

PRESS RELEASE

Monitoring Quality in Training – Key Performance Indicators GlobalMET Conference held in India - 2009

[Mumbai, 7 November 2009] '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.

Chief Guest Ms. Lakshmi Venkatachalam, DG Shipping, Mr. S. Hajara, CMD SCI inaugurated the conference with the lighting of the lamp amongst hymns sung by Mr. Dalvi.

The opening address by Capt Rod Short, Executive Secretary, GlobalMET, preceded the keynote address.

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: Process approach
- Advantages of KPI
- 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, "I consider this a privilege also as I have been 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."

Next, Ms Lakshmi Venkatachalam, Director General of Shipping, gave the Chief Guest address. She spoke "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."

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.

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

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', continued in 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 Rolfs, Director, Uniteam Marine Training Centre, Myanmar, was the next presenter, showcasing the monitoring process for ensuring quality of training in Myanmar.

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 to the Govt. of India, was the session chair. The interactive workshop session had the audience discuss with the expert panel members Capt. Richard Teo, Dr. B.K. 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 concluded with a heartfelt vote of thanks given by Capt. Sawant to the organizing committee, together with the sponsors, the speakers, session chairs, the delegates and the award winners and to the management of the Shipping Corporation of India's Maritime Training Institute for the much appreciated venue and hospitality.

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