

# TEEKAY MARINE SERVICES

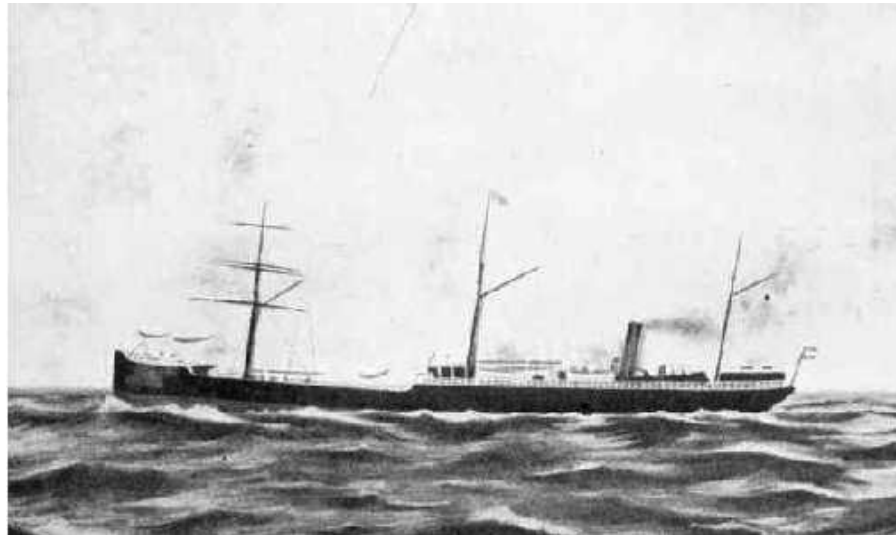
## TMSA A Owner's Perspective



► TEEKAY – THE MARINE MIDSTREAM COMPANY®

# The beginning -

- ▶ 1859 - Crude oil first produced commercially
- ▶ 1861- First vessel, Elisabeth Watts, carries a full cargo of oil
- ▶ 1866 - Official beginning of tanker industry with the building of Glukauf, the world's first oil tanker.



# Over the years -

- ▶ Vessels became bigger and better

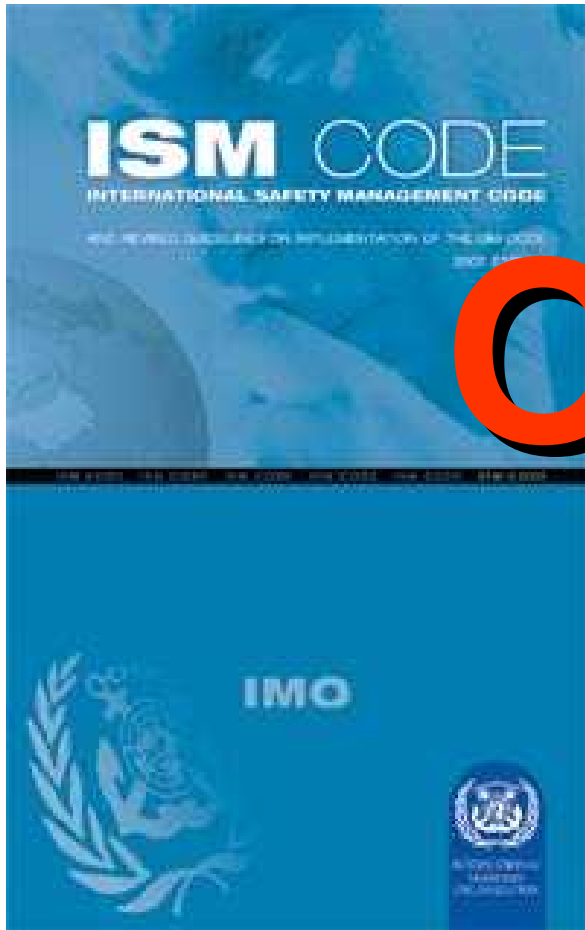


# Over 120 years since the Glukauf -

V



Which gave rise to



**OPA '90**

What is the focus ?

**COMPLIANCE**

# Monitoring Compliance



**Australian Government**

**Australian Maritime Safety Authority**

# OCIMF

OCIMF - Oil Companies International Marine Forum

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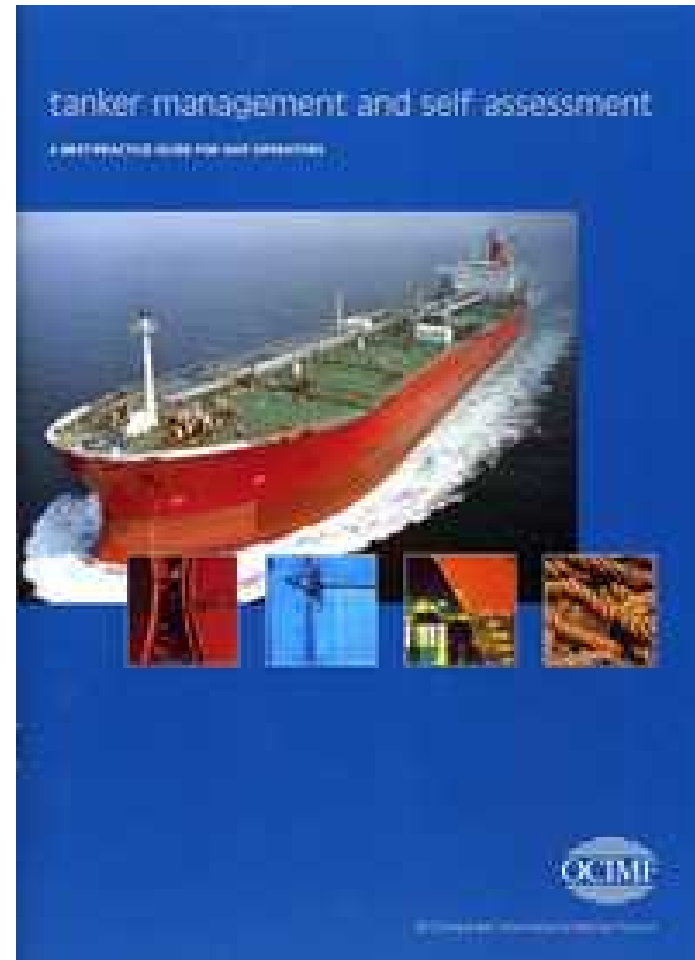
What is the focus ?

**Not Just  
Compliance**

# COMMITTMENT

# What is TMSA ?

- ▶ **A GUIDE**
- ▶ **A STANDARD**
- ▶ **A TOOL**
- ▶ **AN OPPORTUNITY**



# A GUIDE -

- ▶ A Best Practice Guide for Tanker Operators
- ▶ Contains guidelines addressing continual improvement in tanker operations
- ▶ Tells you what are the customers requirements



# A Standard -

- ▶ A quality management system standard
- ▶ Defines essential elements for a sound management system
- ▶ **12** elements covering all aspects of marine operations
- ▶ Covers shipboard operations and operations ashore

# A Tool

- ▶ A Tool to help you set goals
- ▶ A Tool to measure your own performance
- ▶ A Tool towards continuous improvement
- ▶ A Tool to direct your organization based on factual information, the result of measurement and analysis

# An Opportunity -

- ▶ For improvement
- ▶ To reflect the customers' perspective and expectations
- ▶ To prove to the customer that your performance is backed by a good quality management system

# TMSA & TEEKAY

- ▶ Same philosophy that the effectiveness of a company's Management System is key to the **quality** of the ships and the **operation**
- ▶ The foundation of an effective Management System is a clear vision, a core purpose, strong leadership and a commitment to continuous improvement

# Us & Them

- ▶ Alignment between **MOMS** and **TMSA**:
  - ▶ Both based on Deming Management Cycle
    - PLAN-DO-CHECK-ACT (MOMS)
    - PLAN-ACT-MEASURE-IMPROVE (TMSA)
  - ▶ Both stress the need for:
    - Continuous improvement
    - Objectives and targets
    - KPI's
    - Robust audit process

- ▶ A Quality Management principle states that organizations depend on their customers and should meet customer requirements and strive to exceed customer expectations
- ▶ About 47 Energy Companies, through the OCIMF, have put together their requirements and guidance



Have you effectively used what you have been given

