

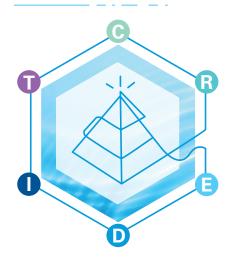




抱負 Vision

在滿足客戶對優質供水服務的需求,務求有卓越之表現。
To excel in satisfying customers' needs for the provision of quality water services.

信念 Values



以客為本 Customer satisfaction

確保質量 R eliability

重視環保 [nvironmental awareness

竭盡所能 Dedication

同心協力 T eamwork



使命 Mission

- 以最符合成本效益的方式為客戶提供 可靠充足的優質食水及海水。
 To provide a reliable and adequate supply of wholesome potable water and sea water to our customers in the most cost-effective way.
- 提供以客戶為本的服務。
 To adopt a customer-oriented approach in our services.
- 維持及激勵一支能幹、高效率及完全 投入的工作隊伍,以服務社群。
 To maintain and motivate an effective, efficient and committed workforce to serve the community.
- 時刻關注對保護環境方面須負的 責任。
 To remain conscious of our responsibilities towards the

environment.

- 善善善善善善善善善善善善善善善善善。
 - To make the best use of resources and technology in our striving for continuous improvement in services.

目錄 Contents

- 1 抱負、使命及信念 Vision, Mission & Values
- 3 部門總覽 Corporate Profile
- 5 水務署組織圖 WSD Organisation Chart
- 7 大事紀要 Events in Brief
- **21** 署長的話 Director's Statement
- **28** 主要工作表現指標 Key Performance Indicators
- 29 供水管理 Water Supply Management
- 39 培養節約用水文化
 Fostering a Water Conservation
 Culture
- 49 水質 Water Quality
- 55 水務基建設施 Waterworks Infrastructure
- 63 財務及水費 Finance and Water Charges
- 71 可持續運作 Sustainable Operations
- 85 專注客戶服務 Focusing on Customer Service
- 89 精益求精 Enhancing Our Competencies
- 95 附錄 Appendices
- 98 附件 Annexes