

Pursuit of Excellence – Synergis

追求卓越 – 新昌管理

The Synergis Brand

“Unbounded Thinking, Meaningful Results” is Synergis’ management philosophy. This simple phrase states our commitment to providing innovative, yet practical solutions tailored to the needs of our customers, combined with our relentless focus on delivering excellence.

Our ability to deliver the “right solutions” to our customers depends on having the **RIGHT PEOPLE**; the **RIGHT MANAGEMENT**; and the **RIGHT INFRASTRUCTURE AND SYSTEMS**. We strongly believe investment in people and technology are the two major critical success factors for creating value to the customers and long term success for Synergis.

The Right People

With 28 years of experience in the property and facility management industry and as the first property and facility management company recognised as the Best Employer in Hong Kong and Asia, Synergis has clearly demonstrated its ability to recruit, develop and retain the right people. Our success is a result of our steadfast belief in our human resources philosophy. This philosophy means that every manager/supervisor plays an active role in:

- identifying talented employees;
- attracting quality employees;
- fully utilizing each employee’s capabilities;
- rewarding talented employees;
- developing employees to their fullest potential; and
- retaining talented employees.

The New Human Resources System

Our greatest asset is our people. Everything we do, we count on our people to deliver to the best of their ability, whether under normal operating conditions, in emergencies or in new environments. With a workforce of approximately 4,100 people and the Group’s continuous growth in the markets of Hong Kong and the Mainland of China, we have invested in setting up a new HR management system to meet the needs of the Group.

The new system is a competency-based one integrating the best practices on recruitment; deployment; talent management; people development; and HR planning. The system provides an integrated competency management tool enabling management to have comprehensive HR planning to meet the Group’s dynamic growth in the years ahead.

新昌管理品牌

「無限思維、深遠成果」是新昌管理之管理理念，說明了本集團致力迎合客戶需要，向客戶提供創新、務實和貼身的方案及鍥而不捨地追求卓越的決心。

本集團能向客戶提供「最合適的方案」，全賴具備**最合適的人才、最合適的管理層**以及**最合適的基建及系統**。我們深信，投資於人才及科技是為客戶創造價值及引領新昌管理成功發展之兩大關鍵成功因素。

最合適的人才

憑藉於物業及設施管理業的28年豐富經驗及作為首家物業及設施管理公司榮膺香港及亞洲最優秀僱主殊榮，新昌管理已盡顯其招攬、培育及維繫最合適人才的實力。我們的成就建基於我們對人力資源管理的堅定信念。這種理念表示各主管人員在下列各方面扮演積極角色：

- 發掘人才；
- 吸引人才；
- 善用人才；
- 獎勵人才；
- 栽培人才；及
- 維繫人才。

新的人力資源系統

人才是本集團最寶貴的資產。不論在日常業務運作、緊急情況或嶄新環境中，本集團所作的一切均有賴員工盡展所長。本集團現有約4,100名員工，加上集團業務在中港兩地市場不斷發展，故此我們投放資源設立了一個新的人力資源管理系統，以配合集團所需。

新系統是一個以才能為本，綜合招聘、調配、才能管理、人才發展及人力資源規劃等方面最佳實踐之系統。這系統提供綜合才能管理工具，有助管理層全面規劃人力資源，配合集團未來高速發展所需。

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追求卓越 – 新昌管理

A comprehensive performance management system is vital to developing, rewarding and retaining the right people. Synergis' performance management system measures staff performance in a comprehensive approach including Balanced Scorecard, Key Performance Indicators and Competency Assessment. Our performance management system with focus on talent management, further enables the Group to identify our star performers for further development. At the same time, it allows us to analyse and determine our broader training needs so we can tailor our programs to develop our people based on career paths, corporate objectives, changing needs of our customers and the regulatory environment.

一套全面的績效管理系統對培育、獎勵及維繫人才起著關鍵作用。新昌管理的績效管理系統，利用平衡計分卡、核心績效指標及工作能力評估等多種方法，全方位評估員工表現。以才能管理為重點的績效管理系統，更使本集團能夠物色表現最優秀的員工，以作進一步培訓。與此同時，這系統亦讓我們分析及釐定更廣泛的培訓需要，以便我們根據員工事業前途、企業目標、客戶不斷轉變的需要及法規環境而設計人才培訓計劃。

Competency-based HR Management System

以才能為本之人力資源管理系統



Excellence in Systems

In the prospectus issued by Synergis in September 2003, we were committed to build a technology platform for the Company's continuous growth. To this time, we have already established comprehensive Systems in Asset Management; Procurement; Synergis Management and Enterprise Resources Planning ("ERP").

系統力臻完美

根據新昌管理於二零零三年九月刊發之售股章程所載，我們致力建立一個有助本公司持續增長發展之科技平台。迄今，我們已建立全面的資產管理系統、採購系統、新昌管理系統及企業資源規劃系統。

In response to changing market dynamics, Synergis' strategies are to focus on providing "one-stop-shop" solutions to clients with different business needs. We have continuously enhanced our service delivery system to meet the requirements of our diverse group of customers. Our Asset Management System ("AMS") is an integrated web-based system comprising a suite of applications covering portfolio management; procurement; operation process; and facility management. The system was developed with integration of Synergis' well-tested process, in-house developed programs and customisation of proven software in the market.

為有效回應不斷轉變的市場情況，新昌管理的策略是專注為客戶提供「一站式」解決方案，全面配合客戶不同的業務需要。我們不斷提升服務及營運系統，以迎合不同類型客戶的需求。我們的資產管理系統（「AMS」）是一套涵蓋資產組合管理、採購、運作流程及設施管理應用程式之網上綜合系統。這套系統整合了新昌管理經多方實踐之運作流程、內部開發之程式，以及融合了本土優化之行業軟件方案。

The AMS provides effective asset management, good tracking on customers' service requests and maintenance work planning for a portfolio of properties with scattered locations either in Hong Kong or the Mainland. The clients can obtain real time information on operations data, performance of KPI and analysis report through the web-based reporting system.

AMS提供有效的資產管理、完善的客戶服務要求追蹤，以及就分佈於中港兩地的物業組合規劃維修工作。客戶可透過網上報告系統實時取得有關營運數據、核心表現指標表現及分析報告。

In 2006, Synergis was awarded The Best Brand Enterprise Award and Corporate Strategy & Management System Excellence by The Hong Kong Productivity Council, in recognition of our outstanding performance in corporate brand building; strategic corporate development; and management systems.

於二零零六年，新昌管理獲香港生產力促進局頒發「最佳創建品牌企業獎項及優秀企業策略及管理系統」，以表揚我們在建立企業品牌、企業策略發展及管理系統各方面的卓越表現。

Asset Management System

資產管理系統

