The Human element - foundation of Quality, Safety and Security
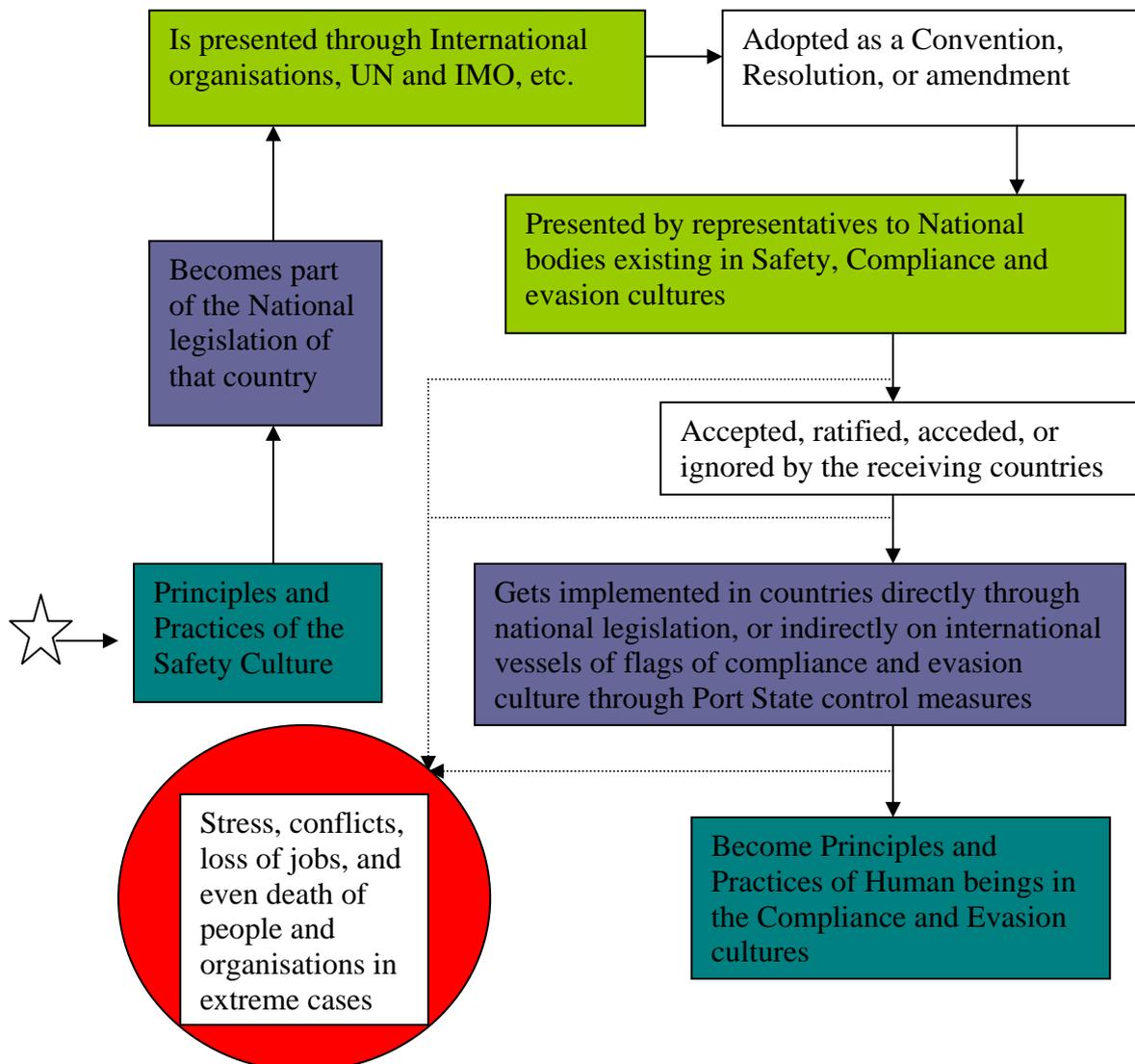
Capt. Ajay Achuthan, Extra master, FNI, FCMMI
Principal, Massa Maritime Academy

Legislation must have a structured way of creeping up into the human body, mind and soul. If not, it leaves behind scars and even wounds caused by the implementation process. Even though it is intended towards sustainable development of the human being and our environment, it also seems to cause stress and conflict and even loss to many human beings and organisations whilst it is being implemented. The course of implementation does have the attributes of "importance" and "urgency" which play a major role in decision-making. The purpose of this article is to:

- Highlight the need for a humane way to introduce and enact legislation and,
- Identify the basic human element, which is the very foundation of Quality (The ISO 9000 series), Safety (ISM code) and Security (ISPS code).

Why is Legislation required?

The flow chart below describes this process and is self-explanatory:

Whilst the principles and practices of s*afety* through effective implementation of the ISM Code, and that of security through effective implementation of the ISPS Code are compulsory, the ISO 9000 series which represent *quality* is not compulsory for an organisation. It is indirectly a requirement of and for trade to certain countries.

Why is this so? Deep introspection leads us to a very startling fact. It is so because

<div align="center">

"Survival is not compulsory"

</div>

However gruesome it may seem this fact dawned on me when a doctor friend of mine advised me against getting deeply upset when a senior friend of mine was suicidal during a certain period of his life. We cannot stop anybody from committing suicide, he said. Only the person concerned can do so if he chooses to. So create an environment that he would want to survive. How very true.

Human beings and organisations exist in an internal and external environment.

Companies who look at long-term survival choose, create, implement, monitor and continuously improve effective quality systems. This is their <u>internal environment</u>.

However, safety and security cannot be given the same freedom as the <u>external environment</u> is also at risk. Thus legislation is a messiah who/which tends to protect external environments to specific entities.

Yes, we cannot stop people or organisations committing suicide, however we can legislate such that they do not create loss in the external environment. People following practices ritually in a compliance culture, and, people evading the practices through seemingly creative, thus creating an evasion culture, do work towards their organizational suicide.

Distinguishing between Quality, Safety, and Security

What is the basis on which each of these concepts developed?

- Quality
- Safety
- Security.

Quality seemingly takes its root from a clear defined purpose and most importantly integrity of purpose;

Safety from an inherent purpose for survival after accepting the risk involved in reaching out for the stated purpose;

Security from the humane and legal right of an entity to protect oneself against the hazards of the external destructive forces, which prevents it from achieving, stated purposes.

Though security seems encompassed in safety, there is a subtle distinction. *Safety* used in the conventional sense pertains to practices concerning identifying hazards

with respect to the immediate and distant work environment, analyzing and accepting risk, whereas *security* pertains to identifying threats caused by people and organisations whose purpose are achieved operating in a highly creative evasion culture. Whilst Quality and Safety (in the conventional sense) pertain to practices of trade, security requirements come as a result of practices, which tend to stop trade from happening. Maybe that's why the World Trade Center was the chosen target.

Trade is based on Trust.

Thus, whilst quality and safety are based on *trust* foundations, security is based on a foundation of *mistrust*. We create procedures and practice mistrust, based on various identified hazards arising from history and "intellectual masturbation."

Instead of the word mistrust (motivated by positive thinking), I would like to confirm that differing levels of trust and mistrust are one and the same here. I cannot trust another person the same way I trust my mother. The practices are different. If I do choose the same practice, without appreciating that people and organisations are different, then I am gullible. Is this highlighted in our education and training process?

The greatest challenge today is that legislation has made it compulsory to learn to operate from practices of mistrust. The seemingly safe and secure environment on board is becoming a myth.

- An open Masters cabin in high seas was a sign of a wonderful Master at one time, depicting Trust. However today it's a hazard, as Capt. Rajan Agarwal must have found out. Practices of Trust being replaced by practices of mistrust.

- Ships were a great place to visit once upon a time; today it is possible that they could become weapons of mass destruction. They are already, on many occasions unknowingly, carriers of drugs, which provide seed money for terrorism to survive.

- Can we trust the Customs and immigration personnel who have access to know all about the quantity of cash the vessel is carrying, and value of pilferable cargo?

- Can we trust the shore personnel who receive our messages indicating our vessels position and cargo?

The forces causing security threats and subsequent loss tend to thwart recognized and accepted practices of International trade. It may be significant here that it was the World Trade Center which was brought down on 9/11, as if to bring an end to International trade or certain practices of International trade. But, why?

On an emotional level, isn't it trade that helped me evolve as a human being? To understand our world? To bring all of us close to one another? To make us rise beyond the misconstrued idiosyncrasies of religion and reach for our higher selves? Then why are there forces that are keen to stop the existing accepted practices of International trade?

This discussion is beyond the scope of this paper.

I take the opportunity to conclude based on the purpose that if we do want to continue trade towards sustainable development, we have to learn and accept practices of mistrust, or learn the art of trusting each other depending on the level of our relationship with each other. This is why we copyright this article to Capt Ajay Achuthan, Synergistic Solutions. Selective <u>copy</u>ing of good practices is definitely <u>right</u> for the evolution of human race, however not so in our self-acquisition world created from trade, Intellectual property rights and patents.

It is believed that Imitation is the best form of praise. A true human being always acknowledges whom he copies and imitates from.