Input paper: VTS53-7.2.2

Input paper for the following Committee(s): check as appropriate Purpose of paper:

**□** ARM **□** ENG **□** PAP **□** Input

**□** ENAV **X** VTS **X** Information

Agenda item 7.2

Technical Domain / Task Number …………………………………

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Questionnaire on Developing a Guideline on Quality Management System for Vessel Traffic Service

# Summary

After VTS52,China MSA conducted a questionnaire survey on the operation of VTS quality management system and the requirements for establishing a Guideline on Quality Management System for Vessel Traffic Service, and the framework of the Guideline. Representatives from nine countries, including China, Canada and France, responded to the questionnaire, and China MSA analyzed the questionnaire.

## Purpose of the document

Promote the VTS Committee to consider the establishment of the Guideline on Quality Management System for Vessel Traffic Service into the 2023-2027 Task Plan.

## Related documents

VTS51-7.3.2 Task register proposal 2022-2026-Guideline on quality management system for VTS.

VTS51-7.3.2.1 Guideline of quality management system for vessel traffic services (draft framework)

VTS51-13.3.0.2 WP Provisional 2023 – 2027 Task Plan.

VTS52-7.3.1 Proposal for developing a Guideline on Quality Management System for Vessel Traffic Service.

VTS52-7.3.1.1 Enclosure 1 - Draft of Guideline on Quality Management System for Vessel Traffic Service.

VTS52-7.3.1.2 Enclosure 2 - Questionnaire for VTS QMS.

VTS52-7.3.5 New Task Plan 2023-2027(2022-03-14) Rev3\_clean.

# Background

The quality management system is an effective tool for VTS providers to efficiently manage, operate and drive continuous improvement. It also helps the global VTS to provide a coordinated and unified service. It is established and used by the majority of VTS providers worldwide[[1]](#footnote-1).

At the same time, IALA also encourages and guides competent authorities to establish and operate quality management systems in relevant recommendations and guidelines, but there is a lack of specific guidance documents on VTS quality management system.

Liaison Note to PAP and ARM on Guideline 1052 Quality Management Systems for AtoN Service Delivery（VTS52-13.1.1.1）states that：“the VTS Committee is of the view that separate Guidelines for VTS and AtoN services should be prepared in association with Recommendation R0132 – Quality Management Systems to ensure both services adequately reflect their respective international obligations. ” and “the Policy Advisor Panel and the ARM Committee are invited to note the VTS Committee’s proposal to prepare quality management guidance specifically related to VTS.”

# Discussion

## Questionnaire Overview

Questionnaire for VTS QMS（VTS52-7.3.1.2）was sent to the VTS52 participants by email. By September 5, 12 responses（5 copies have been feedback by email, please see the attachment; 7 copies are submitted online, and the link is <https://www.wjx.cn/vm/QMDplNL.aspx>） were received from 9 countries, including Canada, Belgium, France, Malta, Cameroon, Singapore, the Netherlands, Spain and China.

## Questionnaire Analysis

### VTS types

From the feedback, this questionnaire covers all types of VTS (figure 1).



1. type of VTS

### The establishment and operation of VTS QMS

From the feedback, only 16.67% of them did not establish VTS quality management system (figure 2).



1. The establishment and operation of VTS QMS

### Standard of the QMS based on

From the feedback, 66.67% are based on ISO 9001:2015 (figure 3).



1. Standard of the QMS based on

### Scope of QMS

From the feedback, the scope of the established quality management system covers VTS operation and management, VTS watchkeeping management, VTS personnel training and equipment operation and maintenance (figure 4).



1. Scope of QMS (no need to fill in if not established)

### The QMS includes the following contents (no need to fill in if not established)

From the feedback, in terms of content, the established quality management system mainly includes quality policy and objectives, organizational structure, risk management, resource management, operation management, performance evaluation, etc (figure 5).



1. The QMS includes the following contents (no need to fill in if not established)

### The role of VTS QMS

Regarding the role of QMS in VTS, more than 90% of the respondents believe that QMS is helpful for VTS operation (figure 6).



1. The role of VTS QMS

### Needs for IALA to establish guideline for VTS QMS

Regarding the need to establish guideline for VTS QMS, all respondents considered it necessary, and 41.67% of the respondents had a strong need (figure 7).



1. Needs for IALA to establish guideline for VTS QMS

### Key factors IALA should consider when establishing guideline for VTS QMS

Factors that need to be considered when establishing guideline for VTS QMS, more than 90% of the respondents believe that the requirements of IMO and IALA need to be considered (figure 8).



1. Key factors of the guideline for VTS QMS

### What should be included in the framework or main content of the guideline for VTS QMS established by IALA?

The main content of the guideline for VTS QMS, more than 70% of the respondents believe that it should include Scope, terms and definitions, quality policy and objectives, resource management, monitoring and measurement, performance evaluation, continuous improvement (figure 9).



1. the framework or main content of the guideline for VTS QMS

## Questionnaire Summary

Through analysis, the main conclusions of this questionnaire are as follows:

1. Most VTS providers have established quality management systems, accounting for more than 80%, and more than 60% of VTS quality management systems are based on ISO 9001:2015;
2. The quality management system is helpful for the good operation of VTS, and more than 90% of the respondents believe that the quality management system is helpful for the operation of VTS;
3. All respondents believe that it is necessary for IALA to develop a guideline on quality management system for VTS, and 41.67% of respondents have strong demand.

# References

1. VTS52-13.1.1.1 Liaison Note to PAP and ARM on Guideline 1052 Quality Management Systems for AtoN Service Delivery

# Action requested of the Committee

The Committee is requested to:

1. Consider the need to a new output in 2023 – 2027 Task Plan for developing a Guideline on Quality Management in VTS operation

# enclosures

1. Sample Questionnaire

1. From “A Global View of Vessel Traffic Services - Preliminary Results from the IALA VTS Questionnaire (2016)” [↑](#footnote-ref-1)