



## In This Issue of "The Globe"

Welcome to this issue of "The Globe."

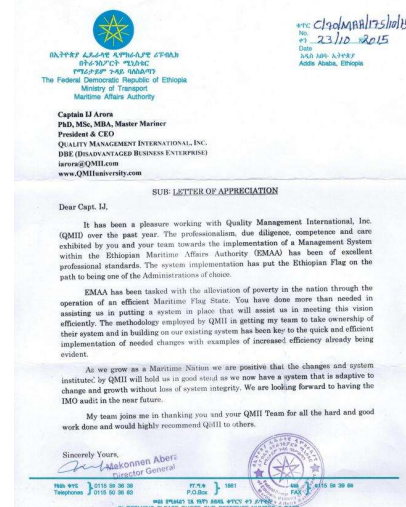
For more than 29 years, QMII has successfully assisted clients meet their certification objectives and implemented systems that delivered results well beyond certification. QMII's methodology has been tried, tested and improved continually. [Appreciate your management system](#), for every organization has one, instead of implementing quick fixes based on templates. Organizations looking to put in place a [Quality Standards System \(QSS\)](#) may look towards implementing a system based on [ISO 9001](#) to meet the requirements of QSS instead of reinventing the wheel. The revised standard in its 2015 version in any case requires the business system and the quality system to be one.

This month we highlight the maritime industry, sharing articles on effective QSS implementation and QSS for Maritime Training Institutions. We also feature our work with the Ethiopian Maritime Affairs Authority (EMAA) and an article on the role of the maritime domain in sustainability. It has been a privilege and is another first for QMII where we have worked with a government, EMAA, to set up their flag state.

In our "QMII in Pictures" section, we feature photos of a special visitor to QMII HQ, [Coast Guard Business Intelligence \(CGBI\)](#) training at Sector Guam, and our work with other important clients, including senior management at the GBS Group and NTCL.

Thank you for reading! Catch up on previous issues of [The Globe](#).

## QMII in Pictures



Pictured above is the letter of appreciation provided to QMII by the EMMAA for services rendered.



EMAA top management are committed to making EMMAA a leading Flag State.

## Quality Standards System (QSS) for Maritime Training Institutions

By Capt. IJ Arora

Since the sinking of the Titanic, the world community has been very concerned with the competencies that mariners bring on board internationally trading vessels. SOLAS (Safety of Life at Sea) followed by the ISM Code streamlined a lot of the requirements and expectations to ensure safe and clean seas with reduction in marine casualties. However, the ISM Code could not be designed for each of the types of vessels, or nationalities and companies and Flag States. The correct implementation was based on the interpretation by the Flag State Administrations. Very often the interpretation left loopholes which let incompetent mariners in through the cracks and consequent disasters. Nothing can be 100 percent but a good attempt is the STCW (Standards of Training, Certification and Watch keeping for Seafarers) convention.

In 1993, together with wider acceptance and implementation of the ISM Code by IMO for internationally trading vessels, IMO embarked on a comprehensive revision of the STCW to reduce error as a major cause of marine casualties. The 1995 conference on STCW amended the STCW convention and adopted the February 1997 amendments. Flag States including the US Coast Guard introduced requirements for maritime training institutes to be monitored for the STCW training to be Flag State accepted quality standards system. QSS is synonymous with the terms QMS and Mission Management System (MMS), which is the US Coast Guard's (USCG) designation for their continual improvement program.

While not explicitly stated as needing a system conforming to ISO 9001 which gives the requirements needed to implement Quality Management System, the STCW code guidance given in Part B of the code for QSS requirements align with those of ISO 9001. This is per STCW Code B-1/8 which describes a QMS paralleling ISO 9001. USCG NAVIC 901 of November 30, 2001 provides the guidelines. Similarly other Flag States also came up with their requirements. To comply with STCW requirements and a new provision of the US Code of Federal Regulations (CFR), Maritime Training Providers teaching STCW courses must have a Quality Standard System (QSS) in place by January 2017.

The STCW training required for Masters, Officers and ratings as also those activities that directly impact this training were covered. The convention recognizes that both OJT (On the Job Training) and the formal training traditionally conducted for mariners needed to be monitored. Requirements for keeping a training record book for other record of training would establish responsibility for companies operating seagoing vessels

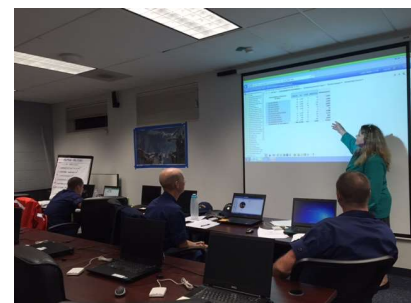
From left to right: QMII consultants RADM Deepak Taneja and Capt. IJ Arora, EMAA Director General Mr. M. Abera, EMAA Deputy Mr Roba, and QMII Consultant Julius DeSilva.



QMII working with The GBS group senior management in assessing the state of the system and alignment to ISO 9001.



LCDR Kele-Anne Bourne of the Trinidad and Tobago Coast Guard visits the QMII Team at Corporate HQ in Ashburn, VA.



QMII provided business intelligence training to Coast Guard personnel at Sector Guam on November 16-19. The week began with an Executive Brief for the Command Cadre and culminated with more than 100 enrollments in 11 courses for Sector personnel.



and accepting trainees on board. Criticality of all training requires training establishments and entities to define criteria and have it approved by Flag State. Systematization of this training including mandatory simulator training and the establishment of the competence requirement for the trainers became a positive development.

Implementing a [process based management system](#) approach to the STCW training did not require re-inventing the wheel. STCW Code B-1/8 describes the requirement for a quality management system based on ISO 9000 guidelines. To meet these requirements, IMO also introduced the VMSAS (Voluntary Member State Audit Scheme) audits of Flag States. The Flag States aligned their management systems to ISO 9001 including the Liberian Ship Registry and others. The USCG developed the MMS (Mission Management System) based on ISO 9001.

Maritime Training Institutions falling under the STCW convention are progressively aligning their training and the management systems at the training institutes to ISO 9001. QMII as a SME (Subject Matter Expert) and a global leader in the process based management system approach and with 30 plus years of working with the maritime industry understands this. We have worked with training institutes to align their systems with ISO 9001. The Ethiopian Maritime Academy, in Bahir Dar, Ethiopia is an example. We also work with US Coast Guard on their MMS and have assisted the Trinidad and Tobago Coast Guard and many other companies.

## QMII Assists Ethiopia Prepare for EMSA

By Julius DeSilva

The Ethiopian Maritime Affairs Authority (EMAA) contracted QMII to assist them implement a QSS in conformance with the STCW convention in preparation for the European Maritime Safety Agency (EMSA) audit. Over a period of one year, QMII worked on-site in Addis Ababa and remotely from Ashburn, VA to implement an effective QSS. This included an assessment of their current system (the as-is) and identification of the gaps. New procedures/instructions were drafted, personnel trained and the system launched. A successful EMSA audit being the goal QMII focused on the requirements of the STCW Convention and Code and the applicability to EMAA. As a part of this effort QMII also worked with the Ethiopian Maritime Training Institute (EMTI) at Bahir Dar to assist them in implementing an efficient QSS meeting STCW and EMSA requirements. EMTI further opted to get certified to ISO 9001 and achieved first time certification.

QMII additionally used its expertise in change management to ensure quick implementation in a short turnaround time by getting buy-in to the system within

Pictured below is a small group of personnel led by Sector Commander, Captain James B Pruett, center, and CGBI instructors.



QMII conducted a one day high level executive overview for NTCL senior management, including the President of the company, on the effective implementation of the ISM Code 2014 for a safer maritime environment.

The overview was conducted by QMII President & CEO, Capt. IJ Arora. NTCL conducts maritime supply operations in northern Canadian waters and to offshore rigs in the arctic.



## Role of the Maritime Domain in Sustainability

By Peter Burke

On a planet that has about 75 percent of its surface covered by water, maritime activities play a major role in society. Almost all

a foreign governmental organization. QMII also instituted organizational changes and used lean management skills to improve workflow, enhance the team with a competent workforce and improve the general appearance. Additionally QMII leadership expertise was used to meet the Ethiopian leadership objectives of senior management asserting a strong flag state position on maritime regulation implementation and enforcement. The effectiveness of Ethiopian Flag State procedures were also addressed as a part of the process. Ethiopia cleared the EMSA audit with only a few findings and the auditors were pleasantly surprised by the efficiency and performance of the Ethiopian Flag. The EU delegate to Ethiopia was also pleased with the audit results.

QMII received a letter of appreciation from the Director General of EMAA for services rendered. QMII continues to work with EMAA in following up with EMSA.

## Impact of the Mandatory IMO Member State Audit Scheme (IMSAS)

By Julius DeSilva

Those readers familiar with ISO standards will know that registrars certify organizations conforming to ISO standards. In turn registrars are monitored in each country by national regulatory organizations e.g. in the U.S. all registrars are monitored by ANAB. Similarly all maritime ships and companies are issued certificates of compliance (SMC / DOC) by their respective 'flag states' (those countries whose flag the vessel flies and to whom they owe allegiance). These flag states previously had no IMO oversight leading flags of convenience chosen by companies owing to the benefits they offered such as lower taxes and lower regulatory enforcement.

Within the past decade the merchant shipping fleet has increased approximately 50 percent in tonnage driven by globalization and the increased demand for maritime shipping services. As the fleets have grown so have the number of maritime incidents owing to substandard companies, vessels and crews. While IMO has until recently used a reactive approach implementing new conventions, codes and amendments in response to maritime incidents and accidents the new 'Triple I' code or 'III Code' (IMO Instruments implementation Code) is seen as a proactive approach from IMO similar to that taken by ICAO, which provides oversight to the aviation industry. The IMSAS has been voluntary since its inception in 2005 with member states volunteering to be audited by IMO auditors. *"The IMO Member State Audit Scheme is intended to provide an audited Member State with a comprehensive and objective assessment of how effectively it administers and implements those mandatory IMO instruments which are covered by the Scheme."* (Cited from IMO website).

of the major cities in the world are located on an ocean or a major river, and 90 percent of all international trade is done with shipping. The maritime industry has always been keen on best practices and sustainability, to ensure survival and to meet its goals.

Shipping is so vital to society that every element of the industry is monitored and regulated around the world.

Various elements act as inputs, process and outputs in the industry to achieve what the UN General Assembly Working Group establishes as a Sustainable Maritime Transportation System (SMTS) in 2013.

The maritime industry interfaces successfully with more public and private stakeholders than any other industry. Rules and regulations vary around the world but organizations like IMO and the International Organization of Standards (ISO) have worked together to establish maritime standards that help protect society and the environment.



Click on the image above to see our upcoming classes.

To see more of our work in pictures, visit our [Facebook page](#).

As of 01 Jan 2016, the Member State Audit Scheme will become mandatory for all member states. As identified by IMO the following are some of the benefits of IMSAS:

- 1) Identifying where capacity building of Flag States would have the greatest effects.
- 2) Lessons learnt would help Flag States improve.
- 3) Increase effectiveness in implementation of regulatory framework.
- 4) Enforcement will become easier.

All the above will hopefully lead to a safer maritime environment with better run ships, competent seafarers and safer clean seas.

QMII has been working with the USCG to assist them in preparation for the next IMO audit of the US Flag. QMII has also previously worked with the USCG when it underwent a VIMSAS audit.

QMII President and CEO in his previous assignment was present for the Liberian Flag VIMSAS audit. QMII has since worked closely with the Ethiopian Flag State too in preparing them for Flag State audits. The auditing guidelines used for the VIMSAS audit are based upon those set by ISO 19011. Member States will have to rise to meet the new standard of global shipping monitored by a more proactive IMO.

## Leading the Field of Maritime Management

QMII as a SME (subject matter expert) and leader in the maritime management field, provides consulting services, focused training and objective auditing services for the maritime industry and government agencies that monitor maritime practices. This includes [development of QSS, ISO 9001:2015 Quality Management Systems](#) and [ISO 14001:2015, ISM Code, ISPS Code, CSO-VSO-PFSO training](#) and [Environmental Management System training, Designated Person Training](#), along with other related standards to help organizations obtain and maintain their certifications.

QMII's maritime team brings to the table vast expertise with the various maritime conventions and codes and process based approach to implementing maritime management systems driving efficiency.

Please enjoy the newsletter!

Best Regards,  
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Read about what our alumni have to say about our training. Click [here](#).

### Join the Conversation

Join the conversation with QMII and check out our blogs and tweets: [CEO's Blog](#) and [QMII Blog](#) and [Twitter page](#).

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### Questions, Comments, Submissions

Do you have an article you would like to submit for consideration of publication in The Globe? Please email The Globe Editor Rachel Tackett: [rtackett@qmii.com](mailto:rtackett@qmii.com).

