



Shipboard Operations Management Programs

Sourcing and maintaining a trusted, efficient and properly focused crew is an increasing challenge for many Yacht Owners and Yacht Management Companies. Costly and time-consuming problems include high turnover, lack of loyalty, and the inability to meet the Owner's operations and professional expectations. Even when a senior level and highly experienced Captain is employed, it is often difficult to establish a strong professional "team approach" to meeting the goals and expectations of the vessel. Additionally, while professional crew are required to be STCW certified, they may lack the expertise to apply their training to real-world emergency situations.

Yacht Sourcing has developed programs that overcome the negative effects that occur when the crew lacks a focused understanding of both owner expectations and maritime regulations. The following is a sample of Yacht Sourcing Programs:

Operations Manual Overview

Programs include the development of a "yacht specific" operations manual. This is a dynamic document that will be updated as needed. The manual typically includes:

- Standard Operating Procedures (SOP),
- Emergency Response Procedures (ERP), and
- Basic Operations Forms

Standard Operating Procedures: This document specifically describes all rules and regulation, job descriptions, the intended use of the vessel and owner's expectations.

The SOP should be apart of the crew's training. All new crew should read and sign prior to hiring, and should be used as a guide when performing crew performance reviews.

Emergency Response Procedures: Regulatory agencies mandate that emergency drills must be performed on a regular basis. While Man-overboard drills tend to be of a general nature, Abandon-ship and Fire Drills must be yacht specific in order to be effective during a real emergency. The intent of developing the ERP manual is to ensure that all crew is properly trained, that the emergency response procedures are effective for the specific yacht, and that the Station Bill reflects a team that is confident in their areas of responsibility.

Basic Operations Forms: Basic operations forms include those that are synchronized with the business's g structure, financial accountability and USCG reporting. Examples include: Captain's and Charter Reports, Trip Reports, Financial & Budget Reports, USCG Incident Reports and Accident Reports.

Sample Project Schedule

The following 3-phased schedule focuses on developing the custom Operations Manual, which includes the Standard Operating Procedures, Emergency Response Procedures and Basic Operations Forms. The intent of this exercise is to develop a repository database that will establish the foundation for the Operations Manual.

Phase 1 – Meet with all responsible personnel to review the functional requirements and scope of the project. This includes:

- Targeting areas for improvement in the existing Operating Procedures,
- Defining the desired culture of the yacht or business,
- Collecting existing forms & reports such as: personnel contracts, terms & conditions of hiring and benefits, financial reports, etc.

Phase 2 –Project Manager will spend 7-10 days learning all aspects of shipboard operations, including:

Crew

- Work closely with yacht's crew and participate in day-to-day operations,
- Engineering review of current logs and preventative maintenance schedules for interior & exterior of vessel,
- Observing crew interaction and communication styles,
- Determine the level of expertise and efficiency at which the crew performs,
- Review vessel's medical supplies and readiness to response to emergencies.
- In-depth review of all emergency response procedures,



Vessel

- Layout for emergency considerations,
- Monitoring, Control and Fire Fighting Systems
- Increase efficiency in emergency procedures

Ship-to Shore

- Communications methods,
- Documentation & reporting required,
- Optimize continuity in between yacht & office.

Phase 3 – After leaving the vessel, two weeks will be spent consolidating and organizing the information, and spent writing the documents that will make up the vessel's customized Operations Manual.

The approximate time required to accomplish the preceding project is four man-weeks.
(Please refer to ***Support Services***).