Monitoring quality in training at GlobalMET India

[Mumbai, 7 November]

Monitoring quality in training – Key Performance Indicators' was the theme of this year's Global Maritime Education & Training (GlobalMET) Conference in Mumbai. Organised by GlobalMET India, the symposium was held once again at the Maritime Training Institute (MTI) of the Shipping Corporation of India (SCI). Representatives from eight countries put forward their ideas at the convention.

Capt KN Deboo, Director & Principal of the Anglo Eastern Maritime Training Centre (AEMTC), kicked off the day's proceedings with his welcome address. Greeting everyone at the 10th GlobalMET conference, he began his inaugural speech with a reference to Mr S Hajara's recent quote: 'Shipping companies to remain in choppy seas for at least another year...the Baltic Dry Freight Index (BDI), which was at a peak of 11,793 in May 2008, fell to a low of 663 by December 2008; however it has recovered to 3335, though still down 72% from the peak. "How has that impacted on maritime training? Have training budgets been squeezed? Has the quality of teaching been affected? Unfortunately, yes, if we go by reports from insurance companies, P&I clubs and classification societies. Accidents have risen and claim amounts have enlarged. What's more, if you talk to senior shipboard staff, they have much to complain about with regard to the competence of junior officers,"' he said.

The convention on "Standards of Training, Certification & Watch keeping" (STCW) is under revision and an amended STCW will be published in June 2010. Will that correct some of the lacunae in regards to the competence of officers? Well, only time shall tell," Capt. Deboo continued.

Stressing one of GlobalMET's recent achievements, Capt Deboo noted, "Achieving the NGO status at the International Maritime Organisation (IMO) in 2008 could not have come at a better time. India is trying to meet the shortage of seafarers through 'Awareness Campaigns' in schools, various smaller cities and towns in India, and has increased the capacity in her training institutes to produce around 5000 trainees a year." Reminiscing on one of the comments on training that he had heard at a seminar, Capt Deboo continued, "The only way to get quality back is by increasing the quantity of seafarers to fill the demand supply gap. So the question I throw to the audience today is this: do we wait for the gap to be filled up and then think about how to improve the quantity and professionalism of seafarers currently at sea? Can't we do both simultaneously?"

Stressing on the meet's basis, Capt. Deboo concluded in summary, "The theme of this conference was conceived by GlobalMET India: What more can we do to improve the quality of training at maritime institutes? Can each institute do a scientific analysis of its performance by measuring some key indicators to set a benchmark which can be progressively bettered?"

Hymns and the lighting of the 'lamp of knowledge' set the stage for this packed day.

The opening address by Capt Rod Short, Executive Secretary, GlobalMET, preceded the keynote address. Keeping his speech short, Capt Short said, "It gives me great pleasure to come back to this exotic and fascinating country, India." Lauing the Manning and Training conference in Manila earlier in the week, he added, "Manning and training are huge subjects in the shipping industry. Manila is the manning capital of the world, though a similar seminar will be held in Mumbai, March 2010, emphasising manning as well as training. Let us prepare for it; have our recommendations and suggestions in place. I am glad that knowledge performance indicators will be looked at today. I am delighted with my involvement with the 10th GlobalMET India chapter conference."

Dr BK Saxena, Principal, Tolani Maritime Institute, Induri, presented the keynote address: Measuring Effectiveness- Key Performance Indicators (KPI). His presentation was quite informative and spoke about:

- Need for KPI
- Need for self assessment
- What is KPI?
- KPI is not a goal, a key result area, a target or a result
- KPI: Process approach
- KPI: Baldridge approach
- KPI: IWA 2 approach
- KPI: MEMSA approach
- Method of scoring
Advantages of KPI

i. Identification of strengths
ii. Identification of opportunities for improvement
iii. Benchmarking
iv. Empowerment of faculty
v. Improved operating environment
vi. Formalised accountability
vii. Step towards quality management
viii. Quality improvement in education

Soon thereafter, Mr S Hajara, CMD, Shipping Corporation of India (SCI) and the Guest of Honor addressed the gathering. Pleased to be amongst several shipping industry stalwarts, Mr Hajara said, "It gives me great pleasure to share my thoughts with this esteemed gathering. I consider this a privilege also as I have being involved with all GlobalMET India seminars ever since its inception. Indeed, GlobalMET is doing wonderful work in the area of maritime education across the globe. Today, in this era of knowledge, every industry can be considered as a knowledge industry. Education and training assumes further significance than in the past."

Making clear the connection between safety and training, Mr Hajara continued, "Safety of the ship is not dependent on machinery but rather on the seafarers handling it. Maritime education and training is the best platform to deal with rapid changes evolving across the industry worldwide. I take pride in the fact that Indian seafarers are in great demand the world over and this is largely because of the various efficient maritime training institutes.

"Besides, it is important that the deck side understands the issues of the engine side and vice versa while aboard. Nothing is perfect in this world; always strive for continuous improvement that is one of the highlights of KPIs too. SCI is a breeding ground for a lot of the professionalism in the maritime sector and it promotes training to quite an extent. All said and done, the global shipping industry must not slacken in terms of training."

Ms Lakshmi Venkatachalam, Director General of Shipping, was the Chief Guest. She spoke next. "As an Indian, I take pride in our country's robust training setup. We started with just four Government training institutes, and now we have over 120 institutes across the country. Interestingly, we are still expanding in this arena. Today's subject is quite topical in this connection."

The DG continued, "Production is something that can be constant, quality is something that can be valued." She also posed some important questions: "How safely is the ship operated? Are these lessons incorporated in the training modules?"

"These are the key performance indicators. As a regulator, I would expect training institutes to set apart at least one training module which discusses what went wrong, where and how. Lastly, I am sure the deliberations today will be of immense benefit and will enrich all of us. I wish GlobalMET all the best and I'm glad that India is amidst the action when it comes to maritime training," the DG concluded.

Session I

Presentation by GlobalMET members on 'Maintaining quality in maritime education and gearing up for the revised STCW requirements', was the area of discussion in the 1st Session. Capt MM Saggi, Nautical Adviser to the Government of India, chaired the session and Capt AP Sethi, General Manager-Training, Bernhard Schulte Shipmanagement (India) P Ltd, was the Coordinator.

Capt Tim Wilson, Director, New Zealand Maritime School, was the first speaker. Capt Wilson is also the Chairperson of GlobalMET. Enthused at being in GlobalMET India again, Capt Wilson highlighted-
GlobalMET aims and objectives

Aims
- The vital importance of maritime education and training in fulfilling the needs of expanding trade and economic growth
- The urgent need for collective efforts in maritime education and training to promote greater safety at sea and protection of the marine environment

Objectives
- Provide a forum for the exchange of views among members
- Foster, develop and maintain close cooperation between and among members on matters relating to maritime education and training including maritime research and development and other matters of mutual and/or collective interest
- Extend assistance consistent with its policies and capabilities to any member upon the latter’s request
- Formulate a common stand on issues of interest related to maritime education, training, research and development
- Improve, or assist in improving, the services provided by members through the efficient and economic utilisation of resources
- Represent the general membership in its collective dealings with regional and international organisations
- Acquire, collate, process and disseminate relevant data and material of common interest to all members

- New Zealand Maritime School’s quality drivers
- STCW
- Quality: the output exceeding expectations for graduate competence and delivery experience
- Teaching and learning
- Course structures and materials
- Learning resources
- KPIs

Maritime education and training for seafarers in Japan was well accentuated by Capt Yoshiaki Kunieda, Professor of the National Institute for Sea Training, Japan. Next in line was Mr Mohan Anantharaman, Head of Marine Engineering, National Centre for Ports & Shipping, Australian Maritime College (AMC), Australia. He stressed on AMC’s preparation for the impending changes to seafarer certification in Australia.

Session II

Every year GlobalMET – India honours maritime trainers who have made it their life’s mission to enhance maritime education in India.

"Honoring Living Legends: Life Time Dedication Award", Capt. Mahesh Yadav eulogized the achievements of three individuals from the Indian maritime fraternity who were awarded with lifetime dedication awards by Mr Michael Pinto, former Secretary Shipping, for their exemplary contribution to the industry. The recipients were:
1. Mr JKM Nair, Director (HRD & Training), Samundra Institute of Maritime Studies
2. Capt K Vivekanand, Pro Vice Chancellor, VELS University
3. Dr BK Saxena, Principal, Tolani Maritime Institute

- Mr S Hajara
- Mr Michael Pinto
- Capt MM Saggi
- Capt M Yadav

- Mr Ajoy Chatterjee
- Mr M Anantharaman
- Mr Jorge Imhoff
- Mr Holger Rolfs
- Capt AP Sethi
Their acceptance speeches were so motivating and their dedication a model for other educators sitting in the audience to follow.

Session III

Presentation by GlobalMET members on 'Maintaining Quality in Maritime Education and gearing up for the revised STCW requirements', was the focus of this session. Mr Dilip Mehrotra, Dy. Chief Surveyor with the Government of India, chaired the session and Mr Pawan Kapoor, Head, ISF Group, was the Coordinator. Mr Jorge Imhoff, Chilean CG Commander and CIMAR Director, showed how quality checks are built into the maritime educational and training system in Chile. Mr Holger Rolfis, Director, Uniteam Marine Training Centre, Myanmar, was the next presenter.

Capt Richard Teo, Director, Seafood and Maritime Industries Training Ltd, Australia, spoke on how to design and construct KPIs, a brief for the workshop session that was to follow.

Session IV

KPI Workshop: Identifying the Key Performance Indicators that could be used for measuring the effectiveness of training and setting benchmarks to help consistently improve the quality of training was accentuated in detail. Capt Keith Miranda, Vice President, SCI, was the session Coordinator. Mr Ajoy Chatterjee, former chief surveyor was the session chair. The interactive workshop session had the audience discuss with the expert panel members Capt. Richard Teo, Dr. B. Saxena, Mr Pooran Chugani on the possible KPIs that could be identified for use by MET institutions and the setting of benchmarks with measurable evidences. As the KPIs were identified, the data was simultaneously entered in the computer and projected on the screen.

Session V

KPIs in Practice: Implementation Experience was the topic of the final session. Capt Ashok Gogia, Resident Director, AMET Ship Management Services, was the Coordinator. Capt Richard Teo emphasized the role of KPIs in training, including practice and implementation.

Mr Pooran Chugani, CEO, Board of Examinations for Seafarers Trust (BEST), presented a summary of the KPIs which were developed during a brainstorming session of 25 teaching professionals held last year.

Penultimately, Capt Rod Short provided the statement of outcomes and closed the seminar. The conference then ended with the vote of thanks.