



Approaches to Professionalism in Tanker Operations

Evolution in tanker operator systems / TMSA

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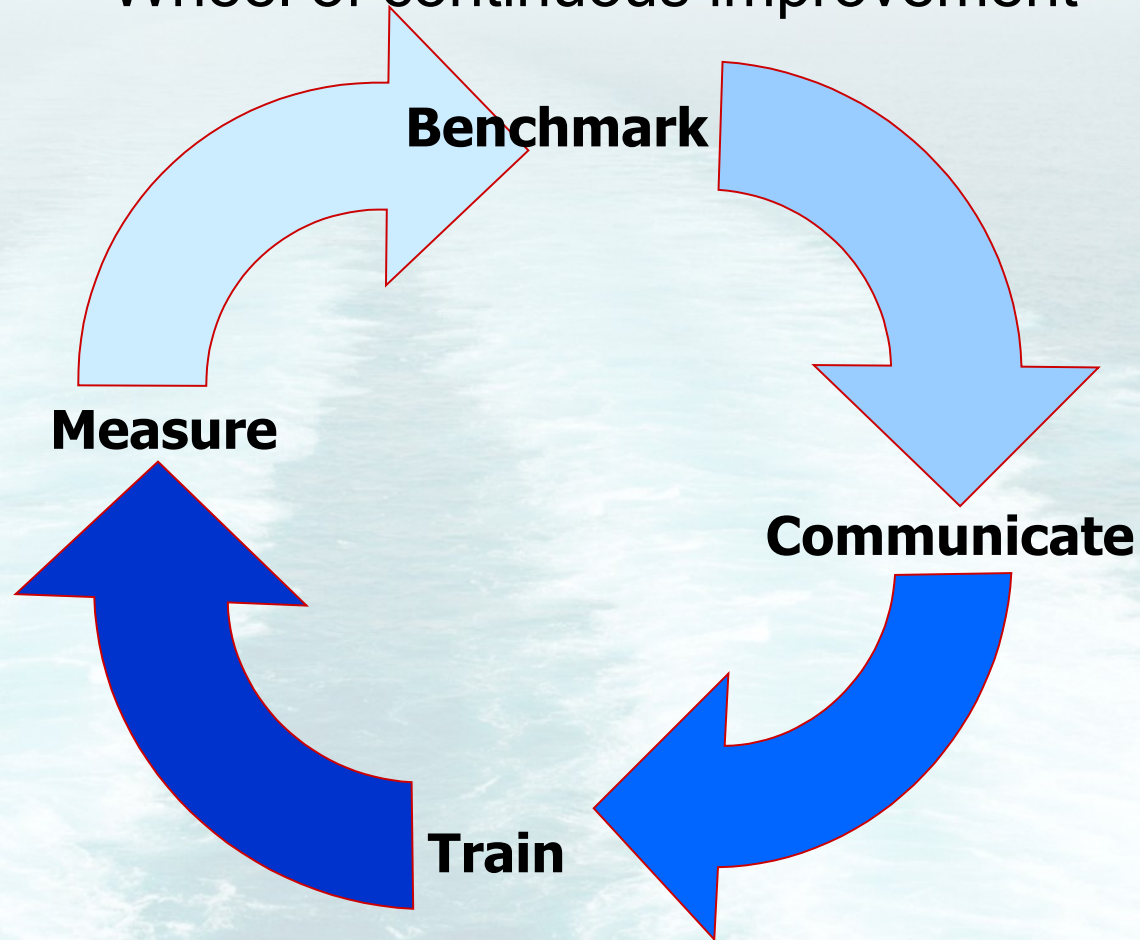


- **Professionalism - Part and Parcel**
- **Increased specialised knowledge**
- **Invest in Expertise**
- **Organisational changes**
- **Online On board**
- **Agree on Professional Standards (KPI & Fee's)**
- **Total quality**





Wheel of continuous improvement





High awareness & strict self imposed routines

- Oil Pollution Act of 1990 (OPA90)
- Tanker Management Self Assessment (TMSA)
 - Environmental damage
 - Corporate Social Responsibility (CSR)

New and more stringent regulations


- Security > ISPS
- Environment >SECA – Ballast water management
- Safety



“ Limited resources of qualified personnel ashore and onboard ”

Recruitment & Training

Important to have a plan for continuous training of personnel and updating routines in compliance with new regulations.



A critical success factor in the future will be to have access to, and be able to utilise personnel with specialist competence

Non Maritime

Specialists with **non maritime** background bring in new competence and methods

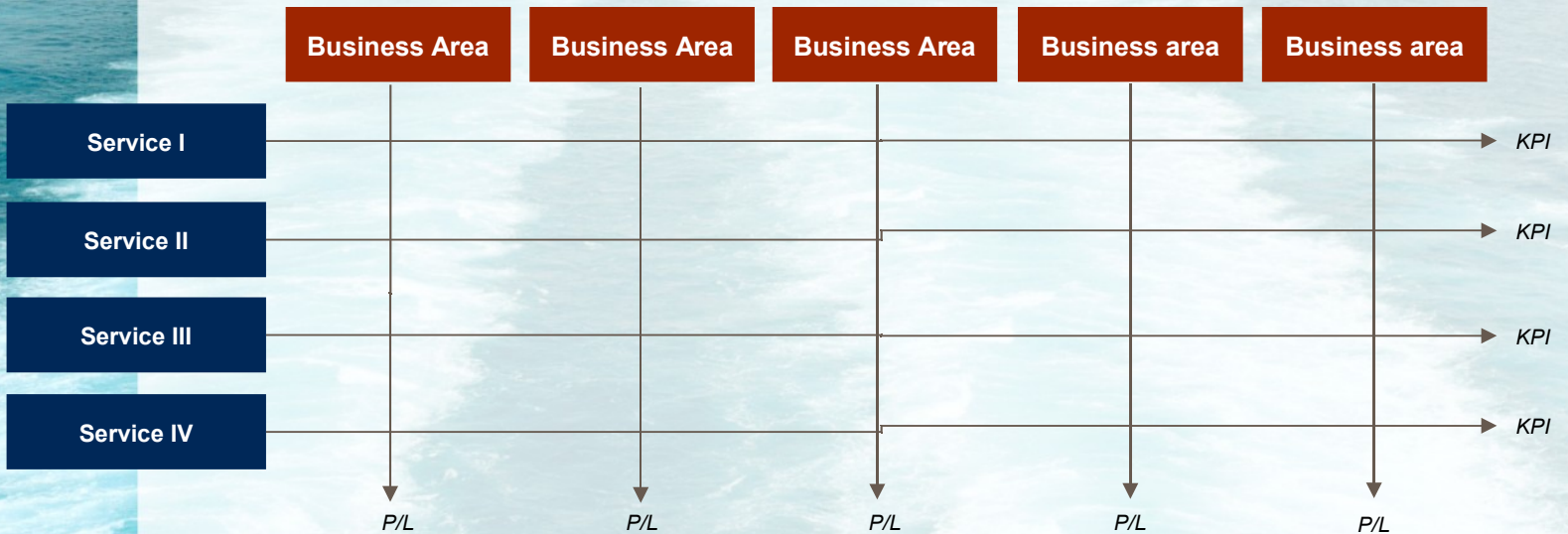
Senior Level

Considerable investment in competence development on senior level.

Hold on to Senior personnel and invest in competence development. They have the history and the experience.



From Hierarchy to Matrix - from Static to Dynamic



Knowledge-based organisation, Information-Sharing,
Process oriented, Best practices



Information sharing

**Knowledge-based
organisation**

Best practices

Process oriented

- Increased efficiency
- More focused
- More disciplined
- Tailor-made solutions
- Optimised service at each location



Global IT and IS Structure
- Supports the process oriented global organisation

- Boost efficiency
- Improve reporting
- Improve day- to day life for on board personnel
- Seamless integration between land and shore



V-SAT Tampa facts

- Onboard Sealink VSAT C-band
- 64 Kbit/s satellite bandwidth
- (dedicated)
- 24/7 help desk
- Apps: Phone, Mail, Intranet,
- crew Internet, online class
- records, SMHI, WW-intranet, etc.
- 6 telephone lines connected to
- public network at Eik Teleport
- Replace Inmarsat B,
- retain Inmarsat C onboard
- Installed: Nov. 2006;
- Tested: May 2007;
- Fully evaluated: Sept. 2007





Set formalized standards are a pre-requisite to professionalism

Establish professional standards

Key Performance Indicators (KPI)



- Inter Manager's initiative to define KPI's is a step in the right direction
- Important to ensure that the KPI's relate to the same factors



Thank You !