

ITALIAN COAST GUARD HEADQUARTERS



ITALIAN MARITIME ADMINISTRATION TASKS, ORGANIZATION AND QUALITY SYSTEM

EMSA -
Lisbon, 4th September 2012



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HISTORY

20 th July 1865	Institution of the Harbour Masters' Corp (Decree n. 2438/1865)
1915 (temp.) 1923 (def.)	The Harbour Masters' Corp, an Italian Navy Branch – Personnel assume military status
1948	Assignment Ministry for Merchant Marine functions
1989	Institution of the <i>Coast Guard</i> as operational branch of the Harbour Masters' Corp
1996	With Law 23rd December 1996, No. 647, the ITCG Headquarters assumes competence on safety of navigation matters
2004	With decree 18 th June 2004, ITCG HQs assumes competence on maritime security matters



General Inspector
Francesco MAZZINGHI



147th Anniversary



ITCG Flag



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FLAG STATE DIRECTIVE 2009/21/EC

Article 8:

Quality management system and internal evaluation

1. By **17 June 2012** each Member State shall develop, implement and maintain a **quality management system** for the operational parts of the flag State-related activities of its administration. Such quality management system shall be **certified** in accordance with the applicable international quality standards.



ADMINISTRATION STRUCTURE FOR IMPLEMENTATION OF THE QMS



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THE ITCG'S FLAG STATE ACTIVITIES ARE PERFORMED FOR:



MINISTRY OF INFRASTRUCTURE AND TRANSPORT

MARITIME TRANSPORT POLICY
&
STRATEGIC OBJECTIVES

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DEPARTMENT FOR NAVIGATION
AND SEA/AIR TRANSPORT

SAFETY OF NAVIGATION
AND MARITIME SECURITY
DEPARTMENT

MARINE ENVIRONMENT
DEPARTMENT

GENERAL DIRECTION FOR SEA AND
INLAND WATERS NAVIGATION

FS related ACTIVITIES

- *Safety of navigation and Maritime security*
- *Prevention and response to marine pollution*
- *Training of Seafarers & training centre recognition*

FS TASKS

- IMO & EU Instruments Implementation - HQs
- Enforcement – Local Offices
- ROs operational control - HQs & Local Offices

GENERAL ACTIVITIES

- Health and safety of Seafarers
- Certification of seafarers
- Recognized Organization

FSI TASKS

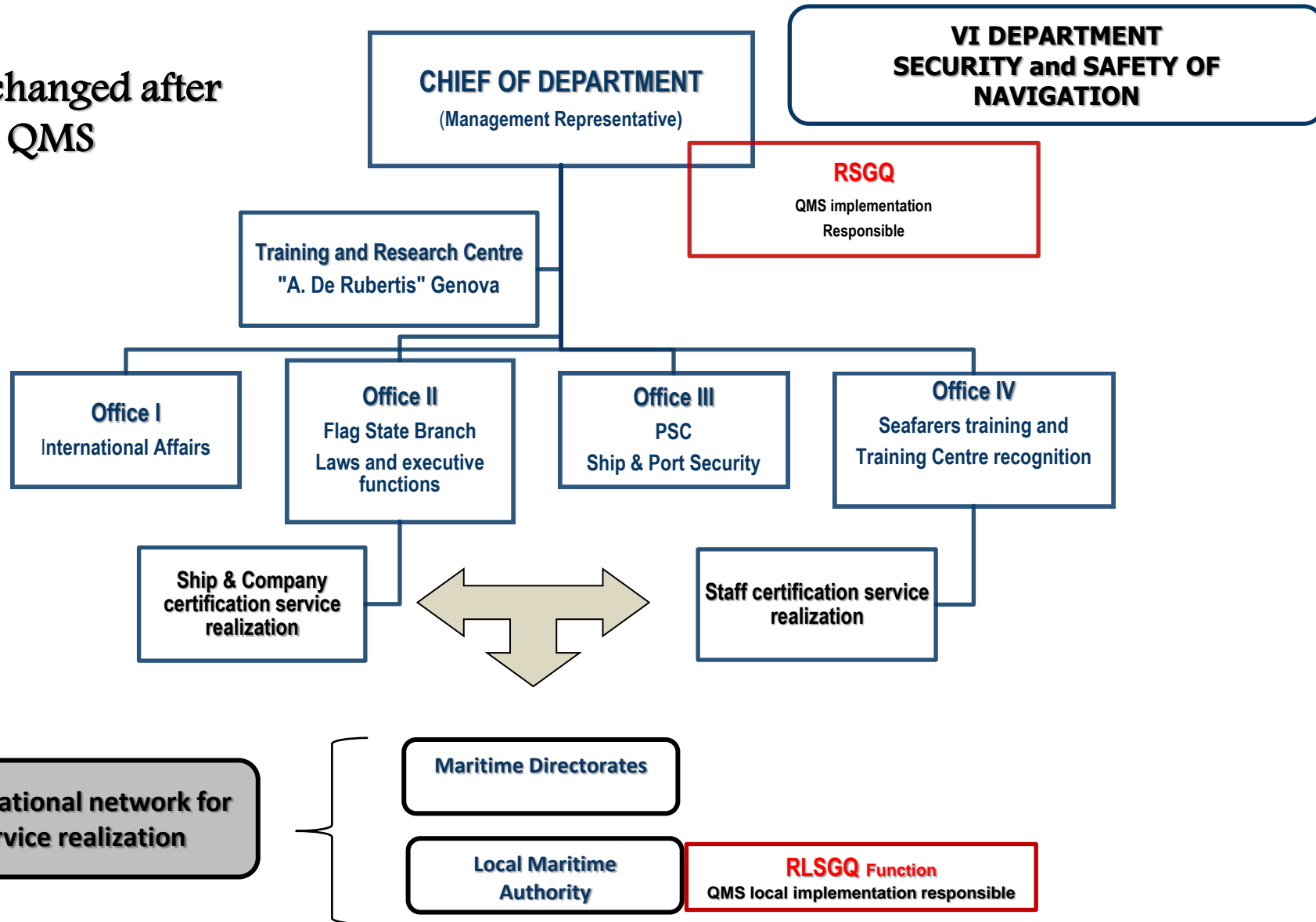
- IMO & EU Instruments Implementation
- ROs monitoring (EU Directive 2009/15- EU Regulation 391/2009)



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What changed after QMS



PERIPHERAL STRUCTURE

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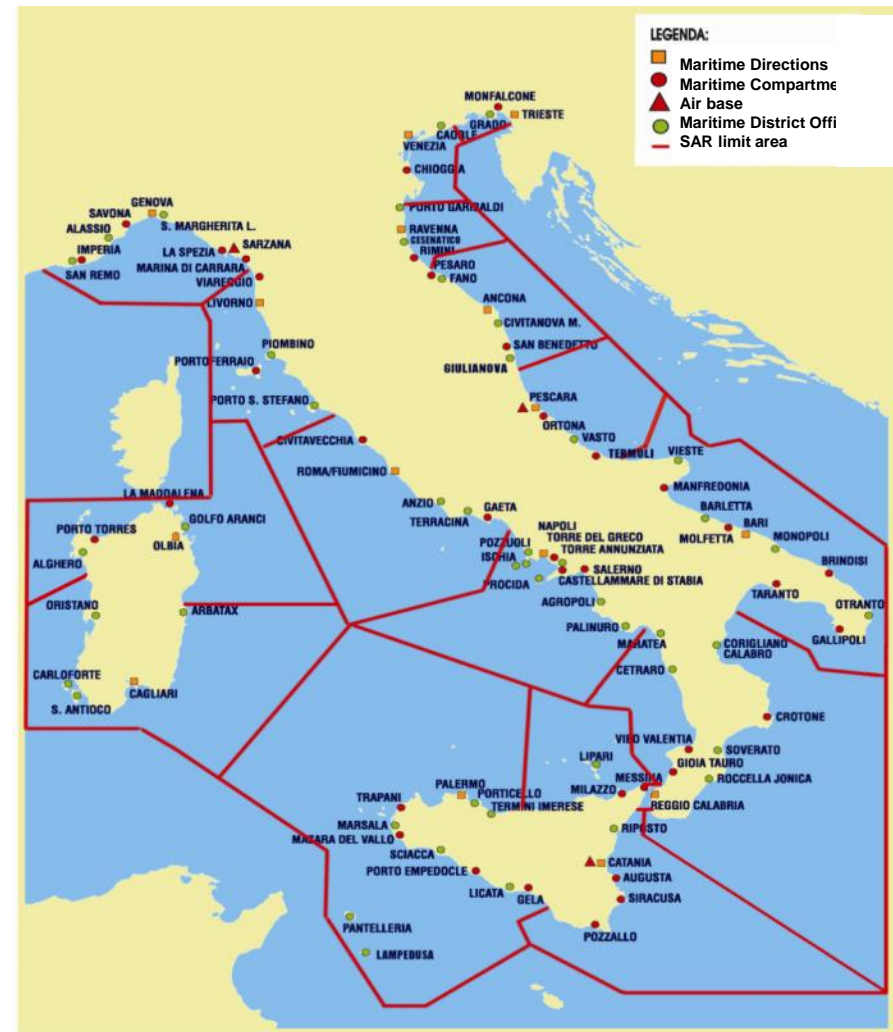
15 MARITIME DIRECTORATES

**MARITIME AUTHORITY FOR THE
STRAIT OF MESSINA**

LMAs

54 MARITIME COMPARTMENTS

49 MARITIME DISTRICT OFFICES



8000 Km of coasts

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ITCG PERSONNEL RESOURCES EMPLOYED

Level	Management	Surveyors	Legal	Educational	Support Staff
ITCG HQs	40	10	6	10	25
ITCG LMA	100	200	50	NA	300

NATIONAL FLEET COVERED BY QMS

TYPE OF SHIPS	No.
Passenger	64
Ro/Ro Pax	164
Cargo	555
HSC	110
Tug & Supply Vessel	311



QUALITY CERTIFICATION PROCESS



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Systems Certification Body (SCB) selection

- Public competition; and
- Exclusion of RO's as SCB due to potential conflict of interest



TÜV SÜD Italia



TÜV SÜD ITALIA

TÜV SÜD is:

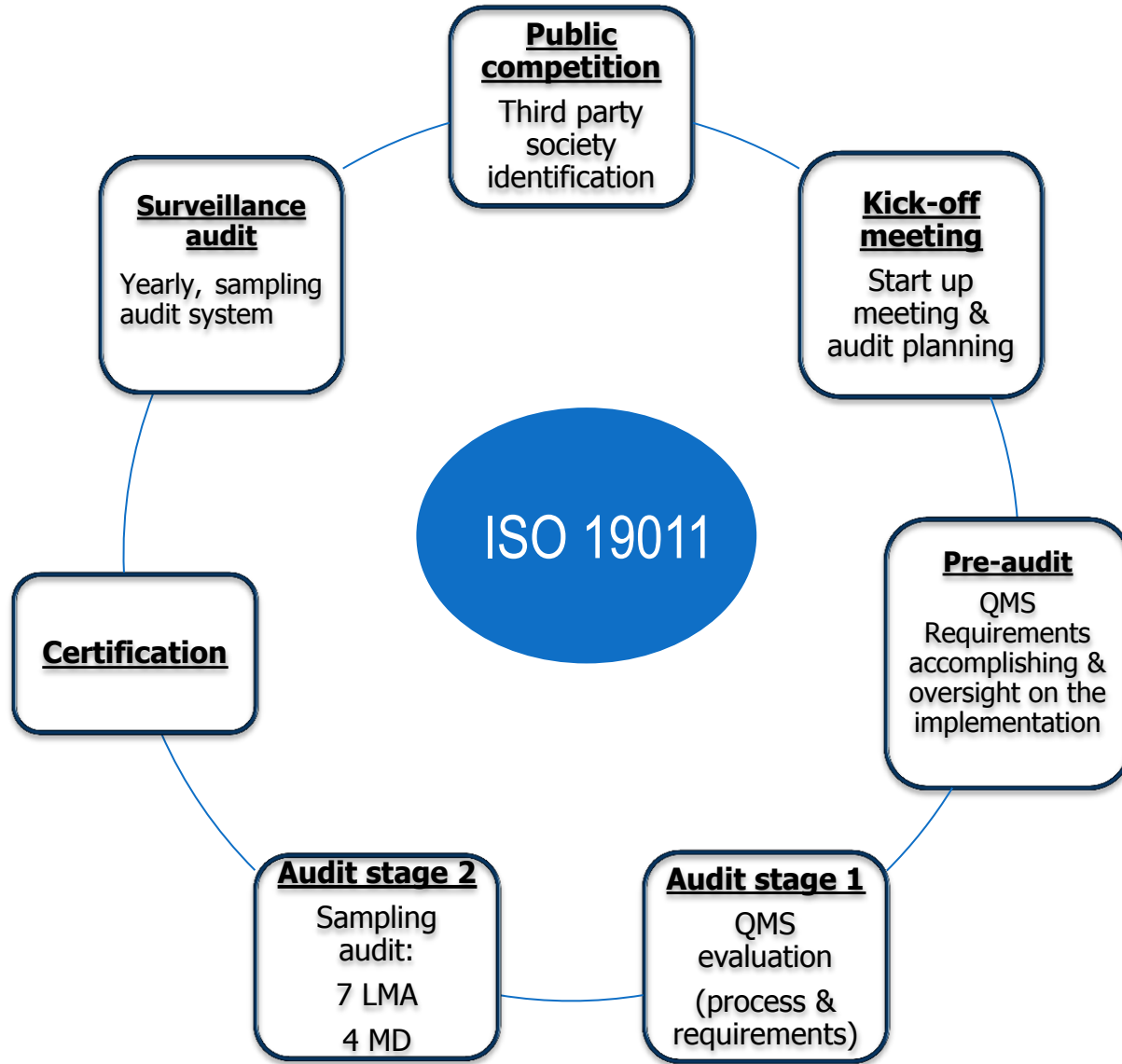
- **an independent Organization which provides Certification services world wide.**
- **accredited by “Accredia” (National Accreditation Body) for IAF 36 sector.**



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BUILDING UP A QMS CERTIFICATION



FIELD OF APPLICATION

design, execution and control for the verification of operational parts in order to comply with the international conventions related to safety of navigation and saving of life at sea

TÜV 1202

ZERTIFIKAT ♦ CERTIFICATE ♦ 勃發證書 ♦ CERTIFICADO ♦ CERTIFICAT



CERTIFICATO

Nr 50 100 11215

Si attesta che / This is to certify that

IL SISTEMA QUALITÀ DI / THE QUALITY SYSTEM OF



CORPO DELLE CAPITANERIE DI PORTO
Comando Generale VI° Reparto
Pianificazione e sviluppo del servizio

SEDE LEGALE DIREZIONALE:
VIA DELL'ARTE 16 I-00144 ROMA

ALTRE SEDI OPERATIVE:
6° REPARTO: VIA ANTONIO CIAMARRA 139 I-00173 ROMA
CAPITANERIA DI PORTO: VIALE TRAIANO 37 I-00054 FIUMICINO (RM)
DIREZIONE MARITTIMA: CALATA LAURENTI 16 I-00053 CIVITAVECCHIA (RM)

È CONFORME AI REQUISITI DELLA NORMA
HAS BEEN FOUND TO COMPLY WITH THE REQUIREMENTS OF

UNI EN ISO 9001:2008

Questo certificato è valido per il seguente campo di applicazione
This certificate is valid for the following product or service range

Progettazione, esecuzione e controllo delle attività operative di verifica ai fini dell'applicazione della normativa internazionale in materia di sicurezza della navigazione e salvaguardia della vita umana in mare (IAF 36, 35)

Design, execution and control for the verification of the operational parts in order to comply with the international conventions related to safety of navigation and saving of life at sea (IAF 36, 35)



SGQ N° 048A SSI N° 005G PRD N° 081B
SGA N° 018D ITX N° 001L ISP N° 057E
SCR N° 005F PRS N° 077C LAB N° 0079

Membro degli Accordi di Mutuo Riconoscimento
EA, IAF e ILAC
Signatory of EA, IAF and ILAC Mutual Recognition Agreement

Per l'Organismo di Certificazione
For the Certification Body
TÜV Italia S.r.l.

Data di emissione / Issue date

2012-06-05

Paolo Merenda
Paolo Merenda
Direttore Certificazione

Data di scadenza / Expiry date

2015-06-04

"La validità del presente certificato è subordinata a sorveglianza periodica a 12 mesi e al riesame completo del sistema di gestione aziendale con periodicità triennale"

"The validity of the present certificate depends on the annual surveillance every 12 months and on the complete review of company's management system after three-years"

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TÜV®

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CONSIDERATIONS

WEAK POINT

Certification Body not involved in maritime world

STRONG POINT

Certification Body not involved in maritime world



SETTING UP THE QUALITY MANAGEMENT SYSTEM



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Why do we need a QMS?

- a) Art. 8 – Directive 2009/21/EC;
- b) Structured and systemic harmonization:
 - gathering of best practice in place;
- c) Decision making based on factual evidence;
- d) Communication from/to interested parties; and
- e) Satisfaction of interested parties.



Mission

Why does the Maritime Administration exist?

- To promote health and safety on clean seas
- strengthen the competitiveness and employment opportunities of maritime industries

Vision

What the Organization wants to be and how it wants to be seen by its interested parties.

- Prompt and competent support to the parties involved (Owners, Companies, ROs, other MSs).
- Able to contribute to develop EC and International rules



Rethinking of our
Organization and our
tasks according to ISO
9001 requirements



What we did

Working Group established;

Self-Training on ISO rules & requirements (ISO 9001 - 19000)

(NO Consulting Company)

Comparison of the existing procedures and documentation with
ISO requirements

(GAP Analysis)

Configuration of existing system

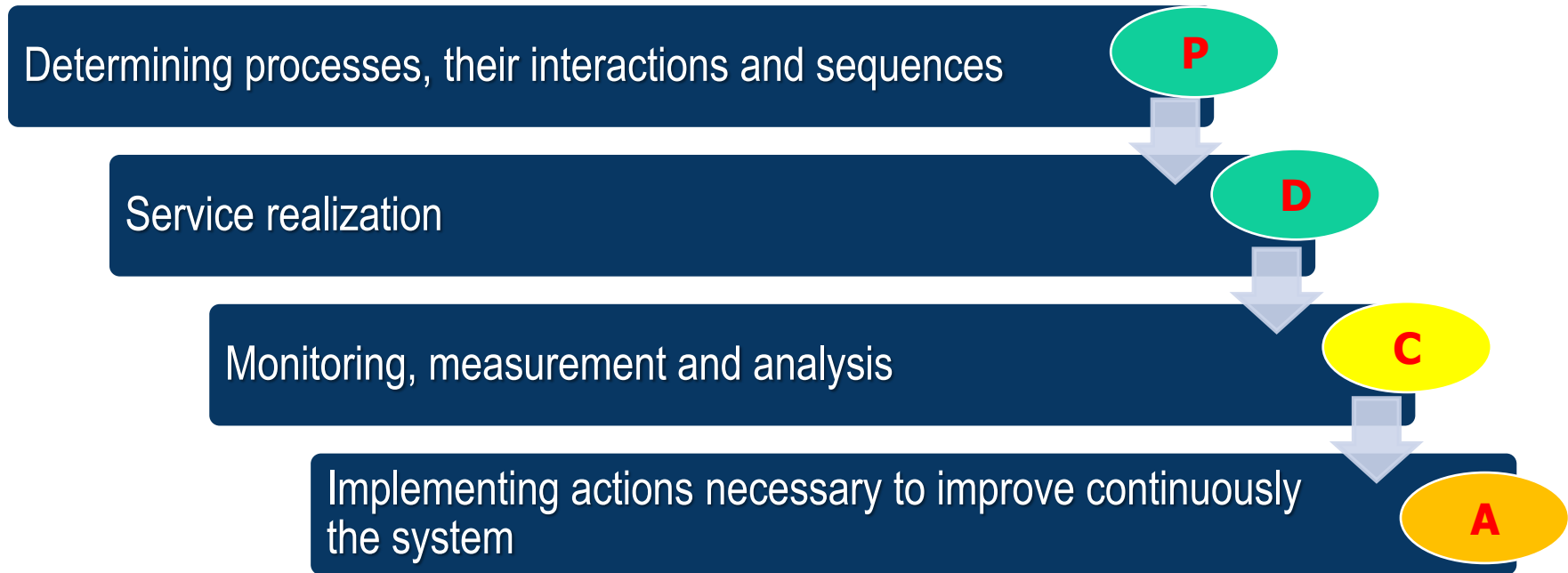
Service and Process planning



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GENERAL REQUIREMENTS



CONSIDERATIONS

WEAK POINT

- Military Organization rules & structure
- Two DIFFERENT entities involved on RO's monitoring/control
- Economic restrictions

STRONG POINT & CHALLENGE

- Experience on maritime matters adequate flexibility to modify procedures and organization
- Local CG offices cooperation for the QMS implementation
- Young colleagues attracted to the QMS development

NEXT STEP

- Training courses on ISO 9001 & 19011
- Permanent WG



QMS SERVICES & PROCESSES



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QMS IS FORMALIZED IN THE SYSTEM DOCUMENTATION



QMS DOCUMENTATION
CODE IDENTIFICATION & REVISION

PROCESSES NEEDED TO THE QUALITY MANAGEMENT SYSTEM

ISO 9001 PROCESSES

- Management Review of QMS (PR-SQ-1);
- Monitoring, measurement and improvement (Para 8.2 – MAN-QUAL);
- Documentation & Registration control (PR-SQ-2);
- Corrective & Preventive Action Management (PR-SQ-3)
- Audit management (PR-SQ-4);
- Service design (PR-SQ-5);
- Training & Qualification (Para 6.2.2);
- Complaints management (PR-SQ-6);
- Purchasing (Para 7.4);

Are strictly linked with

OPERATIONAL PROCESSES

SHIP & COMPANY CERTIFICATION SERVICE

- Flag Registration - SICNAV .
(art. 6 FSI Directive – Fleet Database)
- Survey and Inspection activity & registration (SICNAV)
- RO's Monitoring

Office II

STAFF CERTIFICATION SERVICE

- Seafarers registration – SIGEMAR
- Recognition & oversight of Maritime Schools

Office IV



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“HOW WE DESIGN A SERVICE”

PROCEDURES ESTABLISHED

SERVICE DESIGN

PR-SQ-5 (Steps to be followed)

ITCG HQs

STANDARDIZED SYSTEM

MAIN AREAS
Personnel , training,;

SPECIFICA AREA
Procedures, Check list,
Reports etc.

(each certificate)

WHAT IN
PLACE

- all LMAs must use QMS documentation established.
- Feed back related to are promptly reported as provided by QMS procedures.

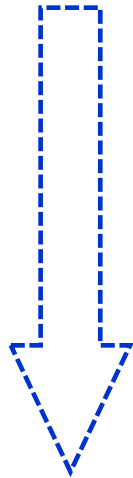
WHAT
EXPECTED

- Validation of the system in place.
- Feedback reported must be analyzed by a new permanent working group during monitoring, analysis and improvement process in order to re-define and probably re-design the services.



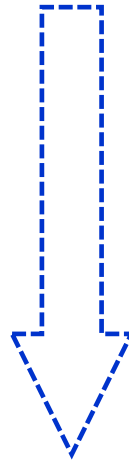
SHIP - COMPANY CERTIFICATION SERVICE & DELEGATION OF AUTHORITY

Survey/Inspection
delegated to RO's



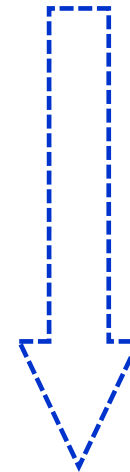
Safpax,
Safequip.
ISM

Survey/Inspection/Certification
Local Maritime Authorities (ITCG)



MSM Document
Security

Survey/Inspection/Certification
delegated to RO's



Pure technical
surveys
Safcon,
Marpol, LL....

Authority issuing Certification

ADMINISTRATION ON
RO's STATEMENT



PR-SERV-CERT_1
CHECK LIST - REPORTS

ADMINISTRATION



PR-SERV-CERT_2
CHECK LIST - REPORTS

RO's under verification and monitoring
system established by the
Administration



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DELEGATION OF AUTHORITY

PARA 4.1 - ISO 9001:2008

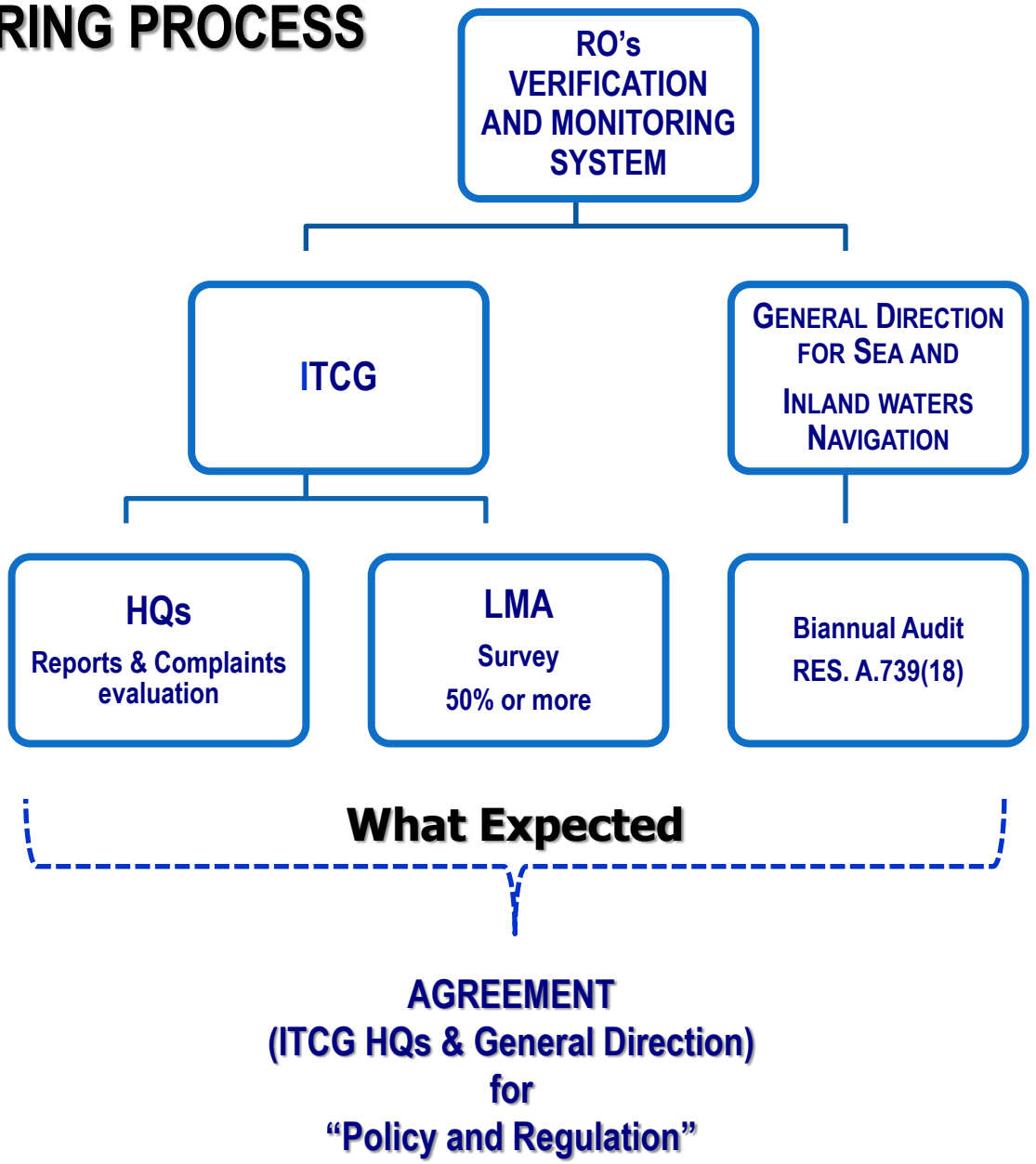
Where an organization choose to outsource any process (RO's) that affects product/service conformity to requirements, the organization shall ensure control over such processes.

Such control must be defined within the quality management system



RO's MONITORING PROCESS

What
in
Place



STRATEGICAL & OPERATIONAL OBJECTIVES



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GENERAL COMMANDANT

Directive on objectives assignment.....

STRATEGICAL OBJECTIVE

3.D1.2 & 3.D.1.5
Safety of life at Sea

1. OPERATIONAL OBJECTIVE

Survey and inspection on
safety and security matters

PROCESS OBJECTIVES

- Surveys to be performed;
- Surveyors to be trained
FLAG/PSC/ISM/DAO.

2. OPERATIONAL OBJECTIVE

Activities related to the
certification of the seafarers

PROCESS OBJECTIVE

- Recognition of training centre;
- Analysis of training program;
- Oversight of training centre;
- Development of SIGEMAR;
- Training of personnel using
SIGEMAR.



MEASUREMENT, ANALYSIS, IMPROVEMENT.

Process: Every 3 months by Internal & external audits ;

Service:

- a. Immediately (external feed-back, follow-up);
- b. every 3 months (statistics, general analysis of a. data);



What in place

DATA ANALYSIS

DEFICIENCIES
PSC-RO's-FLAG

Statistic measurement

INVESTIGATION

Convention – Chapter – Regulation

Ship
related

RO / Class
related

Company
related

Flag
Related

Follow Up

Info to General Directorate for monitoring

WEAK POINTS

- NO DETAILED GENERAL VIEW OF DEFICIENCIES



What expected

ANALYSIS OF DATA

1- DEFICIENCIES

2- INVESTIGATION

3 - Convention – Chapter – Regulation

**Ship
related**

**RO / Class
related**

**Company
related**

**Flag
Related**

**Statistic
Measurement
&
Follow Up**

**Structured monitoring by
AGREEMENT**

STRONG POINT

- **SICNAV System (2009/21/EC)**



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Tipo Certificato

Certificato di Sicurezza per navi da passeggeri - D.L.vo 45/2000

Stato

20-VISITA IN CORSO

Data Completamento Visita

27/02/2012

Ente Rilascio

Capitaneria Di Porto di LIVORNO

Data Scadenza

26/02/2013

Luogo Rilascio

LIVORNO

Data Rilascio

Utente gestore

naviglio

Data di Ritiro

Tipo di viaggio

UN

▼

Viaggio Internazionale

E' STATO

▼

rilasciato cert. esenz.

Nome Della Nave

ALE MORACE

Matricola

00PA

1325

Registro Matricole

Nominativo Internazionale

IFPT2

Stazza Lorda

774.0

Numero IMO

9170195

Tipo Di Nave

M-N

Denominazione Company

Area Marittima

A1+A2+A3

▼

Data Costruzione

Bordo Libero 1,2,3

Data Contratto Costruzione

Prog. Sist. Alt.

☐

Data Impostazione Chiglia

Doc. Prog. Sist. Alt.

☐

Data Consegna

14/02/1998

Stampato e rilasciato originale

☐

Data Inizio Trasformazione



Thank You for listening



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