



MANAGING RISK



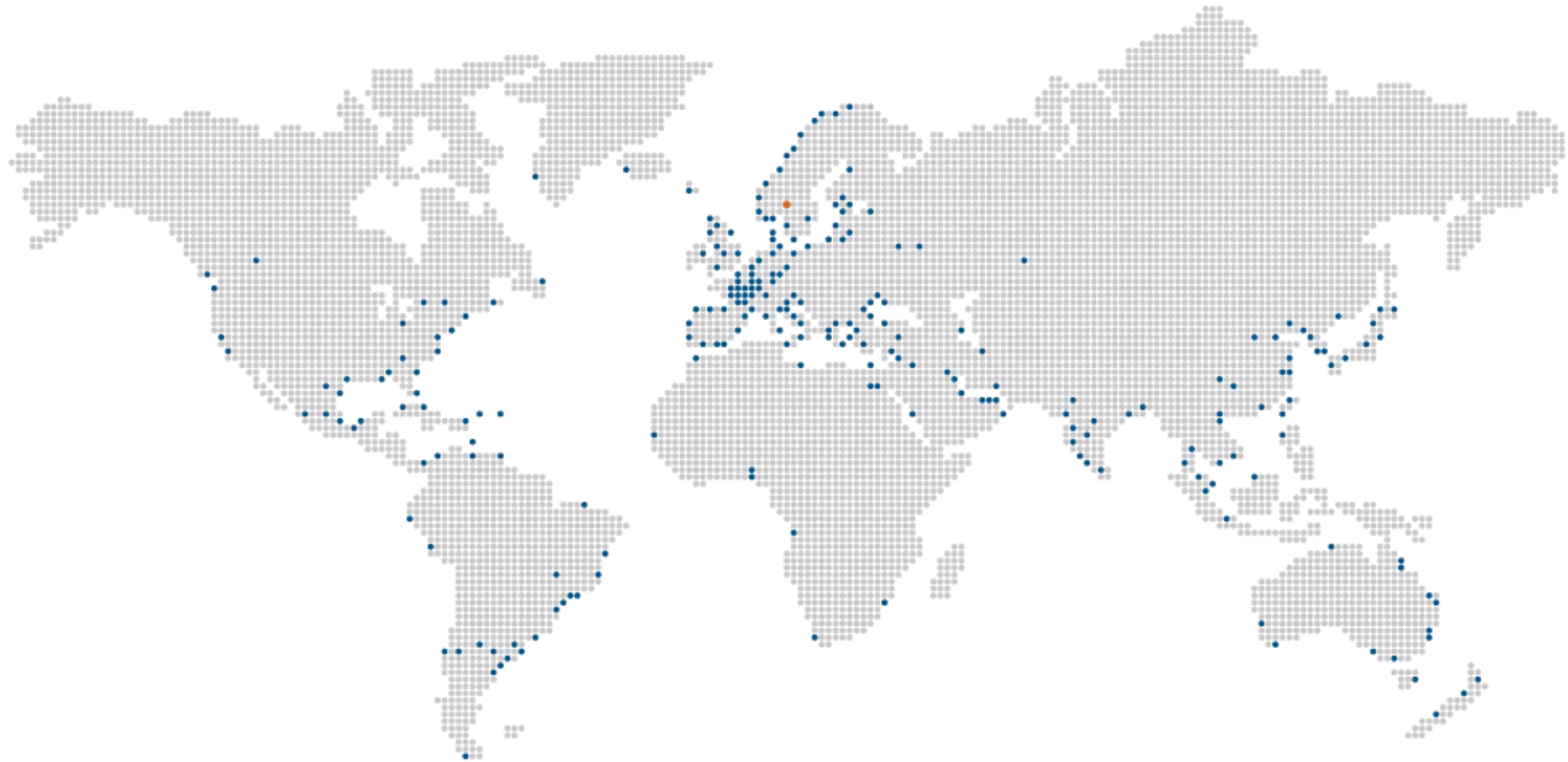
DNV



Performance Management

Henrik Bach, Managing director DNV Denmark
Erling Linna, Head of DNV SeaSkill

300 offices in 100 countries

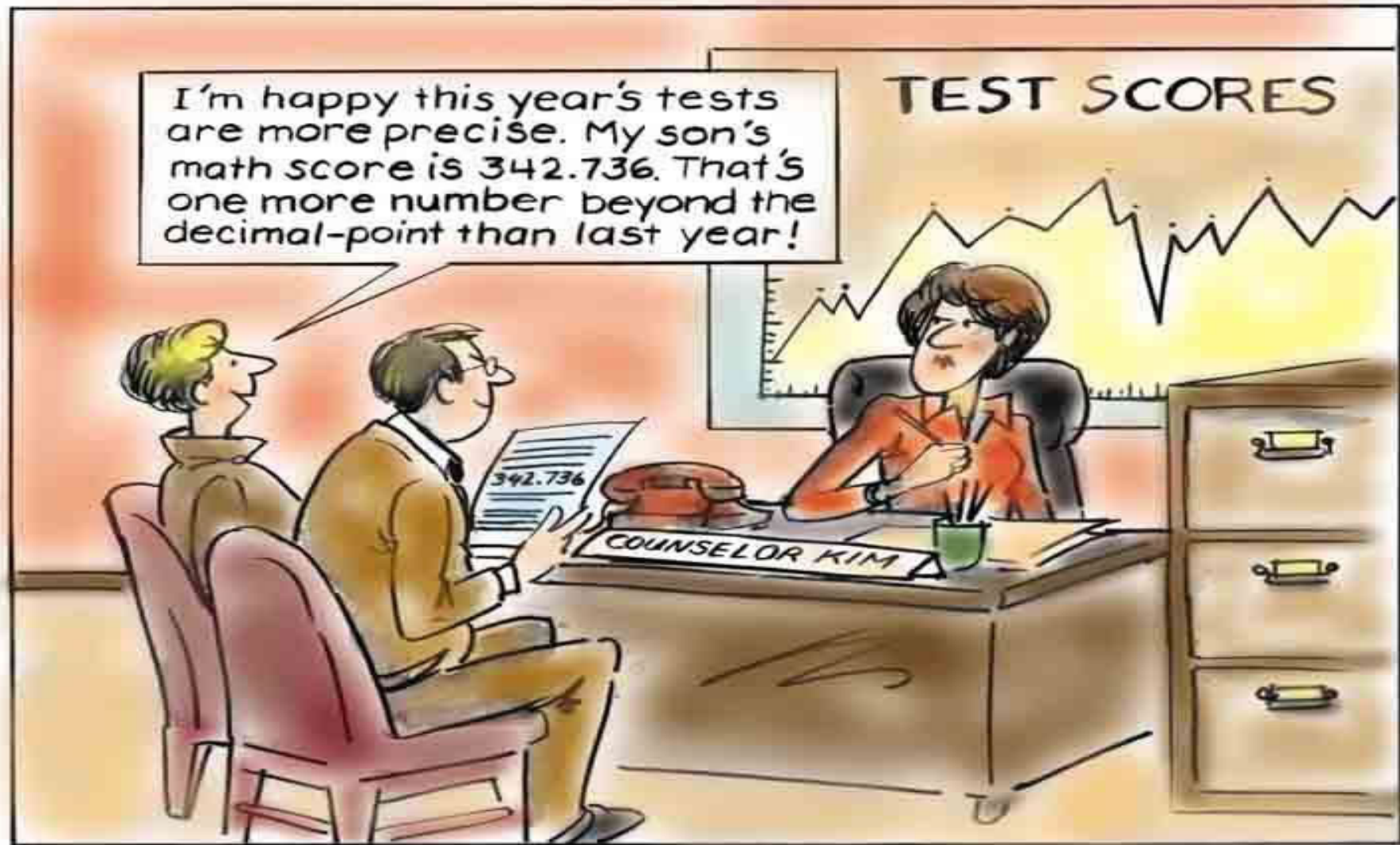


● Head office ● Local offices

Managing Individual Performance



Performance Management



Ships and People fit for purpose

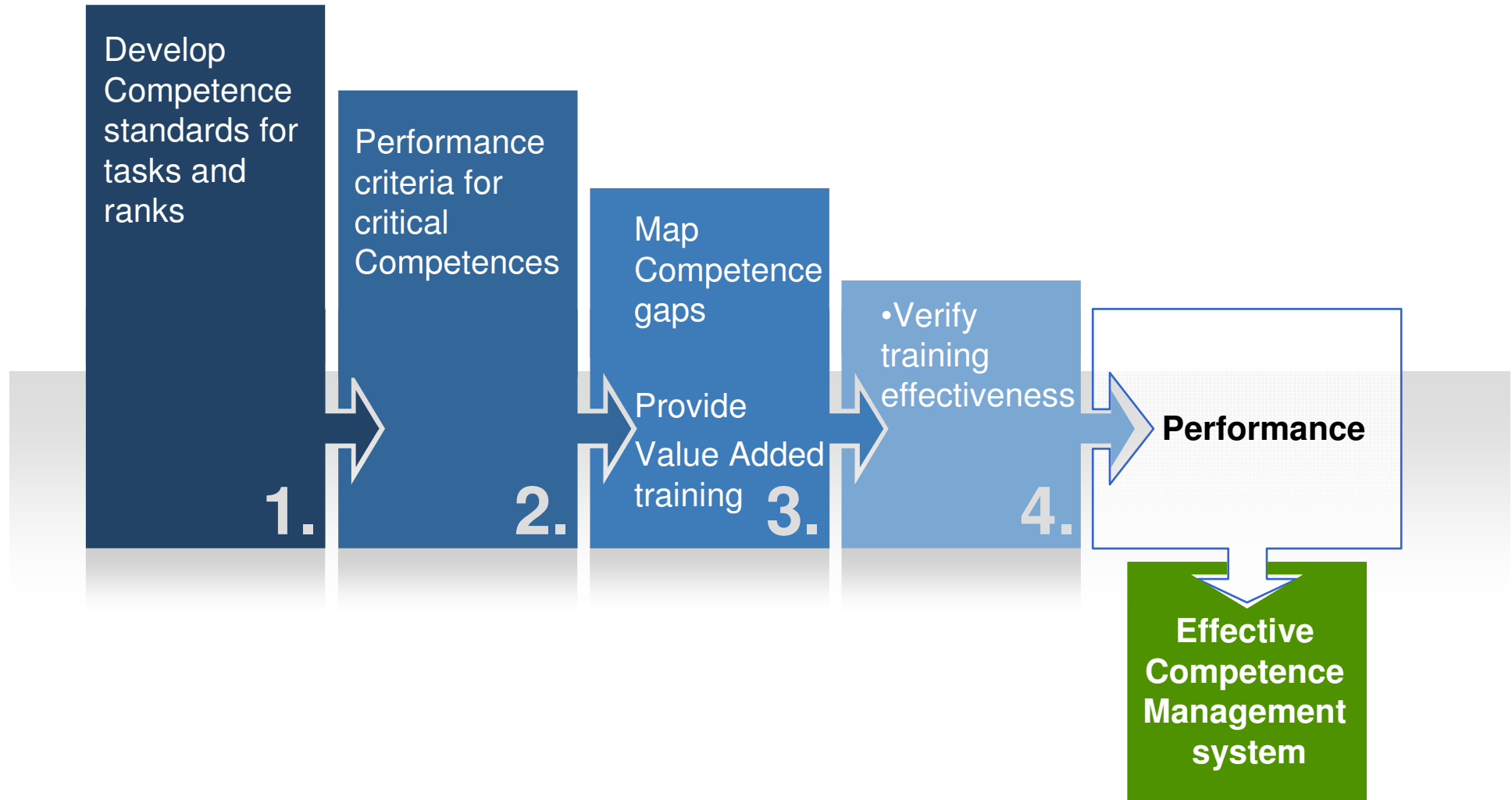
To build ships we need proper specification (Rules)

To build competence we need proper specification (Standards)

If we have standards we can measure

What we measure we can improve

Performance Management



Competence building and management

*What lies behind the
"human error" ?*



Competence building and management

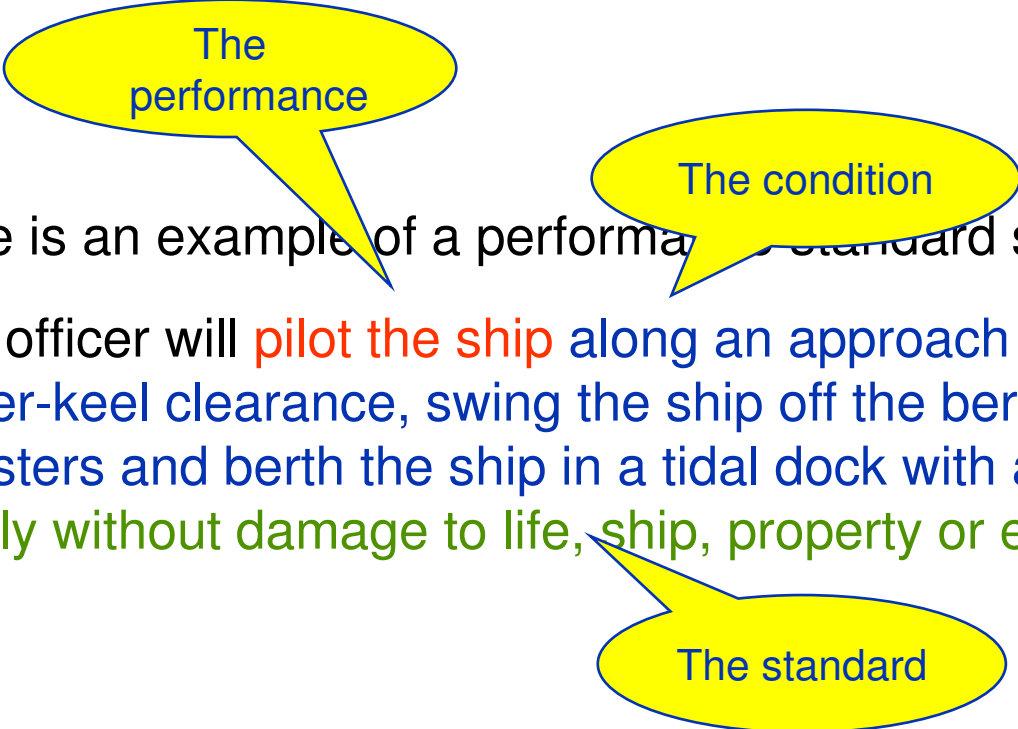




Quality of Training Provider



The performance standard

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- Here is an example of a performance standard statement:
 - The officer will **pilot the ship** along an approach channel with minimum under-keel clearance, swing the ship off the berth using tugs and thrusters and berth the ship in a tidal dock with a strong off berth wind **safely without damage to life, ship, property or environment.**

E.g. Anatomy of one competence domain

2.0	Cargo operation	
2.1	Loading & Discharging - Pumping	
2.1.1	Recognize the pump and hose capacities and operating procedures	
2.1.2	Describe pump characteristics and requirements for liquid cargoes	
2.1.3	Describe the discharge pumping operations for dry and liquid bulk cargoes at base and offshore	
2.1.4	Set the pumps, hoses and lines for discharge of dry and liquid bulk cargoes at base and offshore	
2.1.5	Ensure proper operation and work practices for discharge of dry and liquid bulk cargoes at base and offshore	
2.1.6	Describe the line and pump arrangement for both air based systems and liquid cargoes	
2.1.7	Take appropriate action in case of alarm while loading / discharging <ul style="list-style-type: none"> • Contact shore or rig in case of alarms • Try to involve someone else to take care of the alarm • Stop loading operation if required 	
2.2.1	Monitor that pumping does not exceed 90% of full pumping capacity	

The task

The competence requirements

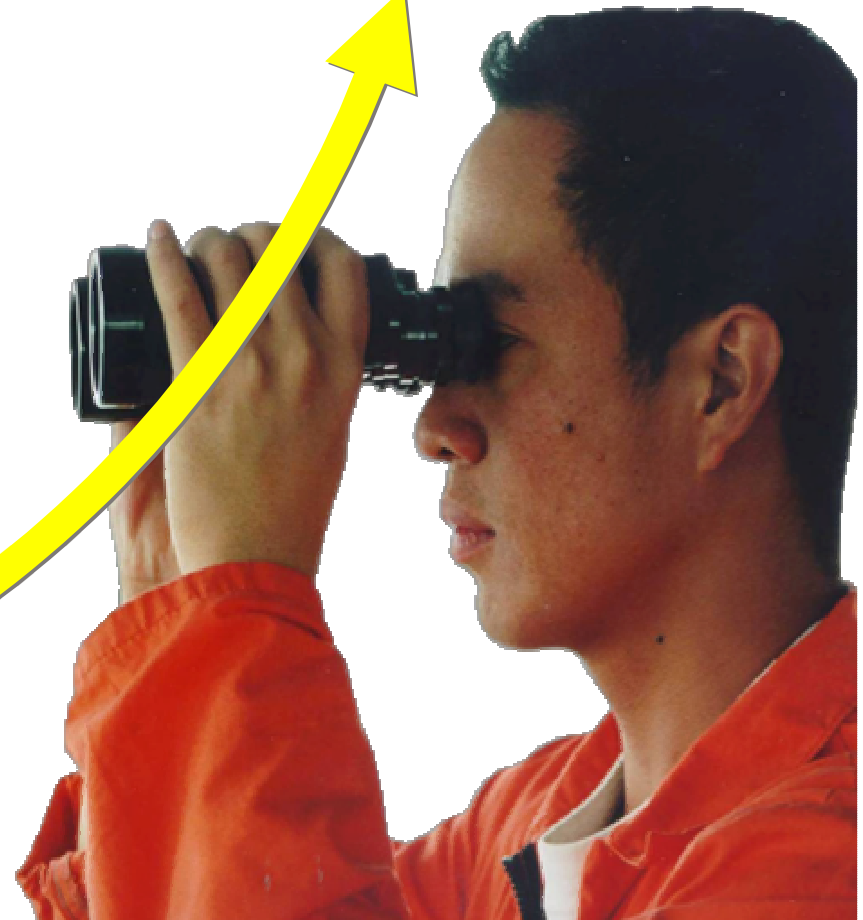
The performance required

The level of criticality



■ Ships fit
for Purpose

■ People fit
for Purpose





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