# Operations Keeping ahead of the game



- Accident reporting
- Maintenance of the ship & equipment
- Safe operation of the ship & protection of the environment
- Ship / crew familiarisation

#### **Procedures**

STCW, ILO conventions, Industry standards, Occupational Health &

**Meeting multiple demands** 

are indicated.

The demands placed on a ship by the environment, industry, regulation and management are likely to change frequently. In order to meet the twin demands of the safe conduct of the ship and the safe and timely delivery of its cargo the procedures by which the ship is run, the competence of the people who crew it and the service it delivers (its product) need to be continuously reviewed and revised. Fortunately, guides and references of good practice

exist in all of these areas. Our recommendations for what to look at

## People

ISM, ISPS

Industry guides

- Education & training
- Effective communication
- Leadership
- Lines of communication
- Management of fatigue
- Manning levels

## **Service / Product**

Quality Management, Voluntary codes, Charterer's standards, Corporate Social Responsibility

- Company culture
- Effective communication
- Personal commitment