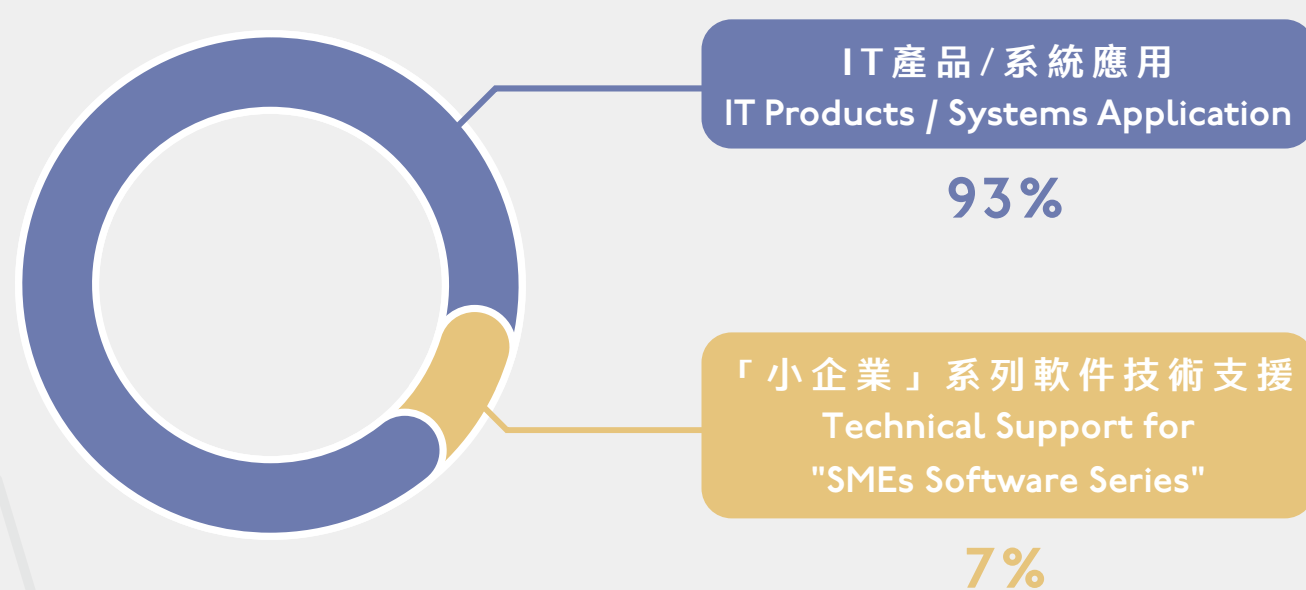
ENTERPRISES

ENHANCING COMPETITIVENESS

國際管理系統認證資助計劃 - 按申請機構的行業分佈
Subsidy Scheme for Certification to International Management Standards - Distribution of Application by Industry Sectors (2021)



資訊科技支援
Information Technology (IT) Support Service (2021)



管理及技術諮詢服務分佈
Distribution of Management & Technical Advisory Services (2021)



行業綜合競爭力提升計劃

Incentive Scheme for Upgrading Overall Competitiveness of Macau Business Sectors

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

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



BIM 建築信息
模擬基礎課程

Building Information Modeling (BIM) Basic Modeling Course



無人機
綜合應用工作坊

Workshop on Comprehensive Application of Drones

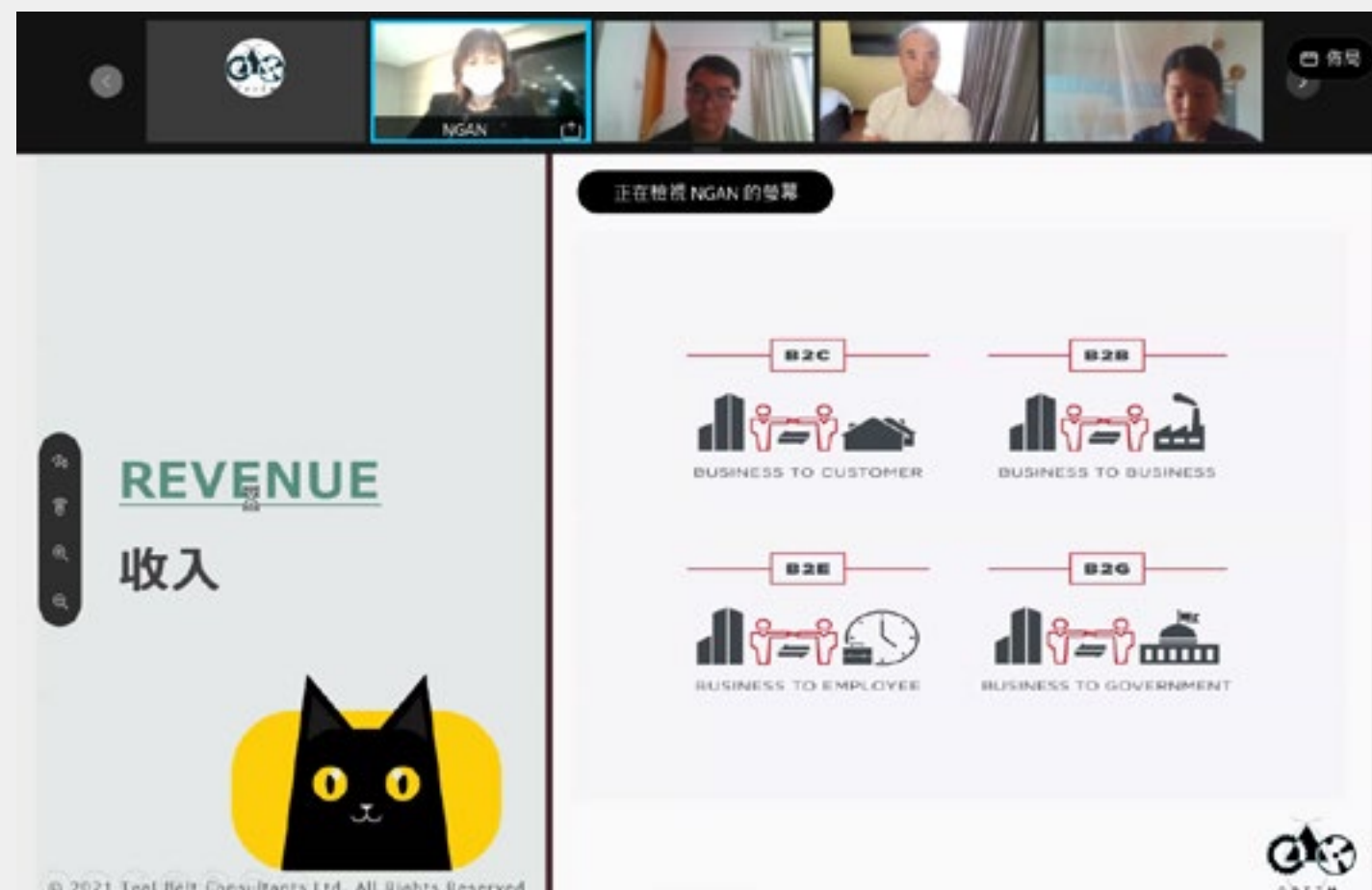
提供創業及營商培訓系列

Providing Training Series on Entrepreneurship and Business Operation



日本草月流花藝證書課程 (進階)

Certificate in Japanese Sogetsu Ikebana Floral Arrangement (Advanced)



創業創新 Startup 網上工作坊

Online workshops on entrepreneurship, innovation, and startups

為企業「度身訂造」的培訓課程

Customized Training Programs for Enterprises



關鍵信息基礎設施安全保障能力暨註冊信息安全專業人員 (CISP) 認證培訓班開課儀式

Opening ceremony of the Certification Training Course on Critical Information Infrastructure Security Assurance Capability and Certified Information Security Professional (CISP)

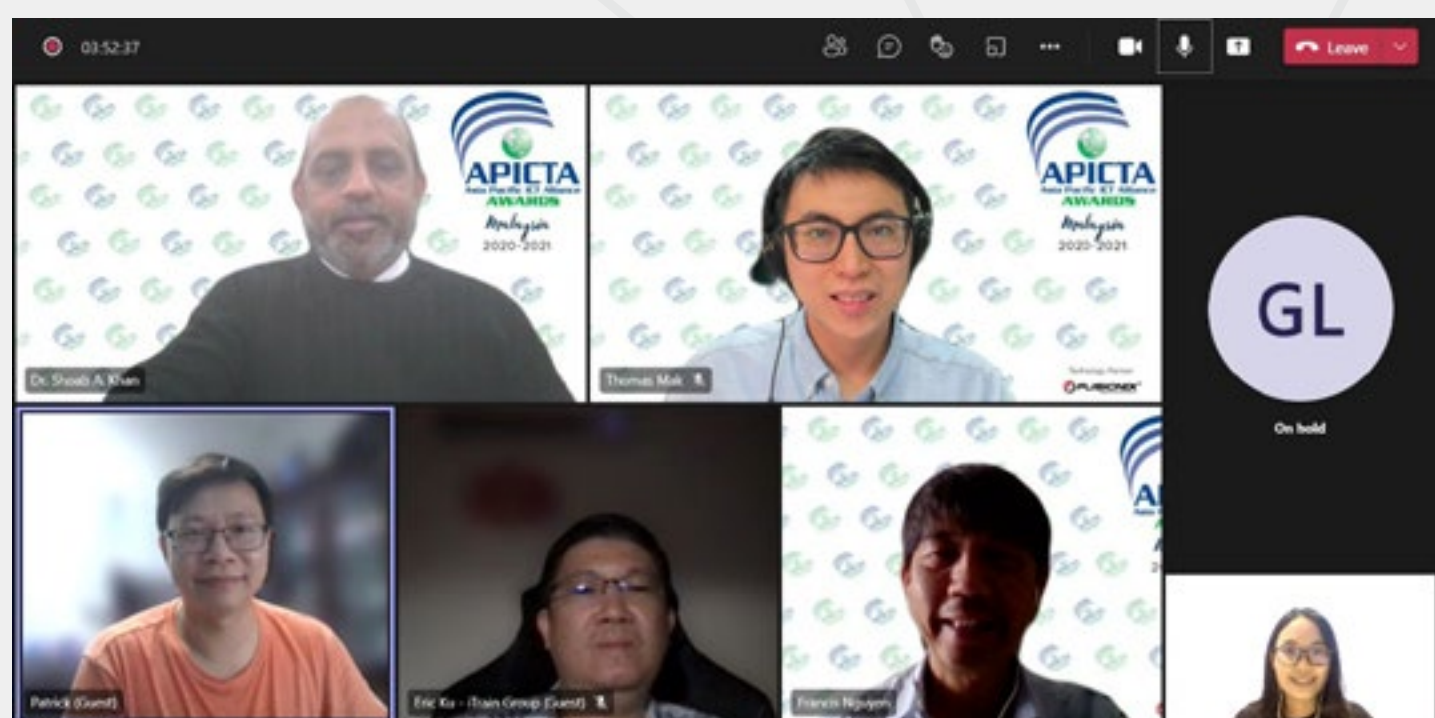


珠寶金飾電商直播特訓課程

Training Course in Livestream E-Commerce of Jewelry and Gold Ornaments

研討會及學習交流活動

Seminars, Learning & Exchange Activities



中心代表澳門出席亞太資通訊科技聯盟大賽評審

CPTTM joined the Asia Pacific ICT Alliance Awards as judge



網絡保安如何對突發攻擊事件作出相應維護研討會

Seminar on "How to Maintain Network Security in Response to Sudden Attacks"



全新網上資訊節目 - 「今日講 IT」共 15 輯

New online information program – "Today's Talk on IT" with a total of 15 episodes

應用資訊科技

Applying Information Technology (IT)



持續優化澳門中小企 360 營商資訊平台，加入採購訊息互動功能，更方便易用

Continue to enhance the "SME360" app by adding an interactive function for accessing purchasing information to make it more convenient and user-friendly



支持企業實行系統化管理、爭取國際認證

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



出版中小型食品廠良好管理工具書，協助中小企優化管理
Publish Good Manufacturing Guidebook for SME Food Factories to help SMEs optimize their management

提供管理諮詢

Provide Management Advisory Service

2021 年，「管理諮詢及技術支援服務」處理了 102 宗諮詢個案，主要涉及國際管理系統及產品認證 / 測試。

In 2021, the "Management Consultation and Technical Support Services" tackled a total of 102 cases of consultation.

促進澳門產品質量及安全

Promoting Quality and Safety of Macau Products

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

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



2021 年共處理了 3,071 宗申請個案

In 2021, having processed of 3,071 applications

澳門產品優質認證計劃

Macau Product Quality Certification Scheme(MPQC)



利用澳門周系列活動，在內地加強推廣 M 嘜計劃及產品

Strengthen the promotion of the Macau Product Quality Certification Scheme (MPQC) and its products in Mainland China through a series of activities of Macau Week



為澳門廠商舉辦「M 嘜」產品認證申請須知講解會

Hold seminars on Macau Product Quality Certification Scheme (MPQC) for Macao manufacturers



掃碼觀看 M 嘜宣傳影片

Scan the code and watch the video MPQC

<https://youtu.be/cKfsIP-Gyls>

粵港澳大灣區生產力促進服務聯盟

Guangdong-Hong Kong-Macao Greater Bay Area Productivity Service Alliance (GBAPA)



粵港澳大灣區生產力促進服務聯盟換屆會議以視頻會議形式召開

The council meeting of the Guangdong-Hong Kong-Macao Greater Bay Area Productivity Promotion Service Alliance (GBAPA) held via video conference



聯盟第二屆理事會由香港生產力促進局擔任理事長單位

The Hong Kong Productivity Council serves as the chairing organization of the 2nd Council of the Alliance

透過不同媒體 推介生產力的服務

Collaboration with various social media for promotion



與電視台共同製作節目「營商動力」推廣中心的服務及資訊；同時也利用手機程式及臉書等不同媒體推介。

CPTTM promoted services and information through the TV program "Driving Force for Business", mobile apps and Facebook.



透過社交媒體 Facebook 及 YouTube 宣傳中心舉辦的活動

Publicize activities organized by CPTTM through social media such as Facebook and YouTube



3.4 社會責任・為可持續發展

SOCIAL RESPONSIBILITY

SEEKING SUSTAINABLE DEVELOPMENT

兒童環保行動

The EnviroKids Program

向小學生推行的〈EnviroKids - 兒童環保行動〉已舉辦至第十六屆。

The "EnviroKids Program", geared towards primary pupils, has entered its 16th edition.



「環保小先鋒」培養學生環保意識，促進可持續發展

The "EnviroKids Program" cultivates students' environmental awareness and promotes sustainable development

3.5 員工分享

STAFF SHARING



新員工接受資訊安全培訓

New employees receive information security training



重視辦公室職安健，保障同事健康

Attach importance to occupational safety and health and safeguard colleagues' health



聖誕聯歡的幸運兒

Christmas party lucky draw winners



認識自動體外心臟去顫器 (AED) 急救，掌握黃金五分鐘

Learn how to use an automated external defibrillator (AED) for first aid and seize the "golden five minutes"



深入了解國家 鞏固家國情懷

Learn more about the country and foster patriotic sentiment



3.6 現行服務及項目

EXISTING SERVICES AND PROJECTS

培訓及考試服務 Training & Examination Services

| 服務 Services | 部門/單位 Department/Unit |
|---|--|
| <p>專業進修培訓 (包括公開課程及機構委託課程)</p> <p>Professional Training Courses (including public courses and corporate training courses)</p> | <p>標準、管理及培訓考試部</p> <p>Standard, Management, Training & Assessment Department</p> |
| <p>專業 / 公開考試服務</p> <p>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、多媒體設計、電腦輔助設計、資訊保安、全國計算機技術與軟件專業技術資格 (水平) 考試等)● 商務及管理 (ISO 國際管理標準認識水平及評審、項目管理、培訓及評審、商務資格、會計及金融專業資格)● 行業技能 (時裝、美容、化妝、甲藝、美髮、商品展示、客戶服務、衝突處理、銷售、食品安全、葡萄酒及清酒知識、花藝設計、泌乳顧問、國家職業資格考試)● 語言水平 (英語、日語)● 標準化入學測試 (海外大專院校) <p>Information Technology (professional competencies, Office software, Chinese input method, multimedia design, computer-aided design, information security, National Computer and Software Technology Qualifications Exams, etc)</p> <p>Commerce & Management (ISO international management standards knowledge & auditing, project management, training & assessment, business qualifications, accounting & finance-related professional qualifications)</p> <p>Occupational Skills (fashion , beauty therapy, make-up, nail art, hair styling, visual merchandising, customer service, conflicts handling, selling, food safety, wine and sake knowledge, floral design, lactation consultant and China National Vocational Qualification Assessment)</p> <p>Language Proficiency (English, Japanese)</p> <p>Standardized Entry Tests (for overseas tertiary educational institutions)</p> | <p>專業考試資源中心</p> <p>Professional Examination Resources Unit</p> |
| <p>圖書借閱服務</p> <p>Library Service</p> | <p>總辦事處 - 圖書角</p> <p>Library Corner at Head Office</p> <p>成衣技術匯點 - 時裝資訊站</p> <p>Fashion Information Gallery at House of Apparel Technology</p> |

管理及技術諮詢Management & Technical Advisory Services

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

資訊科技支援Information Technology Support Services

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

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

| 服務 Services | 部門/單位 Department/Unit |
|--|--|
| 電腦輔助生產系統技術支援服務 Supporting Services for Garment CAD/CAM Systems | 時裝及形象創意部 Creative Fashion & Image Department |
| 製衣設備使用服務 Garment Equipment Usage Service | |
| 數碼印花服務 Digital Fabric Printing Service | |
| 電腦繡花起辦服務 Embroidery Service | |
| 服裝起辦服務 Proto Sample Making Service | |
| CPTTM 時裝孵化計劃 (MaConsef) CPTTM Fashion Incubation Program (MaConsef) | |
| 提供 Worth Global Style Network (WGSN) 網上資訊平台 Provide Web-based Fashion Information Platform - Worth Global Style Network (WGSN) | |
| 協助「澳門製造」、「澳門設計」、「澳門品牌」申請加入「商匯館」平台 Assist "Made-in-Macao", "Macao Brand" and "Macao Design" products for joining the "Macao Ideas" | |

鼓勵計劃 Incentive Schemes

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

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

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

| 服務 Services | 部門/單位 Department/Unit |
|--|---|
| 中小型食品廠良好管理工具書 Good Manufacturing Guidebook for SME Food Factories | 標準、管理及培訓考試部 Standard, Management, Training & Assessment Department |

通訊Newsletters

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

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

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

3.7 研討會及工作坊
SEMINARS AND WORKSHOPS

由中心主辦 Hosted by CPTTM

| 標準及認證 | Standards & Certification |
|-----------------------------------|--|
| 「中小型食品廠良好生產工具書」應用工作坊 | Workshop on Application of "Good Manufacturing Guidebook for SME Food Factories" |
| 「食品法典 HACCP 2020 - 你能善用變化嗎？」線上研討會 | Webinar on "Codex HACCP 2020 – Are You Ready for the Changes?" |

| 創意時裝及形象 | Creative Fashion & Image |
|---|---|
| 電腦繡花之創意應用 | Creative Application of Computerized Embroidery |
| 科技為產業賦能 - 納米銀優化時尚及旅遊環境之技術應用 | Empowering Industry with Technology - Application of Nanosilver in Fashion & Tourism Sectors |
| 布料新趨勢： <ul style="list-style-type: none">● 功能布料發展及應用 (6)● 零排水植物染色環保織品技術及應用 (7) | Fabric Trends: <ul style="list-style-type: none">● Development and Applications of Functional Fabrics (6)● Application of Plant Dyeing Fabric Technology with Zero - Water Drain (7) |
| 時裝畫描繪技巧分享工作坊 | Fashion Illustration Workshop |
| 「深澳連線」- 文創產業線上交流會 | Webinar on "Shenzhen-Macao Connection - Cultural & Creative Industries" |

| 資訊科技 | Information Technology |
|---|--|
| 資訊科技工具應用工作坊 - 如何使用 PowerPoint 製作更優質的投影片 | Application of Information & Communication Technology Tools – "Effective Use of Microsoft PowerPoint in Presentation Slides" |
| 網絡保安如何對突發攻擊事件作出相應維護 | Cybersecurity Insights on Effective Incident Response |
| 無人機綜合應用工作坊 | Commercial Applications of Drone Technology |
| 「大灣區建造業應用 BIM」線上講座 | Webinar on "Application of BIM Technology in Construction Projects in the Greater Bay Area" |

| 營商及管理 | Enterprise Operation & Management |
|---|---|
| <p>「中小企業新媒體營銷攻略」分享會系列</p> <ul style="list-style-type: none">● 你不可不知道的大趨勢● 想搵網紅點樣做● 美食風格秘笈 | <p>Seminar Series on New Media Marketing Tactics for SMEs</p> <ul style="list-style-type: none">● The Latest Trends in New Media● How to Find a Suitable Influencer● Food Photography Tips & Tricks |

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

| | |
|--|--|
| 公共資本企業管理能力與風險控制建設專題培訓 | Training on Building Management & Risk Control Capacity of Public Enterprises |
| <p>專為「特色店計劃」而設：</p> <ul style="list-style-type: none">● 新經濟下零售及餐飲企業主的策略應對● 食得安心又放心 - 餐飲安全風險管理 | <p>Specially designed for the "Distinctive Shops Programme":</p> <ul style="list-style-type: none">● Strategic Moves for Owner-Managers of Retail & F&B Enterprises in the New Economy● Managing Food Safety Risks in Catering Operations |

3.8

專業培訓範疇

SCOPE OF PROFESSIONAL TRAINING

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

| 範疇 Scope | 分類 Categories | 系列 Series |
|--|---|---|
| 營商及管理 Enterprise Operation & Management | 行政及管理技巧 Executive & Managerial Skills | 行政實務 For Administrative Professionals |
| | | 辦公室 / 商務軟件應用 Office/Business Software Applications |
| | | 管理技巧 Managerial Techniques |
| | | 演說技巧 Presentation Techniques |
| | | 教練技巧 Coaching Techniques |
| | | 導師技巧 Train-the-Trainers |
| | | 風險及危機管理 Risk & Crisis Management |
| | | 專業文憑 Professional Diploma |
| | 人力資源管理 Human Resources Management | 專業文憑 Professional Diploma |
| | | 辦公室 / 商務軟件應用 Office/Business Software Applications |
| | 活動及項目管理 Event & Project Management | 活動管理 Event Management |
| | | 項目管理 Project Management |
| | 行業技能及管理 Occupational Skills & Management in Specific Sectors | 房地產中介 Real Estate Brokerage |
| | | 房地產評估 Real Estate Valuation |
| | | 服務業 Service Sector |
| | | 屋宇裝備工程 Building Services |
| | | 零售業 Retail Sector |
| | | 款待業 Hospitality Sector |
| | | 花藝設計行業 Floral Design Sector |
| | | 物業 / 設施管理 Property/Facility Management |
| | | 會展管理 Convention & Exhibition Management |
| | | 餐飲業 Food & Beverage Sector |

| 範疇 Scope | 分類 Categories | 系列 Series |
|--|--|--|
| 營商及管理 Enterprise Operation & Management | 國際管理標準 International Management Standards | 優質管理 Quality Management |
| | | 綠色管理 Green Management |
| | | 職業健康及安全管理 Occupational Health & Safety Management |
| | | 服務管理 Service Management |
| | | 能源管理 Energy Management |
| | | 資產管理 Asset Management |
| | | 設施管理 Facility Management |
| | | 物流及供應鏈管理 Logistics & Supply Chain Management |
| | | 資訊服務及安全管理 IT Service & Security Management |
| | | 食品安全管理 Food Safety Management |
| | | 風險管理 Risk Management |
| | | 持續改善 Continuous Improvement |
| | | 可持續發展 Sustainable Development |
| | | 實驗室管理 Laboratory Management |
| | | 綜合管理 Integrated Management |
| 資訊科技 Information Technology | 數據庫 Database | SQL |
| | | 微軟 Microsoft |
| | | 甲骨文 Oracle |
| | 系統及網絡 Systems & Networking | H3C |
| | | Linux |
| | | VMWare |
| | | 微軟 Microsoft |
| | | 思科 Cisco |
| | | 網絡安全 Network Security |
| | | 網絡架構 Network Architecture |

| 範疇 Scope | 分類 Categories | 系列 Series |
|--------------------------------|---|--|
| 資訊科技 Information Technology | 網頁設計及開發 Web Design & Development | Adobe 軟件 Adobe Applications |
| | | 網頁設計 Web Design |
| | | 網頁開發 Web Development |
| | 設計軟件應用 Design Software Applications | Adobe 軟件 Adobe Applications |
| | | Autodesk 軟件 Autodesk Applications |
| | | 3D 建模及打印 3D Modeling & Printing |
| | 資訊科技管理 IT Management | IT 服務管理 IT Service Management |
| | | 數據中心 Data Centers |
| | | 資訊安全 Information Security |
| | 軟件開發 Software Development | 流動應用程式開發 Mobile Apps Development |
| | | 編程語言 Programming Languages |
| | | 開發工具 Development Tools |
| | 智慧城市 Smart City | 人工智能 Artificial Intelligence |
| | | 區塊鏈技術 Blockchain Technology |
| | | 大數據 Big Data |
| | | 雲運算 Cloud Computing |
| | 中小企 IT 應用 IT applications for SMEs | 平台應用 Using Online Platforms |
| | 教學 IT 應用 Teaching of IT applications | 平台應用 Using Online Platforms |
| 時尚及創意 Fashion & Creativity | 服裝工藝 Apparel Making | 時裝製作 Fashion Making |
| | | 服裝配料 Garment Accessories |
| | | 男 / 女裝製作 Dressmaking for Menswear/ Womenswear |
| | | 童裝 / 童鞋製作 Kids' Wear & Shoe Making |
| | | 紙樣製作 Pattern Making |
| | | 傳統服飾製作 Traditional Costumes Making |
| | | 晚裝製作 Dressmaking for Evening Gowns |
| | | 領帶製作 Necktie Making |

| 範疇 Scope | 分類 Categories | 系列 Series |
|-------------------------------|---|---|
| 時尚及創意 Fashion & Creativity | 時尚設計 Fashion Design | 服裝設計及製作 Fashion Design & Manufacturing |
| | | 描繪 / 繪畫 Illustration/Drawing |
| | | 數碼攝影 Digital Photography |
| | | 布藝設計及製作 Fabric Design & Making |
| | | 飾物設計及製作 Costume Jewelry Design & Making |
| | | 皮革品設計及製作 Leather Accessories Design & Making |
| | | 模特兒技巧 Modeling Techniques |
| | 個人形象設計 Personal Image Design | 化妝 Make-up |
| | | 美容護理 Beauty Therapy |
| | | 髮藝 Hairdressing |
| | | 甲藝 Nail Art |
| | 時尚零售及採購 Fashion Retail & Merchandising | 時尚零售 Fashion Retail |
| | | 招牌 / 櫥窗設計 Signboard Design/Window Display |
| 其他 Others | --- | 手語 Sign Language |
| | | STEAM 教育 (老師培訓) STEAM Education (teachers' training) |
| | | 青少年創意及技能培訓 Creativity & Skills Training for Youth |



4

附錄

APPENDICES

附錄一：組織架構 (2021- 2022)

APPENDIX I: ORGANIZATIONAL CHART (2021 – 2022)

社員大會主席團 General Assembly

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

理事會 Board of Directors

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

監事會 Supervisory Board

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

諮詢會 Advisory Board

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

附錄二：社員名錄
APPENDIX II: LIST OF ASSOCIATES

政府及公共部門 Government & Public Sector

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

基金會及商會 Foundations & Associations *

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

銀行業 Banking Sector *

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

工業 Industrial Sector *

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

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

服務業Service Sector*

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

個人 Individuals *

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

* 按團體英文名稱或個人英文姓氏排序

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

附錄三：經費來源及運用

APPENDIX III: SOURCES AND APPLICATION OF FUNDS

(單位：萬澳門元)
(Unit: Ten Thousand MOP)

| | 2021 | | | | 2020 |
|--|-------------------|---------------|-----------------|-------------------------------|---------------|
| | 百分比 Percentage | 實際 Actual | 預算 * Budget* | 執行率 Implementation Rate | 實際 Actual |
| 經費來源 Sources of Funds | | | | | |
| 年初經費結餘 Balance at the Beginning of the Year | 26% | 4,545 | 3,738 | 122% | 4,513 |
| 政府年度撥款 Annual Government Funding | 29% | 5,202 | 5,202 | 100% | 5,625 |
| 本身收入 Self-generated Income | 45% | 8,089 | 7,214 | 112% | 8,647 |
| 總額 Total (1) | 100% | 17,836 | 16,154 | 110% | 18,785 |
| 經費運用 Application of Funds | | | | | |
| 項目活動 Projects and Activities | 50% | 6,807 | 8,246 | 83% | 7,429 |
| 人事開支 Personnel Expenses | 40% | 5,417 | 5,530 | 98% | 5,221 |
| 一般行政 General Administration | 8% | 1,102 | 1,170 | 94% | 1,084 |
| 資本開支 Capital Expenditure | 2% | 313 | 1,208 | 26% | 506 |
| 總額 Total (2) | 100% | 13,639 | 16,154 | 84% | 14,240 |
| 年底營運經費結餘 (1)-(2) Balance at the End of the Year (1) - (2) | | 4,197 | 0 | | 4,545 |

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

Including the reserved budget in the balance brought forward from 2020, the budget for the “SME Funding Scheme for Flood Gates & Water Pumps against Flood Damage” and the “SME Funding Scheme for Lifting Platforms against Flood Damage”.

附錄四：中心參與的機構 APPENDIX IV: PARTICIPATION OF CPTTM IN OTHER INSTITUTIONS

中國澳門物品編碼協會

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，並向國際物品編碼協會取得 958 作為澳門地區代號。2021 年協會名稱更改為中國澳門物品編碼協會 (GS1 Macao, China)。

中國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 230 名，遍及 10 多個行業。

GS1 Macao, China

Initiated by the Macau Productivity and Technology Transfer Center, GS1 Macau (formerly EAN) was established in 2000, with support from the Macao SAR Government and the local business community, and was allocated the prefix 958 for Macao by GS1. In 2021, GS1 Macau was renamed GS1 Macao, China.

As a member organization of GS1, GS1 Macao, China is the only organization that is authorized to assign and administer GS1 barcodes locally. Since its establishment, GS1 Macao, China 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 currently more than 230 corporate members (users) in Macao from over 10 industry sectors.

澳門發展及質量研究所

成立於 1997 年的澳門發展及質量研究所，是一個非牟利的工程科學技術組織。創立的宗旨是緊密配合澳門特別行政區的發展，對工程項目的研究、測試、培訓及質量提供全方位的服務。

IDQ – The Institute for the Development and Quality, Macau

Established in 1997, IDQ is a non-profit institute for engineering, science and technology. The founding principles are to support the development of the Macao SAR and provide a full range of services for engineering projects in terms of research, testing, training and quality.

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特別行政區、澳門科技發展基金和澳門生產力暨科技轉移中心。所營事業包括發展科學文化項目、在行政及商業上管理澳門科學館，包括與其相關的活動，以及實施與其經營有關的所有項目。

The Macao Science Center Limited

The shareholders of the Macao Science Center Limited include the Macao SAR Government, the Science and Technology Development Fund and CPTTM. The Macao Science Center Limited engages in the development of science culture projects, the administrative and business management of the Macao Science Center, including its related activities and the implementation of projects related to its operation.

澳門生產力暨科技轉移中心

MACAU PRODUCTIVITY AND TECHNOLOGY TRANSFER CENTER

總辦事處

HEAD OFFICE

澳門新口岸上海街175號中華總商會大廈六樓

RUA DE XANGAI, Nº175, EDF. ACM, 6º ANDAR, MACAU

| | |
|-------------|--|
| 對外合作及拓展部 | External Cooperation & Marketing Department |
| 資訊系統及科技部 | Information System and Technology Department |
| 標準、管理及培訓考試部 | Standard, Management, Training & Assessment Department |
| 圖書閣 | Library Corner |
| 財務部 | Finance Department |
| 綜合協調部 | General Coordination Department |
| 人事及總務部 | Human Resources and General Affairs Department |

成衣技術匯點

HOUSE OF APPAREL TECHNOLOGY

澳門漁翁街海洋工業中心第二期十樓

RUA DOS PESCADORES, EDF. INDUSTRIAL OCEAN, II FASE, 10º ANDAR, MACAU

數碼匯點

CYBERLAB

澳門馬統領街廠商會大廈三樓

RUA COMANDANTE MATA E OLIVEIRA, EDF. ASSOCIAÇÃO INDUSTRIAL, 3º ANDAR, MACAU



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