

Effective Performance Monitoring

A large oil tanker ship, the 'WALDE CAPTAN', is shown from an aerial perspective, sailing on a deep blue sea. The ship has a dark hull and a white superstructure with a yellow funnel. It is moving from left to right, leaving a white wake. The sky is filled with soft, white clouds.

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Introduction of INTERORIENT

- Established in 1979, INC is currently one of the leading shipping companies in Cyprus with about 270 shore-based employees and around 3,000 seafarers
- Business areas:
 - Ship owning
 - Ship management
 - Liner & Feeder services
 - Shipping agency and forwarding
- INC is headquartered in Cyprus with offices in Hamburg, Miami, St. Petersburg, Riga and Manila
- Owns, Manages and operates about 130 vessels of which 53 vessels are under full management



To be discussed !

Effective Performance Monitoring

- Background
- Approach and method to date
- Experience and result to date
- Positives
- Negatives
- Future plan



Background

As a result of early 2006 recognising a need to take a different approach in order to continually improve and control risks associated with our ongoing tanker fleet expansion.

We decided to look deeper into the data we receive following audits, SIRE & PSC inspections as these three sources provides a large and relatively unbiased source of information.

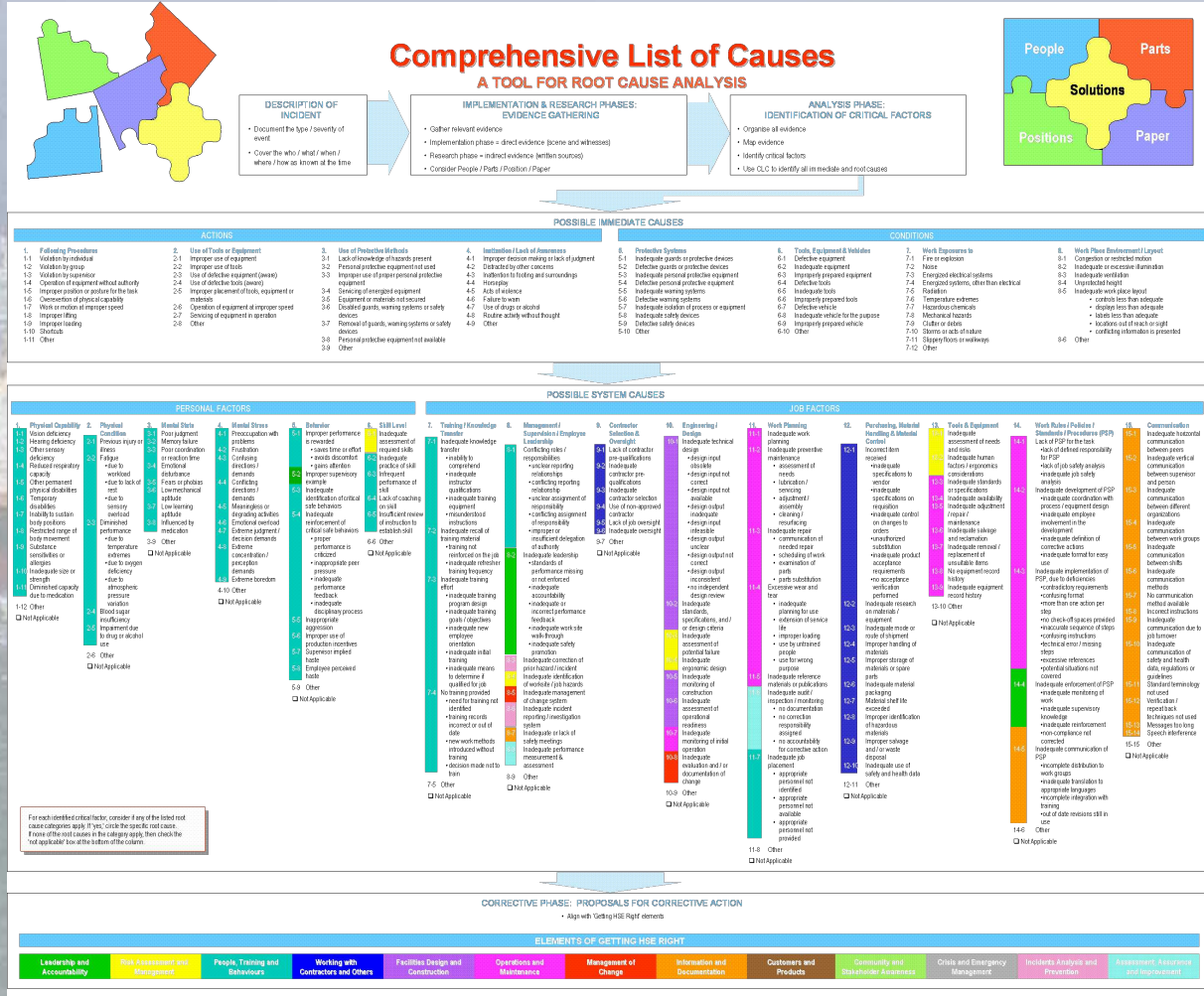
Target was to narrow down cause behind findings in order to:

- Accurately Identify corrective action.
- Ensure that what we promise/describe in our TMSA submission is lived up to.
- Ensure that action taken is efficient thereby reduce resources required iwo man hours and cost.

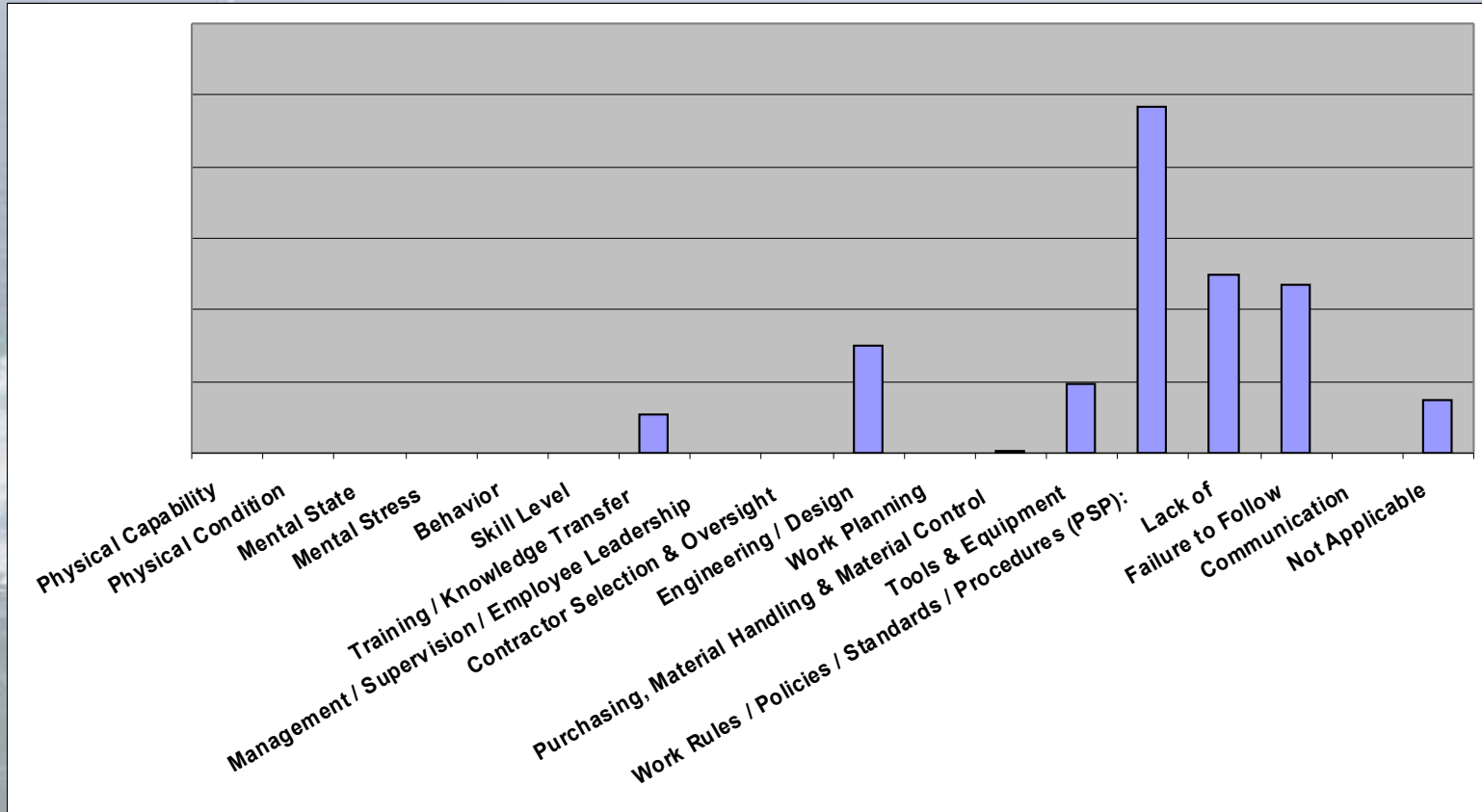


Approach and method to date

- As we were unable to find something off the shelf which suited our needs we decided to utilize system causes in a list of possible causes we often use for incident investigations.



Approach and method to date



Above was the initial result after reviewing all “findings” received over a 12 mth period.



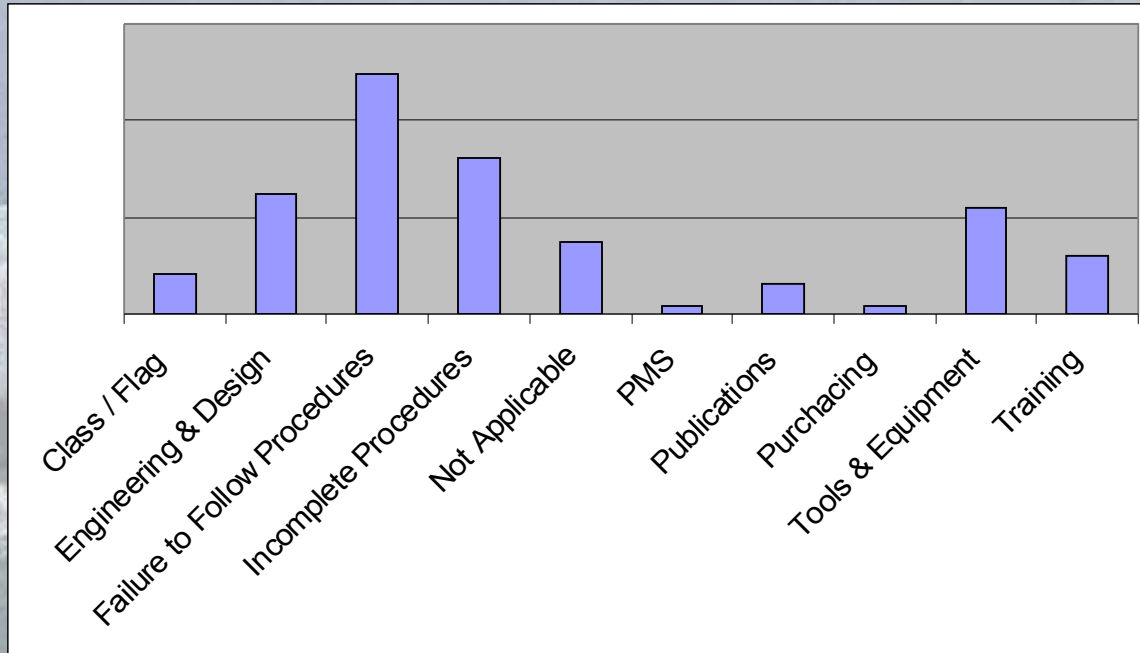
Approach and method to date

In order to make process manageable we decided on below “causes”:

- Lack of Training
- Engineering & Design (result of vessels design)
- Tools & Equipment (non operational equipment)
- Procedures, Purchasing (wrong/incomplete supply)
- Procedures, Class/Flag Documents (generally typos in class/flag documentation)
- Procedures Incomplete (manuals, checklists incomplete)
- Procedures, Maintenance/PMS (work instructions, records incomplete)
- Procedures, Missing Publications
- Procedures, Failure to follow
- Not Applicable



Approach and method to date



This is how we present internally



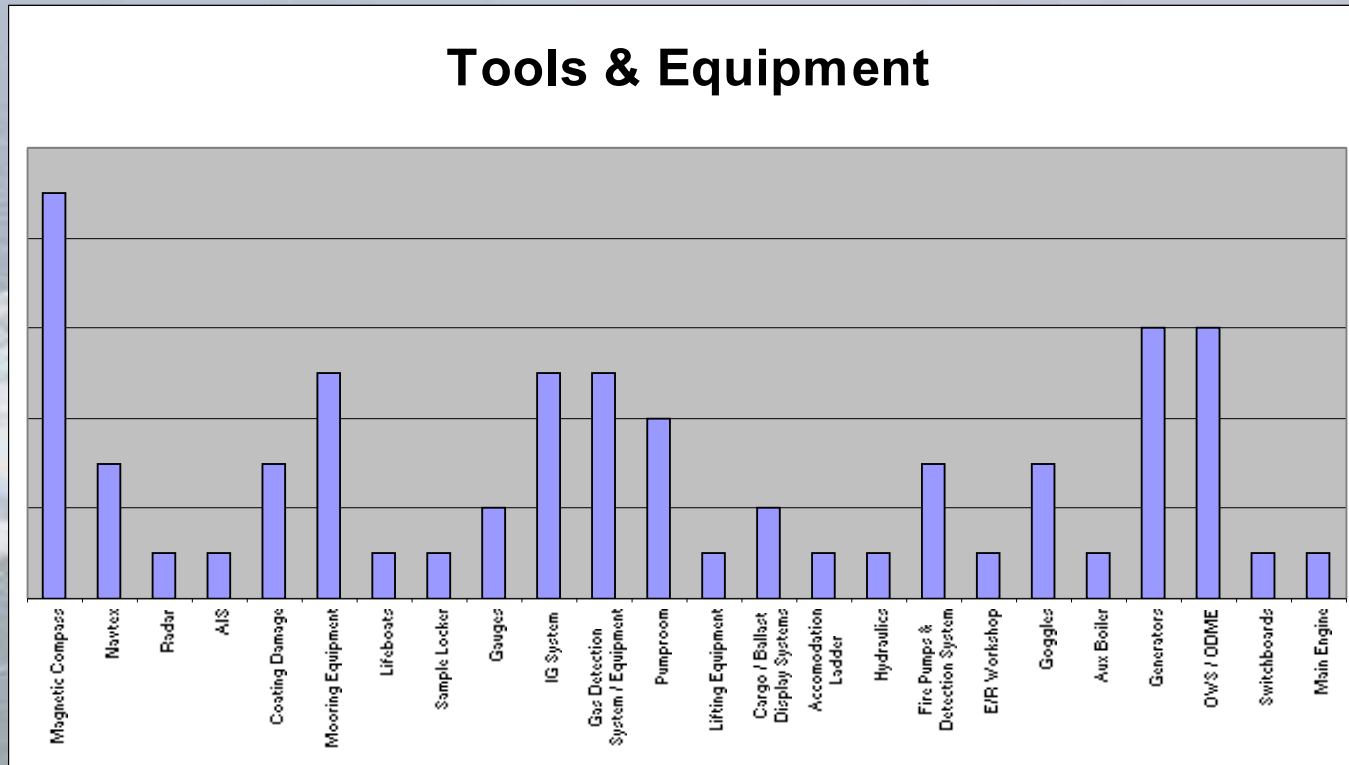
Approach and method to date

-Allocation of responsibility

Cause	Responsibility of:
Lack of Training	Training Officer/Committee
Engineering & Design	Technical
Tools & Equipment	Technical
Procedures, Purchasing	Technical/Purchasing
Procedures, Class/Flag Documents	Marine/Technical/Quality
Procedures Incomplete	Marine/Technical/Quality
Procedures, Maintenance/PMS	Marine/Technical/Quality
Procedures, Missing Publications	Marine
Procedures, Failure to follow	Training Officer/Committee
Not Applicable	



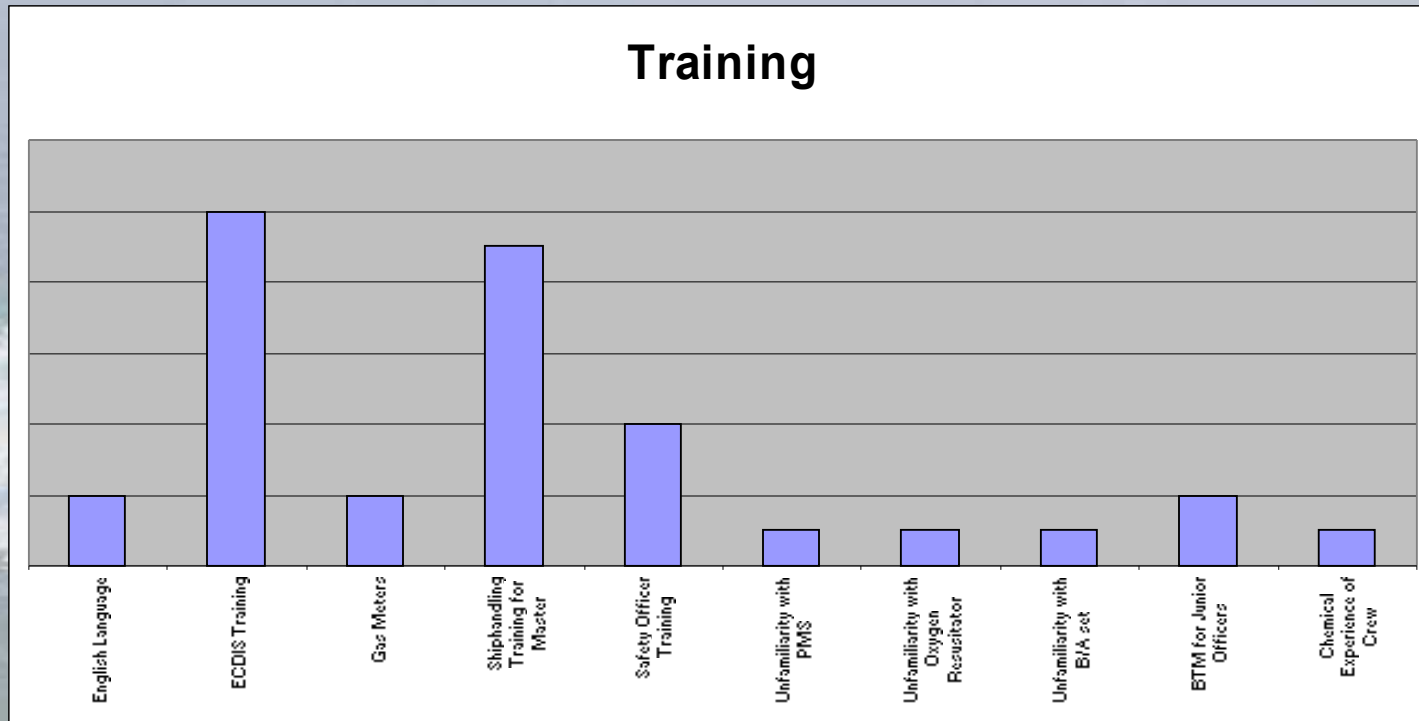
Approach and method to date



Example of how findings relating to “Tools & Equipment” has been further analysed.



Approach and method to date

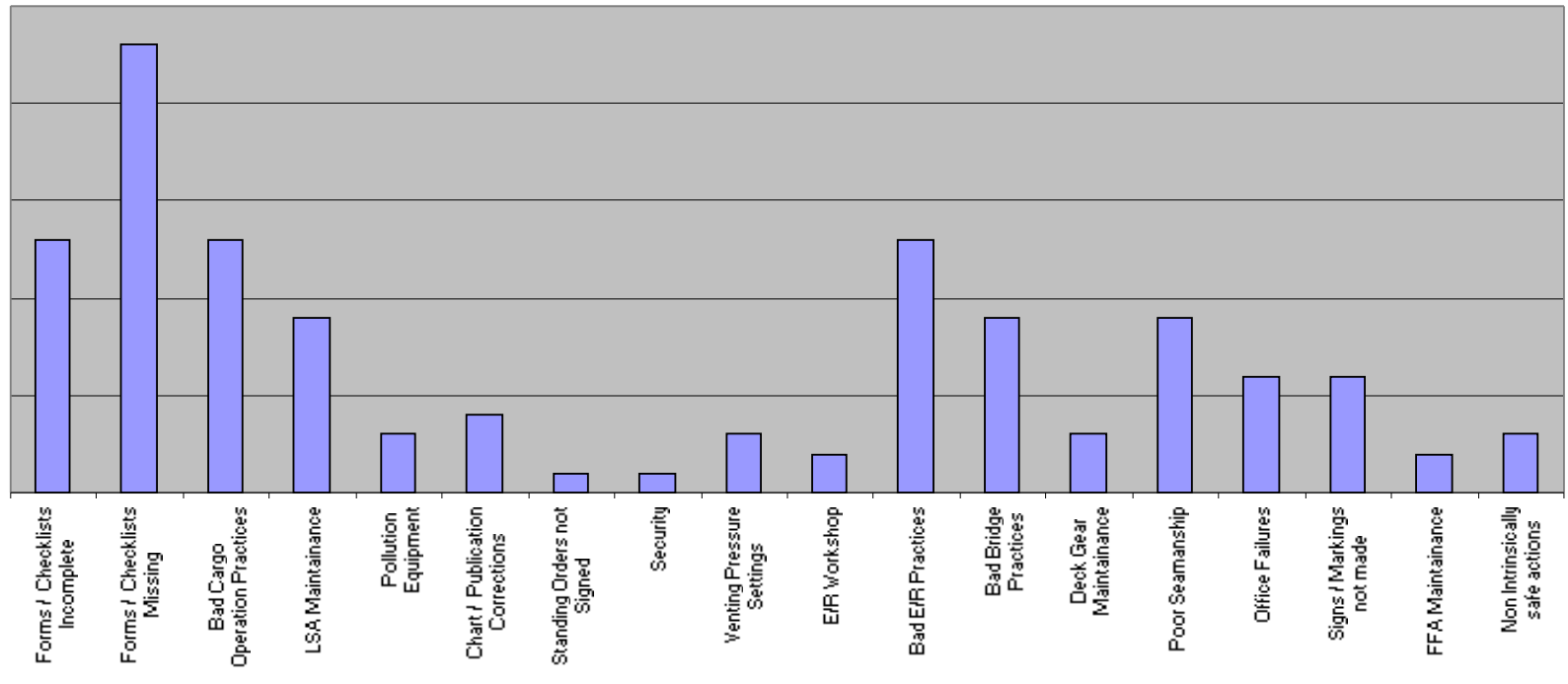


Example of how findings relating to “Training” has been has been further analysed.



Approach and method to date

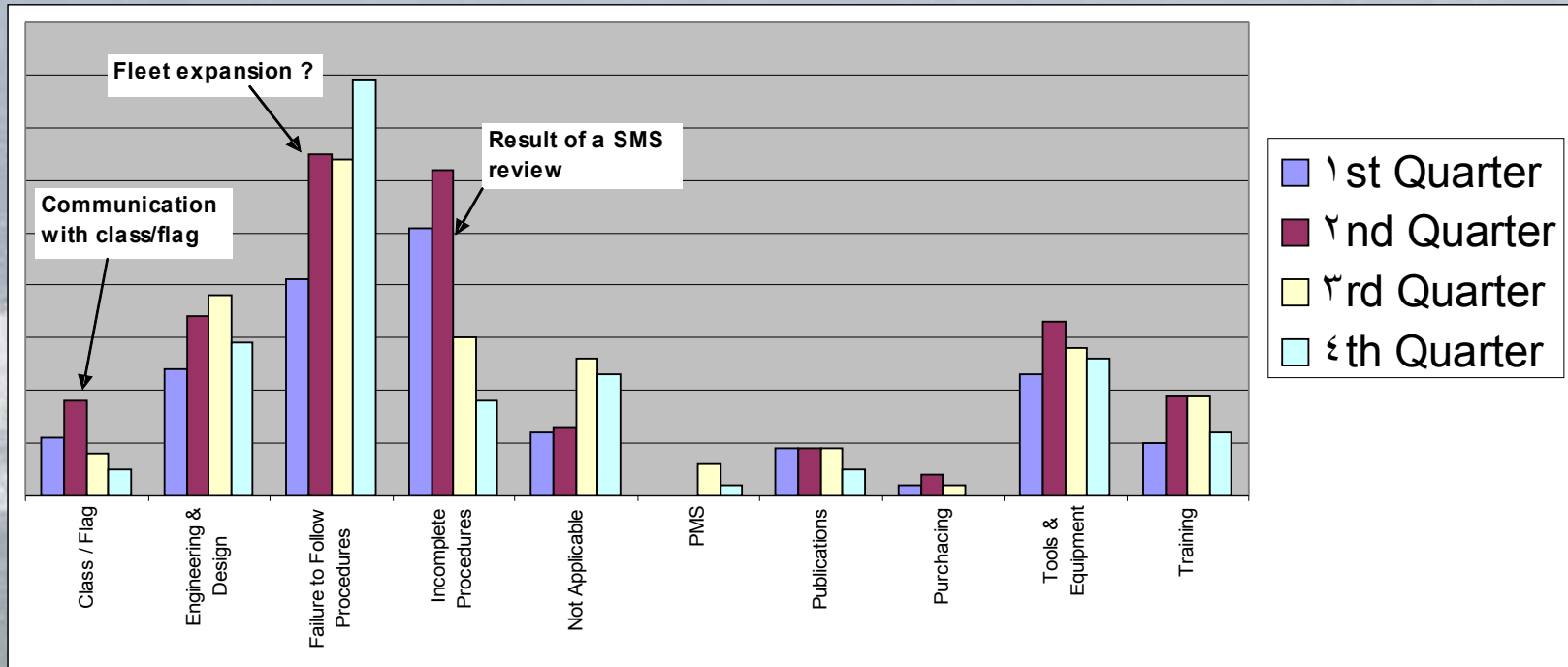
Failure to Follow Procedures



Example of how findings relating to “Failure to Follow” has been further analysed.



Experience and result to date



What have we learned after a couple of months.



Positives

- Has enabled identification of accurate corrective action.
- Improved SIRE, PSC and audit results.
- Responsibility is distributed in our organisation.
- Progress with limited use of resources.



Negatives

- Categorisation subjective.
- Man hours consumed categorising data.



Future plan

- Combine with incident/near miss analysis and possibly machinery failures in order to increase accuracy as result of larger data base.



Questions

