

Quality Services

Seminar with Premier Mr. Wu Denyih at the STSP

Premier Wu Denyih visited STSP on March 11 and attended a seminar with Park enterprises and listened to their suggestions and comments to realize supportive policies promoted by the government. During the seminar, various questions and comments were raised including fair import and export trading with China, branding in global markets, linked transportation to the STSP, promotion of made in Taiwan products to replace import goods, and supportive activities of homogenous products. The premier will consult with relevant agencies to address these issues after the seminar.

Premier Wu also stated that the economic recovery has been seen at Science Parks and through career fairs, Park enterprises will be able to find the professionals they need. He encourages the active building of innovative industrial clusters as well as promotion of innovative R&D and employee cultivation to gradually lead the transformation of domestic industries and technological advancement.

Waste Water Treatment Plant TMAH Certified Lab at Kaohsiung Science Park

In order to improve water quality testing credibility and assure the rights of Park enterprises, the Testing Lab of the Waste Water Treatment Plant at Kaohsiung Science Park on February 24, 2010 received the qualification approval evaluated by the Taiwan Accreditation Foundation (TAF) to test for seven approved water quality evaluation items. It is the first lab in Taiwan to be granted the Tetramethylammonium hydroxide (TMAH) certification; it can effectively monitor and control discharged water as well as implement fair charge mechanisms and procedures.

Seminars on Industrial and Commercial Taxation

In order to provide new knowledge on industrial and commercial taxation as well as to enhance the professional knowledge of accounting and financial personnel of Park enterprises, nine seminars on industrial and commercial taxation were conducted in March, July, September, November, and December. Speakers were invited from the National Tax Administration of Southern Taiwan Province, Industrial Development Bureau of Ministry of Economic Affairs, and PwC Taiwan to talk about newly amended Profit-seeking Enterprise Income Tax and Business Tax and filing, transfer pricing of Profit-seeking Enterprise Income Tax, Industrial Innovation Act, Regulations Governing Application of investment Tax Credit for R&D, as well as responsive strategies to the impact of tax reform across the Taiwan Strait. More than 600 attendees participated in these seminars.



▼ A Seminar with Premier Wu Denyih and the STSP Park Enterprises (March 11, 2010)



▼ Active Participation of Park Enterprises in a Seminar (March 11, 2010)



▼ Participation of Accounting and Financial Personnel in 2010 Seminars on Industrial and Commercial Taxation (November 18, 2010)



▼ Attendance of Distinguished Guests in the Opening Ceremony of the "STSP Career Fair" (March 27, 2010)



▼ Greetings of Premier Wu Denyih to Park Enterprises in the "Joint Talent Recruitment of STSP Park Enterprises" (August 21, 2010)

Manpower Recruitment and the Award for Outstanding Labors

To provide the best employment opportunities for job-seekers, the STSP Administration in 2010 held two career fairs. The first "2010 STSP Career Fair" was held on March 27 and on that day Premier Wu Denyih was invited to talk and encourage job seekers. About 48 Park enterprises participated in the fair and over 4,500 job opportunities were offered attracting more than 10,000 job seekers. By the end of July, the match rate for job seekers is approximately 100%. The 2010 Award Ceremony for Outstanding Labors was also organized and awards were presented by Premier Wu and other distinguished guests as a token of recognition. Premier Wu was also invited to "2010 Joint Talent Recruitment of STSP Park Enterprises" on August 21 with the participation of 47 Park enterprises and over 9,000 job opportunities. It attracted more than 10,000 job seekers.

2010 STSP Greenhouse Gas Emission Reduction Strategy and Practical Management Seminars

In order to provide the most updated information of greenhouse gas emission management as well as to improve green competitiveness, on June 3 and 11, five seminars on "STSP Greenhouse Gas Emission Reduction Strategy and Practical Management" were held; officials from the Environmental Protection Administration (EPA) and scholars and experts participating in the enactment of greenhouse gas emission policies were invited to talk about responsive measures and promotion of greenhouse gas emission reductions. The in-depth analysis and discussion gained big supports from Park enterprises.

ISO 20000 Certified Information Services of the STSP Administration

ISO 20000 is the international standard for information service management systems. It adopts the PDCA approach of general management procedures to obtain continuous improvement of information services. Information services provided by the STSP Administration were presented with its ISO 20000 certification on July 15. Service contents include event report, troubleshooting, changes, logging on line, configuration, service upgrading, continuous services, scalability, and capacity management procedure; through policy enactment and organization, document preparation and confirmation of service scope, information service management system was established.

Benchmarking Enterprise Leaders Seminar

The "2010 Benchmarking Enterprise Leaders Seminar" was held on both August 31 and November 30. Approximately 345 people participated. Mr. Telly Kuo, the General Management of Optoma Corp. was invited to speak about the "Secret of Brand Innovation of Optoma" in the first session while Mr. Chen Feilung, Chairman of Namchow Group, talked about the "Service-Oriented Manufacturing Industry - Risk Prevention Based Managerial Model." In addition, two seminars on advanced technologies were organized. The four sessions attracted 598 attendees.

Keynote Speech on the Impact of ECFA on Taiwan's Industries and Responsive Strategies

In order to help Park enterprises understand the newest trend in economic development across the Taiwan Strait, the STSP Administration organized a "Seminar on the Impacts of ECFA on Taiwan's Industries and Responsive Strategies;" the Director-general of Industrial Development Bureau, Mr. Tu Cihyun, was invited to give a talk. In his talk, he addressed the inclusion of important Park industries such as glass panel and lithium battery manufacturing on the zero tariff list thereby allowing glass panels which made in Taiwan to possess more advantageous competitiveness niche than those made in Korea and Japan and attract more foreign investment to Taiwan. This seminar attracted the participation of representatives of about 60 Park enterprises and initiated heated debates and active opinion exchanges. Suggestions also were raised about the inclusion of import materials and export products on the ECFA zero tariff list.



ISO 20000 Certified Information Services



"Benchmarking Enterprise Leaders Seminar" - Interaction between Mr. Chen Feilung (middle) and the Audience (November 30, 2010)



Keynote Speech Delivered by Mr. Tu Cihyun, Director-general of Industrial Development Bureau, Ministry of Economic Affairs (September 13, 2010)



▼ Flood Prevention Function of the Detention Ponds at the STSP

Effective Flood Prevention and Disaster Mitigation

On September 19 and October 21, Typhoon Fanapi and Maggie crashed into Taiwan and the STSP Administration, due to its effective overall flood prevention control and monitoring as well as disaster relief mechanism, successfully assisted Park enterprises and neighboring areas to mitigate disasters.

Seminar on the Presentation and Demonstration of 2010 STSP AEOs

To cooperate with the “Establishing High Quality Trading Network” of the Council for Economic Planning and Development of the Executive Yuan, to increase the efficiency of import and export customs declaration and links with international community of Park enterprises, the STSP Administration entrusted the National Cheng Kung University (NCKU) R&D Foundation for Park enterprises to implement an Authorized Economic Operator (AEO) Certification scheme in 2009. The STSP Administration convened an annual seminar and result demonstrations on October 13. Kaohsiung Customs Office was invited to talk

about the AEO customs procedure and ScinoPharm Taiwan also shared its experience with the introduction and application of AEO. From 2009 to the end of 2010, in Taiwan, 14 enterprises were certified with the AEO by the Directorate General of Customs. Among them, five were present at the STSP. It is expected that by the end of 2011, ten Park enterprises will be certified with AEO after consultation.

Newly Added On-line “Document Status Inquiry” System for Park Enterprises

Since October 13, the STSP Administration added a new function: “Document Status Inquiry” to its system. Authorized information managers among the Park enterprises are able to access a real-time system to search for the current processing status of applications or general official documents submitted to the Receiving Window of the STSP Administration. This new function will improve the efficiency of document searching.



▼ Introduction of the AEO to Enterprises by Mr. Tseng Chihseeng, Director of Material Warehouse Department, ScinoPharm Taiwan (October 13, 2010)



▼ President Ma Attended the Seminar on "Development of Park Enterprises After Financial Tsunami" (November 14, 2010)

Negotiation and Coordinative Meeting of Branch Agencies

In response to the rapid development of industrial and commercial services in 2010, the STSP Administration on November 9 organized the Negotiation and Coordinative Meeting of Branch Agencies with the aim to integrate administrative agencies, representatives from Association of Industries in Science Parks, and industrial and commercial services to construct a platform for opinion sharing. Through negotiation and coordination, Park enterprises are able to gain support from administrative and industrial and commercial services and concentrate on their businesses. Agencies participating in the meeting made ten proposals and the STSP Administration will conduct a follow-up and facilitate the coordination between relevant agencies to improve administrative efficiency.

Seminar on "Development of Park Enterprises After Financial Tsunami"

In order to hear from Park enterprises, the NSC on November 14 at the STSP Administration building convened the "Seminar on Development of Park Enterprises After Financial Tsunami" gathering more than 200 Park enterprises and representatives. Mr. Lee Louchuang, Minister of the NSC as well as Chairman of the Association of Industries in Science Parks, Mr. Chi C. Hsieh jointly declared the opening of the seminar and exchanged ideas with Park enterprises. In the end, President Ma of the R.O.C. arrived at the seminar and had much praise for the contribution of Park enterprises to the economy of Taiwan and he also expected that the NSC and administration agencies of Science Parks will lead industrial progress with innovative concepts to co-create economic growth in four core areas such as high employment rate,

innovation, energy saving and carbon emission reduction, and integration of regional economy as well as to create another golden decade.

Environmental Protection Center and Resource Recycling Center Simultaneously Obtain Carbon Footprint Verification

To respond to global climate change and incorporate the national policy on carbon emission reduction, the Environmental Protection Center and Resource Recycling Center at Tainan Science Park in 2010 conducted checks on the carbon emission of the waste water treatment system operation and waste cleaning services. According to PAS2050 2008, the life cycle evaluation was introduced to calculate emission. On November 23, both centers were certified by the SGS accreditation agency. Certification of the carbon footprint check enables Park enterprises to share the implementation and results of energy savings and carbon emissions promoted by the STSP Administration and can be used as the primary data for certification of the carbon footprint of all products. The carbon footprint management of Park enterprises and supply chains can also be promoted and the vision of building a low carbon STSP can be realized.

Demonstration of Footpath Built at the Park with Recycled Water and Sludge

To promote the managerial concept of "zero waste," the STSP Administration attempted to promote re-fabricated light weight aggregate concrete made with waste water and sludge thereby meeting the Chinese National Standards (CNS) for landscape footpaths. By the end of December 2010, a demonstration of the footpath made of sludge resources was completed.