

# The Tanker Operator Conference, Mumbai - 28 Sep'16



**MMS MARITIME**  
(INDIA) PVT LTD



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**DIRECTOR & CHIEF OPERATING  
OFFICER**

Meiji Shipping Co. Ltd.

Shipping Business

Non-Shipping Business

Commercial Management

Ship Management

Crew Management

Tohmei Shipping

MK Centennial Maritime BV

MK Centennial Maritime Pte. Ltd.

MMS Co. Ltd.

MMS Co. Ltd. Singapore Branch

Phil-Bright Ocean Ship Mgmt

NEOM Maritime (Singapore)

Philippines

Multinational Maritime Inc.

MMS Phil Maritime Services

Phil-Crewing Maritime Services

India

MMS (India) Pvt. Ltd.

Mekai Kosan K.K.

Tacty Co. Ltd.

Meiji Real Estate Co. Ltd.

Tempu Co. Ltd.

Niseiko Resort, An'npuri

ANA Crowne Plaza, Wakkanai

The Windsor Hotel, Toya Resort and Spa

SeaSide Hotel Maiko Villa, Kobe

Laguna Garden Hotel

MEIJI SHIPPING  
**Group**



mms maritime (India)

# About

## The Making of **mms**

### **Maritime (India)**

- MMS Maritime (India) Pvt. Ltd. was established in 2001 to support the MMS Group in Japan for employing high quality Indian senior personnel and to maintain a dedicated pool of seafarers for tanker operations.
- In November, 2007, it was further renamed as “MMS Maritime India Pvt. Ltd. as it was transformed into a “Technical Support Center” along with being a manning company.





# CONTENTS



**Continuous Competence Management**

**Loss Control Management Principles**

**Assuming Responsibility and Safety Leadership**

**Tanker Industry in the Foreseeable Future**

**Changing the Mindset of the People**



**ONE WHO IS PERFECTLY QUALIFIED,  
IS HE NECESSARILY COMPETENT ?**

# QUALIFICATION

In short this outlines the latent potential which equips him to apply on board



**Certificate of competency**



**Experience in rank**



**Experience of that type of vessel**



**Experience in that trade run**



**Experience in the company**

# COMPETENCE

Is he actually applying this latent potential on board?



**Knowledge**



**Attitude**



**Skills**

# THE GAP RESULTS IN

**A**

attitude

**C**

complacency ( lack of situation awareness)

**C**

communication

**I**

intercultural differences

**D**

demonstration of professional's skills

**E**

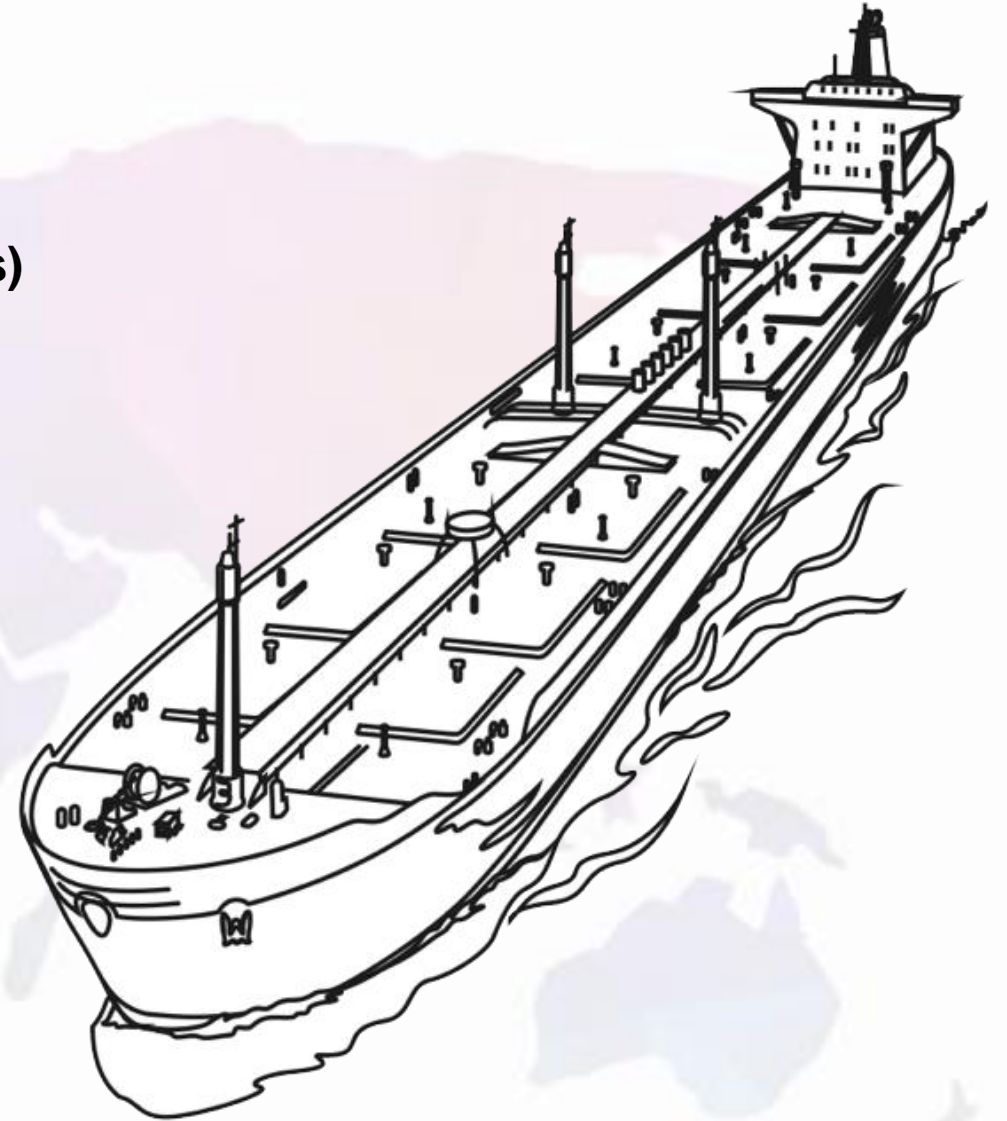
effective surveillance & enforcement

**N**

need of self-worth

**T**

team work





## **A** attitude

- ( Knowledge + Skills ) X Attitude
- a feeling or way of thinking that effects the person's behavior

## **C** complacency ( lack of situation awareness)

- Results in reduced or an absence of situation awareness
- Repetition of jobs & then shortcuts taken

## **C** communication

- Communication - either insufficient or incomplete
- Lack of sufficient information exchange
- Identification of all hazards
- Divulgence of goals

## **I** intercultural differences

- Power distance
- Uncertainty avoidance

## **D** demonstration of professional's skills

- lack of application of knowledge & skills
- Insufficient motivation

## **E** effective surveillance & enforcement

- Preventing shortcuts
- Monitoring delegated jobs

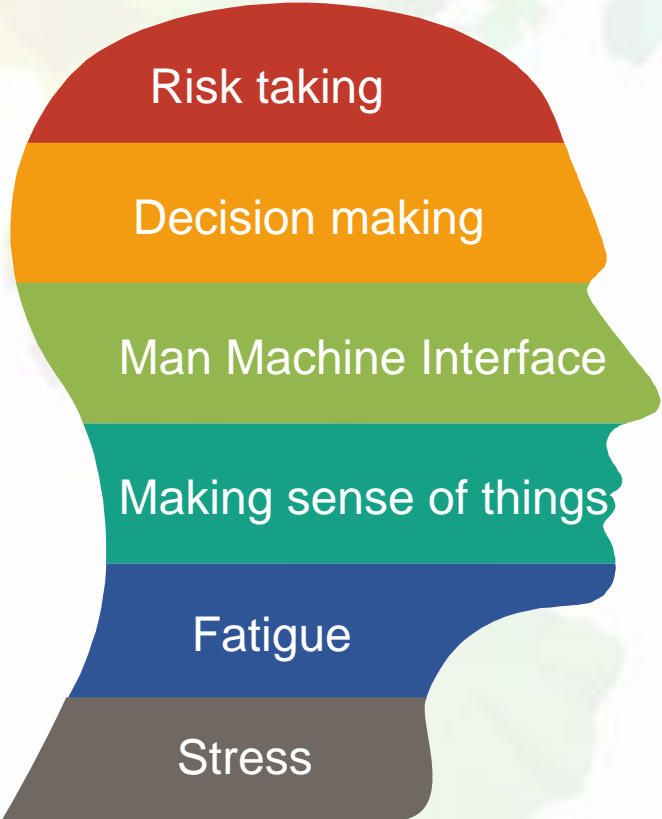
## **N** need of self-worth

- Lack of confidence
- Unsafe State of mind

## **T** team work

- Congruent objectives
- Synergistic output

# TRAITS OF HUMAN NATURE



- 01 Risk taking
- 02 Decision making
- 03 Man machine interface
- 04 Making sense of things
- 05 Fatigue
- 06 Stress

# LOSS CONTROL MANAGEMENT PRINCIPLES

All these are methods for continuous improvement



- Mentoring
- Challenge & response
- Leaderships at the top...at all levels
- Mutual respect
- Effective management of complacency
- Seafarers a stake holders
- Go beyond mere compliance
- Embodiment of the principle of safe work

# TRAINING



- Effective design & implementation of training programs to develop latent potential of all seafarers
- Evaluation of training effectiveness
- Training & final knowledge and skills set to be closely related
- Continuous identification of training needs through a robust performance management system

# MANAGEMENT OF COMPETENCY



Potential

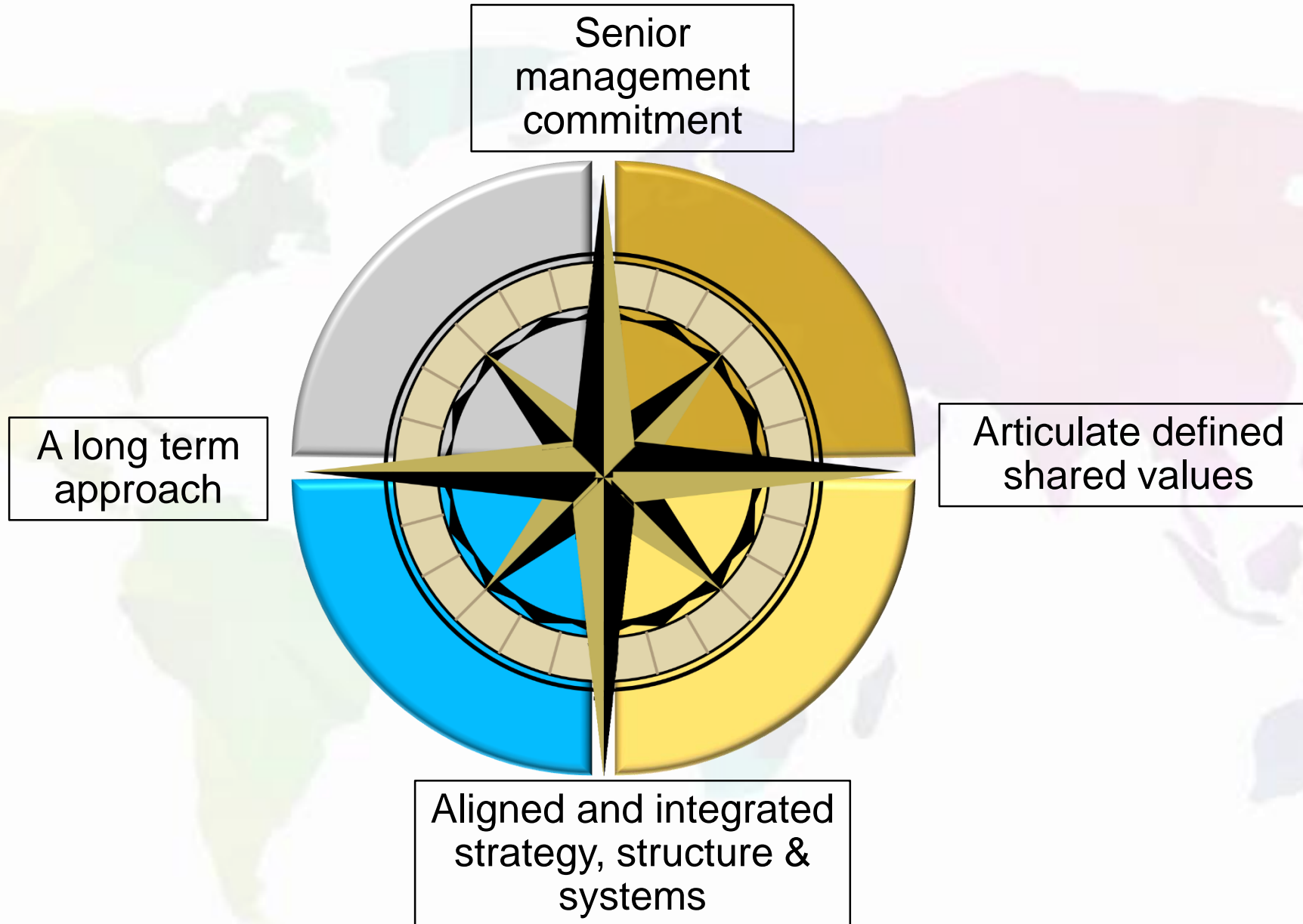


Performance

**PEOPLE NOT A COST ...  
BUT AN INVESTMENT**



# HUMAN RESOURCE PRACTICES



# ASSUMING RESPONSIBILITY & SAFETY LEADERSHIP

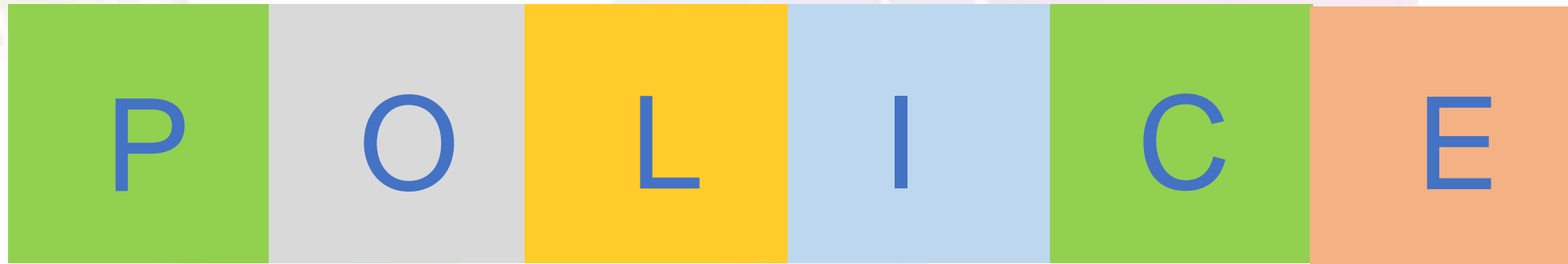
- Take corrective actions.
- Continual improvement produced by independent minds.
- Taking responsibility for all mistakes.
- Willing to change with the times.
- Internally focused person with an ability to solve problems.
- Having the right attitude towards challenges of the present times
- Leading & causing changes.
- Assuming responsibility is the key to efficient safety leadership





# COST EFFECTIVE & SUSTAINABLE SHIP MANAGEMENT

- Use management systems that are fit for purpose
- Integrate all aspects of safety program into a single comprehensive system



Plan

Organize

Lead

Inspect

Correct

Evaluate

# TANKER INDUSTRY IN FORESEEABLE FUTURE

## 1. Various Technological changes

- Greater analysis of data
- Data collection via sensors
- Energy & fuel management
- Route optimization
- Fleet management
- Remote monitoring
- Smart ships
- Better assets management
- Enhance cargo tank cleaning without confined space entry
- Use of drones & other technologies for effective surveys
- Enhancement of simulation technology including modelling for effective performance assessment
- Optimization of cargo operation systems
- Holistic energy management
- Reduce downtime through identification of equipment failure



## 2. OCIMF STIPULATED CHANGES

- TMSA 3 to be released
- Chapter on security
- Enhanced stress on cargo operation practice
- Reflects changes in legislation & best industry guidance
- Update of mooring equipment guide lines
- Development of a marine terminal information system



### **3. Cyber security**

**4. Security concerns to be continually addressed, specially regarding the Gulf of Guinea.**



## 4. Human Element

- Recruitment & selection – usage and analysis of a robust performance management system.
- Higher focus on effectiveness of training and its results.
- Higher correlation between crew welfare & commercial results.
- Skills enhancement in handling new technologies.
- Greater due diligence in managing human resource etc.



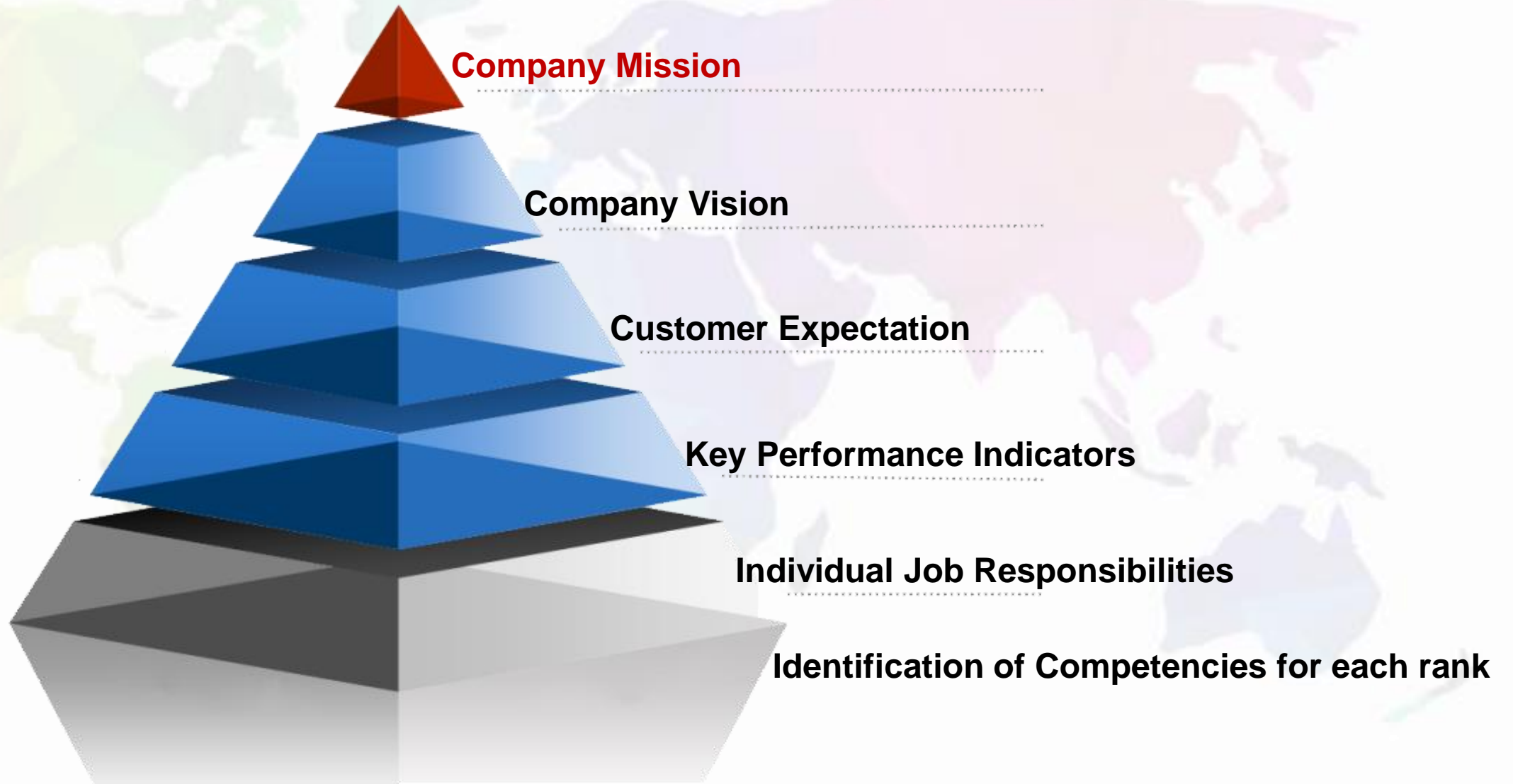
## CHANGING MIND SET OF PEOPLE

- Ship Staff to Recognise :
  - Technology to assist and complement their efforts to make them more effective.
  - Importance of Training in their effective usage.
  - Importance of correct and complete data transmission from the vessel.
  - Importance of the performance data for benchmarking the rest of the fleet
  - Continual Focus on Economical, Environment Friendly and Error Free Operation

## CHANGING MIND SET OF PEOPLE

- Shore Staff to Recognise :
  - To stay abreast of Technological Changes
  - Integrated approach for continual support to the vessel
  - Enhanced Communication Levels in view of varied human interaction.
  - Establish and sustain a continuous culture of learning
  - Meet new challenges imposed by the various stakeholders through effective change management.

# MANAGEMENT OF COMPETENCE





# PEOPLE AT SEA NEED TO

**F**eel like maritime professionals  
Feel motivated  
Feel the need to have pride

**Perform to the Best !**



**Foreseeable future of the tanker industry...**

**Reinforcing the Basics...**



*Thank You  
for your time  
& attention!*