

# Aviation Experience:

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## 1992年總督工業大獎



Productivity & Quality Grand Awards

## 2017年全国质量奖个人奖 颁奖典礼

中国质量协会 全国总工会



National Quality Expert of China Award

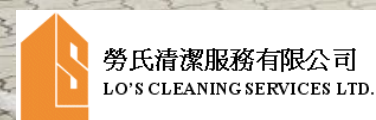
✓ **25 years** of valuable consultancy **experience**

✓ **5,000+** consultancy, training & coaching **projects**



T•Q•M

Exp. in Aviation & E&M Industries



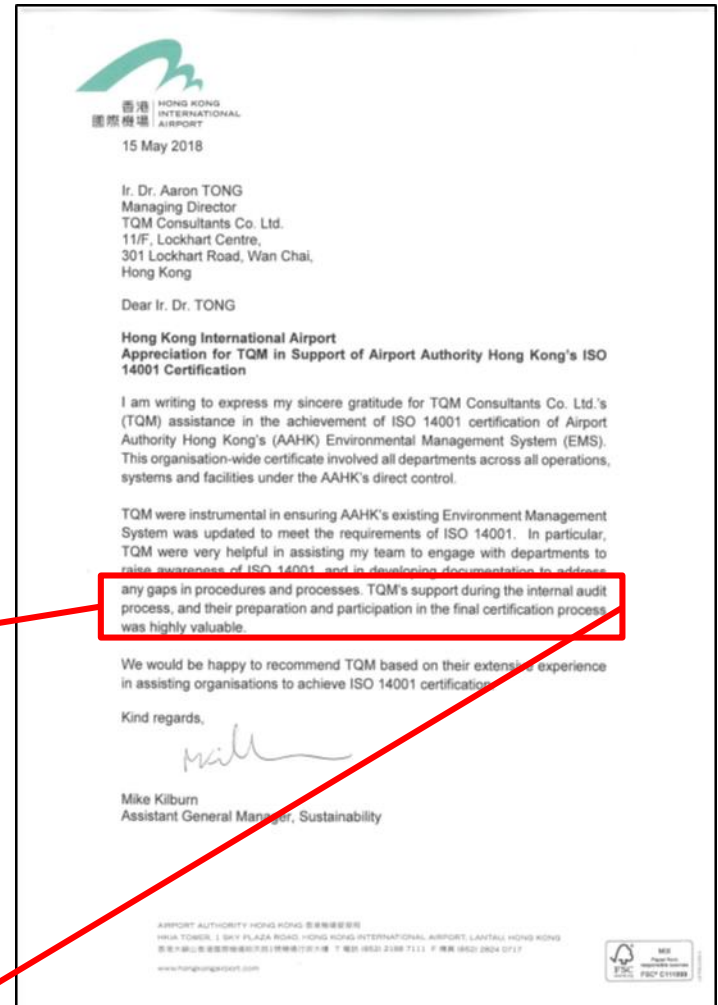


**BRIDGESTONE**





**.. TQM's support, preparation and participation was highly valuable**









AIR MACAU  
澳門航空



During the project period, TQM has been very helpful and provided us with valuable consultancy services in all aspects to ensure that the design and implementation of the quality management system can fit into our unique environment. The TQM Consultants' expertise and zealotness contributed to the superb quality and high standards. Our requirements and specifications are satisfactorily met and we are impressed by their dedicated, helpful and proactive attitude.



7<sup>th</sup> February 2006

Ir. Dr. Aaron TONG  
TQM CONSULTANTS CO. LTD.  
Unit 502A, 5/F, Tower II  
Admiralty Centre, 18 Harcourt Road  
Hong Kong

Dear Dr. Tong,

**Re: Appreciation of your assistance in Air Macau's ISO 9001:2000 Certification**

We are writing to thank TQM Consultants Co. Ltd's professional assistance in achieving ISO 9001:2000 Quality Management System. We have successfully achieved the excellent result in the certification process and we are very pleased with the results of the project.

During the project period, TQM has been very helpful and provided us with valuable consultancy services in all aspects to ensure that the design and implementation of the quality management system can fit into our unique environment. The TQM Consultants' expertise and zealotness contributed to the superb quality and high standards. Our requirements and specifications are satisfactorily met and we are impressed by their dedicated, helpful and proactive attitude.

We look forward to working with TQM on continuous improvement in the future. We sincerely recommend TQM to any organisation with enthusiasm to accomplish business excellence.

We wish your company all the success in the future!

Yours sincerely,

  
Anabela da Rosa  
Acting Vice-President, General Affairs  
Air Macau Company Limited



TQM

www.tqm.com.hk







香港空運貨站有限公司 HACTL

HONG KONG AIR CARGO TERMINALS LIMITED

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Kowloon, Hong Kong SITA-HKGAO01  
Telephone: (852) 2753 2224 Facsimile: (852) 2753 2244

6 October 1997

PERSONNEL DEPARTMENT


To Whom It May Concern

I am pleased to announce that with the quality and professional assistance of TQM Consultants Co., Ltd. (TQM), Training Section of Hong Kong Air Cargo Terminals Limited (HACTL), has attained our ultimate goal of **ZERO NON-CONFORMITY** in the certification audit of BSI earlier today.

HACTL is committed to providing customers with reliable, speedy and cost-effective services. To this end, we place great importance in training and human resources development. Training Section designs and delivers operational skills training programmes for internal departments of HACTL as well as for airlines, agents etc.

To accomplish continuous improvements in the design and planning of our training programmes, we have employed TQM to support us in our system review, design and implementation (ISO 9001) project. We were impressed by the knowhow and professionalism of their consultants in project planning, project management and contingency arrangements. Their quality of work always matches our very high standard and they are able to organise and harmonize the whole team.

We shall continue to work with TQM for other projects in the future and would recommend them to any organization who needs the assistance of reliable and experienced ISO 9000 consultants.

  
Peter Yeung  
General Manager - Personnel

TERMINAL  
SUPER 1

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