



施雅治
Arthur Antonio da Silva
Managing Director 董事總經理
Jet-Speed Air Cargo Forwarders (HK) Ltd
迅達航空貨運(香港)有限公司

Jet-Speed's Success Built on Loyalty & Passion

Mr. Arthur Antonio da Silva, better known as Archie, is a veteran of Hong Kong's freight forwarding industry, and a gentleman who enjoys every moment of his life. Archie is a passionate horse lover and often associated with his legendary racehorse "Silent Witness", who had led Hong Kong Racing to international glory and recognition.

Arthur Antonio da Silva joined Jet-Speed Air Cargo Forwarders (HK) Ltd in 1970 as an employee and took over the business in 1976. For over 40 years, he has built the business from a respected freight forwarding company in Hong Kong to a company with a global network in 50 countries. His passion for the industry and belief in long term relationship are the keys to success.

A Loyalty Leader

Archie firmly believes that loyalty is an essential trait in business and in life. At Jet-Speed, this belief translates into loyalty to its suppliers, customers and employees.

"Our high standards of customer service are our most enduring and unique selling proposition. Being loyal to our partners and our employees means we receive very reliable and high-quality service and this helps us continue to deliver reliability and quality to our customers. We should always remember and appreciate their hard work and contribution," Archie says.

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「忠誠」是迅達成功的基石

施雅治先生(英文簡稱Archie)是香港空運代理業的資深前輩，不單敬業樂業，且懂得享受生活。他熱愛賽馬運動，其連捷馬王「精英大師」曾為香港贏得多項國際性賽事，一度稱霸馬壇。

施雅治自1970年加入迅達航空貨運(香港)有限公司(下稱「迅達」)，並於1976年接管公司業務。經過40多年的悉心經營，他成功帶領迅達跨出香港，將業務網絡擴展至全球50個不同國家。施雅治的成功基於其對空運代理業的熱誠及「忠誠」的信念。

以誠相待 卓越服務

談到營商心得及待人處世之道，施雅治都本著以誠相待的理念。在迅達，他努力實踐誠信管治的企業文化，以誠相待每一位供應商、客戶和員工。

施雅治認為：「迅達之成功關鍵在於我們一直對優質服務的堅持，而我們能得到今天的成就，有賴於我們與所有合作夥伴及員工真誠相待及建立互信互助的關係。因此，我們應時刻銘記一眾合作夥伴及員工為公司的發展所作出的勞力及貢獻。」



“As a local forwarder, we are able to look after our customers well, providing personalised service and taking a long-term view. Each of our Customer Services Officers is responsible for only two or three customers to ensure that our customers are given the status and priority they deserve.”

Hacis' First Customer

Archie particularly appreciates Jet-Speed's relationship with Hacis, which he describes as "very special to my heart". Jet-Speed became Hacis' first customer when Hacis launched at the old Kai Tak Airport in 1984 and remained its largest for many years. The company no longer has that record, but it remains one of the most important customers of Hacis.

"The value of Hacis service lies in its efficiency and reliability. It isn't the cheapest, but it is the most cost-effective. Hacis gets the outbound cargo into Hactl really fast, so we can rush cargo for customers if need be. On the import side, we get our cargo cleared and ready to load onto our trucks at the earliest possible time because we use Hacis. There are lots of advantages in terms of service and we pass these on to our customers," Archie explains.



Mr Arthur Antonio da Silva with Vivien Lau, Managing Director of Hacis. 施雅治先生與香港空運服務有限公司常務董事劉敏儀合照。

「同時，我們為客戶提供量身打造的個人化服務，並重視建立長遠的合作關係。作為一家本地貨運代理，我們盡心照顧所有客戶。每位迅達客戶服務主任只負責跟進二至三家客戶的業務，專注地與每位客人建立長期穩固的合作關係。不論客戶公司規模大小，我們均會一視同仁，確保他們得到優質服務及待遇。」

Hacis之首名客戶

施雅治尤為珍惜迅達和香港空運服務有限公司(Hacis)的緊密商業夥伴關係，並將之形容為「非常特別、貼心」。早於1984年Hacis在舊啟德機場成立時，迅達成為其首名客戶，並持續多年為其最大客戶。至今，迅達仍是Hacis最重要的顧客之一。

他解釋：「Hacis的優勢是其高效及可靠服務，縱使收費並非最低，卻最合乎成本效益。Hacis位於香港空運貨站，能迅速處理我們的出口貨品，以及於最短時間內完成進口貨件的清關手續和貨車裝載，其種種優勢及高效優質服務讓我們能滿足客戶在時間上的需求。」



Brighter Days Ahead

Jet-Speed began expanding into China in 1991, with the first office opened in Guangzhou and the second in Shanghai in 1992. It now has a network of 11 offices across China, as well as operations in other parts of the world. In the near term, it plans to continue to grow in China while also expanding in Southeast Asia and the promising South America.

“Here in Hong Kong, the business climate is improving a little,” Archie says. “I feel that 2014 will remain difficult, though perhaps a bit improved over this year, but I’m hoping for better things in 2015. I am a firm believer of the economic troughs and peaks which has been the pattern in the past 50 years. Certainly though, this is an extended trough—it’s been five years since the US subprime mortgage supply crisis of 2008—but I’m sure the peak will come. And when it does, Hong Kong will be in a good position as a gateway for China trade.”

A Passion for Life

Born and raised in Hong Kong, Archie attended La Salle College and the University of Hong Kong. He can trace his family back nine generations to his ancestor’s arrival in Macau in 1690 and is fourth generation in Hong Kong. He did not follow the footsteps of his father, who was one of the most famous lawyers in Hong Kong, and entered the air freight industry almost by chance. Lured by the promise of a familiarisation trip to Japan, he took a position with Jardine Aviation Services as a junior executive. Since then, he has grown with the business and found a passion for it.

“I’m driven by a passion not to lose out, to show that local forwarders can compete with the multinationals,” he reveals with a smile. “And that drives the success of Jet-Speed.”

While continuing to get considerable enjoyment from his career in air cargo, Archie also has great enthusiasm for horse-racing. With more races to run and new markets to explore, life continues to be an adventure for him.

前景樂觀

迅達於1991年開始拓展中國市場，並於廣州開設首個辦事處，翌年再於上海開設分公司。現時，迅達於中國內地共設有11個辦事處，業務更遍佈世界各地。迅達計劃短期內繼續發展國內業務，並開拓東南亞及極具潛力的南美洲新興市場。

施雅治說：「我認為香港現時的營商環境稍為好轉，雖然今年經濟略見起色，但2014年仍充滿挑戰，展望2015年能有所改善。觀乎過去50年的經濟表現，我堅信行業的興衰起伏乃周期性循環。雖然當前的經濟低迷景象自2008年美國爆發次按信貸危機延續至今，但我相信經濟將必復甦。屆時，香港作為通往中國貿易市場的必經門戶定能盡享其獨特優勢。」

熱愛人生

擁有中葡血統的施雅治在香港土生土長，畢業於喇沙書院及香港大學。他的父親為葡萄牙人，其家族於1690年移居澳門，自第六代開始移居香港，施雅治為第九代後裔。父親是香港著名執業律師，施雅治本可追隨父親的腳步，但他卻為了一次遠赴日本參加培訓課程的機會選擇了加入怡中航空當初級行政見習生。自此，他便與空運業結下不解之緣，並找到自己畢生熱愛的事業。

他笑言：「我深信我能帶領迅達走出香港，把業務網絡擴展到世界各地，媲美環球物流公司。這份執著驅使我積極工作，亦成就了迅達今天的成功。」

施雅治對工作的熱誠從未減退。工作以外，他懂得忙裡偷閒，積極參與賽馬運動。面對未來各種機遇和挑戰，他將繼續以毅力和信心為實現夢想拼搏，豐盛人生。

