

WSD seizes first Most Outstanding Award in Global Most Innovative Knowledge Enterprise (MIKE) Award (with photo)

The Water Supplies Department (WSD) today (March 14) was awarded the Most Outstanding Award at the 2024 Global Most Innovative Knowledge Enterprise (MIKE) Award Ceremony held in Bangkok, Thailand. Alongside the earlier recognition of the Hong Kong MIKE Award 2024 by the Hong Kong Polytechnic University, the WSD's outstanding performance in knowledge management and innovation has garnered significant acclaim both locally and internationally.

The Director of Water Supplies, Mr Roger Wong, attended the ceremony to receive the award. He expressed gratitude to colleagues for their dedication and efforts in implementing knowledge management and promoting the digitisation of water supply services to serve the public with excellent quality water supply services. He remarked that this year marks an important milestone as it is the 60th anniversary of Dongjiang Water Supply to Hong Kong, making the receipt of this international accolade particularly meaningful. During the ceremony, Mr Wong also shared insights on innovation and knowledge management with experts across the world.

In the winners' report, the judging panel highly praised the WSD for its outstanding performance, particularly noting management's commitment to establishing the Digital Water Office and actively participating in knowledge management initiatives, fully recognising the WSD's efforts in promoting innovation and knowledge management. The panel also specifically commended the WSD for its initiatives in exploring the application of artificial intelligence, developing the Asset Management Information System (AMIS), and implementing Building Information Modelling (BIM).

Last year, the WSD established the Digital Water Office, merging the divisions responsible for efficiency enhancement, digital modelling, and information systems within the department. The Office is dedicated to driving the digitalisation of water supply services. The Office has formulated a three-phase plan to optimise existing waterworks infrastructure and customer services, providing higher quality and more environmentally friendly water supply services.

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The Global MIKE Award is the highest accolade in the field of knowledge management, organised by the Institute of Knowledge and Innovation, Southeast Asia (IKI-SEA) at Bangkok University. The independent judging panel consists of experienced industry experts and corporate management personnel. This year, a total of 19 organisations received this honor, with three organisations, including the WSD, receiving the Most Outstanding Award. The Global MIKE Award is the most prestigious of its kind in which entries were

assessed by 36 international judges through rigorous adjudication. Since 2021, the WSD has consecutively won the Global MIKE Award and the Hong Kong MIKE Award, and last year achieved the Hong Kong Top Winner for the first time.

