

即時發佈

香港航空榮獲 CTgoodjobs 人才培訓及發展大賞

[香港·2016年10月13日] 在昨日 CTgoodjobs 及浸會大學人力資源策略及發展研究中心合作舉辦的人力資源會議2016上，國際知名全服務航空公司香港航空榮獲 CTgoodjobs 人才管理大賞2016之「人才培訓及發展大賞」殊榮。是次獎項由求職者公開投票，結合香港經濟日報集團及業界專業評判代表擔任評審選出。

針對企業人才培訓需求，香港航空人力資源及行政部設計出相應的培訓計劃。是次參賽的培訓計劃包括管理培訓生計劃、SGS 領導培訓文憑課程、精益六西格瑪項目綠帶培訓計劃等。

香港航空每年都招募具有管理潛質的人才作為管理培訓生，求職者反應熱烈，每年收獲申請超過千份。公司現正於香港各大學院舉行職業分享會，公開招募管理培訓生。此計劃為期三年，培訓生可從各方面深入了解公司各部門運作並積累相關管理經驗。培訓生更會被委派到外站擔任八個月區域助理經理，以熟悉並掌握外站的工作流程，同時需瞭解當地的航空市場情況及財務狀況等知識。

SGS 領導培訓文憑課程主要針對公司中層管理人員，培訓內容包括客戶服務、問題解決、項目管理、正向心理學、團隊領導技巧等。學員們將得到全方位的發展，有效地發揮中層管理者的角色，並帶領團隊達到提升工作績效的目的。完成十堂培訓課程後各小組需分別提交一份畢業企業計劃項目書，上屆中一個畢業計劃項目「Sweeten You Up 飛嘗喜悅」星級服務已正在本公司推行，主要針對小童、正值生日及紀念日的旅客，旅客從登辦登機手續一刻起，將時刻體驗到香港航空真誠而貼心的驚喜服務。

精益六西格瑪綠帶培訓計劃的對象主要集中在經理級別或以上的管理人員。完成五天的培訓後，項目領導者需於九個月內完成負責的項目，並向高級管理層匯報。於2015年，參與培訓的學員共計27人，被認證的項目共30個，而總預計財務效益為3.5億港元。其中一個認證項目「登機櫃檯使用率改善系統」已於本公司推行，透過建立以客量計算出所需登機櫃檯數量的系統，將登機櫃檯的使用率提升至不少於57%，在人力資源方面共節省約110萬港元。

未來，香港航空將繼續致力培育員工，以配合公司快速發展，滿足日益增長的人力需求，為旅客持續提供優質的服務。

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關於香港航空

成立於 2006 年，香港航空乃全服務航空公司，航線網絡以香港為基地，廣泛覆蓋亞太地區超過 30 個主要城市，包括澳洲黃金海岸、北京、上海、台北、東京、札幌、曼谷、峇里島和沖繩等。目前，香港航空的機隊規模為 34 架空中巴士，包括 29 架客機及 5 架貨機，機隊平均機齡僅約 4.1 年，為全球最年輕的機隊之一。香港航空自 2011 年起榮獲國際認可的 Skytrax 四星級評級，秉承「很年輕 好香港」的理念，致力於「將更好的帶上雲霄」，為乘客帶來「飛嘗喜悅」的愉快旅程。

更多資訊，請瀏覽：

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圖片說明：



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For Immediate Release

Hong Kong Airlines Won CTgoodjobs Talent Training and Development Award

[Hong Kong · 13 October 2016] At the award ceremony of HR Congress 2016 jointly held by CTgoodjobs and Centre for Human Resources Strategy and Development of Hong Kong Baptist University, Hong Kong Airlines (the "Company"), the internationally-acclaimed full-service airline, was announced winner in the category of "Talent Training and Development" (「人才培訓及發展大賞」) of the Talent Acquisition Awards 2016 (人才管理大賞 2016, the "Awards"). Winners of the Awards are selected by public voting and panel judges from Hong Kong Economic Times Holdings Limited and independent leading recruitment organizations.

The Human Resources & Administration Department of Hong Kong Airlines designs various training programmes to cater for the Company's talent development needs, among which, Management Trainee Programme, SGS Professional Diploma in General Supervisory Skills for Aviation and Lean Six Sigma Green Belt Certification Program have been submitted to the Awards.

The Company recruits young talents with management potential as Management Trainee (MT) every year. Overwhelming response has been recorded as over 1,000 applications are received each year. Recently the Company has been holding school career talks offering openings of MT. The three-year MT Programme nurtures talents to gain in-depth knowledge and hands-on experience about the aviation business through rotations to different core functional areas of the Company. They will also spend eight months in one of the airline's outstations as assistant manager to learn about the local markets and financial status.

SGS Professional Diploma in General Supervisory Skills for Aviation is designed for employees of mid-level positions. The training covers areas of customer service, problem solving, project management, positive psychology, leadership skills, etc.. Employees will be trained to exercise their role effectively through the all-round training course to lead a team to improve working efficiency. Each team will submit a corporate project plan at graduation after ten training classes. The service campaign "Sweeten You Up", which is now a signature campaign of the airline, comes from one of the plans submitted at the last graduation. "Sweeten You Up" offers innovative services to kids,

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passengers travelling on their birthdays, and those who wish to celebrate their romantic anniversaries in the air. The passengers are able to experience the friendly and attentive service of Hong Kong Airlines right from the moment of check-in.

The participants of Lean Six Sigma Green Belt Certification Programme are mainly managers or above. After a five-day training, project leaders will need to complete their projects in nine months and report to senior management. In 2015, a total of 27 employees joined the Programme, and 30 projects have been certified. The estimated financial benefits amounted to HK\$350 million. One of the projects, "Check-in Counter Utilization System", has been adopted by the Company. It calculates the number of check-in counters needed based on the number of passengers, increasing the usage rate of check-in counters by over 57%, saving a significant amount of HK\$1.1 million in terms of human resources cost.

In the future, Hong Kong Airlines will remain committed to talent management to meet the increasing needs in personnel as the Company grows rapidly, and will continue to provide quality service to the passengers.

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About Hong Kong Airlines

Established in 2006, Hong Kong Airlines is a full-service airline firmly rooted in Hong Kong with a wide destination network covering over 30 major cities across the Asia Pacific region, including Gold Coast, Beijing, Shanghai, Taipei, Tokyo, Sapporo, Bangkok, Bali and Okinawa. The current operating fleet is made up of 34 Airbus aircrafts with an average age of around 4.1 years, consisting of 29 passenger aircraft and five freighters, being one of the youngest fleet in the world. Hong Kong Airlines has been awarded the internationally acclaimed 4-star rating from Skytrax since 2011. Adhering to the concept of "Fresh and Very Hong Kong", Hong Kong Airlines is committed to "Bringing Greater Journeys Sky High", and is dedicated to providing a pleasant and enjoyable journey to all passengers.

For more information, please visit:

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Photo Caption:



At the Award Presentation Ceremony of HR Congress 2016, Hong Kong Airlines was presented the CTgoodjobs Talent Training and Development Award of the Talent Acquisition Awards 2016

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