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## TRACECA Maritime Safety and Security II

Beneficiary Countries: Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan,  
Turkmenistan, Ukraine, Uzbekistan



Mission Report

QMS Workshop

10.-12. December 2013

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TRACECA Maritime Safety and Security II

Contract number: 2012/308-311

Beneficiary Countries: TRACECA Region

	Name	Date
Written by:	Desmond Howell	26.12.2013
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## Summary

<b>Name of the Expert:</b>	Desmond Howell
<b>Expert position:</b>	Short Term Expert
<b>Mission number:</b>	
<b>Training start date:</b>	10.12.2013
<b>Training end date:</b>	12.12.2013
<b>Number of working days:</b>	3
<b>Mission objective:</b>	<p>Introduction in the Management of Quality: differences between quality, quality control and quality management will be discussed.</p> <p>Presentation of the concept of a quality management system (QMS) and the effect of a QMS on the performance of maritime administrations. Different ISO standards related to QMS will be introduced and the applicability for maritime administrations will be evaluated.</p> <p>Development of the relation between a QMS and the IMO Voluntary Member State Audit Scheme (VIMSAS) and the interaction between them.</p> <p>Exchange of experience gained with the implementation of a QMS in maritime administrations.</p>
<b>Main activities:</b>	3 days Training Course with presentations and group work exercise
<b>Annexes (documents produced during the mission):</b>	12 Annexes: 1 Agenda 9 Presentations in PDF format 2 pictures of group work results



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## 1 Background

This workshop was intended to further the overall objective in Section 2.1 of the Overall Scope of the TRANSECA project. Specifically related to:

*“The overall objective of the project is to support the further ratification and implementation of international maritime safety and security conventions as well as improving the level of quality and coordination of maritime administrations in the Black Sea and Caspian Sea partner countries with the overall objective of making shipping safer, more secure and environment friendly.”*

The December Workshop in Batumi was intended to be:

*“an introductory workshop with the purpose to explain the principles of Quality Management, applicable ISO standards, and relevance to the performance of duties by Maritime Authorities. Respective roles and responsibilities within the administrations will be distinguished. Taking into account the indispensable role of the top management in the successful implementation of a quality management system, this introductory workshop will address the top management within the maritime administrations of the beneficiary countries.”*

The objectives of the workshop were expressed as:

- *Introduction of the concept of a quality management system (QMS) and explanation of the benefits of a QMS for the performance of maritime administrations.*
- *The basic definitions of - and differences between quality, quality control and quality management will be discussed. Different ISO standards related to QMS shall be introduced and the applicability for maritime administrations will be evaluated.*
- *Introduction the effect of and the relation between a QMS and the IMO Voluntary Member State Audit Scheme (VIMSAS).*
- *Exchange of experience gained with QMS implementation in maritime administrations.*

## 2 The Workshop

Poor weather unfortunately impinged on the organisation of the workshop and the cancellation of the one flight per day from Istanbul to Batumi meant that the delegations from Azerbaijan and from Moldova were unable to arrive in Batumi until the late afternoon of the first day.

However the modular approach taken to the various presentations meant that it proved possible to start at the scheduled time with some of the less immediately vital presentations and then schedule



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an early start on day 2 for the delegations who arrived late, to catch up with the work that they missed.

Although this necessitated working through the material rather quickly for the catch up delegations, the end result was effective and the complete group was able to start on the really key elements of the work later on day 2.

The presentations addressed as a starting point, the concept of Quality Management Systems, and the differences between Quality Control, Quality, and Quality Management before introducing the key ISO standards affecting these and affecting maritime administrations.

Later sessions looked in detail at the reasons why Quality Management Systems are important to marine administrations, the approach being taken by IMO auditors towards Quality Management Systems and the real benefits that can be achieved in a practical sense by a marine administration that embraces a Quality Management System. The opportunity was taken to update the delegates with the latest decisions by the IMO Assembly from the week before on the mandatory Flag State audit scheme and the new III Code.

On Day 3 the focus of the presentations was on the practical applications of Quality Management Systems in marine administrations, dealing with practical issues arising in creating a system and getting it implemented, and then with practical issues in managing the system once it is created.

All presentations delivered are attached as Annexes 3, 4, 5, 6, 7, 8 and 11 to this report. Annex 9 shows the results of a group work carried out in course of session 6. The presentations had been distributed to the delegates in English and Russian versions.

It was extremely helpful that the delegation of Georgia, which had recently achieved certification of its Quality management System was present and willing to offer their back up to the points made and offer insights from their own experience.

The workshop was conducted with simultaneous translation to Russian, which was extremely well done and which allowed all the participants, including the non English speakers, to participate fully. Attempts were made at every stage to encourage feedback from the delegates and solicit their questions and points of discussion.

### ***3 Conclusions and Recommendations***

Overall it is considered that the objectives were fully achieved.

Following the introduction of the Quality Management System approach to the management of the beneficiaries maritime administrations, the next logical step is to introduce the technical requirements needed to implement a Quality Management System in a maritime administration to the responsible experts in the beneficiaries in a seminar dedicated to the details of the applicable standards introduced from the management perspective during this workshop.



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Also maritime administrations having already introduced a QMS (Azerbaijan and Georgia) would benefit from such a seminar as they would be able from exchange of experience to mature their systems further. Such a seminar should be scheduled for the second half of 2014.

Following the experts seminar, the project could offer individual support to beneficiary countries in course of implementation of a QMS



## Annex 1, Agenda

### TRACECA Maritime Safety and Security II - Activity 2.1 Workshop on Sustainable Performance Management of a Maritime Administration – A quality management approach

**Batumi, Georgia, 10 - 12 December 2013**  
**(Venue: Sheraton Batumi Hotel, 28 Rustaveli Street, Batumi)**

#### AGENDA

Day 1

Tuesday 10<sup>th</sup> December 2013

10:00 / 10:30	Registration and welcome
10:30 / 11:15	Opening address, introduction of participants and speakers, outline of the workshop <i>Mr. Albert Bergonzo, TRACECA Maritime Safety and Security Project Team Leader</i> <i>Mr. Stephan Assheuer, TRACECA Maritime Safety and Security Project Expert</i> <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
	Coffee
11:30/ 12:30	Types of QMS, difference between QMS and QC systems, processes. QMS as a management tool <i>Mr. Stephan Assheuer, TRACECA Maritime Safety and Security Project Expert</i>
12:30/14:00	Lunch
14:00 / 15:00	VIMSAS and Quality Management systems, QMS not mandatory but effectively required. The III Code, IMO statistics, VIMSAS approach, approach towards findings, importance of a QMS to VIMSAS – the national maritime strategy and links to a good QMS <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
15:00/ 15:30	Coffee break
15:30/17:00	The ISO 9000 standard, ISO 14000 outline EC Directive 2009/21/EC, ISO 17020 Difference between ISO 9000 and ISM, certification and audits <i>Mr. Stephan Assheuer, TRACECA Maritime Safety and Security Project Expert</i> <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>





Day 2

Wed 11<sup>th</sup> December 2013

10:00 / 11:00	The importance of QMS to a maritime administration, advantages, consistency, customer support, international recognition, management tool value <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
	Coffee break
11:30 / 12:30	Creating an ISO 9000 system in a maritime administration. Challenges and tips <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
12:30 / 14:00	Lunch
14:00 / 14:45	Introduction of a QMS in the MTA Georgia <i>Ms. Maria Polyakova-Kapanadze – Quality Management Representative of the Maritime and Transport Agency (MTA) of Georgia</i>
14:45 / 15:30	Group work – designing an optimum system and identifying the benefits <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
	Coffee break
16:00 / 17:00	Continuing group work and Discussion <i>Mr. Stephan Assheuer, TRACECA Maritime Safety and Security Project Expert</i>



Day 3

Thursday 12<sup>th</sup> December 2013

10:00 / 11:00	Managing a QMS in a maritime administration, audits, business planning, strategy, selling it to staff, leadership from top management, Certifying authorities <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
	Coffee break
11:30 / 12:00	Continuation of morning session <i>Mr. Desmond Howell, TRACECA Maritime Safety and Security Project Expert</i>
12:00 / 13:30	Value of other standards – 14000 and 28000 in a coastal state <i>Mr. Stephan Assheuer, TRACECA Maritime Safety and Security Project Expert</i>
13:30 / 15:00	Lunch
15:00 / 16:00	Concluding discussion and closing <i>Mr. Albert Bergonzo, TRACECA Maritime Safety and Security Project Team Leader</i> <i>Mr. Stephan Assheuer, TRACECA Maritime Safety and Security Project Expert</i>



## Annex 2, List of Participants

### TRACECA Maritime Safety and Security II - Activity 2.1

#### Participants from Beneficiary countries

#### Workshop on Sustainable Performance Management of a Maritime Administration

10-12 December 2013, Batumi, Georgia

	Invitee	Position and Organisation	Telephone	e-mail	Post address
1.	Capt. Ruslan Huseynov	Deputy Head of the Maritime Safety Department – Head of Flag State and Port State Control Sector, The State Maritime Administration of the Republic of Azerbaijan	+994124974405 Fax: +994124977851	<a href="mailto:ruslan.huseynov@ardda.gov.az">ruslan.huseynov@ardda.gov.az</a> <a href="mailto:ruslan_huseynov@hotmail.com">ruslan_huseynov@hotmail.com</a>	2B, Khanlar Str., Baku City, AZ 1003, Azerbaijan Republic
2.	Mr. Sahib Mammadov	Advisor of the Education, Training and Methodological Support Sector of the Crew Department, The State Maritime Administration of the Republic of Azerbaijan	+994124974405 (219) Fax: +994124974406	<a href="mailto:sahib.mammadov2011@gmail.com">sahib.mammadov2011@gmail.com</a> <a href="mailto:Sahib.Mammadov@ardda.gov.az">Sahib.Mammadov@ardda.gov.az</a>	2B, Khanlar Str., Baku City, AZ 1003, Azerbaijan Republic
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4.	Mrs. Maria Polyakova-Kapanadze	Head of Quality Assurance Service, LEPL Maritime Transport Agency/ Ministry of Economy and Sustainable Development of Georgia	+995422274925 Fax: +995422273929 +99577 22 16 19	<a href="mailto:M.Poliakova@mta.gov.ge">M.Poliakova@mta.gov.ge</a>	23, Ninoshvili Str. Batumi City, Georgia
5.	Ms. Nino Oragvelidze	ISO auditor of Quality Assurance Service, LEPL Maritime Transport Agency/ Ministry of Economy and	+995422274925 Fax: +995422273929 +99577 22 16 08	<a href="mailto:N.oragvelidze@mta.gov.ge">N.oragvelidze@mta.gov.ge</a>	23, Ninoshvili Str. Batumi City, Georgia



		Sustainable Development of Georgia			
6.	Ms. Inga Ashemeiba	ISO auditor of Quality Assurance Service, LEPL Maritime Transport Agency/ Ministry of Economy and Sustainable Development of Georgia	+995422274925 Fax: +995422273929 +99 577 22 16 05	<a href="mailto:l.ashmeiba@mta.gov.ge">l.ashmeiba@mta.gov.ge</a>	23, Ninoshvili Str. Batumi City, Georgia
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10	Capt. Aleksandrs Moldovans	Deputy Harbour Master of the Giurgiulești Port, Harbour Master Service of the Giurgiulești Port	+37322721877 Fax: +37322731396	<a href="mailto:alex@tradepoint.lv">alex@tradepoint.lv</a>	53, Incesti Str., Chisinau City, Republic of Moldova
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15	Mr. Stephan Assheuer	Expert, TRACECA Maritime Safety and Security II Project	+380442355344 +380966987968	<a href="mailto:assheuer@ntu.eu">assheuer@ntu.eu</a>	119, Saksaganskogo Street, 01032, Kiev, Ukraine
16	Mr. Desmond Howell	Expert, TRACECA Maritime Safety and Security II Project	+380442355344		119, Saksaganskogo Street, 01032, Kiev, Ukraine
17	Ms. Anzhela Markova	Assistant to the TRACECA Maritime Safety and Security II Project	+380442355344 +380984754564	<a href="mailto:tracecamar@ntu.eu">tracecamar@ntu.eu</a>	119, Saksaganskogo Street, 01032, Kiev, Ukraine
18	Ms. Gayane Vartanyan	Interpreter	+995 558993558	<a href="mailto:gaya-vart@yandex.ru">gaya-vart@yandex.ru</a>	Batumi, Georgia



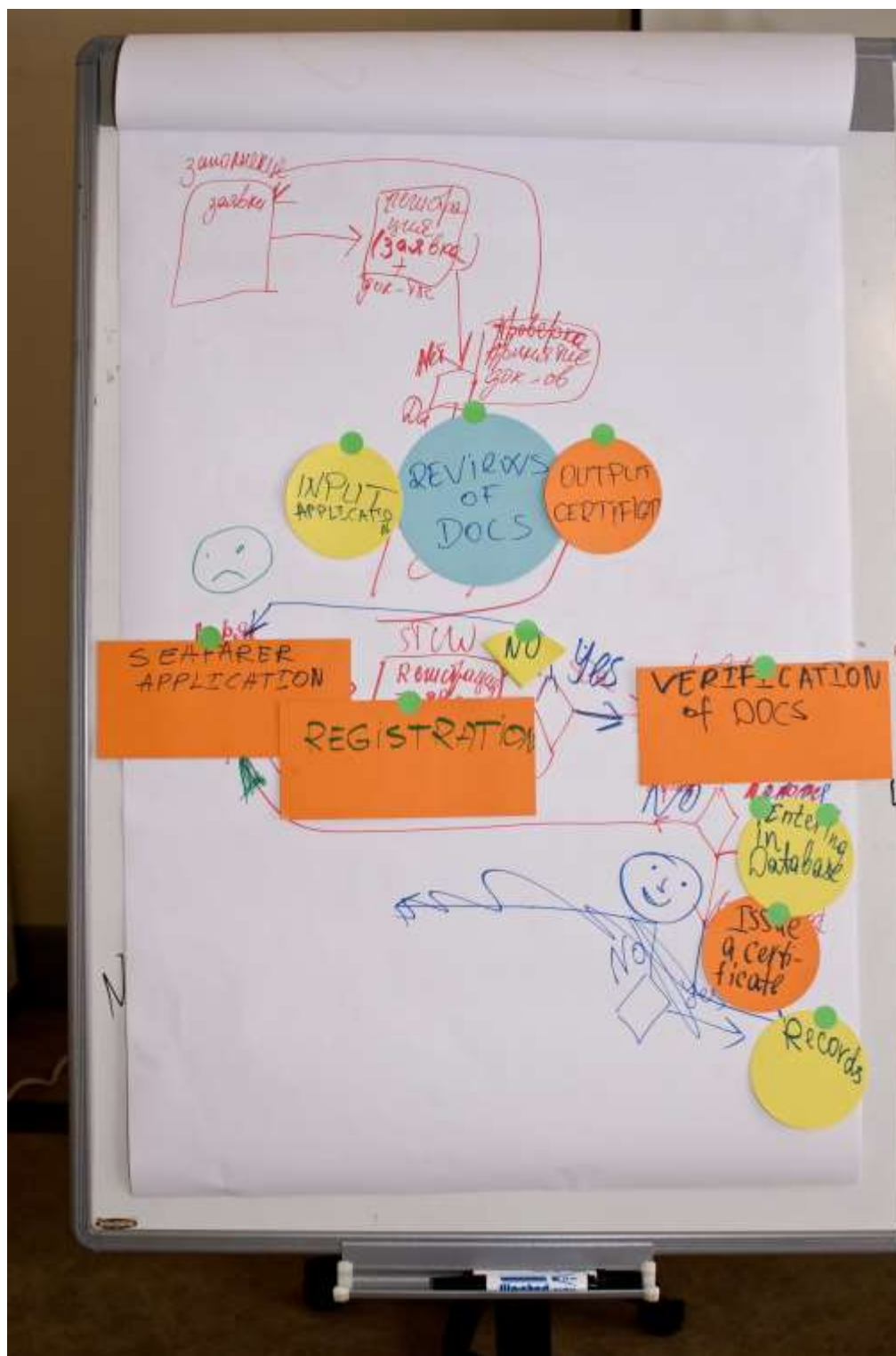
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## **Annex 3, Presentations**

- 1. QMS a Management Tool**
- 2. Why a Quality Management System?**
- 3. The ISO 9000 standard, ISO 17020, ISO 14000 outline. EC Directive 2009/21/EC**
- 4. ISO 9001 / ISO 28000, ISM, Certification and audit**
- 5. ISO in a Marine Administration**
- 6. Creating an ISO 9000 system in a Marine administration. Challenges and tips.**
- 7. Managing an ISO 9001 QMS in a Marine administration**
- 8. ISO Standards in a Coastal and Port State. The VIMSAS audit**
- 9. Value of the ISO 14000 series and the ISO 28000 Series for a Maritime Administration**



## Annex 4, Group Work Results





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## Annex 5, Evaluation Sheet

### TRACECA Maritime Safety & Security II Evaluation Sheet

Project activity: Sustainable Performance Management of a Maritime Administration – a quality management approach	
Place: Batumi, Georgia	Date: 10 – 12 December 2013

Dear participant, your response to this questionnaire is very important to us because it helps assess our activity better, thus being able to improve the quality of our services. This is why it is not necessary to sign this questionnaire, but it is necessary for you to provide as open and detailed answers as possible. Thank you.

Please, tick X the answer you agree with or circle the matching mark (1 to 5).

#### 1. General appraisal of the training session:

<input type="checkbox"/> excellent	<input type="checkbox"/> very good	<input type="checkbox"/> good	<input type="checkbox"/> satisfactory	<input type="checkbox"/> poor
54,5%	36,3%	9%	-	-

#### 2. Relevance to your professional activity?

<input type="checkbox"/> excellent	<input type="checkbox"/> very good	<input type="checkbox"/> good	<input type="checkbox"/> satisfactory	<input type="checkbox"/> poor
54,5%	27,2%	18,1%	-	-

#### 3. To what extent do you consider the topics discussed will be useful to you?

<input type="checkbox"/> very useful	<input type="checkbox"/> useful	<input type="checkbox"/> indifferent	<input type="checkbox"/> useless
81,8%	18,1%	-	-



#### 4. How was the level of the discussed topics?

<input type="checkbox"/> too advanced	<input type="checkbox"/> right	<input type="checkbox"/> too elementary
36,3%	63,6%	-

#### 5. Efficiency of the used training methods:

<input type="checkbox"/> excellent	<input type="checkbox"/> very good	<input type="checkbox"/> good	<input type="checkbox"/> satisfactory	<input type="checkbox"/> poor
45,4%	45,4%	9%	-	-

#### 6. Which of the discussed topics are the most useful to you?

*Topic 1* Types of QMS, difference between QMS and QC systems, processes. - **45,4%**

*Topic 2* VIMSAS and Quality Management systems - **100%**

*Topic 3* The ISO 9000 standard, ISO 14000 outline, EC Directive 2009/21/EC, ISO 17020 - **45,4%**

*Topic 4* The importance of QMS to a maritime administration - **72,7%**

*Topic 5* Introduction of a QMS in the MTA Georgia - **54,5%**

*Topic 6* Group work – designing an optimum system and identifying the benefits – **72,7%**

*Topic 7* Managing a QMS in a maritime administration – **63,6%**

*Topic 8* Value of other standards – 14000 and 28000 in a coastal state – **27,2%**

#### 7. Which of the discussed topics are the least useful to you?

*Topic 1* Types of QMS, difference between QMS and QC systems, processes. - **18%**

*Topic 2* VIMSAS and Quality Management systems - **9%**

*Topic 3* The ISO 9000 standard, ISO 14000 outline, EC Directive 2009/21/EC, ISO 17020



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*Topic 4* The importance of QMS to a maritime administration

*Topic 5* Introduction of a QMS in the MTA Georgia

*Topic 6* Group work – designing an optimum system and identifying the benefits

*Topic 7* Managing a QMS in a maritime administration

*Topic 8* Value of other standards – 14000 and 28000 in a coastal state - **9%**

Everything useful

**8. What are your comments regarding choice of training venue, services and food?**

- ***Very good, good***

**9. Indicate any other aspects of the workshop that you liked or disliked**

To share best practices on QMSs of EU countries and provide assistance to Kazakhstan

Very good experts that can explain and answer the questions

The presentational shall be available in both languages

To organise workshops not in winter period

**10. Suggestions for further training**

All participants indicated the need to hold further trainings on QMS and also for QS operators.

They also mentioned to have more time for practical implementation of QMS in management sphere of Maritime Administration

**11. Other comments**

The majority of participants expressed their gratitude to the trainers and organizers and indicated the training as useful and beneficial. To some participants the workshop and practical part of it was very important while they take the particular part in implementing the QS in their Maritime Administrations.

They have also suggested to continue the practice of holding such kind of trainings.