



# ISPO Code in light of ISO9001:2015

Marijn Cox  
Senior Marine Auditor



Working together  
for a safer world

# Agenda



Introduction

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Why look at the ISO 9001 Standard?

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So what changed in ISO 9001:2015?

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Is the same update relevant for the ISPO?

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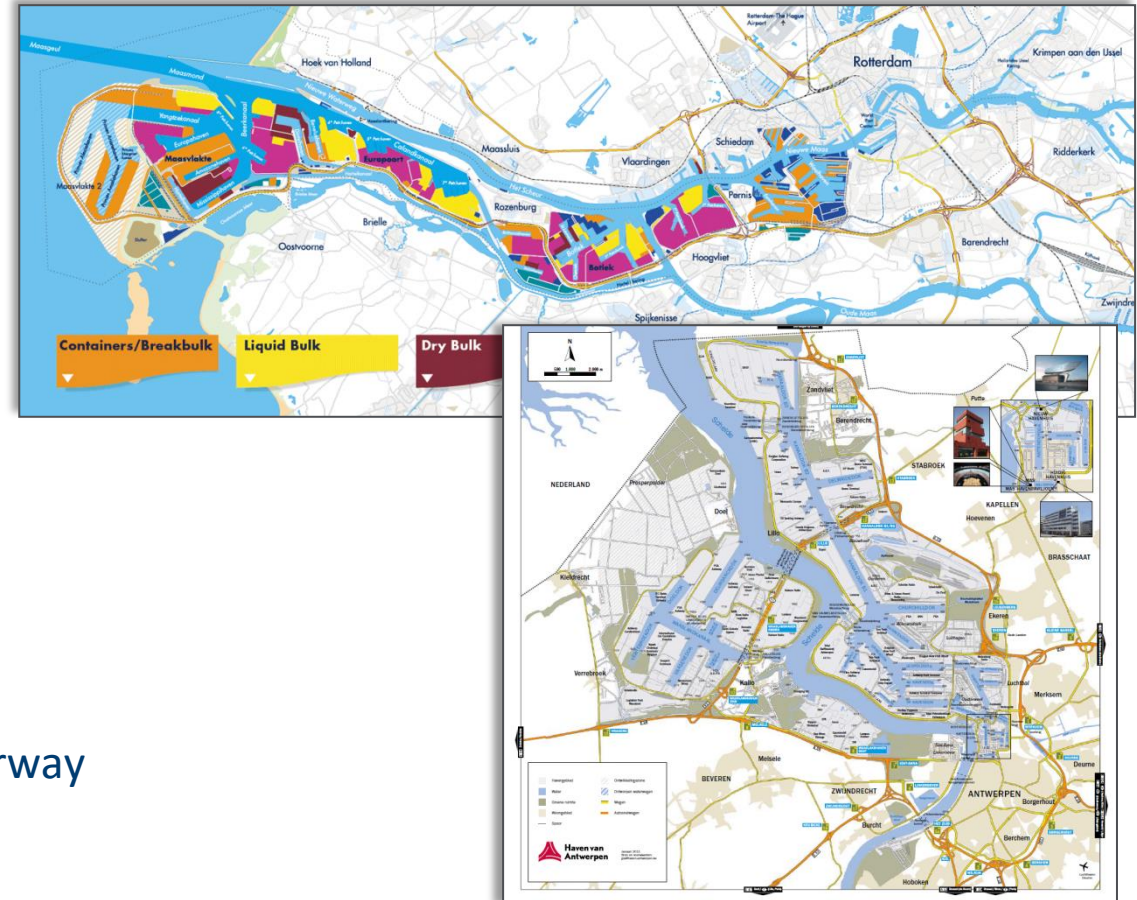
Conclusions

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# Introduction

## Marijn Cox

- Senior Marine Auditor
  - ISM & ISPS Auditor
  - MLC Inspector
  - ISO9001, ISO14001 Lead Auditor
  - OHSAS Shipboard Auditor
  - ISPO (Pilot organisations) Auditor
  - Trainer
- Area of operation
  - Rotterdam office (Delfzijl – Oostende)
  - Occasional visits UK, France, Germany, Norway



# Introduction



## ISPO Auditor

- Port of Tyne

# Introduction



## ISPO Auditor

- Port of Tyne
- Loodswezen North

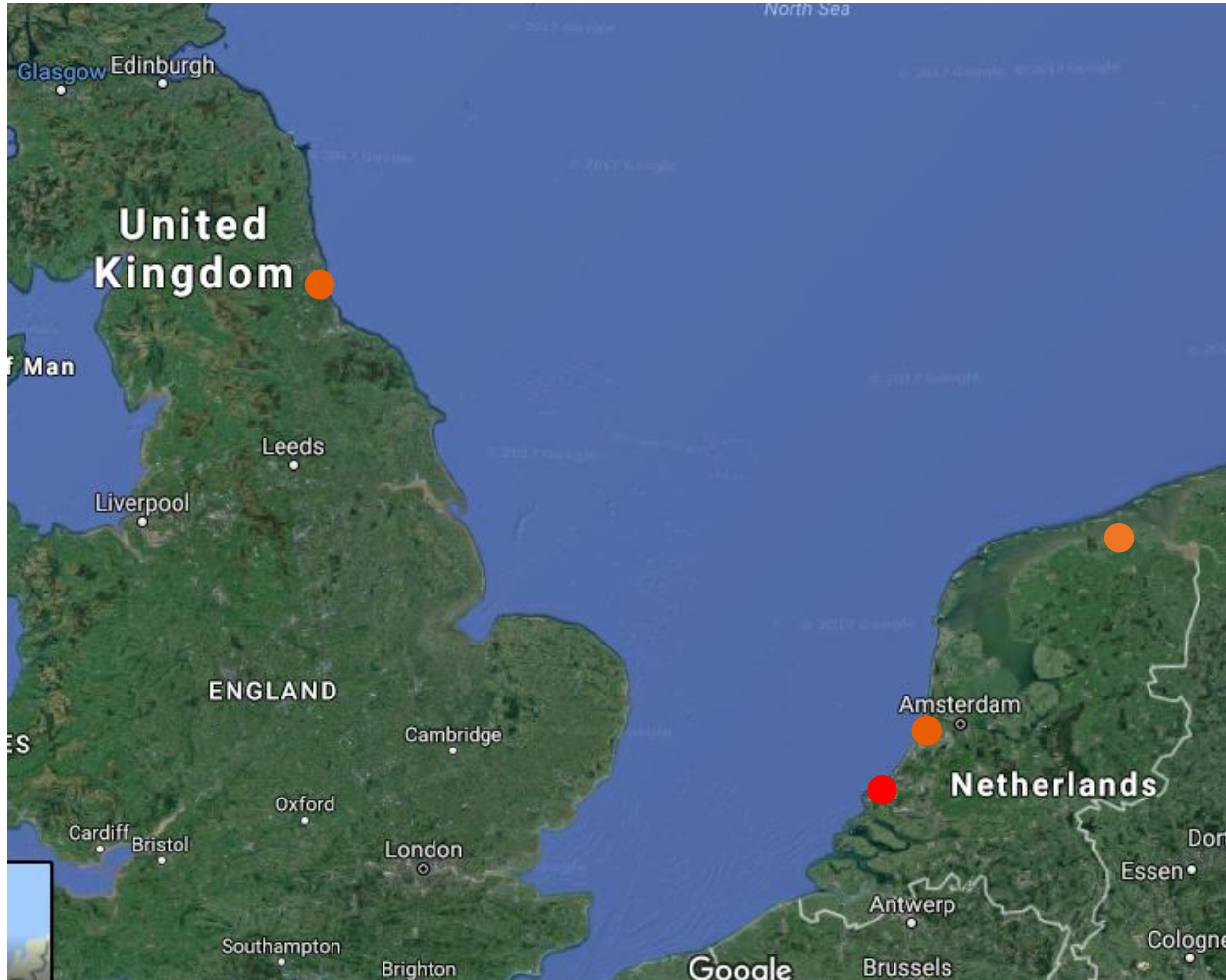
# Introduction



## ISPO Auditor

- Port of Tyne
- Loodswezen North
- Loodswezen Amsterdam-IJmond

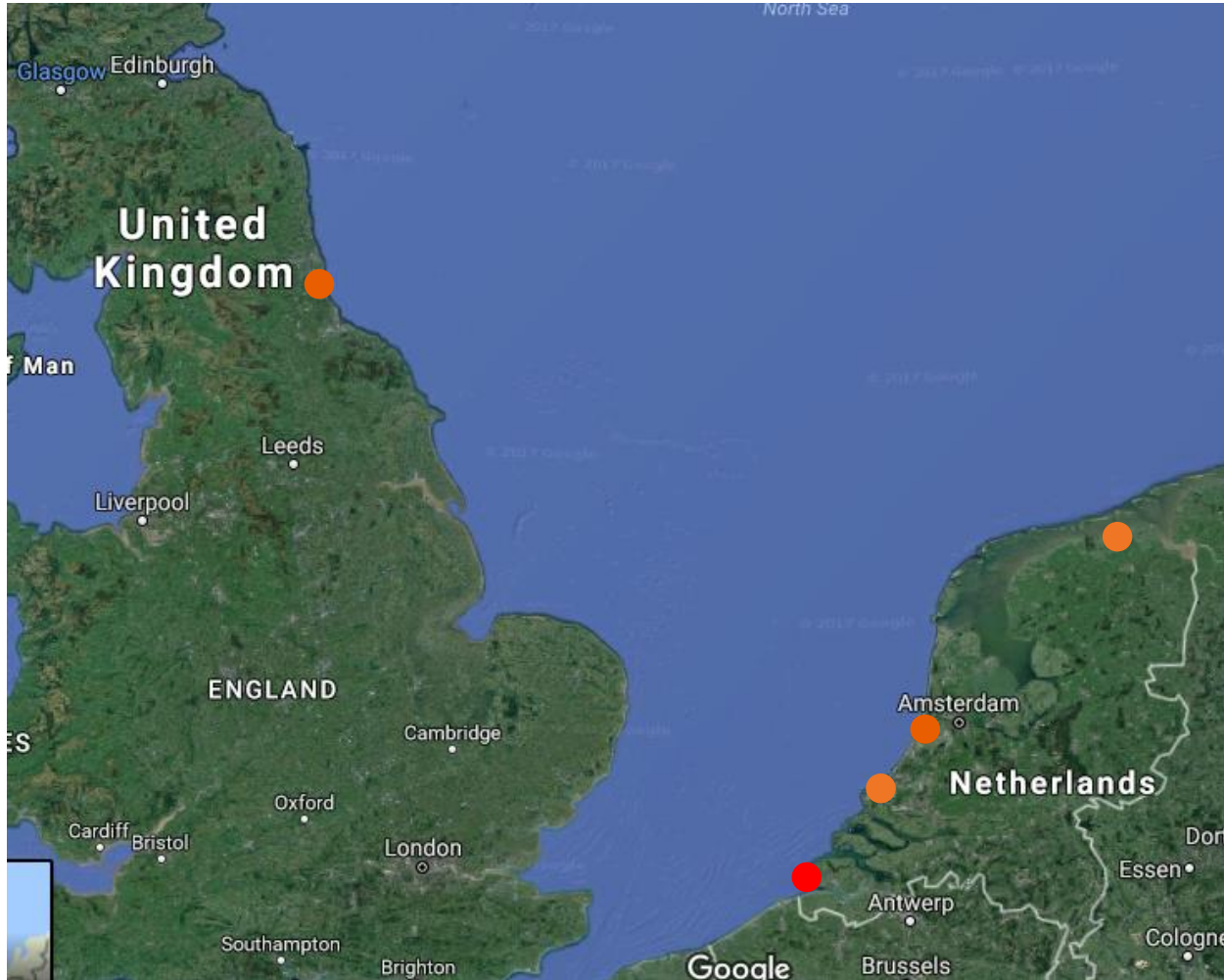
# Introduction



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- Port of Tyne
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# Introduction



## ISPO Auditor

- Port of Tyne
- Loodswezen North
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- Loodswezen Rotterdam - Rijnmond
- Loodswezen River Scheldt



# Introduction



## ISO 9001 Auditor

ISPO Code in light of ISO9001:2015

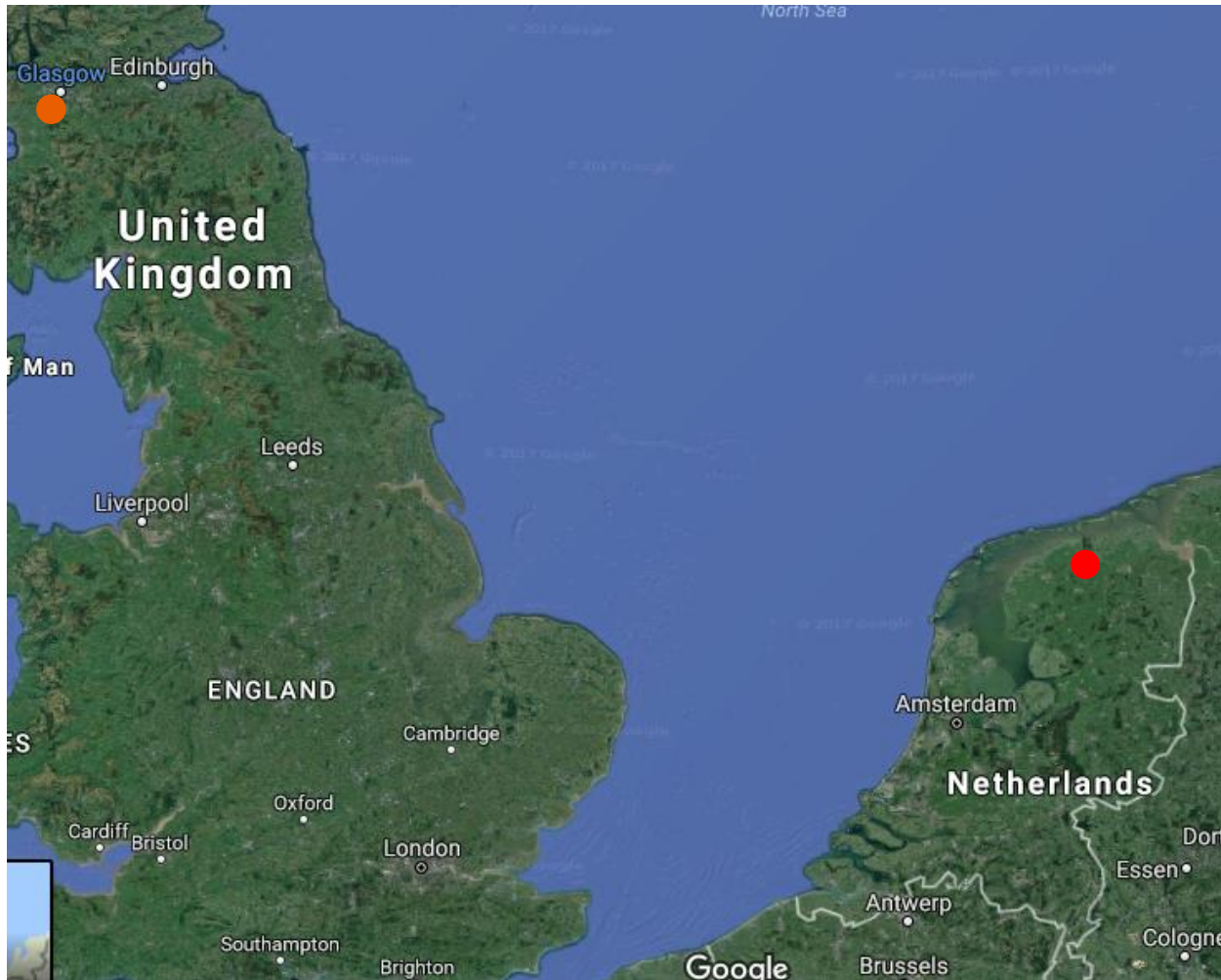
# Introduction



## ISO 9001 Auditor

- V-Ships UK

# Introduction



## ISO 9001 Auditor

- V-Ships UK
- Wagenborg

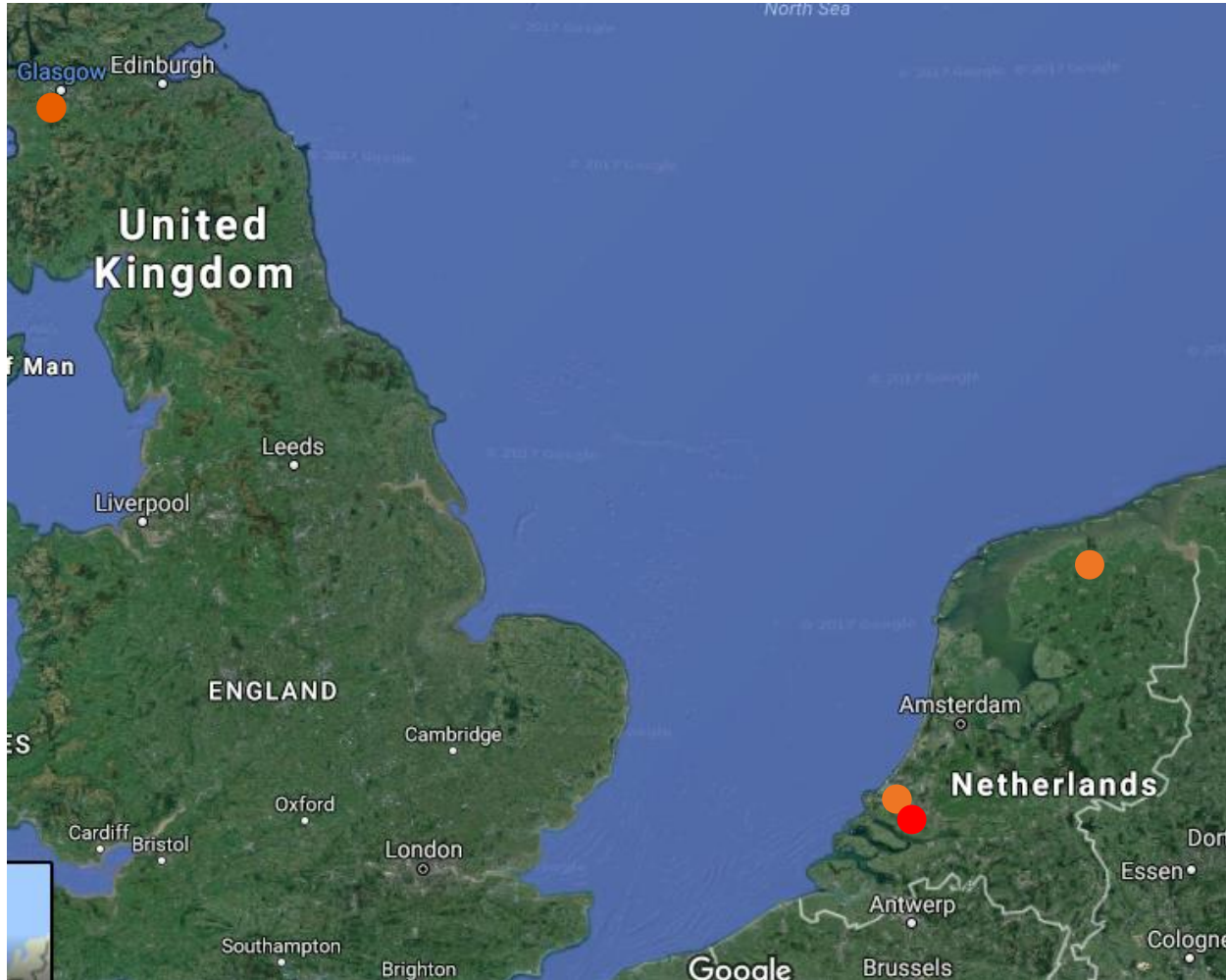
# Introduction



## ISO 9001 Auditor

- V-Ships UK
- Wagenborg
- Stolt Tankers

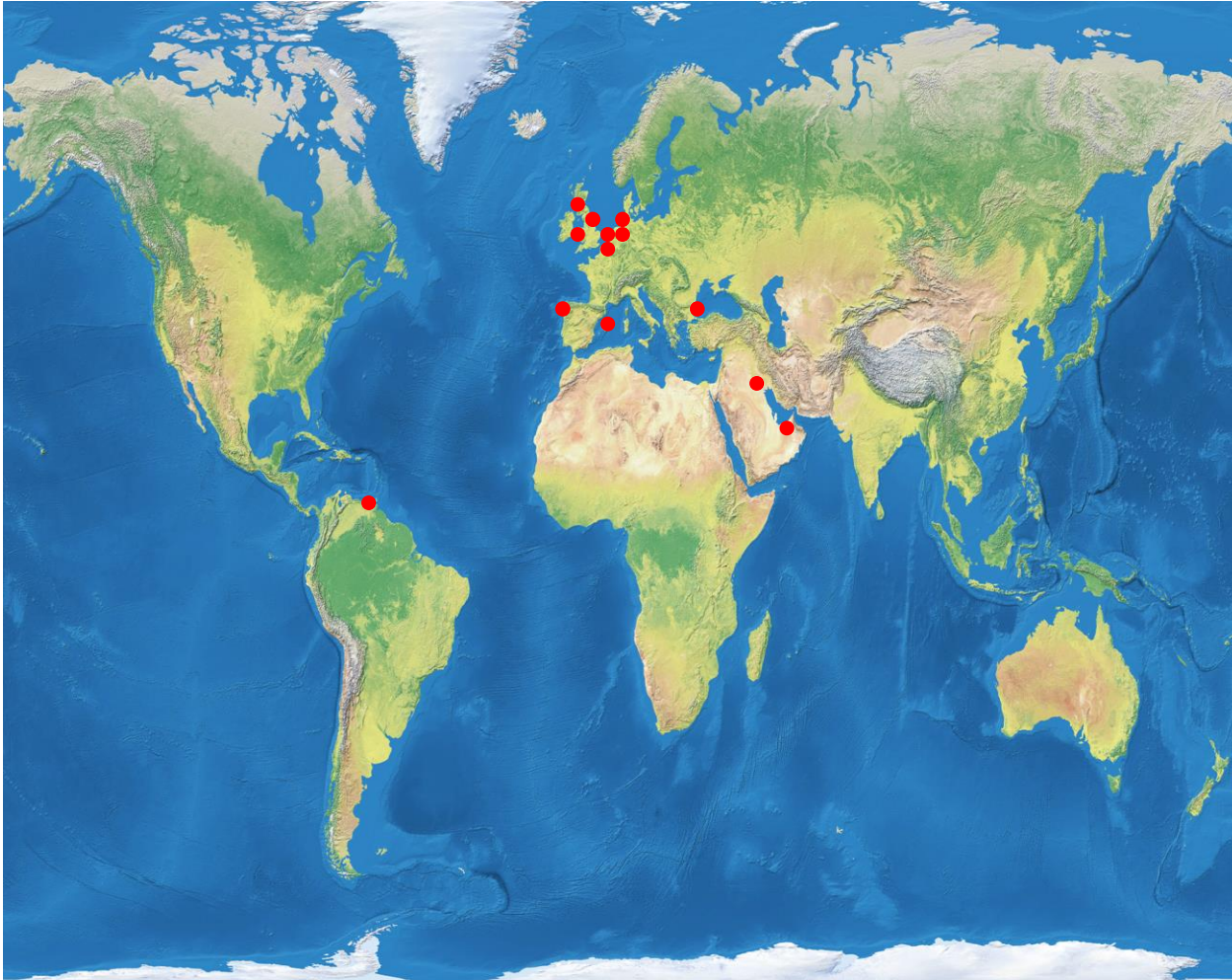
# Introduction



## ISO 9001 Auditor

- V-Ships UK
- Wagenborg
- Stolt Tankers
- Van Oord dredging

# Introduction



## Lloyd's Register

- Forth (Scotland)
- Puerto de Palma
- Antwerp
- Jebel Ali (UAE)
- Kuwait
- Liverpool
- Tyne
- Eemshaven / Rotterdam / Amsterdam / Westerschelde
- Trinidad & Tobago
- Varna
- Abu Dhabi
- Vigo

# Why look at the ISO 9001 Standard?

## ISPO Part A

1.1.1 The basis for the International Standard for maritime Pilot Organizations (ISPO) is the applicable International Maritime Organization's (IMO) Conventions, Resolutions and Recommendations - i.e. Standards of Training Certification and Watchkeeping (STCW) Convention, Safety of Life at Sea (SOLAS) Convention, International Safety Management (ISM) Code - and the guidelines and recommendations issued by the International Maritime Pilots' Association (IMPA) and the European Maritime Pilots' Associations (EMPA).

# Why look at the ISO 9001 Standard?

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# Why look at the ISO 9001 Standard?

## ISPO Part A 1.2.2

### The management objectives of the ISPO are:

- to assess risk to property, the environment, its ships, personnel and its operations and establish appropriate safeguards;
- to continuously improve safety management practices within the maritime pilot organization;
- to provide an organizational structure, procedures, processes and resources needed to administer the activities of the maritime pilot organization;
- to continuously improve quality management practices, by keeping records to verify that the procedures are being followed;
- to continuously improve the quality of the service;
- to determine and implement effective arrangements for communication with customers.

## ISO9001: 2015 , Chapter 1

### Scope

- This International Standard specifies requirements for a quality management system when an organization:
  - a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
  - b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

# Why look at the ISO 9001 Standard?

## ISPO Part A 1.2.2

The management **ISPO** of the ISPO are:

- to assess risk to property, the environment, its ships, personnel and its operations and establish appropriate

- Continuously Improve
- Organizational Structure
- Quality Management

- to determine and implement effective arrangements for communication with customers.

## ISO9001:2015 Chapter 1

**ISO**

- This International Standard specifies requirements for a quality

- Quality Management
- Effective system implementation
- System improvement

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## ISPO Part A 1.2.2

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- to determine and implement effective arrangements for

- no two pilot organizations are the same

## ISO9001:2015 Chapter 1

**ISO**

- This International Standard specifies requirements for a quality

- Quality Management
- Effective system implementation
- System improvement

- Generic Requirements
- Intended for all types & sizes of organization

# Why look at the ISO 9001 Standard?



# So what changed in ISO 9001:2015?

## High Level Structure



# So what changed in ISO 9001:2015?

- Organisational Context

## New Topics





# So what changed in ISO 9001:2015?

## New Topics

- Organisational Context
- Knowledge
- Control of externally provided products and services (outsourcing)



## Controls:

- Evaluation
- Selection
- Monitoring of performance
- Re-evaluation



# So what changed in ISO 9001:2015?

- Organisational Context
- Knowledge
- Control of externally provided products and services (outsourcing)
- Formal introduction of a risk based approach (several clauses)

## New Topics



# So what changed in ISO 9001:2015?

## Revised Areas

- Increased top management engagement



# So what changed in ISO 9001:2015?

## Revised Areas

- Increased top management engagement
- Managing change



# So what changed in ISO 9001:2015?

- Increased top management engagement
- Managing change
- Performance and evaluation

## Revised Areas



## EVALUATION



# So what changed in ISO 9001:2015?

## Revised Areas

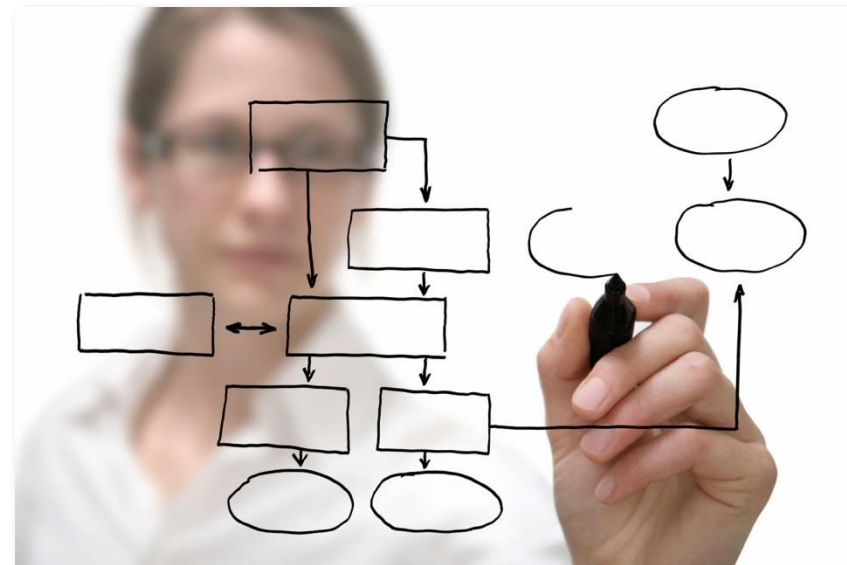
- Increased top management engagement
- Managing change
- Performance and evaluation
- **Management review**



# So what changed in ISO 9001:2015?

## Revised Areas

- Increased top management engagement
- Managing change
- Performance and evaluation
- Management review
- Repeat references to the process approach (several clauses)



# Is the same update relevant for the ISPO? - Context

## ISO 4.1 on Understanding the organization and its context

“The organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system”

NOTE 2: external issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local

NOTE 3: internal issues arising from values, culture, knowledge and performance of the organization



**ISPO 10.1.1** on Customer Related Processes states the organization shall determine:

- requirements specified by the customer;
- requirements not stated by the customer but necessary for specified services;
- statutory & regulatory requirements related to the services;
- additional requirements determined by the pilot organization.

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**ISPO 12.5.2** The management reviews shall be based on:

- ...recommendations for updating the management system as a result of changes in the organization’s **business environment**, new regulations or changes in social and environmental attitudes.

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**ISPO 1.2.3** states the management system shall ensure compliance to rules and regulations, taking relevant guidelines, **standards, customs** & traditions into account.

# Is the same update relevant for the ISPO? – Risk & Opportunity

## ISO 6.1 on Actions to address risks and opportunities

6.1.1 When planning for the quality management system, the organization shall consider the issues

referred to in 4.1 and the requirements referred to in 4.2 and determine the **risks & opportunities** that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects;
- d) achieve improvement.



# Is the same update relevant for the ISPO? – Risk & Opportunity

## ISO 6.1 on Actions to address risks and opportunities

ISO 6.1.2 on The organization shall plan:

a) **actions** to address these **risks and opportunities**;

b) how to:

- 1) integrate and implement the actions into its quality management system processes
- 2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.



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# Is the same update relevant for the ISPO? – Risk & Opportunity



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# Is the same update relevant for the ISPO? – Risk & Opportunity



**actions** to address these risks and opportunities (proportional to potential impact), in the management system, with evaluated effectiveness

## ISPO 11.2 Risk Management

11.2.1 The scope for safety and risk assessments shall be determined by the management and shall be based on:

- Regional circumstances
- Responsibilities, authority and tasks of the regional pilot organization

The pilot organization shall maintain a documented system to ensure that risks are identified, analyzed, evaluated and if **required controls** put in place to reduce the identified risk.

Management shall ensure that controls are communicated and their effectiveness reviewed.

11.2.2 The management of the pilot organization shall ensure that the results of risk assessments are used in their own decision making processes. Risks identified in an area of which the pilot organization is not the competent authority are communicated to the appropriate authority or stakeholder.



# Is the same update relevant for the ISPO? – Risk & Opportunity



actions to address these risks and opportunities (proportional to potential impact), **in the management system**, with evaluated effectiveness

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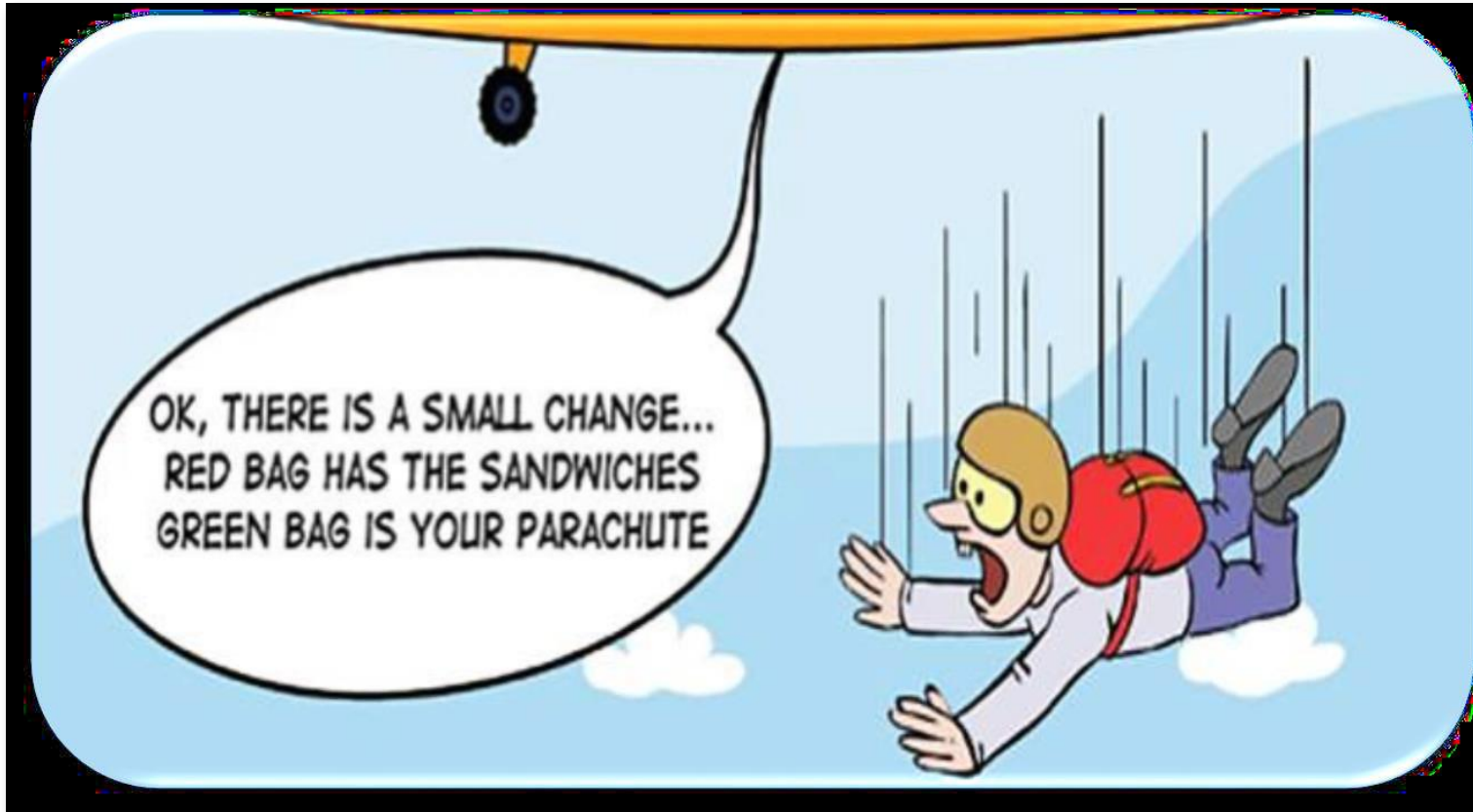
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# Is the same update relevant for the ISPO? – Management of Change



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## ISO 6.3 Planning of changes

When the organization determines the need for changes to the quality management system, the changes shall be carried out in a planned manner (see 4.4).

The organization shall consider:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.



# Is the same update relevant for the ISPO? – Management of Change

## ISO 6.3 Planning of changes

When the organization **determines the need** for changes to the quality management system, the changes shall be carried out in a planned manner (see 4.4).

The organization shall consider:

- a) the **purpose** of the changes and their potential **consequences**;
- b) the **integrity** of the quality management system;
- c) the availability of **resources**;
- d) the allocation or reallocation of **responsibilities and authorities**.



# Conclusion





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Marine Management Systems

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