

Surveillance SV 3

Report for:

Jabatan Laut Semenanjung Malaysia

LRQA reference:	KLR 0403591/ 0040
Assessment dates:	22-24 June 2011
Assessment location:	Port Klang, Selangor, Malaysia
Assessment criteria:	ISO 9001:2008
Assessment team:	Ir. Chong Kam Fook (Team Leader)
LRQA office:	Kuala Lumpur



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Attachments

This report was presented to and accepted by:	
Name:	Mr. Baharin Dato' Abd. Hamid
Job title:	Deputy Director General Marine

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1. Executive report

Assessment outcome:

Processes related to theme surveillance at headquarters (IPL) and seamen certification at selected Regional Port Offices have been successfully assessed. No major except 2 minor non conformities (NC) and few area of concerns were raised basing on sampling and record evidences sighted.

Jabatan Laut Semenanjung's management system meet the requirements of ISO 9001:2008 standard.

Recommended for continued certification

System effectiveness and continual improvement:

Overall, the current system provided adequate control over the quality management processes within the organisation.

Continual improvement are achieved through internal audit process and management review which were held at defined interval. This organisation QMS is satisfactorily maintained throughout certification periods.

Areas for management attention:

- Sibu Port Office has yet to obtain customer feedback from 2 local training institutes.
- Jabatan Laut Semenanjung Malaysia is advised to review and find out the reason why corrective actions are not taken timely and 'Laporan Ketakakuran' is not closed out within timeframe given.
- IPL HEPP should sent out an official letter to Klinik Langkawi pertaining to Panel Clinic is required to keep and fill up 'Borang Laporan Pemeriksaan' for seafarer who carried out a medical check-up as there was similar customer feedback reported in Jan 2011
- [Details of findings as shown in the Assessment Findings Log.](#)



2. Assessment summary

Introduction:

Outstanding issues were followed-up. Areas as shown on Assessment Schedule and Visit Theme Selection (SV 3) were covered. Management team headed by Mr. Khairuddin Abaas had attended opening and closing meeting. Team leader briefed confirmed audit scope, criteria (ISO 9001:2008), LRQA grading of audit finding, methodology and reporting.

Activities audited in this visit were as follows:

- a) Sarikei Port Office, – seamen certification
- b) Sibuluan Port office - seaman certification
- c) Head Office (Ibu Pejabat Laut) at Port Klang, Selangor – areas shown at Visit Theme Selection.

Assessor:	Ir. Chong Kam Fook (ID: 02738)
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Day 01: Jabatan Laut Sarawak - Sarikei Port Office, Sarawak

Assessment of:	Sarikei Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Business Activities	Auditee(s):	Tahar (Admin. Asst) Zulkipli (Admin Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities• Relevant records: "Borang II – Pemantauan Objektif Kualiti Berpusat"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• The Sarikei Port Office is headed by Yahya Bin Mat (Asst. Marine Officer) and 2 staff involved in seafarer certification activities.• Organisation chart of Jabatan Laut Sarawak was sighted. Jabatan Laut Sarawak organization chart shall link to Jabatan Laut Semenanjung Malaysia as currently Director of J/L Sarawak reports to the Director General of Marine, J/L Semenanjung Malaysia with effect from 1 Jan 2011. A circular with regard to this matter has been issued by Public Service Department ('JPA') – Ref: CKF-01, 06/2011• 'Senarai Tugas' stated staff's responsibilities, authority and competency) was sighted in of staff 'Fail Meja'• A copy of the quality policy was displayed at front office and it was understood by the staff.• Local port office has consistently monitored actual performance of related quality objectives. Performance data are consistently recorded in formats provided by IPL, Port Klang.• Local port office only processes application of seamen certification which included seamen registration and receive application of certificate of competency (CoC). In average, there are about 8 application received per month.			



Assessment of:	Sarikei Port Office: <ul style="list-style-type: none">• Internal Quality Audit• Management Review• ISO documents & records control	Auditee(s):	Tahar (Admin. Asst) Zulkipli (Admin Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Records of Internal audit carried out on 27 May 2011: "Pelan Audit Kualiti Dalam", "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit" dated 4 Sept 09• Management review held on 21 April 2011, control of ISO 9001 documents / records			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Seamen certification applications and related activities were audited by 2 internal auditors from other port offices on date as shown on notification issued by Lead Auditor. No major / minor non conformity (NC) except 4 Observations (as recorded in 'Laporan Ketakakuran') was raised. Internal audit records were maintained at local office. Record evidences of 4 Observations have been submitted to Team Leader for verification. However, all Observations are remained open.• Minutes of management review was available in Malaysia Marine Department website (JALIN system). Director General Marine, Deputy Director General Marine, Regional Marine Department Director and Secretariats had attended above management review. The management review team had discussed all necessary agendas included LRQA audit findings.• ISO 9001 documents consist of quality manual, main procedures and all supporting procedures were saved in JALIN. Local port office is able to view ISO 9001 documentation. Local office has generated a hard copy of ISO 9001 document for reference only. It is advisable to indicate the document number e.g. PT-HEPP-02, PT-HEPP-04, etc. at main page of e-document in JALIN for easy reference (Ref: CKF02, 06/2011)• This port office use Sistem Dokumen Pelaut (SDPX) system for capturing seafarer certifications application. Since implementation of SDPX system, all applications are processed on line and headquarters (Ibu Pejabat Laut) will send CoC / CoR to regional port office upon completion.• Receipt books pertaining to seafarer certification activities received / processed by the local port office were satisfactorily maintained in this office.			



Assessment of:	Sarikei Port Office: Seamen Certification	Auditee(s):	Tahar (Admin. Asst) Zulkipli (Admin Asst)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Records related to Seamen Cards / Dokument received from local seafarers: seaman card No: 201172000556, 201172000562, 201172000558; Malaysia Seafarer Card, and related procedure Permohonan Dokumen Pelaut (PT-HEPP-05)Crew Agreement & Official Log bookChange to List of Crews i.e. crews sign-on & sign offReviewed and verified application of certificate of competency (CoC): CC48437, CC15859, CC58500) and related procedure Pengeluaran Perakuan Kekompetenan (PT-HEPP-02)Certificate of recognition (CoR) and related procedure Permohonan Perakuan Pengiktirafan (PT-HEPP-04)Customer satisfaction feedback / customer complaint received for the periods 1 Jan 2011 onwards			
Evaluation and conclusions:			
<ul style="list-style-type: none">Sarikei port office has processed seafarer card / document for local seafarer only to date. All applications have been processed via SDPX system within 1 working day which has meet target set for quality objective.A unique reference number is assigned to each application by SDPX and verified prior to the acceptance. Malaysia Seafarer card in smart card design was issued to local seafarers when application found acceptable and in compliance with in-house requirements.There was no application for the rest of seafarer certification services such as Agreement and Official Log Book, crew sign on / sign off; verification of modular course attendance and certificate of recognition (CoR). Perjanjian Anak Kapal (procedures: PT-HEPP-06) and Log Rasmi procedure (PT-HEPP-07) had been removed from QMS during transition to ISO 9001:2008Application form is available in SDPX and applicant could access it and key in details as required under each type of application. Port office could help applicant to scan / convert supporting documents in hard copy into electronic copy in the event applicant does not own scanner.Local port office has coordinated with head office (IPL of HEPP) pertaining to Application of certificate of competency (CoC) received. Application requirements as stated in check list in local procedure (PT) have been reviewed with the aids of SDPX. CoC were issued to applicants when ready for collection. Application of Permohonan Perakuan Pengiktirafan (PT-HEPP-04) found in order.Customer satisfaction feedbacks were compiled and analysed monthly. Overall, customer satisfaction was rated from satisfactorily to very satisfactorily. There was no customer complaint reported to date			



Day 02: Jabatan Laut Sarawak - Sibü Port Office, Sarawak

Assessment of:	Sibu Port Office: <ul style="list-style-type: none">• Organisation & Management Responsibility• Business Activities	Auditee(s):	Mohd. Khaireel (Marine Officer) Noorazman (Asst. Marine Officer) Ismawi (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organisation chart, staff responsibilities and reporting, quality policy and objectives, business activities and related records: 'Senarai tugas Dan Tanggungjawab' "Borang II – Pemantauan Objektif Kualiti Berpusat"			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Sibü Port Office is headed by Mohd. Marzuki (Marine Officer) and 5 staff involved in seafarer certification activities.• Jabatan Laut Sarawak organisation chart was sighted. Jabatan Laut Sarawak organization chart shall link to Jabatan Laut Semenanjung Malaysia as currently Director of J/L Sarawak reports to the Director General of Marine, J/L Semenanjung Malaysia with effect from 1 Jan 2011. A circular with regard to this matter has been issued by Public Service Department ('JPA') – Ref: CKF-01, 06/201• 'Senarai Tugas' stated staff's responsibilities, authority and competency) was sighted in of staff 'Fail Meja'. It is noted that acknowledgement by superior and date as required in 'Senarai tugas Dan Tanggungjawab' was not sighted for job position Marine Officer, Asst. Marine Officer, etc. Besides that effective date for organization chart was not stated (CKF-03, 06/2011)• A copy of the quality policy was displayed at front office and it was understood by the staff.• Local port office has consistently monitored actual performance of related quality objectives. Performance data are consistently recorded in formats provided by IPL, Port Klang.• Local port office processes application of seamen certification which included seamen registration, management of seamen service (crew agreement and article sign on / sign off), official ship logbook, modular course attendance verification receive application of certificate of competency (CoC) and certificate of recognition (CoR).			



Assessment of:	Sibu Port Office: <ul style="list-style-type: none">• Internal Quality Audit• Management Review• ISO documents & records control	Auditee(s):	Mohd. Khaireel (Marine Officer) Noorazman (Asst. Marine Officer) Ismawi (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Records of Internal audit carried out on 26 May 2011: "Pelan Audit Kualiti Dalam", "Laporan Audit Kualiti Dalam", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit" dated 4 Sept 09• Management review held on 21 April 2011, control of ISO 9001 documents / records			
Evaluation and conclusions:			
<ul style="list-style-type: none">• Seafarer certification applications and related activities were audited by 2 internal auditors from other port office on date as shown on notification issued by Lead Auditor. One minor NC and 5 Observations (as recorded in 'Laporan Ketakakuran') were raised. Noticed that proposed corrective actions ('Maklumat Tindakan Pembetulan / Pencegahan') was remained not fill up at the time of LRQA audit. There was support document evidence to demonstrate necessary corrective actions have been taken by the auditee (CKF-04, 06/2011). Internal audit records were maintained at local office• Minutes of management review was available in Malaysia Marine Department website (JALIN system). Eastern Region Marine Department Director had attended above management review. The management review had covered all necessary agendas.• ISO 9001 documents consist of quality manual, main procedures and all supporting procedures were saved in JALIN. Local port office is able to view ISO 9001 documentation. Local office has generated a hard copy of ISO 9001 document for reference only.• This port office use Sistem Dokumen Pelaut (SDPX) system for capturing seafarer certifications application since June 2009. Since implementation of SDP system, this port office has ceased to return 'Surat Penyerahan' and application documents to IPL upon completion.• Receipt books pertaining to seaman certification activities received / processed by the local port office were satisfactorily maintained in this office.			



Assessment of:	Sibu Port Office: Seamen Certification	Auditee(s):	Mohd. Khaireel (Marine Officer) Noorazman (Asst. Marine Officer) Ismawi (Admin. Asst.)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Records related to Seamen Cards / Dokument received from local seafarers (seaman no: 201173007382) and foreign seafarer (seaman card No: 201073003745) and related records: Malaysia Seafarer Card, Malaysia Seafarer Card (Government Vessel Only), Seafarer Identify Document for Foreigner, Permohonan Dokumen Pelaut (PT-HEPP-05 Revision 00)Crew Agreement & Official Log book for DongFang Glory (Official No: 333155)Change to List of Crews i.e. crews sign-on & sign offApproval of modular course participant attendance and issuance of STCW 95 certificate and related record: Borang Pemeriksaan Senarai Peserta Kursus; Pengeluaran Sijil Modular (PT-HEPP-09)Reviewed application of certificate of competency (CoC) No: 201034006076 and certificate of recognition (CoR) card no: 201073006468; Pengeluaran Perakuan Kekompetenan (PT-HEPP-02) and Permohonan Perakuan Pengiktirafan (PT-HEPP-04)Customer satisfaction feedback & complaint received for the periods 1 Jan 11 onwards, customer complaintOther records: 'Rekod Penyerahan & Pemakluman Bertulis & COR'			
Evaluation and conclusions:			



- Applicant of seaman card, seaman book, CoC, CoR are required to key in particulars into SDPX via customer kiosk which is placed at front counter with effect from 1 Jan 2010 and subsequently print out slip and handed over to marine department personnel in-charge. As such, hard copy of Seafarer Registration Form and all supporting documents were not required under SDPX system.
- A unique reference number is assigned to each application by SDPX and verified prior to the acceptance. Malaysia Seafarer card in smart card design and Seafarer Identity Document were issued to local seafarers and foreign seafarer respectively when application found acceptable and in compliance with in-house requirements.
- Applicant is required to print out crew Agreement from SDPX system after application is approved. Official Log Book is still being used after implementation of SDPX. Except official receipt of seaman document were maintained in local office, other records of application were kept in soft / electronic copy.
- Perjanjian Anak Kapal (procedures: PT-HEPP-06) and Log Rasmi procedure (PT-HEPP-07) had been removed from QMS since transition to ISO 9001:2008
- Application form is available in SDPX and applicant could access it and key in details as required under each type of application. Port office could help applicant to scan / convert supporting documents in hard copy into electronic copy in the event applicant does not own scanner. **Sibu port office has concern about capacity allocation for attached / scanned document. Currently, space allocated is 250 Kbytes maximum. Port office may not able to scan all support document during application as some seafarers may have many training course certificates (CKF-05, 06/2011)**
- **It is advisable to have Rotate View feature in SDPX. It is difficult to read those supporting documents / attachments scanned in landscape orientation (CKF-06, 06/2011)**
- Verification of approved modular course participant attendance has been carried out. Regional Port Offices has issued modular certificate of participants to training institute.
- Local port office has coordinated with head office pertaining to Application of certificate of competency (CoC) and certificate of recognition (CoR) received. Application requirements as stated in check list in local procedure (PT) have been reviewed with the aids of SDPX. CoC and CoR were issued to applicants when ready for collection. Application of Permohonan Perakuan Pengiktirafan (PT-HEPP-04) found in order.
- Local port office have compiled customer feedbacks obtained from front office. Customer satisfaction feedbacks collected monthly (except Jan, Feb, Apr 2011) have been analysed. Overall, customer satisfaction was rated from satisfactorily to very satisfied.. **Sibu Port Office has yet to obtain customer feedback from 2 local training institutes. Sibu Port Office has never obtain feedback from training institute for modular course – See Minor NC for further details.** There was no customer complaint reported to date



Day 03: Ibu Pejabat Laut (Headquarters)

Assessment of:	Outstanding Issue	Auditee(s):	Yusnan (Marine Officer) Norhayati Ibrahim (Marine Officer)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Corrective actions for minor NC and Observations / Area of Concerns raised during Certificate Renewal cum Transition Assessment			
Evaluation and conclusions:			
<ul style="list-style-type: none">Corrective actions were taken and it addressed outstanding findings except item CKF-02 (To specify retention time for quality records in procedures PT-HEPP-02, PT-HEPP-04 and PT-HEPP-05) and CKF-09 was remained 'open'. Reason of no further actions have been given. And found acceptable LRQA Assessor will follow up again in next audit .			

Assessment of:	Ibu Pejabat Laut, Port Klang - Management System Elements	Auditee(s):	Yusnan (Marine Officer) Norhayati Ibrahim (Marine Officer)
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Records of Internal audit held in Feb and May 2011: Audit Schedule, 'Perlantikan sebagai Juruaudit Kualiti Dalaman', 'Laporan Audit Kualiti Dalaman'Management review held on 21 April 2011Corrective action (Internal audit Findings (so called "Laporan Ketakakuran") issued to 'Unit Bantuan Pelayaran Proses Pemaliman on 12 Apr 2011; CAR No: 1 /2, 2/2; Pasi Gudang Port Office on 20 April 2011: CAR No: 04/11/MSAR/1, 04/11/MSAR/2 and 04/11/MSAR/3; Kuching Port Office – Ship Registration on 24 Mar 2011 CAR No: 24/03/11/FLRA01 to 24/03/11/FLRA06); customer complaintPreventive actionData analysis & continual improvement records: "Laporan Pencapaian Objective Kualiti"Customer satisfaction for Aids to navigation, "Hal Ehwal Pelaut & Pelabuhan", Hydrographic Unit (dredging), Internal Safety Management (ISM) and Ship RegistrationChange to legislative issue			



Evaluation and conclusions:

- Selected port offices and head office (IPL) as shown in Audit Schedule were audited based on ISO 9001:2008 standard. Impartially and independent of Internal Auditors were noted. Internal audit findings (so called "Laporan Ketakakuran") were recorded and updated with Auditor's follow up comments. Internal audit records were maintained at IPL (headquarters).
- Top management and representative from IPL and Regional port offices had attended management review meeting. Management review inputs were discussed and recorded in minutes.
- **Noticed that corrective action is not taken timely for non conformity ("Laporan Ketakakuran")- See Minor NC for details.**
- There was no specific customer complaint reported except areas of concern as highlighted by customers in customer feedbacks.
- There was no preventive action identified since last visit.
- Data pertaining to quality objectives performance of individual Units were summarised monthly / quarterly. Data were analysed and presented in table format. **Jabatan Laut Semenanjung Malaysia should consider to revise target of some of the quality objectives e.g. ship registration < 7 working days, conduct COC examination twice yearly for continual improvement purpose. These quality objectives have been consistently achieved over last few years (CKF-07, 06/2011).**
- Marine Department of Malaysia had progressively distributed out Customer satisfaction feedback / complaint forms to obtain feedback of its seamen certification (consists of seamen registration, crew sign on / sign off, on-line port clearance, CoC, CoR, CoC examination, modular course certificates issuance), ship registration, Issuance of DoC of ISM code and aids to navigations. Rating of customer feedback was generally found to be satisfactorily to good. Unsatisfactorily area as brought up by customer have been reported during management review.
- Attending Assessor has reviewed letterhead for IPL and various Regional Port Offices. Usage of LRQA / UKAS logo was found in order. New UKAS logo has yet to use. Attending Assessor has informed the enforcement date for new UKAS logo i.s. Dec 2013.
- All statutory / regulatory which the organisation needs to comply such as Standard of Training, Certification and Watchkeeping of Seafarers 1995, Merchant Shipping Ordinance 1952, etc. had been identified and documented in quality manual.

Assessment of:	Theme 1: Monitoring of panel clinic compliance against internal requirements	Auditee(s):	Hisham Rubani (Marine Officer) Khairin Azmi (Marine Officer)
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Audit trails and sources of evidence:

- (1a) Remedial action taken on Naga Clinic
- (1b) Review customer feedback (Maklumbalas & Aduan Pelanggan)
- (1c) Continual improvement activities



Evaluation and conclusions:

- **Remedial action taken on Naga Clinic-** IPL HEPP has sent out an official letter to Klinik Naga on 15 Dec 2010 pertaining to Panel Clinic is required to keep and fill up 'Borang Laporan Pemeriksaan' for seafarer who carried out a medical check-up Said panel clinic has noted JLS requirement and has act accordingly.
- Naga Clinic (panel clinic) does furnish 'Perakuan Pemeriksaan Perubatan' with 'Laporan Pengamal Perubatan' upon completion of medical examination. There was no further complaint reported by seafarer ./ applicants.
- **Review customer feedback (Maklumbalas & Aduan Pelanggan):** Customer satisfaction obtained by Kuah Port Office for Jan & Feb 2011 are sighted. **Noticed that customer satisfaction reverted by Besit Bin Sakiran commented that Klinik Langkawi did not provide 'Borang Laporan Pemeriksaan' for seafarer who carried out a medical check-up (CKF-08, 06/2011)**
- **Continual improvement activities::** No specific continual improvement activity was sighted. JLS Wilayah Utara- Kuah Port Office will continue to monitor above matter.

Assessment of:	Theme 2: To achieve ship registration < 3 working days for Kuching Port Office	Auditee(s):	Mohd. Nurul Faiz (Marine Officer)
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Audit trails and sources of evidence:

- (2a) Root cause investigation & Continual improvement for ship Registration
(2b) Review ship registration performance - Kuching Port Office
(2c) Continual improvement activities

Evaluation and conclusions:

- **(2a) Root cause investigation & Continual improvement for ship Registration** - Auditee had discussion with the Kuching Port Office – Ship Registration team on non achievement of target for the period Jan – Nov 2010. The main reason of non achievement was due to some related files were destroyed during fire broke out in Dec 2010. Another reason was due to the Registrar i.e. Director of Marine Department of Sarawak was away for company business hence Certificate of Malaysian Registry was issued out late.
- **(2b) Review ship registration performance - Kuching Port Office** - Actual time taken for ship registration carried out at Kuching Port Office has been monitored. Monthly performance data are sighted. Ship registration activity at Kuching Port Office has achieved 100% for the periods Dec 2010 onwards. .
- **(2c) Continual improvement activities** - No specific continual improvement activity was sighted. JLS - Kuching Port Office will ensure ship registration is processed and Certificate of Malaysian Registry.



3. Assessment findings log - ISO 9001:2008

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	New	Sibu Port Office has yet to obtain customer feedback from 2 local training institutes who conduct modular courses i.e. Pelita Maslaut Sdn. Bhd. and Sastra Maritime Academy Sdn. Bhd. ISO 9001 clause 8.2.1. stated the organization (here refers Sibu Port Office) shall determine customer perception on the product / service. As informed, Sibu Port Office conduct unannounced visit to verify participant attendance, course facilitator's qualification, course syllabus, etc. It is essential for Port Office to find out whether customer satisfy with the current way of verification and to area for improvement.		Customer satisfaction	23 Jun 11	1106CKF01	8.2.1

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	New	<ul style="list-style-type: none"> Corrective action process for some of non conformity ('Laporan Ketakakuran') was not carried out timely e.g. 'Unit Bantuan Pelayaran Proses Pemaliman on 12 Apr 2011; CAR No: 1 /2, 2/2; Pasi Gudang Port Office on 20 April 2011: CAR No: 04/11/MSAR/1, 04/11/MSAR/2 and 04/11/MSAR/3; Kuching Port Office – Ship Registration on 24 Mar 2011 CAR No: 24/03/11/FLRA01 to 24/03/11/FLRA06). Investigation of root cause and corrective action process for CAR ('Laporan Ketakakuran') shall be carried out without undue delay (See ISO 9001 clause 8.2.2 for details). It is clearly stated in the 'Perlantikan sebagai Juruaudit Kualiti Dalaman' sent out to Internal Auditor on 4 March 2011 and 29 April 2011 that 'Laporan Ketakakuran' shall be closed out within 2 weeks from audit date. In view of similar non conformity has been highlighted in previous assessment, Jabatan Laut Semenanjung Malaysia is advised to review this LRQA finding and to initiate more effective action to ensure all corrective actions are taken without undue delay. 'Laporan Ketakakuran' shall be closed out within timeframe given. 		Corrective action (Laporan Ketakakuran)	24 Jun 11	1106CKF02	8.2.2, 8.5.2

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



4. Closed Findings - ISO 9001:2008

Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	Noticed that eight of internal auditors who involved in internal audit held in Aug and Sept 09 yet to attend awareness course of ISO 9001:2008. All internal auditors shall attend ISO 9001:2008 course in order that they are aware of changes as introduced in new standard hence to determine compliance of current QMS towards ISO 9001:2008 requirements.	Deputy QMR will arrange another round of Transition Course for affected Internal Auditors in one month time Reviewed on 28 April 2010: The rest of Internal Auditors have attended awareness course on 26 Jan 2010 and certificate of attendance are sighted.	Internal auditor (All)	30 Sep 09	0909CKF02	8.2.2
Minor NC	Closed	LRQA / UKAS logos are printed on Seafarer Identity Document for Foreigner (Seafarer No: 200953000081, 200823004340, etc.), Written Acknowledgement of Application for Cert of Recognition (CoR), Provisional Approval and Full Approval Certificate to Maritime Training Institute and Modular Course certificate. Assessor has found out LRQA / UKAS logo was only included into above certificates since implementation of ISO 9001:2008 standard. As stated in Usage of logo / mark guideline issued out to certified organizations, LRQA / UKAS logo is not allowed to be shown on product, product packaging and certificate issued to customer of certified organization.	IPL (HEPP) will notify all port offices regarding prohibition of LRQA / UKAS logo on certificate issued to applicant with immediate effect Reviewed on 28 April 2010: Director of Seaman Affair & Port Division has issued out Notification letter regarding incorrect usage of LRQA & UKAS logo on 13 Oct 2009. Sample of certificate have evidenced LRQA & UKAS logo have been removed.	Usage of LRQA / UKAS logo (All)	30 Sep 09	0909CKF03	Guideline of LRQA

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	<p>For the CoC (200923000514) issued to Mohammad Afiq Firis, it was found that the item “sea time as Engine Cadet (6 months) with approved Diploma in Marine Engineering” in the Checklist “Senarai Semak Permohonan Kekompetenan Bahagian Injin” was not ticked as required by the personnel, Nor Azwana bt. Mohd Noor, who processed the application for the CoC. Also, the copy of the transcript was incomplete (without the results for semester 3 and 4 out of the 6 semesters).</p> <p>For the CoC (200923005728) issued to Zainal Desa b, Samad, it was found that the item “sea time (36 months) as Mate of less than 500 GT Domestic Trade Voyages” in the Checklist “Senarai Semak Permohonan Kekompetenan Bahagian Dek” was not ticked as required by the personnel, Farahawa bt. Mahat, who processed the application for the CoC.</p>	<p>To issue memo to remind all process owner to complete check list and to ensure all support documents for application are complete. Target: one week time</p> <p><u>Reviewed on 28 April 2010:</u> Director of Seaman Affair & Port Division has issued out Notification letter regarding incorrect LRQA audit finding on 13 Oct 2009 to all Director of Regional Port Office.</p>	Monitoring and measurement of processes	01 Oct 09	0910OCL01	8.2.3
Minor NC	Closed	<p>Borang Penyerahan (JL/HEPP/B/15) as required by procedure PT-HEPP-05 Revision 0, clause 6.1.10, PT-HEPP-02 Revision 0, clause 8, PT-HEPP-08 Revision 0, clause 8 upon completion of seaman document, certificate of competency (CoC) and certificate of recognition (CoR) application was not implemented and send to IPL (HEPP). Based on SDPX software system, Regional port office may not require to fill up and return Borang Penyerahan (JL/HEPP/B/15) together with support documents to IPL (HEPP) as application is done online and scanned support documents are attached with SDPX.</p>	<p><u>Process Owner from IPL (HEPP) review current HEPP procedure latest by 31 Oct 09. Will inform Regional Port Office to put up a notice about interruption to some applications caused by SDPX system.</u></p> <p><u>Reviewed on 28 April 2010:</u> Notice is not longer required as all the ISO 9001 certified Port Offices are accessible to SDPX system</p>	Application of Seaman Doc, CoC, CoR (Wilayah Selatan)	29 Sep 09	0909CKF01	4.2.4

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



Grade 1	Status 2	Finding 3	Corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	Audit schedule of marine training centres sighted - letter in file (1) dlm IPL 2418-s Jld 1(AUDIT PUSAT LATIHAN MARIN). However, it was found that a majority of the scheduled audits were not conducted with some centres without being audited for more than a year.	Revised current Audit Plan end of Oct 2009. Carry out overdue audits targeted completion end of this year 2009. Reviewed on 28 April 2010: CONSIST, PUO and Innatech audit is scheduled in May 2010 whilst PLPD audit is in progress during LRQA audit. :LRQA auditor will follow up in next audit. Reviewed CA in Oct 2010: Necessary action has been taken and it addressed LRQA audit finding	Monitoring and measurement of processes	01 Oct 09	0910OCL02	8.2.3
Minor NC	Closed	<ul style="list-style-type: none"> Applicant / Agent has keyed in his details into SDPX system via kiosk available at front desk or personal computer. As such, hard copy of Seafarer Registration Form was not longer submitted by applicant. Support documents were scanned in pdf format and and uploaded into SDPX system. Borang Penyerahan and support documents are not returned to HEPP of IPL, Port Klang. Current practices are not shown in Permohonan Dokumen Pelaut (PT-HEPP-05 Revision 00). Borang Penyerahan JL/HEPP/B/15 as stated in Pengeluaran Perakuan Kekompetenan (PT-HEPP-02), clause 8.4 was not maintained since implementation of SDPX Eastern Region Kuala Terengganu Head Office is using e- receipt (KEW.38E) which is different from normal receipt (Kew.38) as stated in (PT-HEPP-05 Revision 00), clause 6.1.4. 	Corrective action plan: Revised affected PT procedures and implement in Aug 2010 Reviewed CA in Oct 2010: Necessary action has been taken and it addressed LRQA audit finding	Seaman document	26 Apr 10	1004CKF01	7.1, 4.2.3
Minor NC	Closed	Preventive maintenance on computer hardware and software carried out by IT Unit includes disk defragmenter, removal unauthorised softwares, Window update, cleaning of computer hardwares, etc. There was no evidence that preventive maintenances are planned.	Reviewed CA in Oct 2010: Necessary action has been taken and it addressed LRQA audit finding	Information system SDPX	28 Apr 10	1004CKF02	6.3 (c)

1. Grading of the finding *	2. New, Open, Closed	3. Description of the LRQA finding	4. Review by LRQA	5. Process, aspect, department or theme
6. Date of the finding	7. YYMM<Initials>seq.#	8. Clause of the applicable standard		
* Major NC = Major nonconformity	Minor NC = Minor nonconformity	RC = Requires correction	SFI = Scope for improvement	xLRQA = Issue for follow-up by LRQA at next visit



5. Assessment schedule

Management system elements to be assessed at each visit: <ul style="list-style-type: none"> • Management review • Management of change • Continual improvement • Internal audit 	Scheme specific elements: <ul style="list-style-type: none"> • Corrective action • Preventive action and system planning • Use of LRQA logo and other marks • Customer feedback and complaints
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Visit type >	SV 1	SV 2	SV 3	SV 4	SV 5		Certificate renewal
Due date >	Apr 10	Oct 10	Apr 11	Oct 11	Apr 12		Oct 12
Start date >	26-28	13-15	22-24				TBC
End date >	Apr 2010	Dec 2010	June 2011				
Assessor days >	3	3	3	3	3		8
Process / aspect <i>Final selection will be determined after review of management elements and actual performance</i>							
Seamen Certification (Head Office)		√		√			
Navigational Aids System (Head Office)							
Ship Registration (Head Office)							
Issuance of DoC of ISM Code (H/O)		√					
Conduct of Hydrographic Survey (H/O)	√						
Mgmt. of Dredging Work (H/O)							
Purchasing (H/O)							
Stores (H/O)							
MIS (H/O)	√						
Human Resource Management (H/O)							
Infrastructure & Work Environment (H/O)							
Doc. & Records Control & Bilik File (H/O)							
Ship Registration (JL Wilayah Tengah – H/O and Port Klang)							
Seamen Certification (JL Wilayah Tengah – Port Klang)							
Seamen Certification (JL Wilayah Tengah - Sg. Udang, Melaka)				√			
Seamen Certification (JL Wilayah Tengah - Port Dickson)				√			
Seamen Certification (Wilayah Selatan- Tg Pelepas)							
Seamen Certification (Wilayah Selatan- Pasir Gudang)							
Seamen Certification (Wilayah Selatan- Johor Bahru)							



Visit type >	SV 1	SV 2	SV 3	SV 4	SV 5			Certificate renewal
Due date >	Apr 10	Oct 10	Apr 11	Oct 11	Apr 12			Oct 12
Start date >	26-28	13-15	22-24					TBC
End date >	Apr 2010	Dec 2010	June 2011					
Assessor days >	3	3	3	3	3			8
Process / aspect								
Final selection will be determined after review of management elements and actual performance								
Seamen Certification (JL Wilayah Utara- Ibu Pejabat)								
Seamen Certification & Ship Registration (JL Wilayah Utara – JL Pulau Pinang)								
Seamen Certification (JL Wilayah Utara – Kuala Perlis)		√						
Seamen Certification (JL Wilayah Utara – Kuah)		√						
Seamen Certification (JL Wilayah Utara – Lumut)								
Seamen Certification (Wilayah Timur – Ibu Pejabat)	√							
Seamen Certification (Wilayah Timur – Kuantan)	√							
Seamen Certification (Wilayah Timur – Kemaman)	√							
Ship Registration (JL Sarawak – Ibu Pejabat)								
Seamen Certification (JL Sarawak – Muara Tebas)								
Seamen Certification (JL Sarawak – Sibu)			√					
Seamen Certification (JL Sarawak – Sarikei)			√					
Seamen Certification (JL Sarawak – Tg. Kidurong, Bintulu)								
Seamen Certification (JL Sarawak – Kuala Baram, Miri)								
Seamen Certification & Ship Registration (JL Sabah -Ibu Pejabat)								
Seamen Certification (JL Sabah - Sandakan)								
Seamen Certification (JL Sabah - Tawau)								
JL Wilayah Persekutuan Labuan (Labuan)								



Next visit details

Visit type	Surveillance SV 4				
Assessor days	3	Due date	Oct 2011	Actual start / end dates	TBC
Locations	Port Dickson → Sg. Udang → IPL, Malaysia				
Activity codes	6322				
Team	To be assigned				
Criteria	ISO 9001:2008				
Remarks and instructions					
Accreditation of Maritime Training Institute is one of activities under seaman certification which is carried out at IPL (headquarters).					
Please refer to “Visit Theme Selection” for details of next visit.					

6. Continual improvement tracking log ([ISO 9001], [Port Klang, Malaysia])

Baseline information				
1. Improvement objective reference number:		CI-0604-01	Date first recorded: 6 April 06	
2. What is to be improved?		3. Baseline performance	4. Target performance	5.Target completion date
Issuance of Certificate of Recognition		85.8% as at Mar 06.	Issuance certificate within 3 month from date of receipt of complete application	31 Dec 2006 Extend to April 08
Progress information				
6. Visit type / date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
CR (28 Sept 06)	Close monitoring through JALIN system to ensure certificate is issued within 3 months. Continue to monitor to ensure target is consistently achieved.	Consecutively 3 months (Jul – Sept 06) achieved target i.e. 100%	Nil	Open
SV 1 9-11 Apr 07	Letter was send out to each Regional Port Office on 2 April 07 concerning revision on sea times requirements for certain position: a) Application for Master if applicant has at least 12 months sea times as Chief Mate b) Application for Chief Engineer if applicant has at least 12 months sea times as 2 nd Engineer c) Application for 2 nd Engineer or Chief Mate if applicant has at least 12 months sea times as Watchkeeping Engineer / Officer	95% (Jan- Dec 06) 97% (Jan – Mar 07)	Nil	Open
SV 2 13-15 Nov 07	HEPP will continue to monitor performance and will decide new CI in next LRQA audit	April – June 07 = 97% Jul – Sept 07 = 100%	Nil	Open
SV 3 8-10 Apr 08	Target achieved and management decided to close out.	99% of 503 applications (Oct – dec 07) 100% of 952 applications (Jan-Mar 08)	Nil	Closed

Baseline information				
1. Improvement objective reference number:		CI-0804-01	Date first recorded:	10 April 08
2. What is to be improved?		3. Baseline performance	4. Target performance	5.Target completion date
Issuance of Modular Course Certificate		92.42% as at Mar 08	Issuance certificate within 7 working days after course completed	31 Dec 2009 1 st extension to April 2010
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
SV 4 0812	Causes of non achievement were identified and recorded in 3 rd quarter 2008 quality objective performance report. The organisation had given authority to ‘Akademik Laut Malaysia (ALAM)’ to print out modular course certificate upon approval from IPL with effect from mid Oct 08. Improvement in term achievement of target was sighted in Nov 08.	2 nd quarter 08 : 85.76% 3 rd quarter 08: 88.41%	Nil	Open
SV 5 0906	<ul style="list-style-type: none">The management had authorised regional port officer to approve and issue modular course certificate to Training Institute with effect from 1 June 2009. Letter was issued to Regional Directors on 5 May 09HEPP Unit will continue to monitor performance until target completion date.	4 th quarter 08: 93.76% 1 st quarter 09: 98.06% 2 nd quarter 09: 97.05%	Nil	open
CR 3 0909	<ul style="list-style-type: none">Approval of modular course is carried out at regional port office with effect from . Such change was stated in procedure PT-HEPP-09 dated 1 July 09.	3 rd quarter 09: 96.6% Average (1 st to 3 rd QTR 09)= 98.1%	Nil	open
SV 1 28 Apr 2010	<ul style="list-style-type: none">Closed out as requested by client	4 th quarter 2009: 97.64% 1 st quarter 2010: 96.18%	Nil	Closed

Baseline information				
1. Improvement objective reference number:		CI-1004-01	Date first recorded: 28 April 2010	
2. What is to be improved?		3. Baseline performance	4. Target performance	5.Target completion date
Ship Registration lead time		100% completed within 7 working days	100% completed within 3 working days	31 Dec 2010 Extended to 31 Dec 2011
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
SV 2 05/12/2010	<u>Updated during SV2:</u> Top management will continue to monitoring performance and update LRQA Assessor in next surveillance SV3	<u>Updated during SV2:</u> All port offices has achieved ship registration within 3 working days for the periods Jan - Nov 2010	Nil	open
SV 3, 06/11	BKI Headquarters will laise with JL Sabah -Ibu Pejabat with regards to cause of non achievement and continual improvement plan within a week	Performance (Jan – May 2011): JL Wilayah Tengah- Port Klang (100%, 40 ships) JL Wilayah Utara – JL Pulau Pinang (100%, 7 ships) JL Sarawak – Ibu Pejabat Kuching (100%, 62 ships) JL Sabah -Ibu Pejabat (0%, 9 ships)	Nil	open

7. Visit theme selection

Visit type:	SV 3 (Completed)		
Due date (yy-mm):	08-04	Location:	Port Klang, Sandakan, Tawau
Actual date:	To be confirmed	Team:	To be assigned
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<p>Increase examination frequency for Certificate of Competency (CoC).</p> <p>Above theme was chosen as service provider, Jabatan Laut Semenanjung Malaysia is responsible to qualify more local seafarer to cater for high demand for mariner of various grades due to booming of oil & gas industry.</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) only.</p>		<p>Management System Elements</p> <p>Internal Audit, Management Review, Quality objectives performance Corrective action included customer complaint Preventive action</p> <p>Areas Related to Theme</p> <p>Data analysis and continual improvement pertaining to examination conducted and CoC issued out Seaman certification: CoC</p>	

Visit type:	SV 4 (Completed)		
Due date (yy-mm):	08-10	Location:	Lumut → Penang (Georgetown) → Wilayah Tengah, Port Klang
Actual date:	16-18 Dec 2008	Team:	Ir. Chong Kam Fook
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<p>1) To reduce the delivery time for issuance of Certificate of Registry from 7 working days to 5 working days.</p> <p>2) To improve the procedure of ISM audit.</p> <p>The management wish to provide better to applicant / company</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>		<p>Management System Elements</p> <p>Internal Audit, Management Review, Quality objectives performance Corrective action included customer complaint Preventive action Use of logo / other marks</p> <p>Areas Related to Theme</p> <p>a) Review Issuance of Registry Certificate procedure (before & after)</p> <p>b) Data analysis and continual improvement pertaining to time taken for issuance of Registry Certificate</p> <p>c) Review of ISM audit procedure (before & after)</p> <p>d) Data analysis and continual improvement pertaining to ISM audit</p>	

Visit type:	SV 5 (Completed)		
Due date (yy-mm):	09-04	Location:	Bintulu, Miri, Port Klang
Actual date:	15-17 June 2009	Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<p>1) Improving corrective action undertaking and follow-up / close out for Internal audit findings (Laporan Ketakakuran)</p> <p>2) Improving customer satisfaction feedback for all activities within ISO 9001 scopes</p> <p><u>Reasons:</u></p> <p>Top management concern about above areas as it was highlighted by LRQA Assessor during closing meeting</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>		<p><u>Bintulu & Miri Port Offices</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Organisation / Staff responsibility</p> <p>Quality policy / objectives performance</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Change to legislative issue</p> <p><u>Areas Related to Theme</u></p> <ol style="list-style-type: none"> 1. Review of corrective action proposal, implementation and follow up / close out processes for IQA findings 2. Data analysis on times taken for CAR close out (Year 2007 – 2008) and continual improvement 3. Review customer satisfaction survey processes: distribution, follow up, data compilation for each Unit / Department 4. Data analysis of Customer satisfaction responses of each Units. 	

Visit type:	SV 1 (Completed)		
Due date (yy-mm):	2010-04	Location:	Tanjung Gelang → Kemaman → Kuala Terengganu → IPL, Malaysia
Actual date:	26-28 Apr 2010	Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	

<ol style="list-style-type: none"> 1. Improving management of dredging project 2. Improving ensure SDPX is fully implementation in selected port office <p><u>Reasons:</u></p> <p>Top management concern about above areas as it was highlighted by LRQA Assessor during closing meeting</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>	<p><u>Kuantan & Kemaman Port Offices & Wilayah Timur – Ibu Pejabat</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Internal Audit</p> <p>Management review</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Customer satisfaction feedback</p> <p>Change to legislative issue</p> <p><u>Areas Related to Theme</u></p> <ol style="list-style-type: none"> 5. Review of dredging project management and necessary monitoring 6. Review implementation of SDPX system, problems encountered and its continual improvement activities.
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Visit type:	SV 2 (Completed)		
Due date (yy-mm):	2010- 10	Location:	Kuala Perlis → Kuah → → IPL, Malaysia
Actual date:		Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<ol style="list-style-type: none"> 1. Improving ISM audit process and quality objective target (7 days to 3 working days) 2. Improving IT performance of SDPX and ISM Audit <p><u>Reasons:</u></p> <p>Top management concern about above areas as it was highlighted by LRQA Assessor during closing meeting</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>		<p><u>Kuala Perlis & Kuah Port Offices</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Organisation / Staff responsibility</p> <p>Quality policy / objectives performance</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Customer satisfaction feedback</p> <p>Usage of logo</p> <p><u>Areas Related to Theme</u></p> <p><u>Ibu Pejabat</u></p> <ol style="list-style-type: none"> 1) Review of ISM audit planning, execution and follow-up of audit finding 2) SDPX and ISM Audit system: Planning and execution of preventive maintenance and corrective maintenance 3) Review continual improvement activities. 	

Visit type:	SV 3 (Completed)		
Due date (yy-mm):	2011-04	Location:	Sarikei → Sibü, Sarawak → IPL, Malaysia
Actual date:	22-24 June 2011	Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<p>1. Monitoring of panel clinic compliance against internal requirement</p> <p>2. To achieve ship registration < 3 working days for Kuching Port Office</p> <p><u>Reason for theme selection for SV3:</u></p> <p>Theme 1: Naga Clinic (panel clinic) did not furnish 'Perakuan Pemeriksaan Perubatan' with 'Laporan Pengamal Perubatan' upon completion of medical examination hence the applicant / seafarer has to refer back to said panel clinic.</p> <p>Theme 2: Kuching Port Office only achieved 89.16% for ship registration within 3 working days for the periods Jan - Nov 2010. Top management feel that Kuching Port Office should achieve the new target is set for continual improvement activity. Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>		<p><u>Sarikei Port Offices & Sibü Port Office– Ibu Pejabat</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Internal Audit</p> <p>Management review</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Customer satisfaction feedback</p> <p>Usage of Logo / other marks</p> <p>Change to legislative issue</p> <p><u>Areas Related to Theme</u></p> <p>(1a) Remedial action taken on Naga Clinic</p> <p>(1b) Review customer feedback (Maklumbalas & Aduan Pelanggan)</p> <p>(1c) Continual improvement activities</p> <p>(2a) Root cause investigation & Continual improvement for ship Reg</p> <p>(2b) Review ship registration performance - Penang</p> <p>(2c) Continual improvement activities</p>	

Visit type:	SV 4		
Due date (yy-mm):	2011-10	Location:	Port Dickson → Sg. Udang, Melaka → IPL, Malaysia
Actual date:		Team:	Ir. Chong
Duration:	3 mandays		
Selected theme(s) (include reasons for theme selection)		Processes	
<p>1. Improving processing time for certificate of competence (COC) and certificate of recognition (COR)</p> <p><u>Reasons:</u></p> <p>Top management which to go for continual improvement for both processes i.e.:</p> <p>a) COC : <30 days to <15 days</p> <p>b) COR: <90 days to <45 days</p> <p>Note:</p> <p>Theme is applied to IPL (headquarters) and Wilayah Tengah (Port Klang) only.</p>		<p><u>Port Dickson Port Offices & Wilayah Tengah – Sungai Udang, Melaka</u></p> <p>Seamen certification</p> <p><u>Essential Indicators</u></p> <p>Organization chart, Staff responsibility & authority</p> <p>Management review</p> <p>Corrective action included customer complaint</p> <p>Preventive action</p> <p>Data analysis & continual improvement</p> <p>Customer satisfaction feedback</p> <p>Usage of LRQA / UKAS mark</p> <p><u>Areas Related to Theme</u></p> <ol style="list-style-type: none"> 1. Review of continual improvement activities for reduction of process time for COC and COR 2. Review performance data for COC and COR. 	