

NEWS RELEASE

Market Leaders Awarded with Consecutive People Site Certification from APCSC

“Empower staff through training, certification and KM to strive for all rounded service excellence.”

Hong Kong, China, 2 June 2016 – Two leading companies have been awarded the People Site Certification (PSC) from Asia Pacific Customer Service Consortium (APCSC), in recognition of their people development and commitment in providing world-class professional services covering Hong Kong, Asia Pacific markets.

The awarded companies are:

- Mead Johnson Nutrition (Hong Kong) Limited
- Quality HealthCare Medical Services Limited

The honored business units are:

- Consumer Relationship Management Department
- Customer Services Department

The People Site Certification is an accreditation offered to APCSC Member Companies that have over 90% of their Customer Service and Contact Centre staff remain certified under APCSC's Global Certification program, including Certified Customer Service Professional (CCSP), Certified Contact Centre Professional (CCCP), Certified Contact Center Supervisor (CCCS), Certified Contact Center Manager (CCCM), and Certificate in Customer Service Management (CCSM).

Mr. Jason Chu, Chairman of APCSC emphasized, “In the age of customer experience economy, customer loyalty and word of mouth are based on the professional service and value offered by companies through every interaction. Therefore, successful engagement, empowerment and devotion of employees are of core importance to CRE customer experience, and will directly affect the execution and delivery of values and services. Successful CRE leaders reinforce the employees’ commitment and development in the company, through proactive innovative engagement in order to offer quality and satisfactory customer solutions. Congratulations to the People Site Certification companies for their successes in motivating and nurturing both their employees and customers with a strong commitment, engagement and customer experience management strategies to lead the market and to achieve stronger satisfactions, relationships and loyalty.”

Ms. Ruthia Wong, Vice President and General Manager of Hong Kong of Mead Johnson Nutrition (Hong Kong) Ltd said, “Mead Johnson Nutrition has been supporting Hong Kong families for more than 40 years. Apart from offering high-quality pediatric nutrition products, we value different communications with parents through various channels such as our Mothers’ Club, service hotline, as well as social media platforms like Facebook and WeChat. We are honored to receive The People Site Certification from APCSC once again. Going forward, we will continue to demonstrate our commitment in customer-centric services.”

Ms. Elaine Chu, Chief Operation Officer of Quality HealthCare Medical Services Ltd. said, “We are very pleased to once again be awarded by the Asia Pacific Customer Service Consortium. This is the recognition of our efforts and commitment to providing top quality customer service. I believe it could motivate all the staff at QHMS to endeavor to exceed our customer expectations. The 24-hour medical call centre of our Customer Services Department (CSD) often acts as the first point of customer contact, answering enquiries on different services. CSD handles more than 70,000 calls and 6,000 emails a month, including enquiries on panel doctors’ information, appointment booking, emergency assistance, and inpatient admissions. Quality HealthCare is proud of the continuous commitment and dedication that our staff has demonstrated towards quality services. We are always actively listening to our customers’ feedbacks, and we treat them as useful resources for our ongoing improvement and measurement of success.” Ms. Chu commented, “As Quality HealthCare continues to support the community and visitors, we will allocate adequate resources to empower our staff through training, certification and knowledge management to strive for all rounded service excellence. As a market leader in medical call center, we commit to deliver quality customer services to our clients so as to achieve future success in meeting customer’s needs.”

The People Site Certification is offered free of charge to APCSC Member Companies and is renewed on an annual basis provided that 90% or more of the staff remain certified under APCSC’s Global Certification program.

For **Global Certification Program, People Site Certification** or press enquiries/interviews, please contact Ms. Lau at +852 2174 1428. Press releases are also available by email, kindly send requests to: enquiry@apcsc.com or visit www.apcsc.com

About Asia Pacific Customer Service Consortium (www.apcsc.com)

APCSC is founded with the belief of that “*Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!*” The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across the Regions and to recognize and reward governments, companies, business units, teams and individuals that have contributed to the success of both their customers and the organizations that they serve. APCSC jointly offers the most recognized global certifications for Contact Center, CRM and Customer Service Management with global education partners and international membership organizations to set worldwide standards.

About Mead Johnson Nutrition (Hong Kong) Limited

Mead Johnson has a proud history of over 100 years and is a global leader in infant and children’s nutrition. We are an innovative and science-based company with the mission to nourish children to give them their best start in life. Mead Johnson Nutrition (Hong Kong) Limited has been established in Hong Kong for more than 40 years, and our products have been the top selling formula brand in Hong Kong for a consecutive of thirteen years*. Our “A+” product line, namely “Enfapro A+”, “Enfagrow A+”, “Enfakid A+”, “Enfaschool A+”, “Enfapro A+ Gentle Care”, “Enfagrow A+ Gentle Care” and “Enfamama” have been well-received by parents.

*from Nielsen Infant Milk Formula Market Track

About Quality HealthCare Medical Services Limited

Quality HealthCare Medical Services Limited (QHMS), Hong Kong, became part of Bupa, an international healthcare group, in October 2013. QHMS’ operations span diagnostics, primary healthcare and day care specialties. With roots tracing back to 1868, QHMS serves the community through a network of around 100 multi-specialty centres and over 500 affiliated clinics offering Western Medicine, Traditional Chinese Medicine, Diagnostics & Imaging, Dental, Physiotherapy services, etc. It also operates a private nursing agency. QHMS is one of the largest providers of healthcare services to corporates in Hong Kong. In 2015, the Group recorded more than 2.8 million healthcare visits. QHMS endeavors to enhance the quality of our professional services continuously to satisfy the needs of customers and patients.

For Press interviews, People Site Certification, International CRE & CSQS Leadership Summit exhibition sponsorship, CRE Awards and sponsorship, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, Facebook: Asia Pacific Customer Service Consortium, Twitter: CREAwards, LinkedIn: APCSC, QQ : 2303712688.