

Surveillance Visit

Report for:

Jabatan Laut Semenanjung Malaysia

LRQA reference:	KLR0403591/0039
Assessment dates:	13/12/2010 - 15/12/2010
Assessment location:	Port Klang
Assessment criteria:	ISO 9001:2008
Assessment team:	Kam Fook Chong – Team Leader
LRQA office:	Malaysia



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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 seafarer certification at selected Regional Port Offices were successfully assessed. No Major / Minor non conformities (NC) except few area of concerns were raised basing on limited samples and record evidences sighted.

The company demonstrated that quality management system (QMS) is satisfying the requirements of ISO 9001:2008.

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:

- [Area of concerns as stated in main report](#)

[Details of findings as shown in the Assessment Findings Log.](#)



2. Assessment summary

Introduction:

Areas as shown on Assessment Schedule and Visit Theme Selection (SV 2) were covered. Management team headed by Tuan Haji Baharin (QMR) had attended opening and closing meeting. Team leader briefed confirmed audit scope, criteria (ISO 9001:2008), LRQA grading of audit finding, methodology and reporting. Mrs. Norhayati is audit guide in this audit

Activities audited in this visit were as follows:

- a) Kuala Perlis Port Office, - seafarer certification
- b) Kuah, Langakawi Port office - seafarer certification
- c) Wilayah Timur - Ibu Pejabat : - ISM audit process & IT (SDPX) system maintenances
- d) Head Office at Port Klang - Management system elements.

Outstanding issues (minor NC and area of concern) were followed-up. Corrective action have been taken and addressed LRQA findings and close out

Whilst the corrective action taken on one of area of concern **Noticed ISO 9001 documentation in electronic copy do not show personnel who do review and approval (Ref: CKF01, 04/2010) is a** is inadequate as document review and approval personnel was only sighted on few procedures which were revised in Oct 2010. LRQA Assessor will follow up again in upcoming audit.

Assessment of:	Kuala Perlis: Seafarer certification	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Yusoff A. Rawi (Asst. Marine Officer) Shakira Samsudin (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 Kuala Perlis Port Office is headed by Mr. Yusoff (Asst. Marine Officer) with effect from 1 July 10 and 2 staff involved in seafarer certification activities.• Organisation chart was up-to-date. '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 processes application of seafarermen certification which included seafarer registration, management of seafarer service (crew agreement and article sign on / sign off), official ship logbook, checking participant of modular course, receive application of certificate of competency (CoC) and certificate of recognition (CoR).			



Assessment of:	Kuala Perlis: Seafarer certification	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Shakira Samsudin (Admin. Asst.)		
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Records of Internal audit carried out on 10 Feb 2010: "Pelan Audit Kualiti Dalamannya", "Laporan Audit Kualiti Dalamannya", "Laporan Ketakakuran", "Senarai Kehadiran", "Jadual Audit" dated 4 Sept 09Management review held on 31 Mar 2010, 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. No major / minor NC except 2 Observations (as recorded in 'Laporan Ketakakuran') was raised. Corrective actions jhave been proposed for Observations and closed out by the internal auditor. Internal audit records were maintained at local officeMinutes of management review was available in Malaysia Marine Department website (JALIN system). Northern Region of Marine Department Director had attended above management review. The management review had covered all necessary agendas. <p>ISO 9001 documents consist of quality manual, main procedures and all supporting procedures were accessible via JALIN. Local office has generated a hard copy of ISO 9001 document (bearing Control No. 16) for reference only.</p> <ul style="list-style-type: none">This port office use Sistem Dokumen Pelaut (SDPX) system for capturing seafarer certifications application since Jan 2010. Since implementation of SDPX 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:	Kuala Perlis: Seafarer certification	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Shakira Samsudin (Admin. Asst.)		
Audit trails and sources of evidence:			
<ul style="list-style-type: none">Records related to Seamen Cards / Dokument received from local seafarers and foreign seafarer; Malaysia Seafarer Card, Malaysia Seafarer Card (Government Vessel Only), Seafarer Identify Document for Foreigner, Permohonan Dokumen Pelaut (PT-HEPP-05)Crew Agreement & Official Log bookChange to List of Crews i.e. crews sign-on & sign offModular course and related records: "Borang Pemeriksaan Senarai Peserta Kursus"Reviewed application of certificate of competency (CoC) and certificate of recognition (CoR); Pengeluaran Perakuan Kekompetenan (PT-HEPP-02) and Permohonan Perakuan Pengiktirafan (PT-HEPP-04); Memorandum of undertaking between Malaysia and foreign countries under regulation I/10, , STCW 1978, as amended; Written acknowledgement of application for certificate of recognition.Customer satisfaction feedback / customer complaint received for the periods 1 Jan 10 onwards,Related records: Notification of receipt of Borang Penyerahan", "Borang Penyerahan" and seaman documents			
Evaluation and conclusions:			
<ul style="list-style-type: none">Applicant of seaman card, seaman book, CoC, CoR are required to key in particulars into SDPX online (via internet www.marine.gov.my) with effect from 1 Jan 2010.Marine department (IPL) has issued out Malaysia Shipping Notice to regional port offices on 7 May 2009 pertaining to implementation of SDPX and to notify current seafarers who possess previous seafarer identification document / card, COR, CoC (JALIN system) are required to replace with the SDPX generated smart card on free off charge until 31 Dec 2010A print out registration slip was verified by the marine department personnel in-charge upon receiving from applicant. 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.Crew Agreement and Official Log Book of previous applications were fresh / new application. were processed accordingly to procedure. Although registration slip were maintained in the local office, however, the actual time taken for processing of application was not tracked. regional port office can consider to monitor actual time taken hence to review the effectiveness of current process (Ref: CKF-01, 12/2010).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. No "Borang Penyerahan" to Ibu Pejabat Laut of Semenanjung Malaysia (HEPP) upon completion.Local port office has carried out unannounced check on course participant attendance. Said attendance was sent out to Headquarters of Northern Port office. Modular course certificate is issued by headquarters.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 has compiled customer feedbacks obtained from front office and returned to headquarters (IPL) monthly. Overall, customer satisfaction was rated from satisfactorily to very satisfactorily. Customer feedbacks are analysed by headquarters.			



- Local port office has taken necessary action on unsatisfactorily area / customer complaint reported and it has been recorded in "Borang Maklumbalas & Aduan Pelanggan"
- **Main procedures viz. Pengeluaran Perakuan Kekompetenan (PT-HEPP-02), Permohonan Perakuan Pengiktirafan (PT-HEPP-04) and Permohonan Dokumen Pelaut (PT-HEPP-05 Revision 01) were revised on 20 Oct 10 respectively. Noticed that the record retention time was not define and defined 'Tertakluk kepada peraturan ARKIB Negara' respectively. The current record retention time are not compliance with ISO 9001 clause 4.2.4 requirement. All quality records shall be retain for specific retention time as required under clause 4.2.4 (Ref: CKF-02, 12/2010).**
- **Note:** 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

Assessment of:	Kuah (Seafarer certification process)	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Vasanthi (Admin. Asst) Abdul Basir (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 Kuah, langkawi Port Office is headed by Mr. Mohd Nor Faizal (Marine Officer) with effect from 1 Aug 10 and 3 staff involved in seafarer certification activities.• Organisation chart was up-to-date. '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 processes application of seafarermen certification which included seafarer registration, management of seafarer service (crew agreement and article sign on / sign off), official ship logbook, checking participant of modular course, receive application of certificate of competency (CoC) and certificate of recognition (CoR).			



Assessment of:	Kuah (Seafarer certification process)	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Vasanthi (Admin. Asst)		

Audit trails and sources of evidence:
<ul style="list-style-type: none">Records of Internal audit carried out on 9 Feb 2010: “Pelan Audit Kualiti Dalamam”, “Laporan Audit Kualiti Dalamam”, “Laporan Ketakakuran”, “Senarai Kehadiran”, “Jadual Audit”Management review held on 31 Mar 2010, 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. No major / minor NC except 3 Observations (as recorded in ‘Laporan Ketakakuran’) was raised. Corrective actions jhave been proposed for Observations and closed out by the internal auditor. Internal audit records were maintained at local officeMinutes of management review was available in Malaysia Marine Department website (JALIN system). Northern Region of Marine Department Director had attended above management review. The management review had covered all necessary agendas. <p>ISO 9001 documents consist of quality manual, main procedures and all supporting procedures were accessible via JALIN. Local office has generated a hard copy of ISO 9001 document (bearing Control No. 15) for reference only.</p> <ul style="list-style-type: none">This port office use Sistem Dokumen Pelaut (SDPX) system for capturing seafarer certifications application since Jan 2010. Since implementation of SDPX 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:	Kuah (Seafarer certification process)	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Vasanthi (Admin. Asst)		

Audit trails and sources of evidence:

- Records related to Seamen Cards / Dokument received from local seafarers and foreign seafarer; Malaysia Seafarer Card, Malaysia Seafarer Card (Government Vessel Only), Seafarer Identity Document for Foreigner, Permohonan Dokumen Pelaut (PT-HEPP-05 Revision 00)
- Crew Agreement & Official Log book
- Change to List of Crews i.e. crews sign-on & sign off
- Verification 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) and certificate of recognition (CoR); Pengeluaran Perakuan Kekompetenan (PT-HEPP-02) and Permohonan Perakuan Pengiktirafan (PT-HEPP-04)
- Customer satisfaction feedback & complaint received for the periods 1 Jan 10 onwards, customer complaint
- Related records: Notification of receipt of Borang Penyerahan", "Borang Penyerahan" and seaman documents

Evaluation and conclusions:

- Applicant of seaman card, seaman book, CoC, CoR are required to key in particulars into SDPX online (via internet www.marine.gov.my) with effect from 1 Jan 2010. There is computer kiosk in front office for applicant use. However, said kiosk is not in working condition since June 2010. The matter has been channeled to headquarters of Northern Region of Marine department for further action. Kuan port office still uses 'Borang Penyerahan' when returns old ship official log book to IPL, HEPP department.
- Marine department (IPL) has issued out Malaysia Shipping Notice to regional port offices on 7 May 2009 pertaining to implementation of SDPX and to notify current seafarers who possess previous seafarer identification document / card, CoC, CoR (JALIN system) are required to replace with the SDPX generated smart card on free off charge until 31 Dec 2010
- A print out slip was verified by the marine department personnel in-charge upon receiving from applicant. 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.
- Crew Agreement and Official Log Book of previous applications were fresh / new application. were processed accordingly to procedure. **Although registration slip were maintained in the local office, however, the actual time taken for processing of application was not tracked. regional port office can consider to monitor actual time taken hence to review the effectiveness of current process (Ref: CKF-01, 12/2010).**
- Application form is available in SDPX and applicant could access it and key in details as required under each type of application. Port office had helped applicant to scan / convert supporting documents in hard copy into electronic copy in the event applicant does not own scanner. All records are stored electronically via SDPX system upon completion.
- Local port office has carried out unannounced check on course participant attendance during course commencement at training institute. Verification of course participant attendance and issuance of modular course certificate are carried out at local port office.
- 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 has compiled customer feedbacks obtained from front office and returned to headquarters (IPL) monthly via headquarters of Northern Region of Marine department. Overall, customer satisfaction was rated from satisfactorily to very satisfactorily. Customer feedbacks are analysed by headquarters. **Noticed that 2 customer complaints reported by Norizam and Lee Ewe Beng on 22 June 10) related to 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. As informed by the auditee that local port office has notified said panel clinic regarding above matter, however, there is no remedial action taken. Local port office is requested to notify said panel clinic in writing and take further action when necessary (Ref: CKF-03, 12/2010)**

Note: 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

Assessment of:	Management system elements	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Mohd. Nazam (Asst. Technician) Shuhaimi (Marine Officer) Mrs. Norhayati (
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Organization chart & staff responsibility• Quality policy & objectives• Corrective action (Internal audit Findings (so called “Laporan Ketakakuran”) raised during Mar, Apr, June 2010, customer complaint ("Borang Maklumbals and Aduan Pelanggan")• Preventive action• Data 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 Registration			



Evaluation and conclusions:

- Organisation chart in quality manual and website reflected the current reporting of staff at IPL and other regional port offices. The Deputy Director General is QMR. Individual staff responsibility and authority were stated in individual 'Senarai Tugas Harian' and a copy was placed in "Fail Meja". "Fail Meja" of employees were established and upkeep by Regional Headquarters office.
- The quality policy was signed by Director General and a copy was displayed at headquarters and regional port offices. No change to the quality objectives since the last visit. Actual performance of quality objectives were monitored and analysed according to defined interval.
- Exclusion made on ISO 9001:2008 clause 7.3, 7.5.2 and 7.6 and its justifications are clearly stated in the quality manual was remained appropriate.
- Corrective action has been carried out and followed up by individual auditor for "Laporan Ketakakuran" raised during internal audit. **Noticed that some of "Laporan Ketakakuran" which was graded as observation e.g. 22/06/10/ADAM/02, was not included with comment on effectiveness of corrective action taken. This had been highlighted by LRQA Assessor during surveillance audit SV1 (Ref: CKF-03, 04/2010). Reviewing effectiveness of corrective action is required by ISO 9001:2008 clause 8.5.2 (f) - Ref CKF-04, 12/2010)**

It is advisable to attach the completely filled up or closed out "Laporan Ketakakuran" with the original copy for easy traceability of CAR status. Currently, JLS maintains both copy in the file - Ref: CKF-05, 12/2010

- 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. Continual improvement action were discussed.

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.

- Usage of LRQA / UKAS logo was found on letter heads. **Noticed that some of regional port offices e.g. (a) Jabatan Laut Sabah, Ibu Pejabat Laut offices is still using letter heads bearing previous certificate number (Cert No: KLR0403591Z instead of KLR0403591F1, (b) Penang port office (KLR0403591A instead of KLR0403591C2). ISO 9001 certificate number has been re-organised when JLSM undergone transition audit to ISO 9001:2008 in Oct 2009 - Ref: CKF-06, 12/2010)**



Assessment of:	SDPX and ISM Audit system	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Valerian Shem (IT Officer) Shariina (Asst. IT Officer) Dorahasra (Information System Officer)		
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Data Back-up, Licensing of Softwares / Server & Access Security / Security of Installed Computers / Software Evaluation / Hardware Purchase / Website Management• Related records: Borang Penyelenggaraan ICT, ICT Strategic Planning; "Surat Setujuterima" 'Sebutarga untuk penyelenggaraan perkakasan, perisian dan sistem aplikasi bagi sistem dokumen pelaut (SDPX); Appointment letter for project team for moniotoring of implementation of SDPX system			
Evaluation and conclusions:			
<ul style="list-style-type: none">• All port offices are using the SPDX system that is linked to JALIN for capturing details of applications.• IT unit responsible to maintain or upgrade (when necessary) all computer softwares and hardwares used at IPL and regional port offices nationwide direct and indirect to support daily activities. There is main data centre at IPL whilst server is maintained at 7 Regional Port Offices nationwide.• IT Unit has outsourced the maintenance and upgrading of computer software and hardwares to Ingress Software Sdn. Bhd. as sighted in "Surat Setujuterima" for IPL 47/2010 and IPL 48/2010 respectively.• The Marine Director General has issued out a letter pertaining to the nomination of IT team to supervise the implementation of preventive maintenances of SDPX system. In-house IT team had held kick off and progress meeting with the service provider to ensure smooth implementation of outsourced activities .• ICT preventive maintenance schedule was prepared by IT contractor. ICT preventive maintenances records for central region (Daya Bumi) were sighted whilst the Maintenance & Service Form for the rest of sites are under compilation at the time of LRQA audit. The servers are auto backed-up at specified intervals.• Analyst Programmer has attended to corrective maintenance as reported by end users (in-house staff and public). It was noted that immediate actions were not recorded in 'Borang Penyelenggaraan ICT' e.g. raised by Razali (agent / client) on 10 June 10, Erman reported on 14 June 10 - Ref: CKF-07, 12/2010• SDPX server (MARine45) has been undernoe reconfiguration and synchronization by contractor on 30 Apr 2010. it was stated on SDPX Recovery Activities. Data as stored in SDPX server is backup daily using external hard disk Backup hard disk is stored at Institut Latihan Pentadbiran & Pengurusan Pengangkutan Laut, Pulau Indah, Selangor.			



Assessment of:	ISM Audit process	Related Findings:	
Assessor:	Kam Fook Chong		
Auditee(s):	Shuhaimi (Senior Marine Officer, ISM) Nor Haslinda (Marine Officer)		

Audit trails and sources of evidence:
<ul style="list-style-type: none">Reviewed records (Audit Planner 2010, Program Audit ISM; Audit plan, Notification and confirmation of annual verification / initial audit, Audit Report, DoC Audit Report, NCR) related to:<ul style="list-style-type: none">a) Annual / periodical verification for Hellas Marine Sdn. Bhd. (DoC: 003/6062-CE/2010)b) Initial audit for JHW Reels Sdn. Bhd. (DoC: 038/6062-II/2010)Reviewed internal ISM auditor resource planning and effectiveness of ISM audit process

Evaluation and conclusions:
<ul style="list-style-type: none">The JLS responsible for verifying compliance with the requirements of the ISM Code and issuing DoC to Companies. JLS has certified a total of 141 companies as at Dec 2010. 16 of the total companies possess interim Declaration of compliance (DoC).Currently, there are 7 lead auditors and 20 auditors. Lead auditor shall be presence in each audit. As informed by the auditee, current internal auditor pool is adequate to carry out scheduled audit. Since there is new application enquiry come in annually, ISM unit should has proper planning on internal auditor and lead auditor resource (Ref: CKF-08, 12/2010)Annual audit is scheduled basing on proposal date stated in Application Form. Scheduled surveillance were planned for certified companies. Notification and confirmation of annual verification / initial audit was noted carried out and found in order. Audit was carried out according to audit plan. Audit discrepancy was graded accordingly, followed-up on corrective action and Major / Minor CAR was satisfactorily closed out. Audit Notes prepared by auditors were maintained. DoC Audit Report was submitted to and verified by Marine Department Director General. Draft of Document of Compliance was prepared and submitted to Marine dept Director for approval. Original DoC was endorsed upon satisfactorily.Noticed most of NCR issued during ISM audit were closed out without reviewing effectiveness of corrective actions. It is advisable to include reviewing effectiveness of corrective action taken into Non Conformity Report in consistence with ISO 9001:2008 clause 8.5.2(f) requirements (Ref: CKF-09, 12/2010)Overall, current audit planning / scheduling, reporting and follow up & close out Non Conformance Report is acceptable.



3. Assessment Findings Log – ISO 9001:2008

Grade	Status	Finding	Root Cause Analysis & Corrective Action	Site(s)	Process(es)	Date	Reference	Clause
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4. Continual improvement tracking

Baseline information		Improvement reference number:	KLR0403591001	Status:	Open
What is to be improved:	Ship Registration lead time			Findings log cross reference:	
Baseline performance:	100% completed within 7 working days			Date first recorded:	05/12/2010
Target performance:	100% completed within 3 working days			Target completion date:	31/05/2011
Progress information					
Date	Progress summary			Current performance	
05/12/2010	<u>Updated during SV2:</u> Top management will continue to monitori 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	



5. Assessment schedule

	Current Visit	Next Visit (planned)
Visit type >	Surveillance Visit	Surveillance Visit
Due date >	Nov 2010	Apr 2011
Start date >	13/12/2010	
End date >	15/12/2010	
Audit days >	3	3
Assessment Team >	Kam Fook Chong	Ir. Chong Kam Fook
Theme(s) >	(1) 1. Improving ISM audit process and quality objective target (7 days to 3 working days) (2) Improving IT performance of SDPX and ISM Audit	1) Monitoring of panel clinic compliance against internal requirements 2) To achieve ship registration < 3 working days for Kuching Port Office
Process(es) >	Management system elements ISM Audit process SDPX and ISM Audit system Kuala Perlis: Seafarer certification Kuah (Seafarer certification process)	Internal Audit Management Review Management System Changes (1a) Remedial action taken on Naga Clinic (1b) Review customer feedback (Maklumbalas & Aduan Pelanggan) (1c) Continual improvement activities (2a) Root cause investigation & Continual improvement for ship Reg (2b) Review ship registration performance - Penang (2c) Continual improvement activities
Standard(s) >	ISO 9001:2008	ISO 9001:2008
Site(s) >	Jabatan Laut Wilayah Tengah, Pej. Pel. Pelabuhan Klang, Wisma Pelaut, Jalan Depoh, Pelabuhan Klang, Selangor, Port Klang, 42000, Malaysia Jabatan Laut Wilayah Utara, Pej. Pel. Kuala Perlis, Terminal Feri Kuala Perlis, Kuala Perlis, Perlis, Kuala Perlis, 02000, Malaysia	Jabatan Laut Sarawak, Pej. Pel. Sarikei, Lot 290, Blok 49, Off Jalan Meranti, P.O. Box 446, Sarikei, Sarawak, Sarikei, 96108, Malaysia Jabatan Laut Sarawak, Pej. Pel. Sibul, Lot 112, Jalan Ding Lik Kong, Peti Surat 553, Sibul, Sarawak, Sibul, 96007, Malaysia P. O. Box 12, Jalan Limbungan, Selangor, Port Klang, 42007, Malaysia
Code(s) >	6322 - Support water transport activities	6322 - Support water transport activities
Notes and Remarks >		<u>Surveillance SV3 Route Planning</u> Sarikei - Day 1 Sibul - Day 2 IPL - Day 3 <u>Reason for theme selection for SV3:</u> 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. 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.

