



unfounded. The response and support from colleagues were overwhelming. Some colleagues also volunteered on the spot, knowing too well that the Weather Family figures were extremely welcome by the visitors. One thing was unexpected, though. The Weather Family figures helped regulate the crowd by diverting those people

queuing for other attractions," said Mr Leung.

Chan Hon-ping, the prop manager who made long and treacherous factory visits to ensure that the costumes were made to specifications, found the making of the costumes worth the effort. "Despite the rain, the number of visitors

exceeded 9,000, a new record of the event."



The Observatory is planning to put the Weather Family figures on TV weather programmes and produce souvenirs based on their images. Perhaps the Weather Family figures will perform in the weather programmes one day.

## CORRECTIONAL SERVICES DEPARTMENT STAFF LEADS PRISONERS WORK TO ISO STANDARDS



Presentation of ISO Certificate to Correctional Services Department.

### Correctional Services Industry, Correctional Services Department

Laundry taking up half of the laundry services required by the Hospital Authority and Department of Health. Last year, the three laundries established a quality management system that gained the ISO 9001:2000 Certification awarded by the Hong Kong Quality Assurance Agency.

of audits and review meetings, the system met all the ISO requirements and was certified in December 2001.

**T**HE Correctional Services Industries (CSI) has been well-known for its provision of uniforms and accoutrements of the disciplined forces, government office furniture, road signs, litter containers and the linen and bedding for public hospitals and clinics. Now it has an ISO 9001:2000 rating for its laundry service.

The laundry services are being provided according to the Service Level Agreements and other requirements specified by individual customers. The ISO quality management approach aims to enhance the effectiveness of the CSI quality system that reflects 'Customer Focus' and 'Continual Improvement'.

CSI provides work for prisoners as required by law, which keeps them fully occupied to avoid unrest and improves the operational efficiency of custodial and rehabilitative processes. Prisoners develop good working habits; understand responsibility and quality concepts while carrying out the assigned jobs. The employment of prisoners also brings an incidental benefit of saving public money by providing quality and cost effective products and services within the public sector. The Correctional Services Department also provides correctional education programmes, counselling and vocational training courses for inmates, which helps to re-integrate them into the community after release.

CSI runs 13 trades and among them the laundry service has been in operation for more than 20 years. The Pik Uk Laundry, Tuen Mun Hospital Laundry and Shum Wan

In the process of upgrading the system, staff teamwork and their intensive participation was the key to success as no external consultant service had been employed. Managers attended training courses and prepared the quality manual, operating procedures and work instructions, which provided the framework for the system. Front-line staff, including instructors of the laundries, shared their experiences and contributed to drafting and implementing the system. Seminars were held to enhance quality awareness of staff and their understanding of using the system. After full implementation and a series

