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Why do we need Software in Shipping

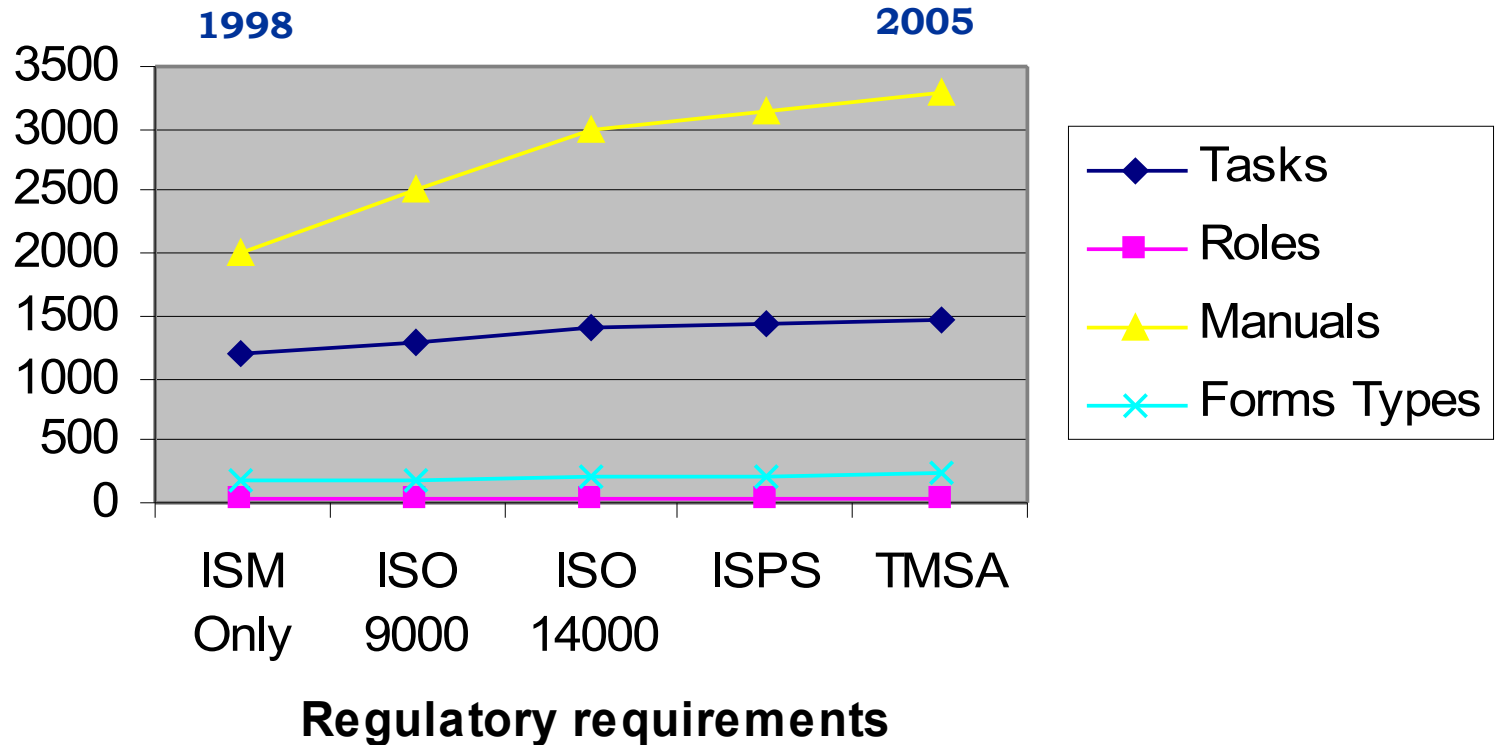
- ➔ To help people do their jobs
(Productivity)
- ➔ To Prove they do their job to their
Bosses
- ➔ To Prove to others they do their
jobs properly

What is their job?

Description	ISM Only	ISO 9000	ISO 14000	ISPS	TMSA	Total
Tasks	1200	+100	+100	+50	+20	1470
Roles	35	0	0	0	0	35
Manuals	2000	+500	+500	+ 150	+150	3300
Forms Types	170	+20	+10	+10	+20	230

- Tasks + 23%
- Form Types + 35%
- Manuals + 65%
- In the first 7 Years - What will happen in the next 10
- One thing is Sure Roles 0% (probably minus)

Information Load



In the first 7 Years - What will happen in the next 10

Study of One Task

Machinery defects

Bunkering Management

Risks With Crew training variations

ISPS Checklists

TMSA

Security Checks

Security Code Manuals

Historic Data

Telex, Email and Faxes

Standing Instructions

Charterer Instructions

PREPARE FOR VOYAGE

ISO 9000/1400 Checklists

Risk with respect to defects variance

ISM Checklists

External Manuals

ISM Procedures and Manuals

Voyage Planning
Risk With Voyage Variation

Combination of all variables and their effect on Risk

ISO 9000/1400

Manuals

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1998

2000

2004

2005

2010

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TMSA RELATED SELF ASSESSMENT PROCESS:

⇒ What does TMSA essentially require and how does it relate to information technology?

- Risk identification;
- Co-ordination of action;
- Process transparency;
- Guidance;
- Process improvement;

TMSA RELATED SELF ASSESSMENT PROCESS:

⇒ Risk identification (TMSA Element 7, 9, 11) ;

- **Early detection and evaluation of risk:**

Detection requires input from many sources of information from data mining to observations by staff, especially coincident risk;

- **Evaluation requires analysis.**

In the future you will be expected to have earlier and more elaborate detection of risk and more elaborate evaluation of coincident risk.

Essentially there will be an expectation for evaluation of risk that is caused by interrelated events identified through observations.

TMSA RELATED SELF ASSESSMENT PROCESS:

⇒ Co-ordination of action (TMSA Elements 1A, 7, 9 and 11) ;

- **Clear evidence of due process to evaluate and remedy the risk.**
- **In the future every observation will be expected to be linked to actions throughout the enterprise.**

TMSA RELATED SELF ASSESSMENT PROCESS:

⇒ Process transparency (TMSA 1B, 4, 7, 9, 11 and 12) ;

- **Clear relationship between detection and final process improvement to eliminate risk.**
- **In the future there will be an expectation of consolidated views of the entire set of risk detection and mitigation processes indexed by the action to be taken by each stakeholder.**

TMSA RELATED SELF ASSESSMENT PROCESS:

⇒ Guidance (TMSA Elements 1B, 3, 9, 12);

- **Effective means to communicate change of process and enact change of perception.**
- **In the future the way that change of process is communicated will be tested for effectiveness .**

TMSA RELATED SELF ASSESSMENT PROCESS:

⇒ Process Improvement (TMSA Elements 1B, 7, 12);

- Design and implementation of improved process by learning from internal and external experience.**
- In the future the expectation will be for the design of process to incorporate a consolidated view of experience on each human interaction process node so that each process stakeholder can relate to it and enact improvements.**

What does what we have shown mean in terms of KPIs

- We have focused on numerical KPIs at the moment
- All these tend to be leading KPIs
- Most of the KPIs as you saw before are related to documentation only about 10% of the KPIs are Numerical for now this will change as we understand the measurement of more abstract KPIs
- We are going to have to start Analysing ALL the KPIs and compare the results to those collected from the competitors.
- And who will look at these the Oil Majors I guess ...

Typical Example of numerical KPIs

- TMSA 4c Requirement: The Company needs to maintain the amount of outstanding PM tasks across the fleet expressed as a % of the total monthly planned maintenance tasks, recorded monthly with a YTD figure also indicated. Rankings between 1-4 (4 having the lowest % value and thereby being most desirable) are awarded
- TMSA 3b Requirement: For Stage 3 Score: The Company needs to demonstrate evidence to prove an 80% retention rate for senior shipboard officers over a 2 year period. For Stage 3 Score: The Company needs to demonstrate evidence to prove at least 80% retention rate for ALL shipboard officers over a 2 year period.
- You have probably seen more examples earlier on today.

Study of One Task

Machinery

Bunkering

Risks With Crew training variations

Remember How we started

Security Checks

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Risk with respect to defects variance

ISM Checklists

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ISM Procedures and Manuals

Voyage Planning

Risk With

And How we finished after 12 YEARS

Manuals

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1998

2000

2004

2005

2010

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Combination of all variations effect on risk

TMSA Related Information Management

Just Like before we start with ...

Risk Identification

Coordination of Action

Process Transparency

TMSA KPIs

Guidance

Process Improvement

How Long before this happens ...

2005

2012

To Conclude ...

- TMSA essentially covers risk mitigation, and the continuous improvement of risk mitigation:
- **Essential Software Requirements:**
 - Versatile system of indexing of data
 - Presentation of that Data with the right relevance criteria and at the time of need;
 - Which Roles should have access to this information
 - What task is he trying to perform
 - What Machinery/Quality processes are affected.