

港鐵時刻記

Metro Time Register (M.T.R.)



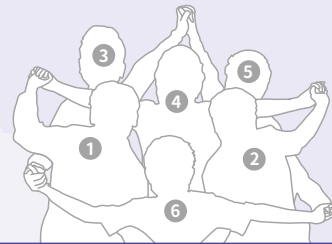
圈員資料 Team's Information

成立日期 Date of Team Formation 07/2024

圈長 Team Leader 張榮基 Cheung Hubert | 1
曾鏘譽 Tsang Cheong Yu, Jonathan | 2

促進員 Facilitator 楊煒瑩 Yeung Wai Ying, Elizabeth
邱家銘 Yau Ka Ming, Laurence | 3

圈員 Team Members 施偉立 Sze Wai Lup
李梓瀛 Lee Tsz Ying, Janet
芮愷瑤 Yui Hoi Yiu, Maggie
譚少華 Tam Siu Wa, Albert
許偉安 Hsui Wai On, Derek
江俊威 Kong Chun Wai, William
許佩珊 Hui Pui Shan, Sandy
毛曉柔 Mo Hiu Yau
劉思燕 Lau Sze Yin, Cecilia



陳能越 Chan Nang Yuet, Michael
余詠珊 Yu Wing Shan, Elizabeth
吳莎莉 Wu Shali, Lisa
劉卓靈 Lau Cheuk Ling, Tracy
黃國輝 WONG Kwok Fai, Gilson* | 4
李宇鋒 Lee Yu Fung* | 5
林穎豪 LAM Wing Ho, Harry* | 6

*前圈員 previous members



問題剖析 Problem Analysis

- 傳統手寫列車記錄簿不但耗時，且容易出現人為錯誤。
- 員工因需手動記錄列車號碼、到站及離站時間，影響到處理其他重要職責的專注度。
- 缺乏即時數據，妨礙OCC做出有效決策。
- 資訊更新的延遲，將影響到其即時性與準確性。
- OCC系統故障事件突顯人工記錄方式的脆弱性，這促使我們必須尋求創新的解決方案。
- Logging using traditional handwritten train register was not only time-consuming but also prone with human error.
- Manual recording diverted staff's concentration from handling other critical operational tasks.
- Lack of real-time data hindered effective decision-making by OCC.
- Delay in data entry compromised timeliness and accuracy of information.
- OCC system failure incident highlighted vulnerabilities in manual recording processes, compelling the search for innovative solutions.



改善方法 Improvement Methods



如何使用「港鐵時刻記」：

當列車抵達車站時，員工首次只需輸入站點名稱及月台號碼。完成初始設定後，後續只需重複登記列車編號、車門開啟時間及離站時間。此外，程式更具備月台快速切換功能，不僅方便員工操作，更有效加快工作效率。

How to use the Metro Time Register (M.T.R.) App:

When trains arrive at the station, staff input station name and platform number for the initial setup. After initial setup is completed, staff only need to repeatedly register train number, door open time, and departure time for subsequent operations. In addition, the app features a quick platform switching function for an easier operation and for effectively increasing work efficiency.

- 利用 Microsoft PowerApp 平台將列車記錄簿數位化，並開發名為「港鐵時刻記」(Metro Time Register) 的應用程式。
- 簡易用戶界面設計，員工只需依照提示操作按鈕，即可快速記錄站點、月台及列車到站離站時間。
- 與現有數據系統整合，實現即時數據同步，及實施 OCC 即時監控。
- 提供完整的培訓及系統測試，不但確保系統的可靠性，同時提升用戶的操作熟練度。
- 成功在 728 觀塘綫服務暫停期間成功部署並提供即時支援。
- The train register logbook was digitalized using Microsoft PowerApp platform, and an app named Metro Time Register (M.T.R.) was created.
- The intuitive user interface design enables staff to quickly record station, platform, and train timings by simply following button prompts.
- Integrated seamlessly with existing data systems to achieve real-time data synchronization and to facilitate OCC monitoring.
- Conducted comprehensive training and system testing for ensuring system reliability while enhancing user proficiency.
- Successfully deployed and provided real-time support during the KTL728 planned service suspension.

「港鐵時刻記」的應用，不僅有效縮短資料輸入時間達50%，並將記錄錯誤率降低70%，這些改進直接提升了營運收入和員工工作效率。此外，它讓OCC能夠實時獲取準確數據，從而為乘客提供更優質的乘客服務，也強化團隊合作精神。

The time used for data entry is reduced by 50% and the error rate is reduced by 70% after Metro Time Register App was applied. These improvements directly increase the operational revenue and staff productivity. Furthermore, it enables OCC to obtain accurate real-time data, thereby enhancing passenger service quality and strengthening teamwork.

Metro Time Register (M.T.R.) - 港鐵時刻記

Station	TrainNumber	ArrivalTime	DepartureTime	Date	DateCreated
YAT	1	04/20/2025 17:30:00	04/20/2025 17:30:10	April 20, 2025	04/20/2025 17:30:10
YMT	2	04/25/2025 06:55:00	04/25/2025 06:55:00	April 25, 2025	04/25/2025 06:55:14
HFC	21	04/25/2025 15:38:26	04/25/2025 15:38:30	April 25, 2025	04/25/2025 15:38:30
skw	25	04/25/2025 18:17:06	04/25/2025 18:17:40	April 25, 2025	04/25/2025 18:17:10
Hfc	19	04/26/2025 19:35:30	04/26/2025 19:35:43	April 26, 2025	04/26/2025 19:35:43
Yat	36	04/27/2025 17:00:20	04/27/2025 17:00:20	April 27, 2025	04/27/2025 17:00:20
YAT	4	04/28/2025 06:09:35	04/28/2025 06:10:59	April 28, 2025	04/28/2025 06:10:59
WAC	14	04/28/2025 17:13:09	04/28/2025 17:13:53	April 28, 2025	04/28/2025 17:13:53
Hfc	21	04/29/2025 15:36:35	04/29/2025 15:36:37	April 29, 2025	04/29/2025 15:36:37
Wac	45	04/29/2025 15:36:36	04/29/2025 15:36:44	April 29, 2025	04/29/2025 15:36:44
Adm	11	04/29/2025 15:38:51	04/29/2025 15:38:54	April 29, 2025	04/29/2025 15:38:54
WAC	24	04/29/2025 20:56:09	04/29/2025 20:56:43	April 29, 2025	04/29/2025 20:56:43
SKW	21	04/29/2025 22:35:59	04/29/2025 22:36:10	April 29, 2025	04/29/2025 22:36:10
WAC	23	04/30/2025 14:00:34	04/30/2025 14:01:16	April 30, 2025	04/30/2025 14:01:16
Skw	715	05/03/2025 06:35:30	05/03/2025 06:35:53	May 3, 2025	05/03/2025 06:35:53
YAT	21	05/06/2025 17:14:05	05/06/2025 17:14:22	May 6, 2025	05/06/2025 17:14:22
Qub	31	05/13/2025 23:42:34	05/13/2025 23:43:00	May 13, 2025	05/13/2025 23:43:00

透過「港鐵時刻記」即時將各車站的列車數據上傳至OCC，方便其掌握最新資訊，以迅速作出相應決策並調配列車服務。

The app instantly uploads automatically-generated Excel reports, which contain train data from stations, to OCC. This enables OCC to swiftly access the latest information, thereby facilitating prompt decisions and effective train service management.



總結成果 Summary of Achievements

有形得益

- 資料輸入的時間縮短50%，錯誤率下降70%。
- OCC能夠即時掌握準確數據，使其更有效監控列車服務，提高營運效率。
- 減少人工資料摘錄過程，不僅提升員工整體工作效率，同時節省營運成本。

Tangible Benefits

- Reduced the time for data entry by 50% and the error rate by 70%.
- Grasping of instant and accurate data enabled OCC to monitor train services effectively, improving operational efficiency.
- Reduced manual data extraction, thereby enhancing overall staff productivity, and saving operational costs.

無形得益

- 員工滿意度高達95%，士氣上得到明顯鼓舞，從而提供更優質的乘客服務。
- 同事主動研發方案，充分展現出他們積極進取的精神。
- 團隊合作分擔任務，促進彼此的溝通與協調，體現互敬互重價值。

Intangible Benefits

- Achieved 95% staff satisfaction, significantly boosting morale, which in turn led to the delivery of a higher-quality passenger service.
- Staff proactively developed solutions, fully demonstrating the spirit of initiative and dedication.
- The team shared responsibilities through collaboration, fostering effective communication and coordination and embodying the value of mutual respect.