

Records Destruction Information of Hongkong Post in 2018

Records Type	Quantity of paper records approved for destruction (linear metre)	Contents / Subject Matters
Administrative Records	76.07	<ul style="list-style-type: none"> • Administration • Accommodation and Facilities • Procurement and Supplies • Finance and Accounting • Human Resources • Management of Information, Information Services and Information Technology
Programme Records	3.75	<ul style="list-style-type: none"> • Files Relating to Accounting System of Hongkong Post (Financial Management & Systems Section) • Files Relating to Customer Feedback Form (Customer Service Section) • Files Relating to Customer Service Made Simple Award (Customer Service Section) • Files Relating to Customer Satisfaction Survey (Customer Service Section) • Files Relating to Mystery Shopper Survey - Counter Service (Customer Service Section) • Files Relating to Mystery Shopper Survey - Hotline Service (Customer Service Section) • Files Relating to Hong Kong Association for Customer Service Excellence (Customer Service Section) • Files Relating to Hongkong Post (HKP) Presentations (Visit and Seminar) (Customer Service Section) • Files Relating to ISO 10002 (Customer

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		Service Section) <ul style="list-style-type: none"> • Files Relating to Training Statistics (Customer Service Section) • Files Relating to Telephone Etiquette (Customer Service Section) • Files Relating to Old Mechanised Letter Sorting System • Files Relating to Address Database
Total	79.82	

For enquiries concerning the above destruction information, please approach Hongkong Post at hkpo@hkpo.gov.hk.