



詹康信先生  
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Jim Thompson is a nice man. But in this case, nice guys definitely don't finish last. In fact, Mr Thompson is a Hong Kong success story writ large, accomplishing great things from the smallest of beginnings. In 1965, with just one thousand dollars US in his pocket, Jim set up a company in Japan that has, through subsequent reincarnations, grown into the world's largest privately-held international moving company, with over 4,000 employees spread out in 53 countries. Today, Crown Worldwide Group, of which he is chairman, serves more than 10,000 companies, many of them blue-chip or household names.

But it would be a mistake to measure Jim Thompson's success in material terms alone. It is his entrepreneurial spirit, management wisdom and compassion for the underprivileged that we celebrate. It is these that define him as a leader and as a man. Though American-born and American-educated, Mr Thompson is first and foremost an archetypal global citizen.

Looking back, coming East after college graduation was for him a defining moment. In doing so, he had gone up a hill and come down a mountain. He saw a world in mobility and foresaw the rich opportunities that global mobility presented. He grew his business geographically, setting up his first company in Japan in 1965 and moving to Hong Kong in 1970. From his Hong Kong base, his operations expanded to countries in South-east Asia. When Crown Pacific became established, it spread its wings to Australia and New Zealand, and then to Europe and the Americas, thus becoming a worldwide enterprise. Mr Thompson's business not only grew geographically, it grew logically. One only has to look at the list of companies that come under the umbrella of Crown Worldwide Group: Crown Relocations, Crown Records Management, Crown Logistics, Crown Fine Arts Group, and Crown Wine Cellars. They are facets of the same core concern: how to give the highly mobile workforce a good and productive life.

When a business grows in size, when it goes global, when its staff become ethnically diverse, the crucial question is how to maintain the high standards that have made it successful in the first place. Mr Thompson has a simple answer. It comes down to a simple device: feedback from his clients. When a letter of praise arrives at his Hong Kong headquarters, he makes sure that it is directed to the persons who are the object of the praise, so that they know what they are doing right. Likewise, when a complaint lands on his desk, it is channeled to those responsible for resolution. This way, his employees down the line know that the boss is watching knowingly. Significantly, the letters of praise are posted online for all to see. What's more, he has created an environment which allows employees to develop skills that open up their career paths.

Mr Thompson may have a complex organization but he has a simple philosophy in life: doing everything with all his heart. He is very much in-the-moment, very much in the here-and-now. Yet, he never fails to look around and look ahead. With this kind of strategic alertness, he can happily delegate the details of execution.

The only thing that he doesn't delegate is his hands-on approach to philanthropy. High on Mr Thompson's agenda for charity is education. Coming from humble origins, being the first in his family to receive a college education, Jim knows the value of a university education. This explains his life-long passion in

詹康信先生待人友善，雖然俗語有云：「好人註定吃虧」，但詹康信先生的成就則備受推崇。他白手興家，締造了香港又一個成功故事。1965年，他以僅有的1,000美元在日本開設了一家公司。這家公司經過不斷發展，現已成為全球規模最龐大的私營國際搬運集團，業務遍布全球53個國家與地區，員工超過4,000人。時至今日，他一手創辦的Crown Worldwide Group為超過10,000家公司提供服務，當中包括眾多藍籌企業及家傳戶曉的公司；他現為公司主席。

詹康信先生的成就，絕不能單以物質標準來衡量。詹康信最為人津津樂道的，是他的創業精神、管理智慧、以及對弱勢社群的關愛；這亦令他成為卓越的領袖及受人敬重的人物。在美國土生土長的他，是環球公民的典範。

詹康信先生當年大學畢業之後來到亞洲發展，這是他人生中最重要轉捩點。他創業猶如攀山越嶺，先從一個小山崗開始，最後登上巍峨山嶺的頂峰。他高瞻遠矚，預料到全球人口流動性的增加，將帶來無限商機。他繼1965年在日本創業後，1970年移居香港，從香港的總部將業務擴展至東南亞國家。他創立了Crown Pacific，此後公司業務蒸蒸日上，並逐步推展至澳洲、紐西蘭、歐洲與美洲，成為環球企業。他的業務不但在地理上擴展，其業務範圍更不斷增長。Crown Worldwide Group旗下有一系列的公司，包括Crown Relocations、Crown Records Management、Crown Logistics、Crown Fine Arts Group及Crown Wine Cellars等；這些公司都有一個共同的信念，讓因工作關係而要穿梭各地的人們能夠生活得愜意、有效率。

當公司日益壯大及越趨國際化，員工的背景也越來越多元化；成功的關鍵，就是維持服務水準。對於這一點，詹康信先生可以分享他的心得——最簡單有效的方法，就是要時刻聽取客戶的意見。當香港總公司收到客戶寄來的感謝函和表揚員工的信件，他會確保將信函送至有關員工手上，讓員工知道自己做了一件好事。同樣，一旦接獲投訴信，有關員工亦會收到通知。這樣，員工就知道上級正在密切留意他們的表現。更重要的是，公司會將表揚員工的信件透過網站公諸於世。他締造了良好的環境，讓員工提升技能，從而建立事業。

詹康信先生的企業規模龐大，可是他個人的人生哲理卻十分簡單——無論做任何事，都要全心全意、由心出發。他既專心致志，亦能留意周遭事物，並且積極策劃未來。這樣，他就能夠分清輕重緩急，專注發展最重要的策略，將細節交給下屬去執行。

雖然如此，有一件事情是他一定會親力親為的，那就是造福人群的慈善事業。詹康信先生最重視的，是培育英才的教育項目。他少時家境並不富裕；作為家中第一位能夠升讀大學的成員，他深深感受到大學教育的重

providing educational opportunities for the children of the less fortunate. When most business entrepreneurs have their eyes glued to their bottom line, Mr Thompson directs his gaze to the forgotten children in depressed areas such as Tin Shui Wai. His staff mentor the children of the poor. He shepherds them to visit his warehouse and a university, showing them the opportunities that are out there. While most business leaders display pictures taken with the powerful and the famous, Mr Thompson proudly and prominently displays a cushion with his company logo on his office couch made by grateful children he has befriended. Whether it is cleaning up old people's homes, or transporting musical instruments for a charity concert, or organizing a "Hike for Hospice", or being a keynote speaker at our University's EMBA graduation ceremony, they all express his concern for the community. He and his wife Sally are very active in the Changing Young Lives Foundation supporting it through the chairing of fund-raising events. His married daughter directs the corporate charitable operations from New York. Caring about the community is woven into the fabric of his business. In helping people to relocate, his company also intelligently offers practical ways to increase the "cultural intelligence" of expatriates. After four and half decades in Asia, some say that there is something positively Chinese in his demeanor — his gentleness. For a man at the pinnacle of success, Mr Thompson's proudest moment was when a teenage girl was moved to tell him that she wanted to serve the community the way he has.

Sometimes, the line between Mr Thompson's business and life in the community is blurred. One of the "crowning" moments was when his company was commissioned to transport two pandas gifted to Hong Kong by the Mainland in celebration of the 10th anniversary of Hong Kong's return to Chinese sovereignty. In 2005, his Fine Arts division handled the relocation of the famous Mona Lisa. And in 2003, after negotiating with 22 government departments, Crown signed a lease to turn former British war-time bunkers in Hong Kong into Crown Wine Cellars, a transformation which won the UNESCO Award of Merit. Busy as he is, Mr Thompson's fingerprints and footprints are all over the community. He is on the Board of Directors of the highly successful Ocean Park and he is a member of the ICAC Advisory Committee. Jim has been an effective ambassador for Hong Kong in overseas trade missions organized by the Trade Development Council.

Mr Thompson's devotion to quality and the community has not gone unnoticed. Crown won the Innovative Services Award from Hong Kong General Chamber of Commerce twice and the DHL/South China Morning Post International Award as Hong Kong's best international company. It is also the winner of the prestigious Hong Kong Award for Service in Export Marketing. Personally, in 2003, he was the recipient of the Gold Bauhinia Star, the SAR's second highest award for his services to the community.

Mr Thompson's secret of success has been his sensitivity and ability to meet a felt need, whether socially or commercially. This uncanny ability has translated itself into the unique Global Career Partner Support Program for accompanying spouses of expatriates who still wish to pursue an active career of their own, or the aid of children dislocated by epic disasters. Mr Thompson is a business leader whose heart is always in the right place, and whose mind always follows suit.

Mr Pro-Chancellor, I have the great honor to present to you on behalf of the Council of The Hong Kong University of Science and Technology, Mr James E Thompson, founding Chairman of Crown Worldwide Group for the award of Honorary Fellowship.

要。因此一直以來，他盡心盡力，讓有需要的兒童有機會接受教育。詹康信先生特別關懷天水圍等社區內被忽略的兒童，他的員工經常為貧困家庭的兒童提供輔導，並為他們樹立榜樣。詹康信先生更親自帶領小朋友參觀大學及他公司的倉庫，讓他們看到社會能夠提供的機會。許多商界人士喜歡展示自己與名人的合照，然而詹康信先生卻最喜歡小朋友為他親手縫製、以公司標誌為圖案的繡花軟墊。他將這份心意好好保存、並長期放在辦公室的沙發上。他對彼此建立的友誼，感到特別自豪。無論是為長者清潔家居、為慈善表演運送樂器、為善終服務舉辦慈善遠足，還是在我們科大的行政人員工商管理碩士課程畢業典禮擔任演講嘉賓，詹康信先生處處都表現出對社區的關懷。詹康信先生與妻子 Sally 一直積極推動「成長希望基金會」的慈善項目，並擔任該籌款活動的主席；他們已婚的女兒則在紐約領導企業的慈善工作。社會關懷項目已成為他們公司業務的一部分；他們一方面幫助外派人員搬遷及運送物品，一方面幫助這些僑民認識移居地的文化及適應新生活。詹康信先生在亞洲居住了四十多年，有著中國人最欣賞的仁厚性格。曾經有一位十多歲的少女由衷地向他表示，希望能學習他的榜樣、服務社會。對於詹康信這位成功人士來說，這才是他一生中感到最自豪、最欣慰的一刻。

詹康信先生的公司業務與社會服務，有時會融為一體。香港籌備回歸十周年紀念時，公司獲委以重任，專責將內地送給香港的兩隻熊貓運送到香港；這是他最引以為傲的任務之一。2005年，公司專責運送藝術品的部門主理蒙羅麗莎畫像的搬運工作。另外，Crown與本港22個政府部門商討之後，2003年成功達成協議，將英軍在戰爭期間使用的前中央軍械火藥倉庫保育改建為Crown Wine Cellars，並因而獲得聯合國教科文組織頒發文物古蹟保護獎優秀獎。詹康信先生雖然業務繁忙，他的貢獻仍然見諸社會每個角落。他是海洋公園董事局成員，亦為廉政公署的諮詢委員會委員，並協助香港貿易發展局的海外貿易使團向外國推廣香港。

詹康信先生對商界及社會的貢獻，得到廣泛認同。Crown兩次獲得香港總商會頒發創意服務獎，並奪得DHL與南華早報聯合頒發的香港國際傑出企業獎。此外，公司更榮獲香港服務業獎——出口市場推廣獎。另外，特區政府於2003年向詹康信先生頒授金紫荊星獎，以表揚他對本港的建樹。

詹康信先生的成功秘訣，是他對社會及市場的需要有敏銳的觸覺，並且能夠設法滿足這些需要。有鑑於外派人員配偶的需要，他特別設立支援計劃，鼓勵配偶建立事業及參與慈善工作，幫助受災災民和無依的兒童。詹康信先生是一位宅心仁厚的商界領袖，以行動幫助有需要的人。

副監督先生，我謹代表香港科技大學校董會，恭請閣下頒授榮譽大學院士予Crown Worldwide Group創辦人兼主席詹康信先生。