

# UNOLS - The Quality Management Improvement Process

## UNOLS - The Need for 'Change'

"Change - the only Constant"  
Upheavals in the Shipping Industry  
Your July 2002 Target  
How to respond?

### Quality Management Systems

- Competitive World!
- NOT about Putting out Fires!
- NOT about Cost-Cutting!

### Quality - What is it?

- Being able to 'More than' Deliver!
- Doing the 'right thing'!
  - first time!
  - every time!
- 'Knowing' your Customer!
- 'Meeting' Their Needs!
- An attitude of Mind - Service!

### The UNOLS Customers?

- Who are they?
- Federal Funding Agencies
- Others?
- Scientists - The Users

### D.Q.M.S. - A System

- Structure
- Study
- Support
- Start!

### D.Q.M.S. - A Culture!

- Leadership!
- Involvement!
- Performance!
- Successful Delivery!

### Managing the Change

- NOT Just Documentation!
- NOT Just Certification!
- MORE about Planning!

- **MORE** about 'Finding Out'!

## **International Safety Management**

- Accountability!
- Compliance!
- Timing!

### **I.S.M. Code - The Facts**

- Management
- Prevention of Accidents
- Safety of Life
- Pollution Prevention

### **I.S.M. Code - The Process**

- Develop Policies and Procedures!
- Apply them!
- Audit them!
- Refine them!

### **I.S.M.- The Certification Process**

- **Identify** Internal Management Process
- **Verify** Compliance
- **Issue** Compliance Certificate
- **Review**

### **Certification - How to get it!**

- **Easiest Route** - ISO 9002 QMS!
- **Easy Route** - Classification Society Q.M.S!
- **More Difficult Route** - No prior Q.M.S!

### **Marine Safety - Who Decides?**

- UK Experience:-
- Marine Safety Agency
- Voluntary Certification Process
- Mandatory Compliance
- The U.S. Experience

### **ISM and UNOLS**

- Accountability!
- Compliance!
- Timing!

### **ISM and UNOLS**

- Research Vessels Safety Standards
- Ship Management - 'Core Business'?
- A Common UNOLS Approach?
- Resource Implications?
- Management Information Implications?
- Ship Operating Instructions?

### **Suggested Actions:**

- Accountability?
- Standardised Documentation?
- Central Project Team?
- Timing?

### **Available Benefits:**

- 'Best Practice'
- Better Planning (Business Plans)
- Better Ship and Staff Utilisation
- Better Performance

### **In Summary - (I)**

- 'Quality Matters!'
- 'Cultures' develop over time!
- Leadership & Teamwork Count!
- Management Systems need Resources!

### **In Summary (II)**

- Quality & Safety?
- Prove it! To Yourself!
- To Others!
- Benefits Will Come:
- In Time
- After 'Action Plan for Change'

### **Ideas for 'Change Action Plan'**

- Establish Change Project Team (with Budget)
- Develop Standard Policies & Procedures
- Apply these throughout
- Develop new Business Plans
- Provide better Management Information
- Investigate E-Commerce benefits
- Establish Skills Database
- Encourage new Opportunities