

**To:** All Type 4 Members  
**From:** Executive Director

## **THE HKSA “Q” MARK**

I am most delighted to inform you that the HKSA “Q” Mark is now launched. The proposal of this “Q” Mark concept by the Type 4 Chairman and Members of the Type 4 Sub-Committee was endorsed and supported by the Executive Committee in Meeting..

The implementation detail was again fine tuned at the subsequent Type 4 Sub-Committee Meeting

### **THE HKSA “Q” MARK: (an indicative and elegantly designed crystal plague )**

#### **(A) OBJECTIVE:**

To provide HKSA Type 4 Members a very distinctive display to the public and customers to assure excellent services and standards. This plague of guaranteed best product and services will provide added confidence, in addition to being a Member of HKSA, to the public.

#### **(B) THE “Q’ MARK**

This is a self guarantee commitment by “Q” Mark holders to provide:

- (a) Authentic, original and brand new security products to all customers. These products conform to international standards and in compliance to local legal specifications.
- (b) Superior and comprehensive customers services
- (c) Fully customer-oriented after sale services.

#### **(C) “Q” MARK CRITERION AND REQUIREMENT:**

To be awarded the “Q” Mark, you must satisfy **three or more** of the following criterion:

- (a) A HKSA Member and a member of the Type 4 Category
- (b) Be able to furnish a management commitment statement on product quality
- (c) Official distributorship of or designated agent for the products on sale
- (d) A management statement to guarantee full devoted customer-oriented after-sale services
- (e) Reference and/or recommendation letters from customers/users
- (f) Award record/s, commendation certificates, etc

- (g) All products conform to international standards and in compliance to local legal specifications
- (h) Quality management systems ( e.g. ISO 9001 etc )

#### **(D) HOW TO JOIN:**

Type 4 Members who wish to be awarded the “Q” Mark must apply by completing the attached application form and send it back with copies of documents by post to the Association

Your application will be vetted by a “Q” Mark Panel, comprising of the Type 4 Chairman, one Type 4 Sub-Committee Member and one Executive Committee Member. ( who is not a Type 4 Member)

If your application is accepted, you will be awarded a very distinctive HKSA “Q” Crystal Plaque to be displayed at office reception or at shop front. You will also be encouraged to use the HKSA “Q” Mark on your company’s letterheads, business literatures, calling cards etc.

#### **(E) PROMOTION:**

HKSA will announce the “Q” Mark launch with an introduction of what the “Q” Mark is for through appropriate media, and will also be promoted in our Security Hong Kong from time to time. If approved by the Executive Committee, a separate page will be set for the “Q” mark awardees in HKSA web-page with hyper-link to Members’ own web-page.

#### **(F) FEE:**

Each “Q” Mark holder has to pay \$ 500 for set up cost and subsequent administrative expense. The “Q” Mark is renewable every year unless revoked. Renewal fee will be \$ 500 per year..

**TO HAVE THE HONOUR TO BE AWARDED THE HKSA  
“Q” MARK INCREASES YOUR COMPETITIVENESS.**

**PLEASE APPLY.**