



## Good Property Management Services Certification



The property management industry always strives for professional excellence and advancement to provide quality service to its clients. Nowadays, the quality of property management service has been improved a lot and the service has been expanded to cover facility management, security services, cleanliness & hygiene, financial management, public affairs, maintenance and repairs, building survey, car park management, club house management, etc. A Good property management practice provides an important framework for the assessment and understanding of the company services performance.

A Good Property Management Services (GPMS) Certification Scheme exclusively to provide a framework for assessing and recognizing property management companies of commendable service performance. It has components covers professional operation and reliable quality management system. It enables certified companies to achieve certain requirements of applicable international standards, such as ISO 9001, ISO 10002, ISO 31000 and ISO 55001, and introduces preventive and proactive approaches of property management to enhance planning and operational control.



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### Benefits:

- Advance the quality services level in an open and impartial manner and be prepared for future challenges
- Uplift organizational performance through the implementation process and build an efficient and effective workforce
- Achieve a higher level of customer satisfaction and good client communication in property management



## 优质物业管理服务认证 (GPMS)



物业管理行业多年来一直致力提升专业水平和力求进步以提供优质的服务给其客户。如今，物业管理服务质量已大幅提高，服务已经扩展至包括设施管理，保安服务，清洁卫生，财务管理，公共事务，保养和维修，屋宇测量，停车场管理，会所管理，等等。一个全面的物业管理服务评审制度可以为评估及了解物业管理公司的服务表现提供一个重要框架。

一个优质物业管理服务认证（ GPMS ），专为评估及表扬服务优异的物业管理公司提供框架。它的组件包括评估物业管理公司业务营运的专业性和质量管理体系的可靠程度。通过认证的物业管理公司亦代表公司已达到一定适用的国际标准，如ISO 9001 ， ISO 10002 ， ISO 31000 和 ISO 55001的要求，并为物业管理行业引入预防性和前瞻性的方法来加强规划和营运控制。



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### 好处

- 以一个开放，公正和有效的方式提高物业管理服务质量水平，并为未来的挑战作好准备
- 透过认证提升机构表现，建立一个高效率和专业能干的员工队伍
- 加强与客户的沟通与交流，增进客户的信任，达致更良好的客户关系