Management systems based on international standards for ports

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3rd INTE-TRANSIT Training activity
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Outline

• What is a management system?
• The main international standards implemented in ports
• The integration
• The EFQM Model
What is a management system?

**OBJECTIVES**
(what does the company want)

**Management system**

**RESULTS**
(what does the company achieve)

- Responsibilities (who)
- Resources (what means)
- Methodologies (how)
- Timetable (when)

Mission, vision and management policies are the framework to set the objectives of a company/institution.

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What is a management system?

The long-term survival of an organization depends on its ability to meet the needs of its stakeholders.
What is a management system?

**Management system:** “System to establish the policy and objectives and to achieve those objectives“.

ISO 9000:2005

**Management system:** “The framework of processes, related performance/results indicators and process management and improvement systems used to ensure that the organisation can fulfill its mission and vision“.

EFQM 2013
What is a management system?

Management system

• ISO 9001:2008
• ISO 14001:2004
• OHSAS 18001:2007
• ISO 28000:2007
• ISO 27001:2013
• EXCELLENCE MODEL...

The organisations use successful and tested standards or models or reference to define, establish, document and implement systems that allow them the activities and resources management to achieve the expected results.
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The main international standards

- **ISO 9001**: Specify the requirements for a QUALITY management system when an organization need:
  - To demonstrate *conformity of the product/service* (fulfill the customers and reglamentary requirements).
  - To *increase the customer satisfaction level*.
The main international standards

- **ISO 14001**: Establishes the requirements for an **ENVIRONMENTAL** management system to enable an organization to develop and implement a policy and objectives which take into account legal requirements and other requirements subscribed by the organization, and the information about significant **environmental aspects**.

http://www.ecoports.com/
The main international standards

• **OHSAS 18001 (Occupational Health and Safety Assessment Series)**: Establish requirements for a management system for SAFETY AND HEALTH AT WORK, which allows control of occupational risks and performance improvement.
The main international standards

- **ISO 27000**: Provide requirements for establishing, implementing, maintaining and continuously improving an INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS).

**EXAMPLE of EU projects using this standard:**

... Provide a dynamic risk management methodology (CYSM-RM) for the ports' CII considering their physical-cyber nature.... Using the requirements specified in the ISPS Code (physical) and ISO27001 (cyber).
The main international standards

**SECURITY AND SAFE MANAGEMENT SYSTEM**

ISO 28000

**THE SUPPLY CHAIN**
**CLIENTS/SOCIETY/COLLABORATORS, SUPPLIERS,...**

**ISO 28000:**

- Defines a set of supply chain security management requirements.
- Objective: Improve the security of the supply chain by analyzing the risks and appropriate response plans.
- To do this, the organization is required to assess the security environment in which it operates, to determine whether proper security measures are implemented and if there are already other regulatory requirements to which the organization meets.
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**EXAMPLE:**

**ESTRUCTURE ISO 9001**

- Mejora continua del sistema de gestión de la calidad
- Clientes
- Proveedores
- Responsabilidad y dirección
- Gestión de los recursos
- Medición, análisis y mejora
- Clientes, proveedores, productores

**ESTRUCTURE ISO 14001**

- Mejora continua
- Revisión por la Dirección
- Política medioambiental
- Planificación
- Control y acción correctora
- Implantación y funcionamiento

**ESTRUCTURE OHSAS 18001**

- Mejora continua
- Revisión por la Dirección
- Política de Seguridad y Salud Trabajo
- Planificación
- Verificación y acción correctora
- Implementación y operación

**COMMON APPROACH**

- P – Plan
- D – Do
- C – Check
- A – Act

**CONTINUOUS IMPROVEMENT CYCLE**

The integration

➢ Common to all these standards: Managing by processes.

Process: A set of activities that interact with one another because the output from one activity becomes the input for another activity. Processes add value by transforming inputs into outputs, using resources.

EFQM 2013

- Quality Management System (ISO 9001)
- Environmental Management System (ISO 14001)
- Health and Safety at Work Management System (OHSAS 18001)
- Information Security Management System (ISO 27000)
- Security and Safe Management System (ISO 28000)

INDEPENDENT MANAGEMENT STRUCTURES

- More bureaucracy
- Lower efficiency managing resources
- Miss the whole point
- Lack of motivation

Drawbacks
The integration

INTEGRATED MANAGEMENT SYSTEM

QUALITY MANAGEMENT SYSTEM
ENVIRONMENTAL MANAGEMENT SYSTEM
HEALTH AND SAFETY AT WORK MANAGEMENT SYSTEM
INFORMATION SECURITY MANAGEMENT SYSTEM
SECURITY AND SAFE MANAGEMENT SYSTEM

COMMON
- Review by top management
- Audits
- Control of non-conforming products
- Corrective and preventive actions
- Control of documents and of records
- Control of monitoring and measuring devices
- Etc.

ESPECIFIC
- Identification and assessment of risks
- Participation of the workers
- Emergency plans
- Accidents
- Monitoring of the performance in security and safe….
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The EFQM Model

HOW DO YOU DEFINE EXCELLENCE?

Excellent Organizations achieve and sustain outstanding levels of performance that meet or exceed the expectations of all their stakeholders.
The EFQM Model

- EFQM is a not for profit membership foundation.
- Network of private and public organizations of every size and sector.
- EFQM was formed to recognize and promote sustainable success and to provide guidance to those seeking to achieve it.
The EFQM Model

- The Fundamental Concepts of Excellence: principles essential for achieving sustainable excellence for any organization.
- RADAR logic: A dynamic assessment framework.
- EFQM Model: A framework to convert the Fundamental Concepts an RADAR into practice.
The EFQM Model

http://www.efqm.org/success-stories/videos
The EFQM Model

Whilst there are numerous mandatory management tools and techniques commonly used in shipping, the EFQM Excellence Model provides a holistic view of the ship management company and it can be used to determine how these different methods fit together and complement each other.

The Model can be used in conjunction with any number of marine management tools and control systems already used by the ship management company.
Thank You

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