

**知識管理發展中心有限公司**  
**Knowledge Management Development Centre Limited**

**Visiting 1823 Call Centre Efficiency Unit,  
Government of the HKSAR**

***“How Intellectual Capital Management works in the 1823 Call Centre”***

<p><b>Outline:</b></p>	<p>During the KMDC Annual Dinner 2012 back in May, Mr. WF Yuk, Assistant Director of the Efficiency Unit, shared how the 1823 Call Centre uses Knowledge management practices to efficiently and effectively support the thousands of calls received daily. KMDC is grateful for the opportunity to visit this award winning call centre on Oct 13, 2012.</p> <p>The Efficiency Unit of the Government of the Hong Kong Special Administrative Region reports directly to the Chief Secretary for Administration. The Unit is tasked with pursuing the Government's commitment to transforming the management and delivery of public services so that the community's needs are met in the most effective and efficient manner. It aims to advance the delivery of world-class public services to the people of Hong Kong and to provide strategic and implementable solutions for government services.</p> <ul style="list-style-type: none"> <li>• Background, objectives and goals of the Efficiency Unit</li> <li>• What Knowledge Management (KM) and Intellectual Capital Management (ICM) meant to EU</li> <li>• How users at the 1823 Call Centre use the KM System to perform day-to-day tasks.</li> </ul>
<p><b>Program:</b></p>	<ol style="list-style-type: none"> <li>1. Presentation on how the Intellectual Capital Management works in 1823 Call Centre</li> <li>2. Demonstration of the Knowledge Management System</li> <li>3. Tour at the 1823 Call Centre</li> </ol>
<p><b>Language:</b></p>	<p>Cantonese</p>
<p><b>Participants Limit:</b></p>	<p>Limited to 25 Participants</p>
<p><b>Date &amp; Time:</b></p>	<p>13 October 2012 (Saturday), 10am-12noon</p>

<b>Venue:</b>	1823 Call Centre 17/F Chinachem Tsuen Wan Plaza 455-457 Castle Peak Road Tsuen Wan
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<b>Registration Fee:</b>	KMDC Corporate Member:	Free
	KMDC Member:	HK\$50.00
	Any guest accompanying a Member (Limit to one per Member)	HK\$50.00
	Non-member:	HK\$150.00
	If register as a member or renewing the membership at the same time, event fee will be waived	

### **Registration & Enquiry:**

1. Maximum number of participants for the event is restricted to 25. In the event of over-registration, priority will be given to members of the KMDC.
2. In the event that the black rainstorm or typhoon signal no. 8 is hoisted, the event will be postponed. No refund will be entertained except the event is postponed under these circumstances.
3. Applicants are required to deposit Registration Fee at the time of application to KMDC bank account: HSBC: 404-161275-001
4. Please email completed Application Form and together with the deposit receipt to KMDC email address: [kmdc.info@gmail.com](mailto:kmdc.info@gmail.com) no later than October 5, 2012
5. **Advance registration by email is acceptable.** However, successful registration is subject to signed registration form and registration fee are received by KMDC.
6. For enquiry, please contact: Ms Grace LUNG  
Tel: 852-8101-KMDC (5632)  
E-mail: [kmdc.info@gmail.com](mailto:kmdc.info@gmail.com)