



In This Issue of "The Globe"

Welcome to this first issue of 2015.

We begin with our recent work with the Ethiopian Maritime Affairs Authority (EMAA) to implement their management system conforming to ISO 9001. Various photos of EMAA top management and members from the IT, Maritime Administration, and Quality departments are featured in our "QMII in Pictures" section. We also feature photos of recent training provided to NOAA OCS and National Maritime Center personnel.

Also featured is a blog posting on two recent tragedies and how a failure of procedures and lack of management commitment remains prevalent.

We share great news on the recent approval of QMII President and CEO's membership application into the TAG 176 and Z1-Q.

In our "Meet the Team" section, we introduce you to Allison Autrey, who is the newest member of the QMII Team.

Did you miss last month's issue? Catch up on previous issues of the [The Globe](#).

Developing the Ethiopian Maritime Affairs Authority (EMAA) Management System

QMII has for more than 28 years celebrated the success of our clients by assisting them in [developing and implementing Management](#)

QMII in Pictures



QMII presenting an [Overview of the benefits of a Quality Management System](#) using ISO 9001 to the Executive Leadership of National Oceanic and Atmospheric Administration's (NOAA) Office of Coast Survey (OCS) in Silver Spring, MD. The half day overview covered aspects of leadership driving continual improvement, using and improving the system and the changes coming in the [ISO 9001:2015 revision](#).



In the picture above Capt. IJ Arora, President and CEO, QMII

[systems](#), meeting the requirements of applicable industry standards that are sustainable and go beyond certification. QMII is proud to share the good news of being selected in October 2014 to develop the Ethiopian Maritime Affairs Authority Management System.

Ethiopia is a leading nation in Africa with a growing economy and middle class. Despite being landlocked, Ethiopia has vessels flagged with it as well as dry ports that it operates. Ethiopia also houses a Maritime Academy for training marine engineers apart from other ratings. It has a Memorandum of Understanding with Djibouti for use of its ports and manages a large and complex logistics system. The Ethiopian Government's broader vision to lead its nation's population out of poverty and into a middle class society is driving all departments of the government.

The EMAA, the government body overlooking the countries Maritime Administration aspects (Flag State and Port State Duties) and Port logistics for the nation, has accordingly set its vision and policy to assist the government in achieving its vision, by providing competent Ethiopian seafarers to the world, an efficient logistics system and an efficient flag state.

The QMII team has been working closely with the EMAA team to implement their [management system conforming to ISO 9001](#) and other National Directives. This is the third Maritime Flag that QMII has assisted in the developing of a process based management system. A leading maritime consultant QMII has also worked with large maritime corporations in the implementation and auditing of systems complying with the ISM and ISPS codes, STCW conventions, as well as [training their auditing teams](#). At present, QMII has been tasked with the implementation of a system for the Maritime Administration (MA) arm. In the pictures to the right, you will see QMII assisting the EMAA team in implementing an efficient and robust system.

QMII has used and improved its methodology over the years. A methodology that the new revision of [ISO 9001:2015](#) now propagates. As we implement systems conforming to 9001:2008 we are assisting our clients in aligning it to 9001:2015 to make the transition to the new standard easier as it releases in September 2015. All maritime requirements and IMO objectives as also EMSA objectives are being implemented.

We wish the EMAA team the very best and look forward to celebrating their success in a well implemented and functioning system.

is seen speaking with RADM G. Glang of NOAA OCS.



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

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 assisting the EMAA Maritime Administration staff in capturing their system as part of an ongoing effort to [implement a process based management](#) using ISO 9001.



Both [Teambuilding](#) and [Leadership](#) are key to any system implementation.

QMII has for more than 28 years kept these aspects integral to the success of our clients worldwide in assisting them in developing and implementing their systems. The EMAA team is seen here working together with members from the IT, Maritime

Norman Atlantic - Fire. Yet Another Ferry Tragedy

The eve of New Year brought two tragedies; one in the air and one at sea. While the Air Asia flight crash in the Indian Ocean is now confirmed, the tragedy following the fire on board the ferry 'Norman Atlantic' is still unfolding. The ferry which caught fire on December 28, 2014 has a confirmed death toll of ten and survivors are still being counted. The ferry manifest listed 422 passengers but 427 have been rescued! Apparently 80 of those rescued were not listed on the manifest. It has been stated that these extra persons were probably illegal immigrants.

In reading the news releases on the incident, a comment from a passenger caught my attention, "We experienced the Titanic. The only thing missing was that we didn't sink". Very sad indeed. 100 years after the Titanic sinking, on average, a ferry is lost or has a tragedy every quarter somewhere in the world. The maritime industry has grown exponentially in the past two decades and while measures to improve maritime safety, like the ISM code, have been implemented a failure of procedures and more importantly lack of Management Commitment still remains prevalent.

To continue reading, [click here](#).

QMII President and CEO Becomes Member in the US TAG 176 and Z1-Q

QMII President and CEO IJ Arora's membership in the U.S. TAG to ISO/TC 176 (TAG 176) on Quality Management and the ASC Z1 Subcommittee (Z1-Q) has been approved. With IJ's background and experience, his contributions will be an asset in developing both US positions on international standards and American National Standards.

The QMII team congratulations Capt. IJ Arora on this significant membership.



Personnel at the National Maritime Center attend the QMS Lead Auditor Course, which was taught by Instructor David Smith.



QMII team surprised IJ with a cake on his birthday. It was a spontaneous get together.



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

Special Announcement

Upcoming QMII Public Classes



Some of our upcoming classes are highlighted below. Click on the training calendar below for more information:

Designated Person	
Dates	Location
April 27-28	Virtual Classroom
June 15-16	Virtual Classroom
ISM Auditor	
April 13-14	Virtual Classroom
April 20-21	Dulles (Ashburn)
ISPS Auditor	
April 15-17	Virtual Classroom
April 22-24	Dulles (Ashburn)
VSO/CSO/PFSO	
April 22-24	Dulles (Ashburn)
May 6-8	Miami, FL
ISO 27001 Lead Auditor	
April 27-May 1	Virtual Classroom
ISO 9001 Lead Auditor	
March 2-5	Virtual Classroom
March 9-12	Columbus, OH
April 27-30	Dulles (Ashburn)
ISO 14001 Lead Auditor	
Feb 23-27	Virtual Classroom
May 4-8	Virtual Classroom
ISO 14001, RC14001, RCMS Responsible Care® Lead Auditor	
March 16-20	Dallas, TX
ISO 13485 Lead Auditor	
April 27 - May 1	Virtual Class
ISO 28000 Lead Auditor	
June 15-19	Washington, DC
ISO 9001 Transition to 2015	
March 24	Dulles (Ashburn)
March 26	Virtual Classroom
April 13	Virtual Classroom
ISO 14001 Transition to 2015	
April 21	Dulles (Ashburn)
April 23	Virtual Classroom
May 29	Virtual Classroom



The QMII Team sends birthday wishes to QMII President and CEO IJ Arora and Virginia Ellen, who celebrated their special day this month.

Meet the Team



Allison Autrey is a Global Solutions Advisor at QMII. She recently joined the team in December 2014. Allison has experience in database management, e-commerce, editing, education, publishing, and technical training. She worked for Sam's Club, where she trained associates on fraud software and edited training manuals to update processing procedures in the risk management department.

She previously worked for Tyson Foods in Research and Development, where she gained experience in quality assurance and food safety. She also managed a database for the University of Arkansas Press Office, and taught all grade

What Exactly is a Process-Based Management System?

Through the use of our approach and services, Top Management of various organizations recognize the significance of a Process-Based Management system (PBMS). So what exactly is a PBMS?

Answer: A defined, used and continually improved Process-based Management System is the tool that enables organizations to answer these questions with confidence.

Your organization has a system which governs the way it works, even if it is not documented or defined. Your being in business today is evidence that this system not only exists, but (at least to some degree) it works! However, unless you intervene, this system may become ineffective or never live up to its full potential. Here are some questions to consider:

- How does your organization determine and meet the needs of its customers?
- How does your organization manage risks, prevent pollution and maintain the health and safety of employees?
- Does your organization have a formal methodology for driving continual improvement?
- Does your organization identify problems before they occur?
- When problems happen, how is the root cause determined and removed so the problem never happens again?

QMII honors your existing management system; after all, it is what has allowed you to remain in business! Consequently, we do not propose "one size fits all" solutions or impose systems to fit our template or standard. Our management system experts listen and learn how your system works and then work with you to develop it so you can use and improve it (again with our assistance as required) to meet your objectives.

Please enjoy the newsletter!

Best Regards,
Captain IJ Arora
President and CEO
Quality Management International, Inc.
IArora@QMII.com

levels at Fairfax County Public Schools in Virginia.

Allison currently provides support to [Coast Guard Office of Performance Management \(CG-0952\)](#), providing support and outreach on the Coast Guard Business Intelligence system. She holds a Bachelor of Arts degree in Communication from University of Arkansas in Fayetteville and enjoys visiting family and friends in her home states of Texas and Arkansas.

Alumni Corner

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

Join the Conversation

To ensure our alumni and clients are current with upcoming industry changes and developments, we are active in the leading social networking communities

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

Connect with the QMII President and CEO through [LinkedIn](#).

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.

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