

BENEFITS OF



PALMA PILOTS



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ABOUT US & OUR PORT



YACHT
REPAIRING
FACILITIES



SHIPYARD



MARINAS

ABOUT US & OUR PORT



DRY CARGO
TERMINAL

OIL TERMINAL



GENERAL
CARGO TERM.



ABOUT US & OUR PORT



NAVAL BASE



ABOUT US & OUR PORT

FERRIES AND
RO-ROs

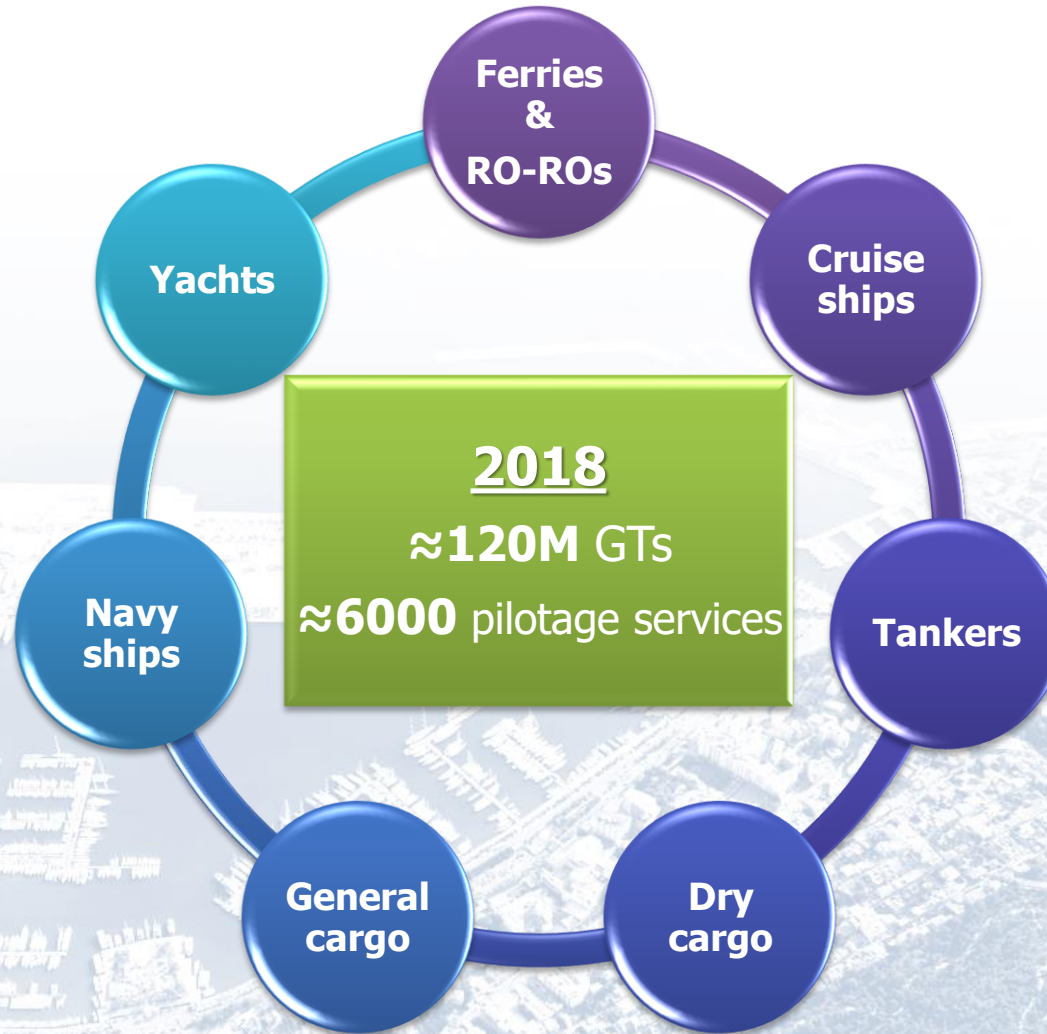


ABOUT US & OUR PORT



**This year
more than 600**

ABOUT US & OUR PORT



ABOUT US & OUR PORT



- 6 Pilots
- 9 Crew members
- Administration controller

- 3 Pilot boats

- 12 + 24 + 12 + 48 hrs
- 4 weeks on – 2 off

- ISPO certified from 2016 by LR

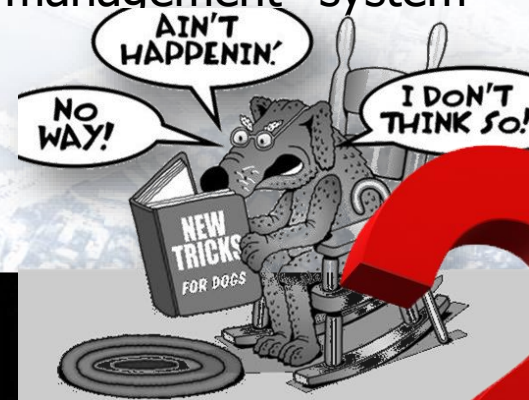


HOW DID WE START?

- **2011 : New conditions** for pilotage services related to Quality and Environmental Protection. New Spanish Port Regulations by Law

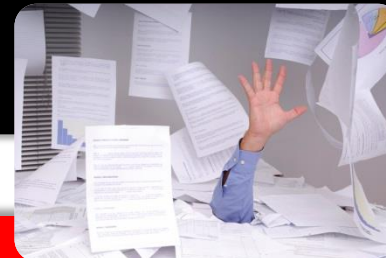


- **Development and implementation** of management system according to the new regulations



WEAK POINTS

- *General lack of knowledge about QSE management systems*
- *Pilots reluctant to change*
- *General Alarm!!!!*



HOW DID WE START?

- **2011 : New conditions** for pilotage services related to Quality and Environmental Protection. New Spanish Port Regulations by Law



- **Development and implementation** of management system according to the new regulations



- **Outsourcing** of QSE management system, together with other national pilot organizations.

IMS

Integrated
Management
System



ROAD TO INTEGRATED MANAGEMENT SYSTEM



- ❖ Developed to **comply** with quality and environmental protection Port Authority's requirements
- ❖ Adds **Occupational Health and Safety** matters
- ❖ Introduce the figure of the **Designated Person** (aka Quality person, "El de Calidad")

but...

- *Same system for different pilotage organizations*
- *Implementation of the system complex to adapt to the real condition of the organization*
- *Use of specialized software*
- *Not all pilots involved*
- *Needed of extra human resources to comply with*
- *Due multisite platform, audits more or less every three years...*
- *General Alarm again...*



ROAD TO INTEGRATED MANAGEMENT SYSTEM

WHAT HAPPENS IF MANAGEMENT SYSTEM IS NOT FITTED TO THE ORGANIZATION...



ROAD TO ISPC MANAGEMENT SYSTEM

- **2014** : We start searching an “user-friendly” management system



Benchmarking process



ROAD TO MANAGEMENT SYSTEM

- **2014:** We attend the ISPO Conference in Liverpool
- **2015:** We visit Rotterdam Pilots to know in depth how was the system defined and working (transparency)



- Possibility to pass easy from one to other (language, paperwork, audits...)
- Development of GAP analysis

But important not to repeat the previous complexity...
How to do it?

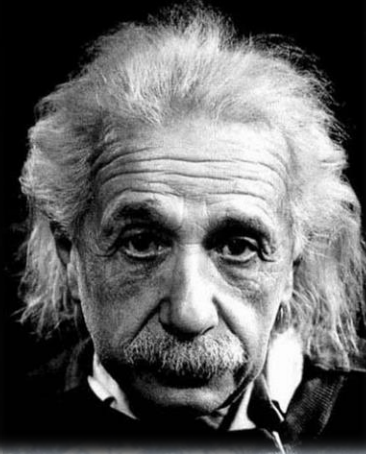
The complexity of seeking simplicity

KISS

Keep it short and
simple

“Everything should be made
as simple as possible,
but not simpler.”

Albert Einstein



ALARP

As Low As
Reasonably
Practicable

SFAIRP

So Far As Is
Reasonably
Practicable

Definitely we found ISPO code a guide to achieve it

ROAD TO MANAGEMENT SYSTEM



By pilots, for pilots

1. Priority: System to be understandable

2. Efficient paperwork



3. Helpful, not only certifiable

MEASURE TO EVALUATE

EVALUATE TO IMPROVE

4. International recognisable symbol of a well-known maritime Classification Society to certify our service

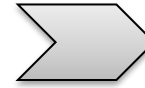


ROAD TO  MANAGEMENT SYSTEM



ROAD TO  MANAGEMENT SYSTEM

GAP ANALYSIS



To be improved

Qualification and training

Fatigue Management

To be developed

To be improved

Risk Assessment

Pilot operations and logistics

To be improved

Transparency towards customers and stakeholders

To be improved

ROAD TO  MANAGEMENT SYSTEM

GAP ANALYSIS

KISS

Keep it short and simple

- Defining the recruitment process
- Establishing a minimum number of manoeuvres per vessel during training

Qualification and training

Fatigue Management

- Introducing IMO recommendations about fatigue
- Clearly defining pilots and crew rosters

- Including the compulsory general risk assessment into IMS
- Improving the risk analysis to all stages of the service

Risk Assessment

Pilot operations and logistics

- Defining Pilotage service through all stages of the service
- Introducing Passage Plan

Transparency towards customers and stakeholders

- Opening website with procedures and tariffs
- Reinforcing attendance to meetings and seminars
- Reinforcing stakeholders relations

NEW FEATURES ADAPTED IN 1-2 MONTHS



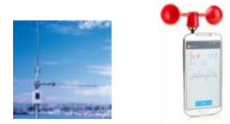
Software Management

- ⚠️ •Analysis and development of ad-hoc software program that includes access to all areas of the organization management.
- ❌ •Integration of data collected by radio electronic equipment in ad-hoc software.


GESTIÓN INTEGRAL DEL SERVICIO DE PRACTICAJE PALMA PILOTS
GIS 3P
 2016 Project

TARGETS/GOALS

PROACTIVE IN



Measuring equipment

- ✓ Weather measurement equipment data transfer to be improved:
- ❌ •Remote Meteo Station
- ❌ •Data management software
- ❌ •Assessment of new meteo portable station equipment

Start talking about pure Pilotage Management System

Operational

- ✓ •Optimized Management system adapted to service requirements.
- ✓ •Keep QHSE standards
- ✓ •Introducing dedicated pilotage standards – ISPO.

FIT MANAGEMENT SYSTEM TO ORGANIZATION
 ISO, OHSAS, ISPO

INTERACTION WITH MARITIME AND PORT ADMINISTRATION

Support for decision making

- ❌ •Analysis and development of improvements in MPX (Master-Pilot Information Exchange).
- ❌ •Process development for decision making (Risk Management)

Training & Divulagation

- ⚠️ •Insertion of new training models in human resources management(simuladores, cursos formativos, ...)
- ✓ •Disclosure of our activity abroad (nautical schools, Port authority, Individuals)
- ⚠️ •Development of joint continuous training programs with other pilotage organizations.



Classification of membership	Potential security of team			
	Highly efficient	Efficient	Medium	Low
Excellent	Green	Yellow	Orange	Red
Good	Green	Yellow	Orange	Red
Medium	Green	Yellow	Orange	Red
Low	Green	Yellow	Orange	Red



✓ DONE
 ❌ NOT INITIATED
 ⚠️ IN PROGRESS

SINCE  **CERTIFIED**

- ✓ We have recovered an efficient management system, because we relate it to our activity, not to general rules/standards
- ✓ Respecting the previous practices (*"old dogs"*), but developing standards to minimize the pilot discretion from normal pilotage operations (*say what we do and do what we say*)
- ✓ Enabling tailoring to our needs due ISPO code flexibility
- ✓ Reducing paperwork and doing it as clear as possible to users (PILOTS), becoming efficient and useful
- ✓ Introducing inputs from other maritime cultures (management) in Health, Quality, Safety and Environmental protection
- ✓ Proving commitment with customers satisfaction and quality of the service to Port Authority
- ✓ Helping to improve our professional development

SINCE  *CERTIFIED*

MORE IN DEPTH, WE IMPROVE...

- ✓ Introducing Fatigue Management concept in our lives
- ✓ Better training of the Manual due similarities with ISM Code
- ✓ Going to procedures the use of PPE, introducing studies of new equipment as Personal Locator Beacons, or improving the means of rescue of Pilot Boats
- ✓ Meeting our stakeholders and customers
- ✓ Providing the Designated Person a well-defined management system, respected by all, and contributing the Pilots to be part of it
- ✓ Introducing a new digital era to improve data analysis
- ✓ Looking to do more sustainable our activity (New hybrid powered pilot boat project)
- ✓ Auditing the system, by auditors from "sea side", or sea experience
- ✓ Learning from our faults and deviations
(remains to improve NO BLAME culture)

CONCLUDING...our management system principles

From

KISS

Keep it short and
simple



to

If you cannot do great things,
do small things in a great way.

Napoleon Hill

GOOD JOB!



**YOU HAVEN'T DONE ANYTHING
STUPID IN FIVE MINUTES!**



THANKS SO MUCH FOR YOUR ATTENTION