

Setting performance standards and operation guidelines for enhanced service delivery

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Performance standards and operational guidelines are useful tools for the effective management of global geoparks. The Hong Kong Global Geopark Operation Guidelines were produced in 2011 to provide park managers, rangers and other frontline staff with a logical and consistent approach for routine operations. It is also a useful guide to facilitate daily decision-making in response to changing needs, and to ensure accepted standards are adhered to and maintained in the geopark.

A common understanding is imperative to providing consistent, high quality services in any geopark. To further improve operational practices and enhance job standards to meet the rising needs of visitors, our guidelines are periodically reviewed.

This presentation gives an overview of the setting of performance standards and the preparation of operational guidelines in a fully functional global geopark. We will also discuss difficulties encountered, together with valuable feedback from our co-management partners, in implementing the guidelines.