

## Considerate Services



▲ Demonstration Seminar of STSP AEOs (November 9, 2011)

### Demonstration of Annual Achievements for AEO Certification— Enhancement of International Competitiveness

In April 2009, the STSP Administration began working with a professional consulting firm, the NCKU Research and Development Foundation, in order to take advantage of “Rules Governing Import and Export Customs Clearance of Authorized Economic Operator (AEO)” and “Items for Accreditation”; in 2011, 5 enterprises including Marketech, Science Park Logistics, Sumika, Advanced Wireless Semiconductor Company, and All Ring acquired AEO certification. By the end of 2011, 10 Park enterprises have been AEO certified.

AEO certified enterprises are able to enjoy the lowest levels of document reviews and cargo selective evaluation as well as apply for non-invasive cargo inspection to shorten custom declaration time resulting in increased timeliness, convenience, and international competitiveness.



▲ Catering Services Begin at the Kaohsiung Science Park

### Catering Services for Comfort and Convenience

As the number of Park enterprises at the Kaohsiung Science Park increases, there has been an urgent need to provide lunch. The STSP Administration has successfully solved the issue by working with Codent and Foodtie. Since November 23, lunch has been served on the first floor of the Phase II Standard Factory at Kaohsiung Science Park. Everyone is invited.

### Life Hub with a Diverse Set of Services

The Life Hub at the Tainan Science Park began its services in 2007 and has continued to introduce amenities such as a day care educational institute, convenience store, snack food, tea and coffee shop, and meal services. In 2011, a well-known beef noodles chain store, professional dental clinic, hair studio, and child caring services were also established here thereby helping to improve the quality of life of dorm residents and Park employees.



▲ Comfortable Dining Environment at Mercuries Food Chain Restaurant at the Tainan Science Park



▲ Postal Agency Service Desk Opens at the Kaohsiung Science Park (April 11, 2011)

### Postal Agency at Kaohsiung Science Park— the Solution to Postal and Teller/Remittance Demands

In order to provide comprehensive services to improve the types of amenities at the Kaohsiung Science Park, the STSP Administration asked Chunghua Post Co., Ltd. to set up a postal agency at the Kaohsiung Science Park. However, due to the operation requirement, the scale did not meet the requirements for a postal office. After many negotiations and efforts, finally the Fongshan Postal Office was formally opened to provide mailing and remittance services to meet the basic postal demands of Park enterprises on April 11.

### The Provision of iTaiwan WiFi for More Convenient Internet Access

Since 2007, 14 wireless on-line services points were provided at STSP and iTaiwan WiFi has been available since October 7, 2011. In December, service access points were expanded to 17 points to improve the quality of wireless on-line services.

### Improvement of Service Quality and Satisfaction

The Science Park Enterprises' Satisfaction Survey conducted annually by National Science Council since 2005 revealed a continuous improvement in the satisfaction rate of the STSP Administration, from 70.7 in 2005 to 78.4 in 2011. Among the six-dimension of service surveyed by the National Science Council, in 2011, the STSP outperformed the other two Science Parks on "Service Quality Provided



▲ Unveiling Ceremony of the Motor Vehicles Joint Services Center at the Kaohsiung Science Park (September 15, 2011)

by the Science Park." The recognition of Park enterprises serves as motivating force for the STSP Administration to move forward and make continuous improvement. In the future, the STSP Administration will continue to address and solve issues faced by Park enterprises.

### Mobile Employment Services Station for Better Recruitment Efficiency

Along with the presence of more Park enterprises, the STSP Administration has attended to the demands of Park enterprises for more employees. Mobile Employment Services Station began serving Park enterprises on May 4. From 2:00 p.m. to 5:00 p.m. on every Wednesdays, employment services are provided on the 1<sup>st</sup> Floor Meeting Room of Kaohsiung Science Park in order to help improve recruitment efficiency of Park enterprises.

### The Establishment of a Joint Services Center for Motor Vehicles

In order to provide convenient motor vehicle services to Park enterprises and community residents, the STSP Administration, since September 15, has worked with the Kaohsiung City Motor Vehicles Office, Directorate General Highways, and MOTC for the inter-organizational cooperation to establish the Joint Services Center at the Kaohsiung Science Park beginning in October, regular services are provided every second Tuesday of the month from 9:00 a.m. to 3:00 p.m. at Standard Factory of the Kaohsiung Science Park. If the number of applicants exceeds 40, the Joint Services Center can arrange for services on certain other days for the provision of quick and convenient service quality.