



Asia Pacific
Customer
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Consortium

Asia Pacific Customer Service Consortium
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即時發放

亞太顧客服務協會頒發「優質客服專員中心證書」予富士施樂(香港)



中國，香港 - 2004年2月27日 - 亞太顧客服務協會正式向富士施樂(香港)有限公司的客户專線中心頒發「優質客服專員中心證書」，以表揚香港富士施樂香港不斷致力於提供世界級的顧客服務。

獲頒發**優質客服專員中心證書**的機構，必須有九成以上的顧客服務和熱線中心的職員，達到亞太顧客服務協會全球性認可培訓證書課程的認證標準，其中包括客服中心資深經理人員證書培訓課程(CCCM)，客服中心中層經理證書培訓課程(CCCS)，客服中心資深專員證書證書培訓課程(CCCP)。

亞太顧客服務協會主席—朱剛岑先生表示：「我們十分高興將**優質客服專員中心證書**頒發給富士施樂香港。富士施樂香港著力使全部**客戶專線中心**的職員獲得**客服專員**認證，而每一位職員也樂於達到這個標準。我們知道富士施樂致力向其顧客提供世界級的顧客服務，該公司獲得**優質客服專員中心證書**正好證明這事實。」

富士施樂香港總經理—雷國寶先生表示：「我們一直以來都知道向顧客提供世界級的顧客服務是很重要的。香港有很多公司需要我們去協助他們解決問題，又或對我們的產品及服務提出查詢。我對我們的職員感到十分自豪，他們都很努力地確保滿足顧客的期望。我們十分榮幸獲得頒發**優質客服專員中心證書**。」

優質客服專員中心證書是免費頒發，有效期為一年。只要機構內的顧客服務和熱線中心有九成以上客服中心職員，達到亞太顧客服務協會全球性認可培訓證書課程的認證標準均可獲免費頒發。

除了**優質客服專員中心證書**，亞太顧客服務協會亦推出了一個全面性的優質顧客服務標準(CSQS)。亞太顧客服務協會誠意邀請各領導機構參與，推動優質顧客服務標準的成功。若需要更多優質顧客服務標準的資料，請登入 <http://www.apcsc.com>。

優質顧客服務標準是由亞太顧客服務協會，和香港大學一班研究員的合作而制定，目的是評定整體服務質素，最佳守則和顧客服務的表現。這是致力於優質顧客關係的客戶中心和顧客服務機構所獲得的最高榮譽。

有關亞太顧客服務協會的全球認可培訓證書課程、**優質客服專員中心證書**、**優質顧客服務標準(CSQS)**和新聞稿的查詢或訪問，請致電 +852 2174 1428 與 Mr. Paul Hilton 聯絡。亦可透過電郵至 paul@apcsc.com 索取新聞稿，



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亞太顧客服務協會(www.apcsc.com)

亞太顧客服務協會 (APCSC) 成立的信念在於『**優質的客戶關係是增強競爭力的唯一方法!**』協會的目標是在亞太區推廣優質顧客關係及服務質量，致力表彰各機構和客服人才對客戶服務與企業所作出的雙贏貢獻。

亞太顧客服務協會提供全球性認可的培訓證書課程，範圍包括客戶服務、技術支援和客戶關係管理等，所有證書課程均根據國際客戶服務標準。如有興趣認識亞太顧客服務協會，請到www.apcsc.com 網頁瀏覽。

富士施樂 (香港) 有限公司 (www.fujixerox.com.hk)

富士施樂 (香港) 有限公司是香港首屈一指的知識和文件管理方案供應商和系統集成商。它成立於1964年，當時稱為蘭克施樂(香港)有限公司。在2000年12月，富士施樂 (香港)有限公司成為富士施樂株式會社的成員。目前，該公司僱有五百多名員工。

富士施樂(香港)有限公司銷售及提供全面系列的知識與文件管理產品、解決方案及服務，包括影像表格處理、檔案分類、以互聯網為基礎的工作流程整合系統、數碼多功能設備(掃描、打印、傳真及影印)、辦公室儀器、速度達每分鐘打印一百八十張的鐳射打印機、企業數碼打印與印刷系統、文件管理的外判服務及專業服務。

富士施樂著力保護環境，以及其員工、客戶和社區的健康和安全。其在亞太區十二個國家及地區的十四個銷售點和辦事處，均成功達到指定的環境管理標準，並獲發ISO 14001證書。香港富士施樂已於2004年1月獲英國品質保證局(UKAS)和香港品質保證局(HKAS)頒發ISO 14001證書。

香港富士施樂是一家以人為本的公司，多年來秉持愛員工、重社群的業務信念，先後獲獎無數，包括於一九九一年榮獲**香港管理專業協會頒發首個質量大獎**。自此之後，香港富士施樂的總經理便獲委任為香港管理專業協會「優質管理獎」的評審委員之一。一九九四年更與香港生產力促進局合組策略聯盟，共建香港生產力促進局—富士施樂質量研究中心，致力在香港推出富士施樂優質的服務。此外，富士施樂更獲「遠東經濟評論」選為二零零零至二零零三年度亞洲區之領導機構之一。而富士施樂的客戶專線也獲**亞太顧客服務協會評選為「2002年度最佳綜合支援隊伍」**。

二零零一年，香港富士施樂在「遠東經濟評論」、「華爾街日報」及國際管理顧問機構翰威特公司一項首次在亞洲區舉行的調查中獲選為香港最優秀僱主之一；二零零二至二零零三年獲香港社會服務聯會選為「商界展關懷」計劃得獎機構之一。

如欲進一步了解富士施樂(香港)有限公司有關信息，請致電富士施樂客戶專線：(852) 2513 2513，或瀏覽網頁<http://www.fujixerox.com.hk>。



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FOR IMMEDIATE RELEASE

APCSC Presents People Site Certification to Fuji Xerox (Hong Kong)

HONG KONG, CHINA – February 27, 2004 – APCSC officially presents the **Customer Attention Center of Fuji Xerox Hong Kong** with a People Site Certification as recognition of Fuji Xerox’s on-going commitment in providing World-Class Customer Service.

The People Site Certification is awarded to organizations that have over ninety percent of their Customer Service and Call Center staff certified under APCSC’s Global Certification program, which includes *Certified Call Center Manager (CCCM)*, *Certified Call Center Supervisor (CCCS)* and *Certified Call Center Professional (CCCP)*.

“We’re very pleased and excited to present this Certification to Fuji Xerox Hong Kong”, said *Mr. Jason Chu, Chairman of APCSC*. “Fuji Xerox Hong Kong has taken extraordinary steps to get one hundred percent of their Customer Attention Center certified. Everyone is very pleased and we know that Fuji Xerox Hong Kong has made a tremendous effort in providing a World-Class service to its customers. The People Site Certification has now proved that.”

Mr. Ramagopal Rao, Managing Director of Fuji Xerox Hong Kong commented, “We all know how important it is to provide World-Class service to our customers. There are many businesses in Hong Kong that depend on us when there is a problem or if there are any new enquires regarding our products and services. I am very proud of our staff; we all work very hard to ensure our customers’ expectations are met and we are especially pleased to receive the People Site Certification.”

The People Site Certification is offered free of charge and is renewed on an annual basis, provided that ninety percent or more of the staff remain certified under APCSC’s Global Certification program.

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In addition to the People Site Certification, APCSC has also introduced the CSQS – a 360 degree **Customer Service Quality Standard**. APCSC is inviting leading organizations to participate as a committee member and to contribute to the development of the standard. Please check <http://www.apcsc.com> for more information.

The CSQS has been developed in conjunction with the Asia Pacific Customer Service Consortium (APCSC) and in collaboration with researchers at the University of Hong Kong (HKU) to assess the overall service quality, best practice compliance and performance of the customer service operation. It is the highest certification that is awarded to call centers and customer service organizations that excel in customer relationship excellence.



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**Asia Pacific Customer Service Consortium ([www.apcsc.com](http://www.apcsc.com))**

Asia Pacific Customer Service Consortium (APCSC) is founded with the belief of ***“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 Asia Pacific Region and to recognize and reward 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 Call Center, Help Desk and Customer Service Management with global education partners and international membership organizations to set World-Wide Standards.

**Fuji Xerox (Hong Kong) Limited ([www.fujixerox.com.hk](http://www.fujixerox.com.hk))**

Fuji Xerox (Hong Kong) Limited is a leading provider and system integrator in knowledge and document management solutions in Hong Kong. Established in 1964 and known formerly as Rank Xerox (Hong Kong) Ltd., Fuji Xerox Hong Kong became part of Fuji Xerox Co., Ltd. in December 2000. It now has over 500 employees.

The company markets and services a full range of knowledge and document management products, solutions and services, including imaging form processing, archiving, workflow and web-based collaborative software, digital multifunctional devices (scan, print, fax, copy), office supplies, office digital document solutions, laser printers from 12 to up to 180ppm, enterprise digital printing and publishing systems, document management outsourcing services and professional services.

Fuji Xerox has a strong commitment to the protection of the environment and the health and safety of its employees, customers and neighbours. Its 14 sales and office operations in 12 Asia-Pacific countries/regions have acquired ISO 14001 certification after successfully demonstrating adherence to environmental management standards. Fuji Xerox Hong Kong was certified for ISO 14001 in January 2004 by the United Kingdom Accreditation Service (UKAS) and the Hong Kong Accreditation Service (HKAS).

Fuji Xerox Hong Kong has always been a people-oriented company and has won numerous prestigious awards as a result of the company's philosophy in respect to its employees and the community in which the company does business. The company is also committed to quality and won the first Hong Kong Management Association Quality Award in 1991. Since then, the managing director of Fuji Xerox Hong Kong is appointed to the panel of the judges for HKMA Quality Award. In 1994, Fuji Xerox Hong Kong has established a strategic alliance with the Hong Kong Productivity Council in the form of HKPC-Fuji Xerox Quality Institute to launch Fuji Xerox Quality Services in Hong Kong. The company was named by Far Eastern Economic Review as one of Asia's Leading Companies in 2000-2003. Fuji Xerox Customer Attention Centre has been named the “Integrated Support Team of the Year 2002” by Asia Pacific Customer Service Consortium.

A first ever region-wide survey conducted by the Far Eastern Economic Review, in conjunction with The Asian Wall Street Journal and Hewitt Associates named Fuji Xerox Hong Kong as one of the Best Employers in Hong Kong in 2001. In 2002 and 2003, the company was awarded the Caring Company Award by the Hong Kong Council of Social Services.

**For more information about Fuji Xerox Hong Kong, please call Customer Attention Centre: (852) 2513 2513 and/or visit the website: <http://www.fujixerox.com.hk>**

**For Global Certification Program, People Site Certification, CSQS or Press enquiries/interviews, please contact Mr. Paul Hilton via tel: +852 2174 1428. Press releases are also available by email, kindly send requests to: [paul@apcsc.com](mailto:paul@apcsc.com)**