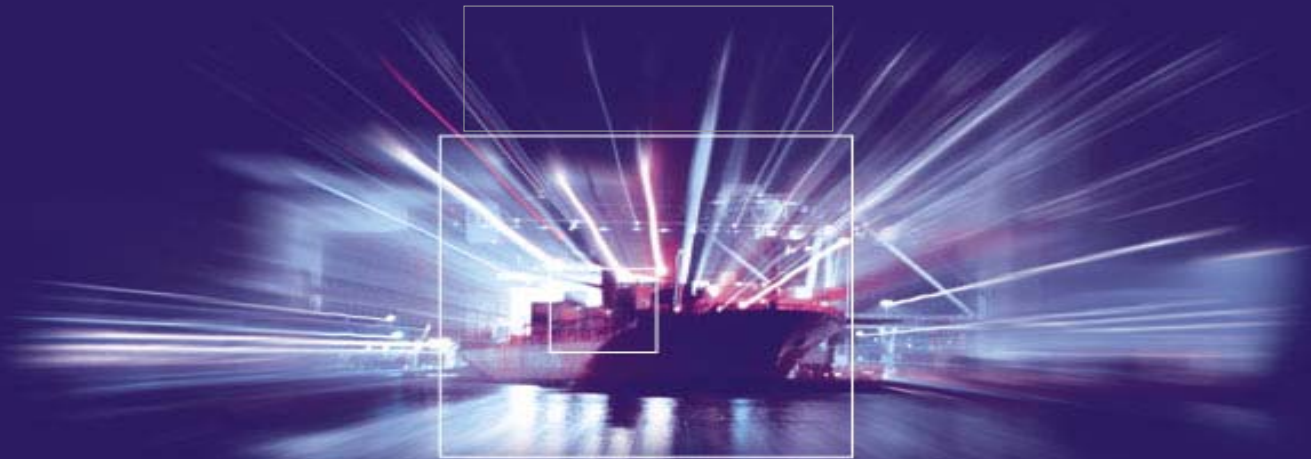


Managing large fleet conversion projects



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Introduction:

- **The challenge**
- **Delivering in a Box**
- **System Optimisation**
- **Business Problem fix**
- **Improvement process**
- **Lesson learned**



The challenge

To create major benefits to the whole company:

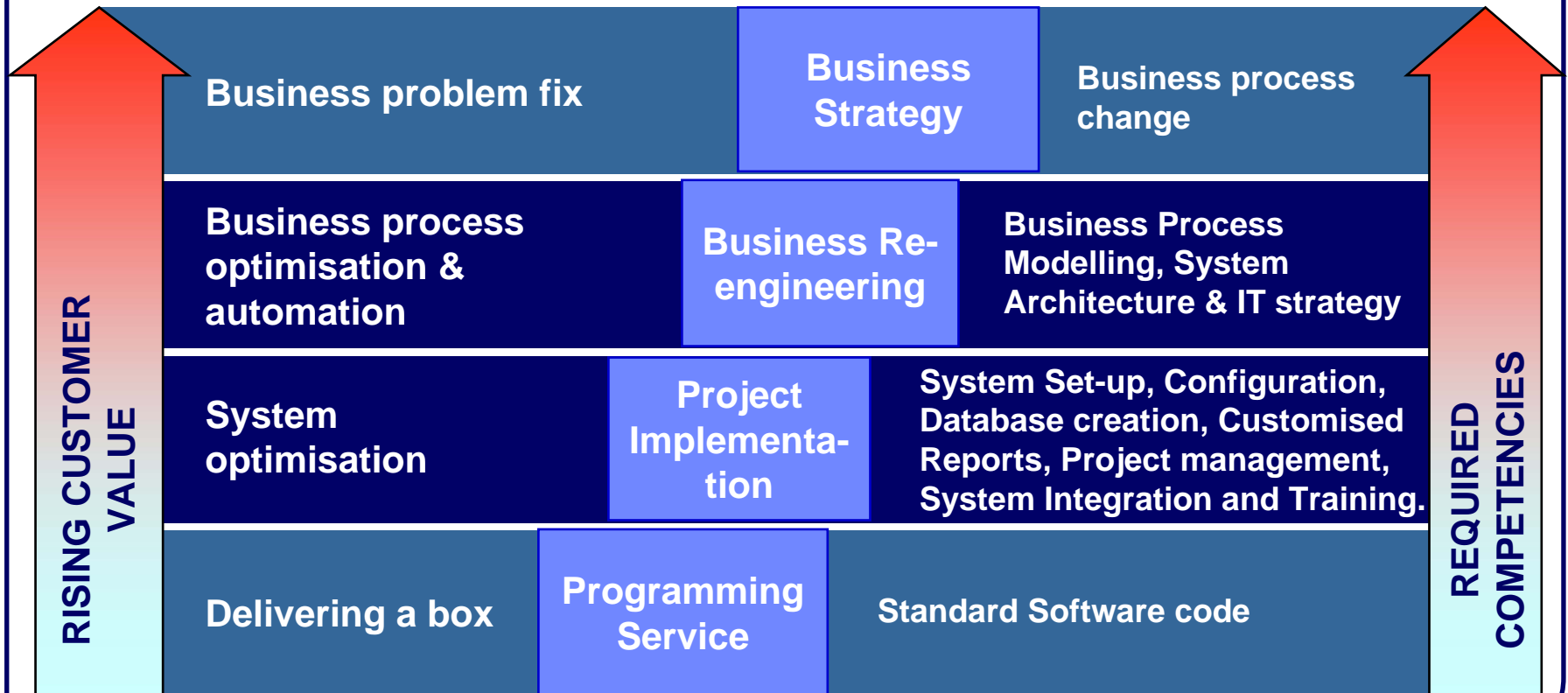
and for the IT solution:

- **Easy to install.**
- **Low cost of ownership.**
- **Fast to integrate.**
- **Easy to manage.**

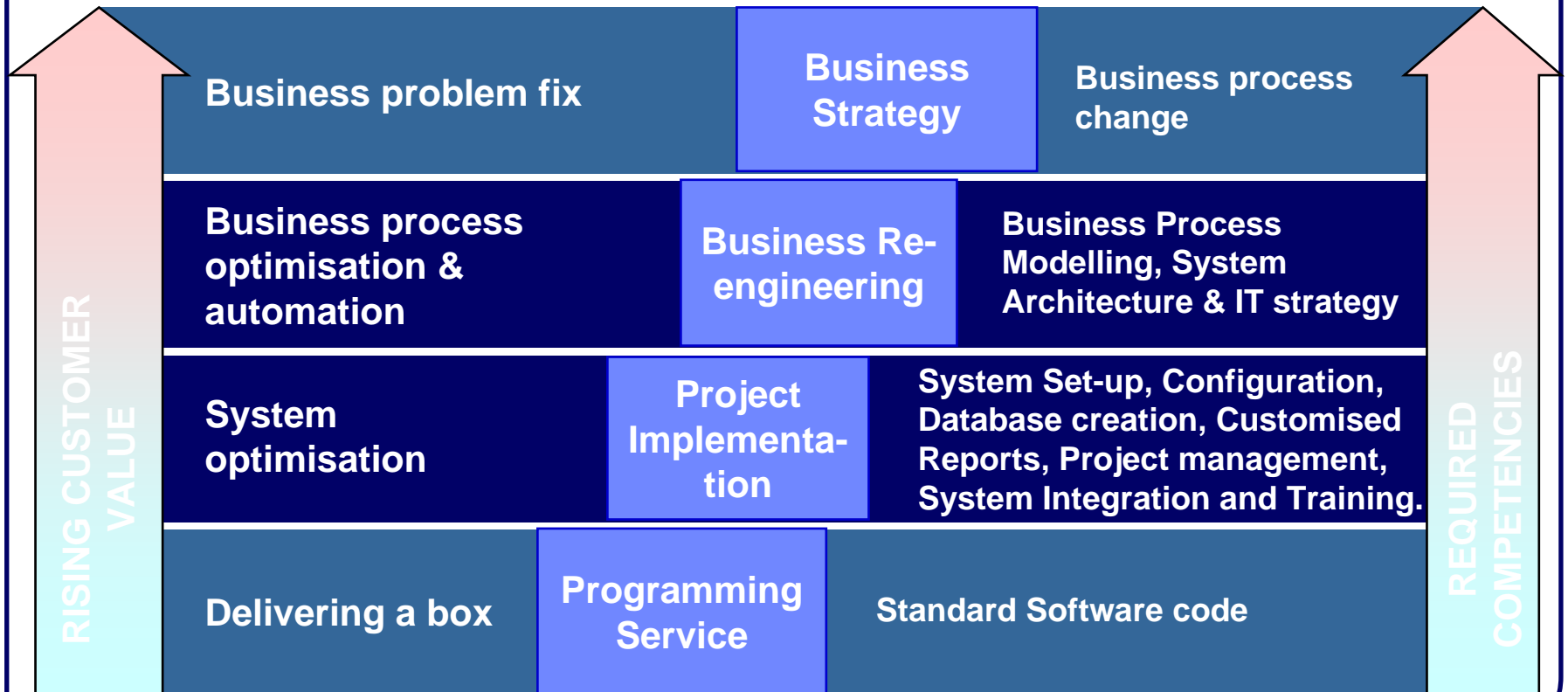


Maximise the return on investment.

- **System Optimisation and Business Process Optimisation services to maximise the customer's return on investment.**



System Optimisation





<ul style="list-style-type: none">• Determination of data, system & report requirements to support & optimise your business processes• Project planning and management	<ul style="list-style-type: none">• Functional & process based hierarchy set-up• Data entry• Tuning & optimisation	<ul style="list-style-type: none">• Software & database installation• System configuration & optimisation• Tailored report generation• Testing	<ul style="list-style-type: none">• Customised and public trainings	<ul style="list-style-type: none">• Global support• 24/7 e-mail & web based• 24/5 telephony support
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- This analysis phase assures the solution yields maximal ROI for all parties involved:

User Needs

- Data in & output
- Business processes
- Work flows
- Check lists
- Knowledge levels

Management Needs

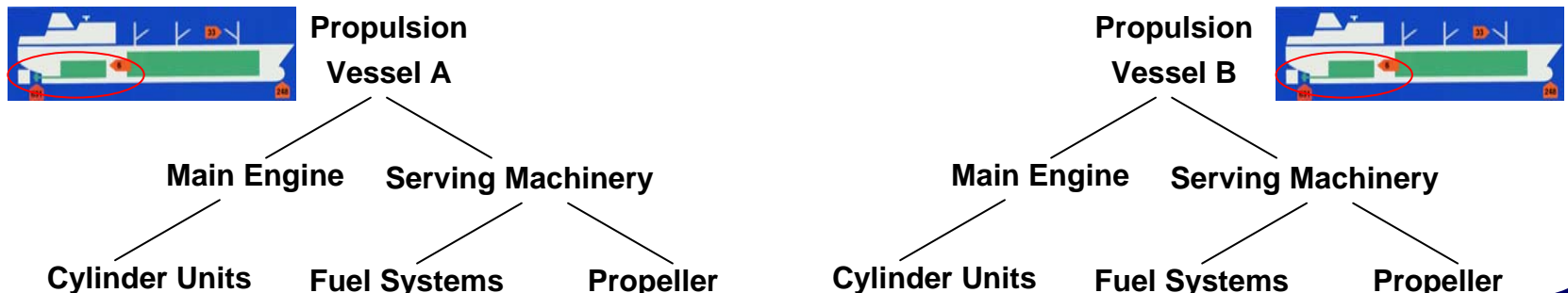
- Reporting (KPIs)
- Analysis
- Benchmarking
- Compliance
- Deadlines
- Strategy

IT Needs

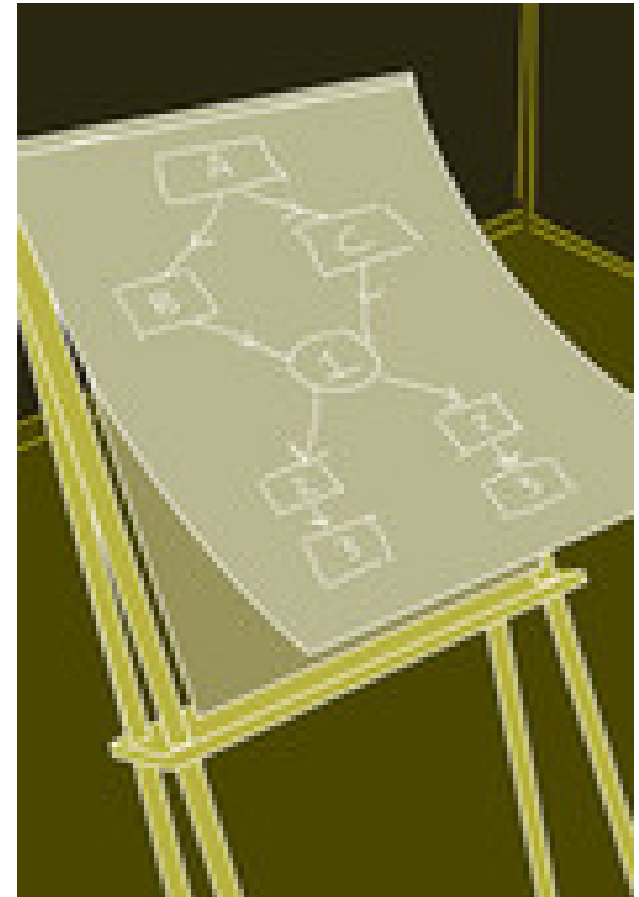
- Vessel & office IT environment
- System integrations into other systems

**System Implementation, -Integration & Configuration,
Database, Reporting, Training and Timing
Requirements**

- The quality of the database and the associated structure are vital to gain maximum ROI:
 - Entry errors result in the purchase of the wrong parts which in the worst case result in down time and off-hire.
 - The structure should maximise the management benchmarking capabilities. e.g. parts should be entered and structured according to their place in the functional process. Otherwise, with different vessels you DO NOT compare apples with apples.
 - The functional hierarchy structure should be consistent and well documented over time to anticipate on future vessels.



- **The Project Management approach outlines the process of initiating an implementation project for Product under the Project Management model.**
- **The initiation phase of implementation begins with a hand-off from the customer and concludes with the Project Order and Decision to Design.**



Project model

Project phases, milestones & decision gates



Project documents



Project control items
MOQRIT

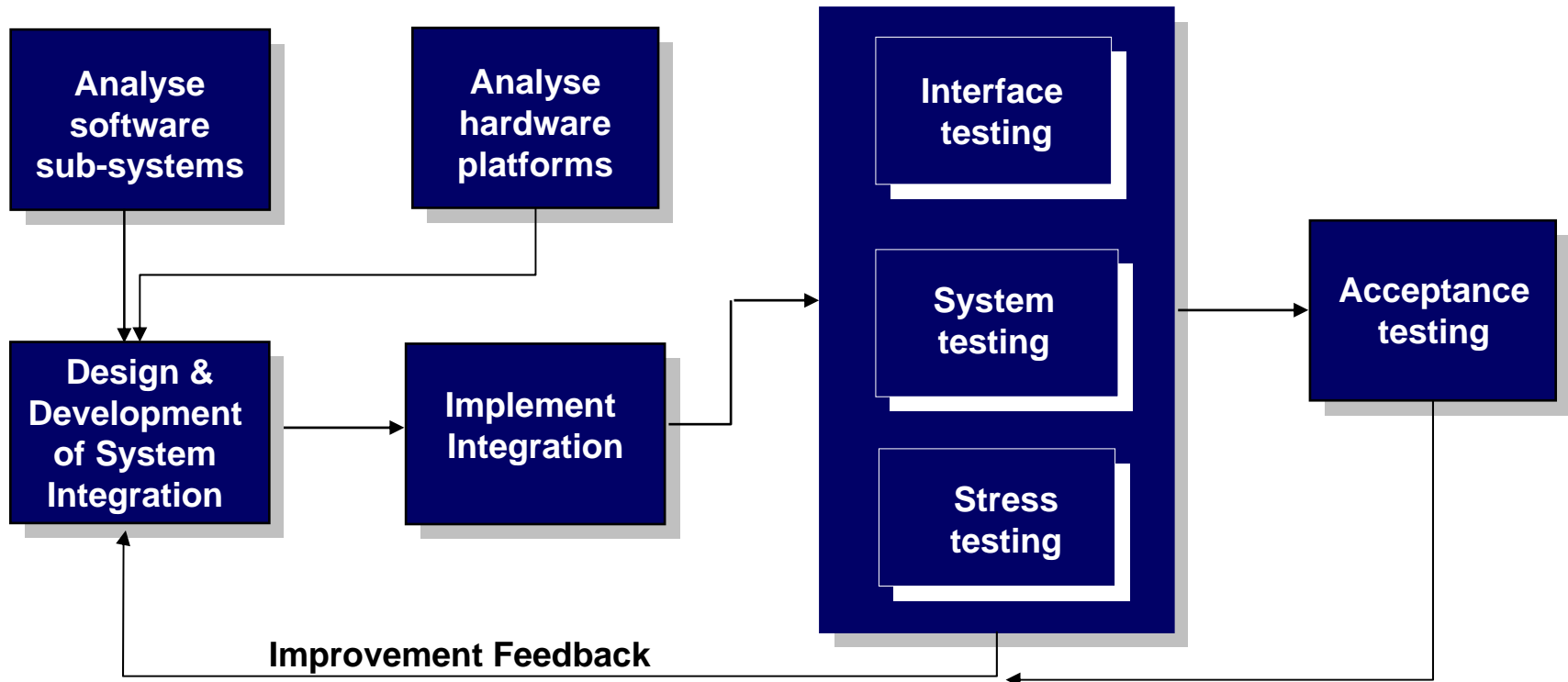


Roles & Responsibilities

- Project owner*
- Project manager*
- Project assistant (if required)*
- Project member*
- Project stakeholder*

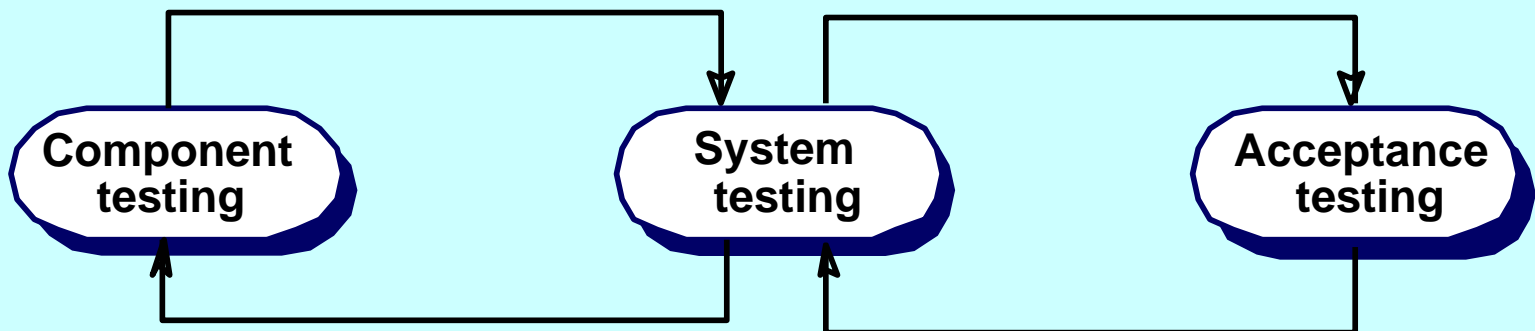


- To develop interfaces to integrate the new solution into your current system environment.

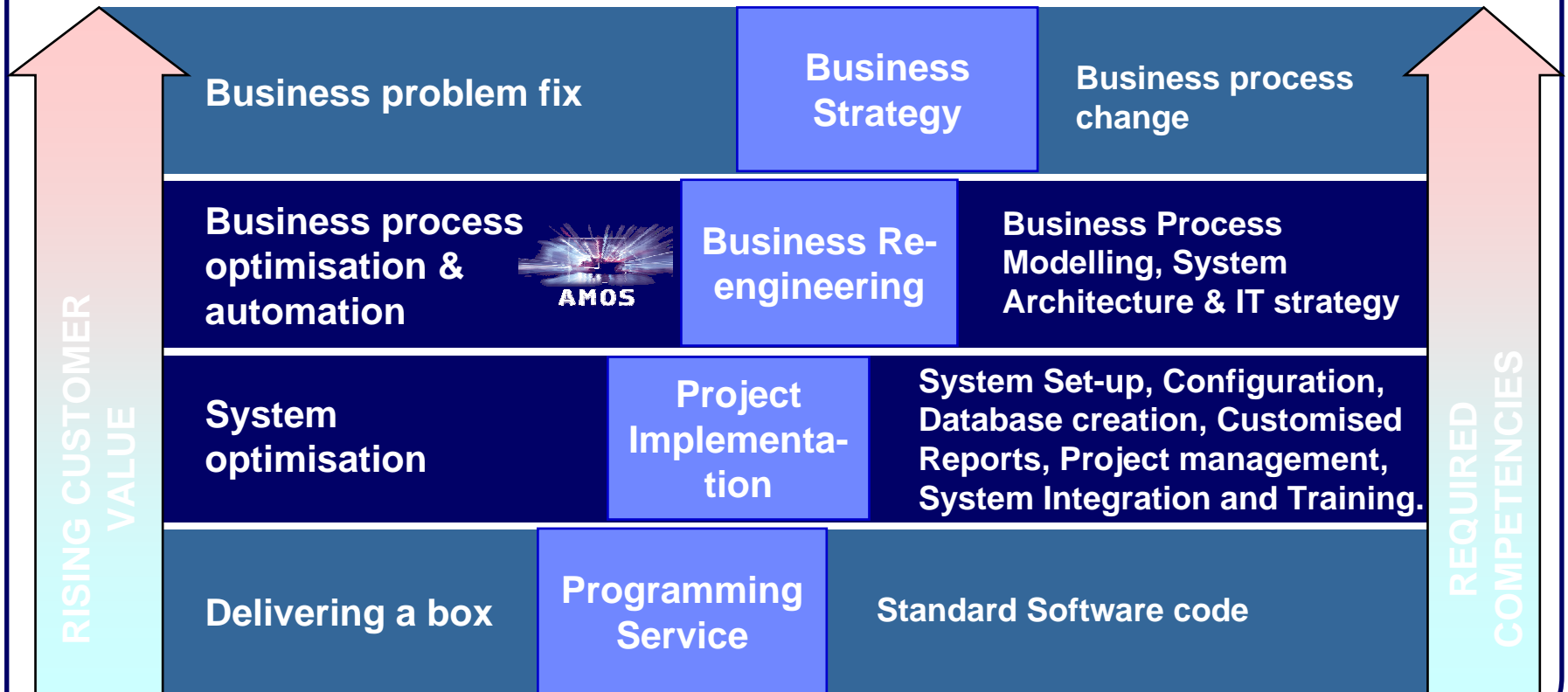


Implementation: Configuration & Testing

- The vessel system is configured to match the defined User, IT and Management needs and tailored reports are developed.
- To minimize complexity, parts of the software that will not be used will be hidden.
- Proven verification and validation scripts have been developed over the years to check if the system conforms to its specifications and meets the requirements of the customer.
- This involves checking and reviewing processes and system execution in the following three stages:

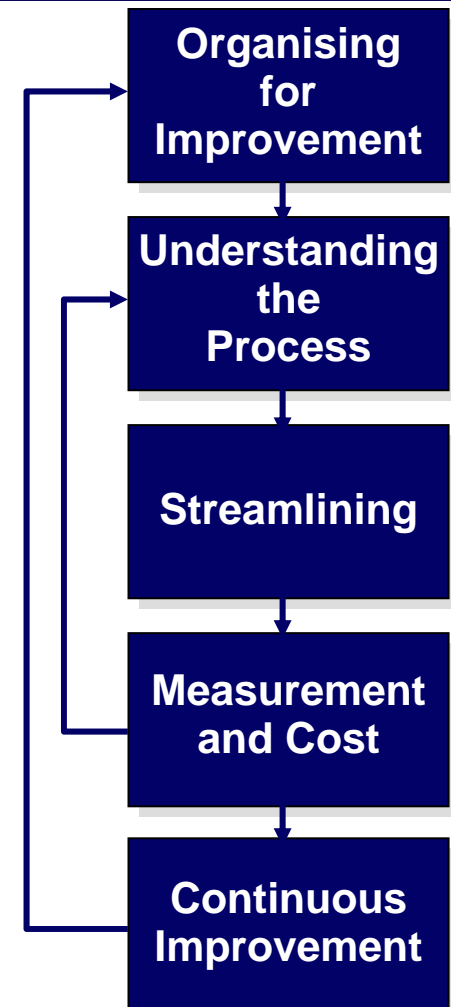


Business Process Optimisation



Stages in the Process:

- Feasibility scan
- Analysis and Unfreezing
- Sales & development proposal
- Detailed Problem Analysis
- New system design and modelling
- Develop performance measures
- Evaluate options
- Present report recommendations
- Join team to implement changes
- Fine tune and ensure client satisfaction
- Review and evaluation



Improvement process: Reports, Analysis & Copy Best Practise

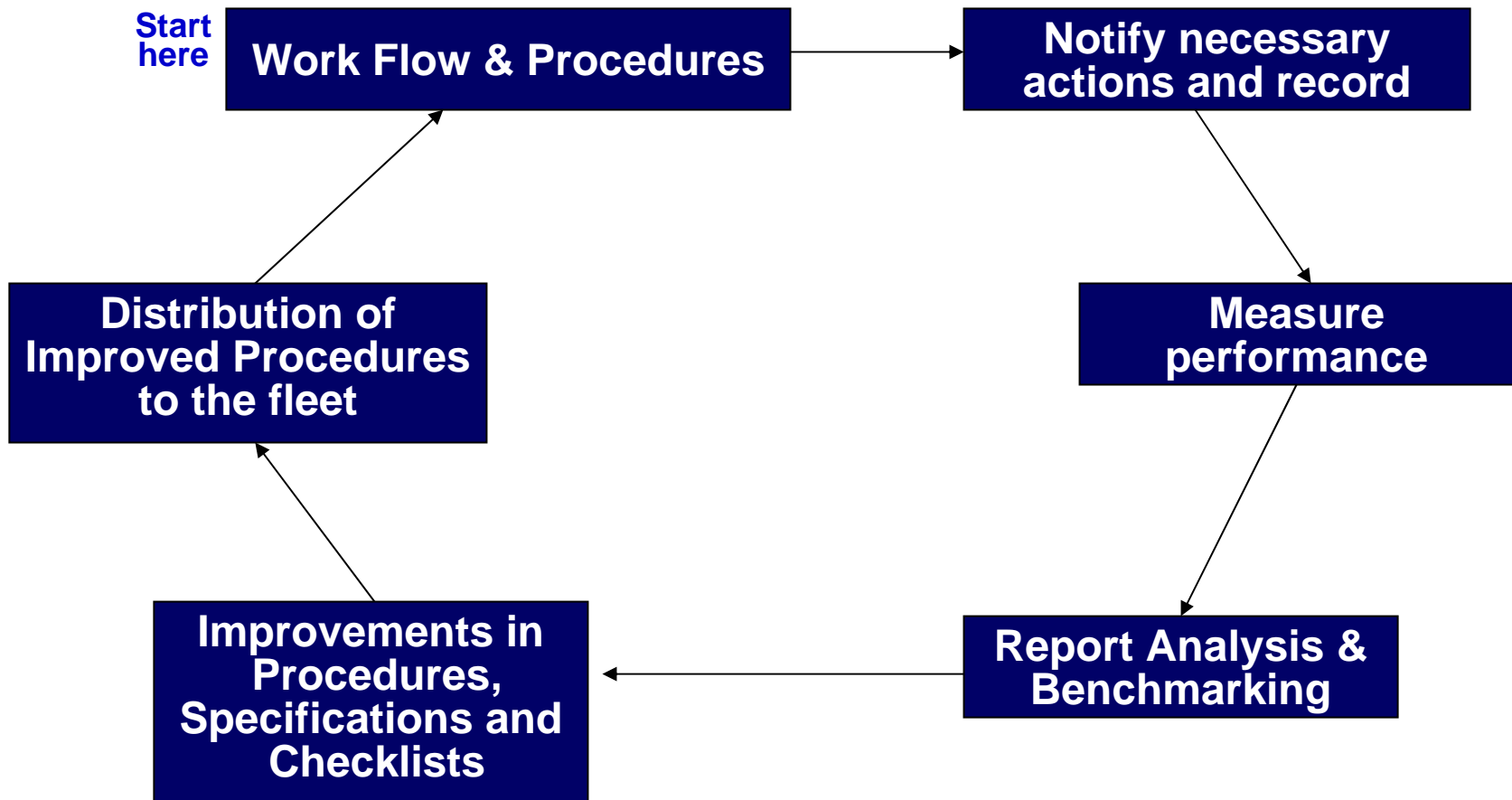
Improve your operations by measuring and monitoring your performance effectively through ready-to-use system and tailored reports:

- **Generate reports from all vessels for centralized management analysis on e.g. Claims, Insurances & Non-Conformities.**
- **Benchmark across the vessels in the fleet and analyse performance differences.**
- **Define and implement best practise.**
- **Improve procedures, specifications and checklists.**
- **Electronically redistribute the improvements from the office back to your vessels.**



Improving the Quality of your Operations

- by controlling and optimising the continuous improvement process:



Failures can usually be traced to one or more of these five primary causes::

- Poor project management during implementation.
- Inadequate change management.
- Develop a vision for new It solution.
- Manage change for positive results.
- Management support is essential.



Thank you!

