

# IALA World-Wide Academy Quality Management System (QMS)

## Management Review meeting

Location: Online  
 Date: 13 October 2021  
 Participants: Dean, Omar Frits Eriksson,  
 Education and Development Manager, Kevin Gregory

### 1 Status of actions from previous management reviews

Actions from previous meeting:

1. Introduce document control mechanism in the QMS.

Positive progress has been made, further development is still required – particularly with the extension of the QMS and associated principles within the wider IALA Secretariat.

**Action item 1** – *Continue the implementation of a document control mechanism in the QMS*

### 2 Changes in external and internal issues and the list of interested parties

The lists of external/internal issues and interested parties were reviewed. No adjustments were deemed necessary during the review.

Considering the impact of COVID-19 on Academy operations, the situation has improved progressively during the second half of 2021 and the ability to travel has returned. Extensive use of online liaison and training activities has been made with the available technology fully utilised and exploited.

During the year, the relationship with the IMO, in particular the Technical Cooperation Division, has grown with joint events planned for the 2021/2022 period.

### 3 Performance and effectiveness of the Quality Management System

#### 3.1 Customer satisfaction and feedback from relevant interested parties

Generally, customer satisfaction is believed to be good, and no negative feedback has been received from customers or interested parties.

#### 3.2 The extent to which quality objectives have been met (Key Performance Indicators)

Quality objectives have generally been met in the period since the last Management Review and no Non-Conformity Reports (NCR) have been raised related to the activities of the Academy. The Key Performance Indicators (KPIs) have been revised with some modifications made to reflect the revised working procedures that have been implemented following a comprehensive review during the COVID-19 period.

#### 3.3 Process performance and conformity of products and services

The QMS processes were found to be performing satisfactorily. However, it was considered desirable to extend their scope to cover the whole of the IALA Secretariat.

The conformity of the products and services provided by the Academy was considered to be at a good level during the period of review.

A comprehensive update of the Academy website has been made to articulate in a clearer manner the products and services available to the stakeholders and how they may be obtained.

#### 3.4 Nonconformities and preventative actions

During the period of the Management Review, no new NCRs have been raised and the open NCRs have been closed.

In order to improve the ability to implement, track and monitor NCRs a new online reporting system has been established within Microsoft Teams.

### 3.5 Monitoring and measurement results

The results of the education and training activity of the Academy are monitored. For courses delivered by ATOs, feedback is considered as a part of the post-course review process as a requirement of the revised MoU.

Courses delivered by the Academy directly are monitored by means post course review and through an online questionnaire. A new standardised questionnaire that can be used across all Academy courses is being developed.

The revision of the model courses delivered by the Academy has continued and is nearing completion.

### 3.6 Audit results

A consultant has been identified to conduct an audit and it is intended to perform the audit before the end of 2021 if feasible.

### 3.7 Performance of external providers

No major problems have been found with external providers. New contractors have been engaged to assist in the development and hosting of online learning materials and in the preparation of Academy publications and resources. All contractors are performing well and a considerable amount of knowledge sharing is taking place.

## 4 Adequacy of resources

Following the COVID-19 pandemic, the ability to travel has resumed and technical needs assessment missions have commenced. It is envisaged that face-to-face training will resume in 2022. New consultants have been identified and engaged to work in specific project areas with good performance and the sharing of competencies evident as a result.

## 5 Effectiveness of actions taken to address risks and opportunities

Hazard identification seems to be effective, justified by the fact that no cases of negative consequences have been detected.

The level of funding is suitable for the time being. However, the diversification of sponsorships should be sought.

## 6 Opportunities for improvement

The main improvement that should be sought is to develop further the culture related to quality management within the wider IALA Secretariat.

## 7 Decisions and actions

The following actions arose from the Management Review:

1. Continue the implementation of QMS principles within the wider IALA Secretariat

The meeting concluded that the QMS is reasonably fit for purpose and has been enhanced following the rationalisation and review of procedures which was undertaken during the COVID-19 pandemic.

## 8 Any other business.

None.