

TM HSSEQ modules user manual

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Inspection module

The inspection module is designed to allow users to schedule and perform any type of inspections. Within the term “Inspection” we include audits, “vettings”, port state controls, internal and external inspections etc. An “Inspection type” in TM Master v2 is basically a questionnaire, with some additional details. The inspection can be scheduled as a one of a kind occurrence or reoccurring based on a set interval. Some inspections may need an external approval or acceptance by an external entity, such as your clients or some other sort of authority, and it is possible to predefine any number of “required approvals” for each scheduled inspection type.

Setting up the TM Inspection module

How to create an Inspection type?

To create an inspection type, do the following.

1. Click [HSSEQ] → [Inspection types]
2. Click the [New inspection type] button found in the top grid.
3. Fill in the Inspection type details
 - a. **Type Name:** Enter the Name or title for the inspection type
 - b. **Type Code:** Enter a “Inspection type code”. The code will be used as part of the “Inspection number” to uniquely identify each actual inspection. This is a required field and it will not accept duplicate values between your inspection types.
 - c. **Category:** Then select a category for the inspection. Typical values for an inspection category would be “Audit”, “Vetting”, “Internal inspection” etc.
 - d. **Unit group:** If your fleet consist of a lot of different vessels, and this inspection type only is required for some of your vessels, you can select which unit group it applies to. If left “blank” it may apply to all.

- e. **Description:** To make it easier for all users to understand what the inspection type entails a short description of the “inspection type” can be added, in the description field.
4. Click [Save], you have now created an “inspection type”

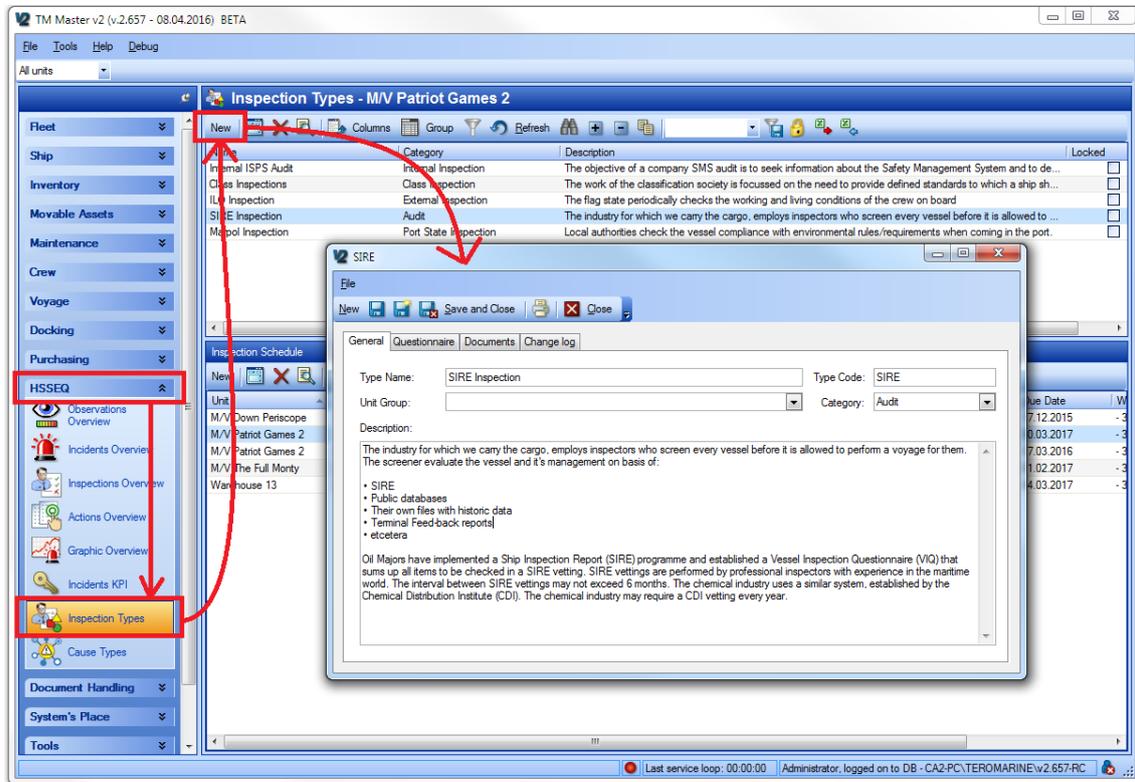


Fig 1: How to create an inspection type?

How to add a create a questionnaire for an inspection type?

If you already know the list of questions, you can add them to the inspection type to save time for the crew later on and to ensure that the question details are correctly recorded. An alternative is to not record any of the questions, but have the crew record only the questions they receive any findings for. However it will save time for the crew if all questions are pre-recorded.

To add a question do the following:

1. Click [HSSEQ] → [Inspection types]
2. Open the “Inspection type” you wish to add a questionnaire for, by double clicking it
3. Click the “Questionnaire” tab
4. Click the [Create new question] button
5. Fill in the question details.
 - a. **Insp. Type:** this field will show the inspections selected “inspection type”, and it can’t be edited in this form.
 - b. **Section:** Here you can enter the chapter/section of the inspection for the question. This is as you will see a “drop down” box, but if this is the first question you are adding to this inspection there might not be any values to select. If the chapter/section for the question you are adding is available in the list, enter the chapter/section name by typing it. After a chapter/section text has been added it will

be available for selection, within this particular inspection type, for the next question entered.

- c. **Number:** Enter the question number, keep in mind that this is a text field, it will accept text and numbers. Since the field is defined as a text field it will also sort as such, use leading "0"s to ensure your questions sorts correctly.
 - d. **Subject:** Here you may select the subject for the question, the values in this "drop down" box is added to the system as codes. The question subject list is shared with all your inspections, and will allow you to group all inspection findings, regardless of "inspection type", making it easy to see what areas you have the most findings, and you need to focus on.
 - e. **"Question" tab:** This is where you put the actual question.
 - f. **"Description" tab:** Here you can add additional descriptions and definitions relating to the question, if required.
 - g. **Guidelines:** This field can be used to add references to rules or regulations governing this question.
 - h. **Question comment:** Is an internal field where you can add recommendations or previous experience you may have had regarding the questions, in order to avoid findings/non conformances
6. Click [Save] or [Save and Close]

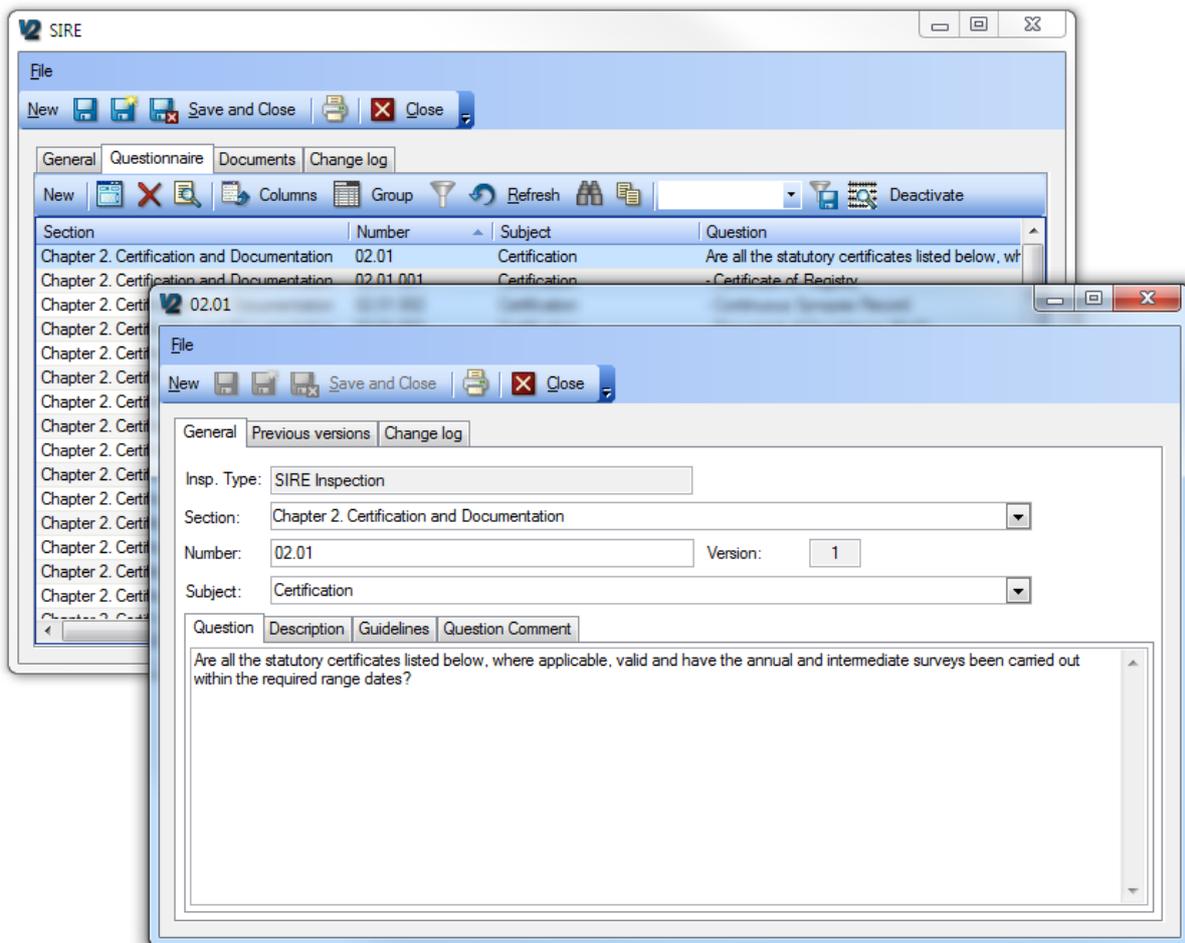


Fig 2: The inspection type "questionnaire" tab (in the back), and a "question form" (in front)

How to edit or update a question?

When adding questions to the inspection questionnaire you are bound to make mistakes, we are only humans after all. To edit an existing question do the following.

1. Open the question, by double clicking.
2. Make the desired changes
3. Click [Save] or [Save and close]

Now that was simple enough, and you might wonder why it is included in the user manual. The reason we include the edit in the user manual is what happens when you re-save your question.

4. When you re-save the question after a change you will be presented with the following dialog.

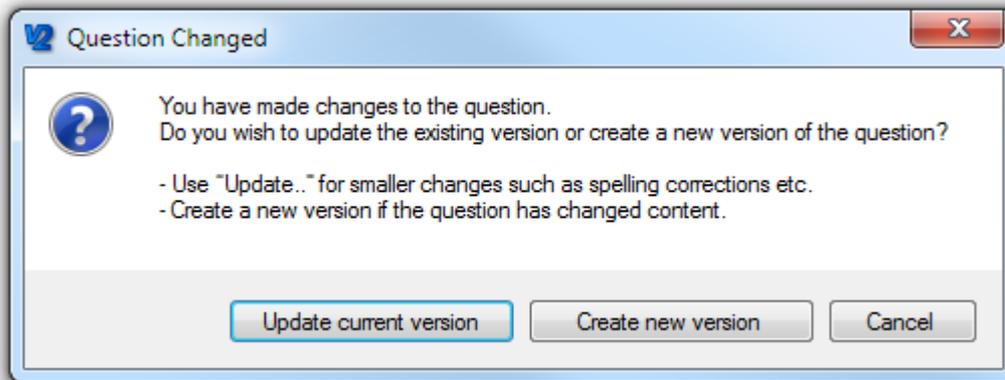


Fig 3: When re-saving a question after an edit, the following dialog appear.

5. As you can see you are asked to make a choice, between just updating the existing question or creating a new version of the question. So what is the difference?
 - a. **[Update current version]:** If you chose this option the question is just updated (overwritten). If this is a new inspection type, and you have not recorded any actual inspections yet, updating(overwriting) the question should be no problem. If you have recorded actual inspections using this inspection type, and you want your change to affect the previously performed inspections. Possible changes would be correcting spelling mistakes or errors made when initially entering the question. So "Update current version" will affect the question for previously recorded inspection of this type. The change is recorded in the questions "Change log" found on the question form "Change log" tab.
 - b. **[Create new version]:** If you chose this option the changes will not affect any previously recorded inspections, as the system will create a new version of the question affecting only inspections done after the date it was changed. This would normally be used in cases where the change to the question alter its meaning/content and it no longer is the same question or the pre-requisites to answer the question has changed significantly.
6. If option b. is selected [Create new version], the version number is increased by one, the previous version of the question is added to the "Previous versions" tab. The creation of a new version of the question is also logged as part of the questions change log.

How to deactivate and re-activate a question?

If the question is changed or updated, this can be done as described above, by either just updating the existing questions or create new versions of the question. But what if the question is removed from the inspection questionnaire? Then you will need to deactivate it, here is how:

1. Open the Inspection type where you wish to deactivate one or more questions.
2. Click the "Questionnaire" tab.
3. Select the question you wish to deactivate.
4. Click the [Deactivate question] button.

The question is after it has been deactivated no longer visible in the list of questions for the inspection type by default.

To see the deactivate questions, you need to click the  [Show deactivated questions] toggle button. Deactivated questions will then appear dimmed with a strike through. To re-activate the question, select it and click the [Activate] button. Deactivation and reactivating any questions is logged as part of the "Inspection type" and "question" change log.

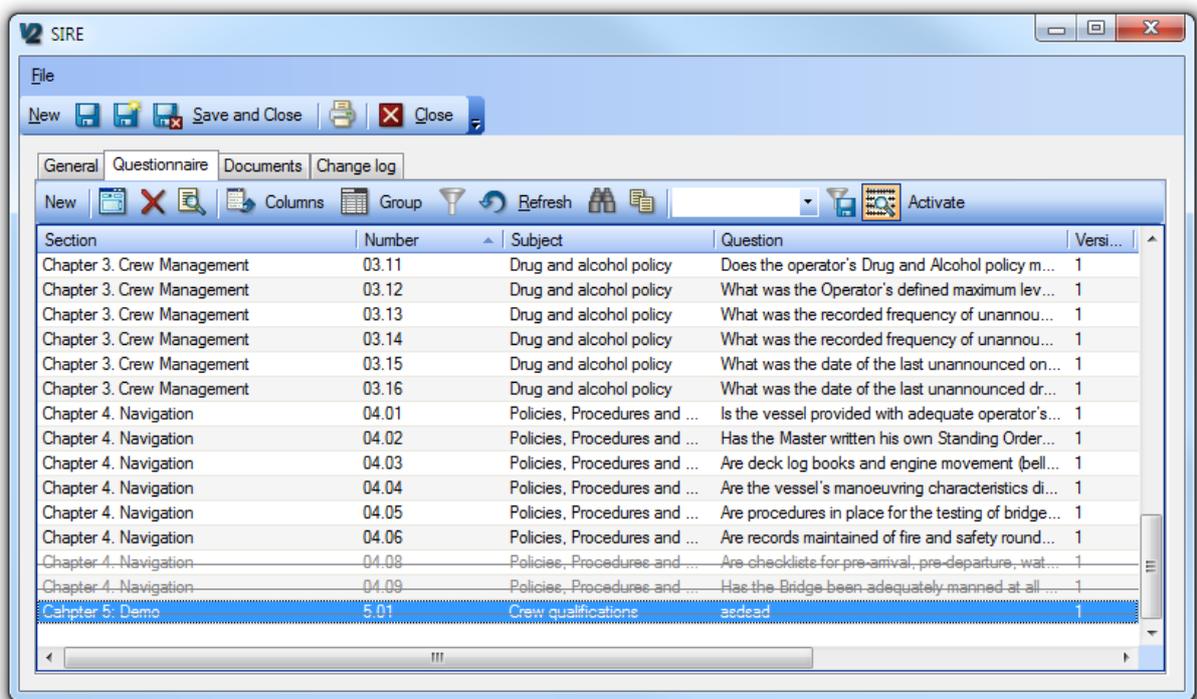


Fig 4: The questionnaire tab with three deactivated questions at the bottom of the list.

How to export and import the questionnaire excel template?

Creating or updating a questionnaire can involve a lot of work, and in some cases it would be easier to be able to create or update the questionnaire using excel. Here is how to export and re-import a questionnaire.

1. Click [HSSEQ] → [Inspection types]
2. Select an existing or create a new inspection type
3. Click the  [Export the Questionnaire to excel button] found in the grid top menu.
- 4.

How to schedule an Inspection type?

Once you have defined and created your inspection types, you will want to schedule the inspection for some or all of your vessels. Here is how to do it.

1. Click [HSSEQ] → [Inspection types]
2. Select the inspection type, from the top grid, you wish to schedule.
3. Then click the [New] button in the lower grid, called “inspection Schedule”, menu.
4. If this is done in the office system, you are asked to select which vessel you wish to create the schedule for.
5. Then the schedule form is opened, some of the details in this form is not possible to edit, as they serve only as information on the scheduled inspection.
6. Fill in the schedule details:
 - a. **Interval:** If you wish to schedule the inspection type to re-occur based on a interval, tick the “interval” check box, which will activate the interval fields, allowing you to enter the desired interval.
 - b. **Due date:** Based on the selected interval the system will suggest the next due date (today + interval) but this can of course be changed if desired.
 - c. **Window:** This will allow you to control when the inspection schedule should appear as due. You may enter any number of days, weeks, months and even years in the window “From” field, which will determine when the scheduled inspection should appear due. By adding a value in the window “To” field you can add a period after the due date in which the inspection will appear as “overdue but within window”, once today passes the Due date + “To” window it will be considered overdue.

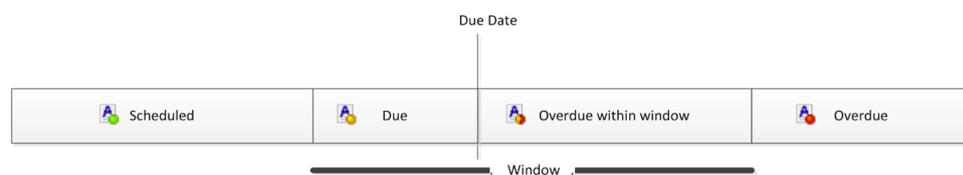


Fig 5: Window illustration

- d. **Comments:** Can be used to add any additional details on the scheduled inspection.

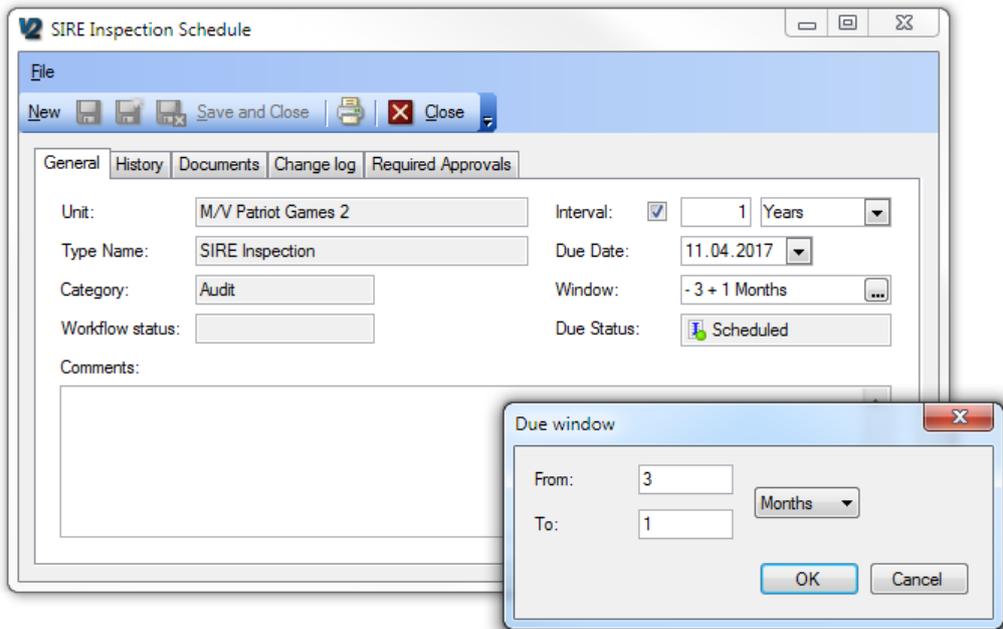


Fig 6: The inspection type schedule form, with the “Due window” editor open.

How to add a required approval/acceptance for an inspection?

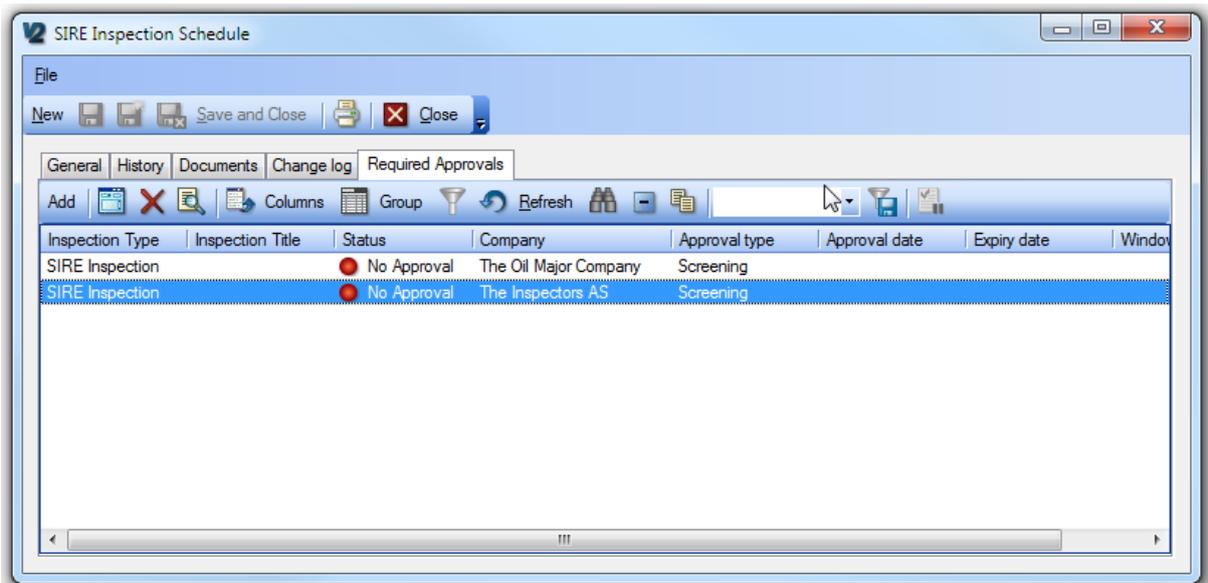
If the scheduled inspection requires one or more external (or even internal) approvals/acceptances, this can be added to the inspection during scheduling or any time after. You are not required to put in a “Required Approval”, you may add your approval/acceptance and the expiry for it after the inspection has been performed.

Here is how you add a “Required approval”

1. This function can be accessed in two different ways.
 - a. Click [HSSEQ] → [Inspection Types] → Double click the scheduled inspection in the lower section of the module.
 - b. Click [HSSEQ] → [Inspection overview] → Locate the scheduled inspection in the “Schedule” section of the overview and double click it.
2. Click the “Required Approvals” tab
3. Click the [Add] button
4. Select a company from the “Contact” (company) picker list, that you require an approval/acceptance of. The list of available approvers is a filtered list of your addresses defined in the [Contact] module. The criteria for an address to appear in this list, is that the tick box “Inspector” is ticked.
5. Click [OK].

The Approval will after you add it appear with a red light/ball and the text “No Approval”.

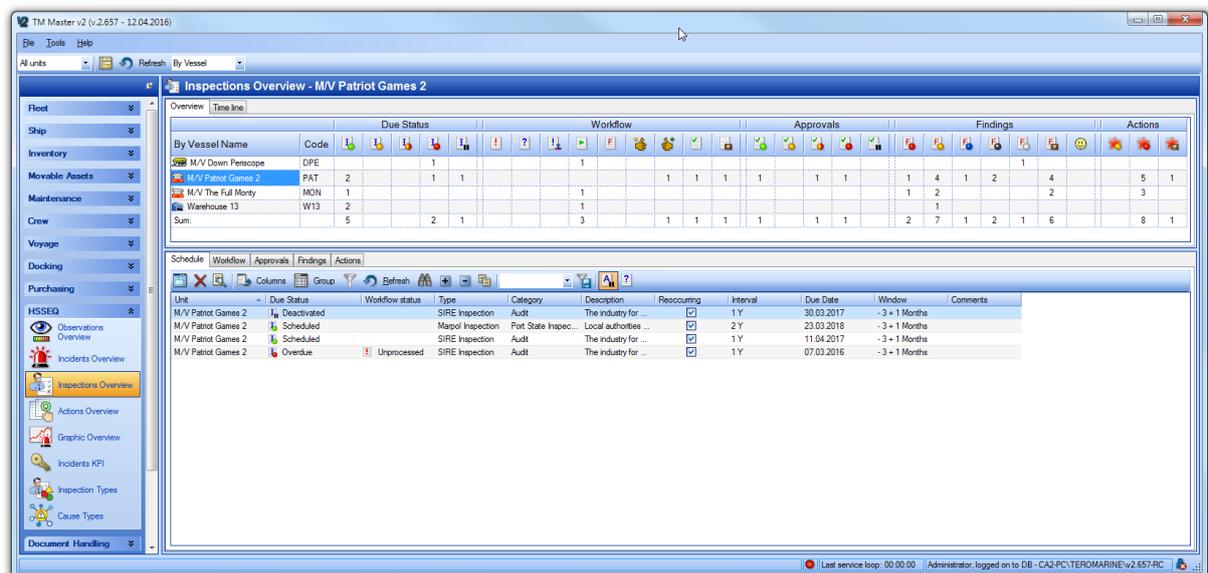
Once the inspection has been performed and you receive an approval/acceptance for the inspection you will be able to set the expiry for the next approval. If the “inspecting company” is one of the companies added to this list the approval will automatically be updated. By default it will also set the “expiry” of the approval equal to the next inspection due date (if the inspection is on a schedule)



Required approval tab on the inspection Schedule form

Inspection Overview

Once you have set up your Inspection schedule, users involved in dealing with the inspections will spend most of their time in the “Inspection Overview”. The Inspection overview is an attempt to include all relevant information related to the inspections.



The top section of the [Inspection Overview] module is very similar to how TM Master v2 give purchasers overview of all requisitions and orders, for users familiar with that module

The overview grid is divided into 5 main sections on the x axis (horizontally). These main sections are again divided into different single columns representing statuses or types within each main sections. Each main section will be discussed in detail later in the document.

The main sections are:

- Due Status
- Workflow
- Approvals
- Findings
- Actions

The Y axis (vertically) is in your office system by default populated with all units (vessels etc.). Each row will then show Inspection details linked to the unit, named on the row.

By Vessel Name		Due Status				Workflow				Approvals				Findings				Actions	
M/V Down Periscope	DPE			1				1								1			
M/V Patrol Games 2	PAT	2		1	1					1	1	1	1	1	1			1	4
M/V The Full Monty	MON	1						1						1	2			2	
Warehouse 13	W13	2						1							1				
Sum:		5		2	1			3		1	1	1	1	1	1			2	7

If you are using the onboard version, the y axis is populated with “inspection types, so each row will list details linked to the Inspection type, named on the row.

By Inspection Type		Due Status				Workflow				Approvals				Findings				Actions		
Class Inspections																				
ILO Inspection																				
Internal ISPS Audit																				
Marpol Inspection	2							1				1	1	1			1			2
SIRE Inspection	3		2	1				2				1	1		2	6	1	1	1	5
Sum:	5		2	1				3		1	1	1	1	1	1			2	7	

The office system has a drop down in the top menu allowing users to switch the details on the Y axis, and thus allowing users to switch the details to be displayed “By Units” or “By Inspection types”

Within every intersection between the Y and the X axis numbers may appear, these numbers represent the amount of “entities” belonging to the “unit” or “inspection type” on the Y axis, within the X axis column status or type. (Entities in this case can be “Scheduled inspections”, approvals, findings or actions) Clicking in one of these intersections will list the entities in the grid section below.

Selecting the “unit name” or “inspection type name” will list all entities belonging to the selected “unit” or “inspection type”, the different entities are listed on individual tabs.

At the bottom of the Y axis you will find a “Sum” row that will sum up all the columns, showing the total number of entities within that status or of that type, regardless of “unit” or “inspection type”

Inspection Overview – “Due Schedule” section

The “Due Status” section keeps track of the due status for your scheduled inspections and consists of the following 5 columns.



Scheduled: This column will show all scheduled inspections that currently is not due.



Due: This column will show all inspections that are currently considered due. This means all inspections where “today” has entered into the due Window “From” (or pre warning) period.



Overdue but within window: This column lists all inspections where “today” has passed the due date, but not exceeded the set due window.



Overdue: This column will list all scheduled inspections where today has exceeded the due window.



Deactivated: This column will list any scheduled inspection that have for some reason been put on hold.

Inspection Overview – “Workflow” section

The Workflow section keeps track of the what stage the inspections that you have started processing, are currently in. This section consists of the 9 following stages or columns.



Unprocessed: All Inspections that become due, and nobody have started processing will show in this column. So this will serve as the starting point for the workflow process.



Requested/Planned: This will show all Inspections you have started the planning the inspection (the where, when and by whom) If a “request” for an inspector has been recorded, the status text will be “Requested”.



Confirmed: This column will show all inspections that have a confirmed plan to be executed. If planning is done on the office side this column will tell the people onboard of the upcoming confirmed inspections.



Started: This column will show all started inspections. When a user start answering any of the questions in the inspection questionnaire or starts recording findings, the inspection will be moved to this status.



Findings Recorded: This column will list all the performed inspections where all findings have been recorded, and the findings are ready to be analyzed.



Ready to submit: This column will show all the inspections where all findings have been analyzed and cause descriptions, suggesting actions and responses have been completed.



Submitted: This column will list all the inspections that have been submitted. The submitted stage will probably apply to external inspections where you will need to wait for a response from the “inspecting party”



Approved : In this column all the currently approved inspections will be listed.



Archived : This column will list all your previous performed inspections

Inspection Overview – “Approvals” section

This section is very similar to the “Due Status” section but this section keeps track of any approvals relating to any of the inspections that you have in your system. “Approvals” can have their own expiry interval and expiry dates. The section consists of the following columns:



Valid: This column will show all valid approvals. (not expired).



Due: This column will show all approvals that are currently considered due. This means all approvals where “today” has entered into the due Window “From” (or pre warning) period.



Overdue but within window: This column lists all approvals where “today” has passed the due date, but not exceeded the set due window.



Expired/No Approval: This column will list all scheduled approvals where today has exceeded the due window and required approvals that has not yet been approved.



Deactivated: This column will list any approvals that have for some reason been put on hold.

Inspection Overview – “Finding” section

The finding section shows you all your findings, most of the columns in this section represent a “type” and not a “status”. Only open findings are displayed distributed in the different findings types. Once they are closed, they are collected in the “Closed”/”Archived”. The finding types are based on the findings severity. This section consists of the following columns



Major non-conformity



Minor non-conformity

-  **Observation**
-  **Opportunity for improvement**
-  **Other**
-  **Archived / Closed**
-  **Noteworthy effort**

Inspection Overview – “Action” section

The action section will list all the actions that have been added to the system in relation to any of the findings linked to any of the inspections. The section consists of the following columns

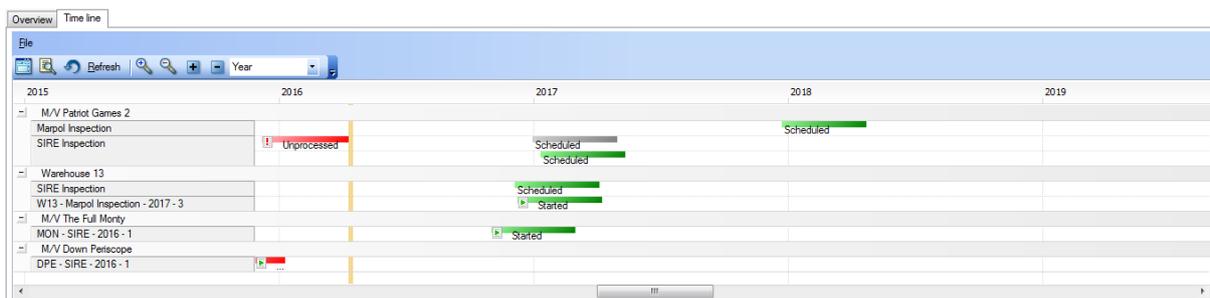
-  **Open (Due):** This column will list all “Due” actions.
-  **Open (Overdue):** This column lists all the overdue actions
-  **Closed:** This column will list all actions that have been signed out.

Inspection Overview – “Jobs” section

-  **Scheduled corrective jobs:** This column will list all jobs linked to any of the actions.
-  **Overdue scheduled corrective jobs:** This column lists all the overdue jobs linked to any of the actions.
-  **Signed out corrective jobs:** This column will list all job history linked to any of the actions for corrective jobs that have been signed out.

Inspection Overview – “Time Line” tab

In the top left hand side of the Inspection overview top section, you will find a tab called “Time line”. This time line refers to the scheduled inspection, and will show you graphically when the different inspections will become due and the inspections due “window”. The drop down “By Unit” and “By Inspection type” will also have an effect on this view, as it will group the inspections on “unit” or “type”. You can adjust the resolution for the time line between weeks, months and years, using the selector in the menu. The Yellow vertical line represents “Today”.



Inspection workflow

Planning and requesting inspections

Once the inspections have been scheduled, the scheduled inspections will become “Due”.

“Due” inspections will appear in the  “Due” column found in the “Due Status” section of the Inspection Overview module. However, you will find all currently due inspections in this column

including Inspections you have already started processing. The easiest way to identify Inspections that have not been processed is to look in the column  “Unprocessed”, in the “Workflow” section.

How to start planning a scheduled inspection?

Once the Inspection appear in the column  “Unprocessed”, in the “Workflow” section, you should start planning your inspection. You do not necessarily need to wait until it becomes due and appear in this column, you can start the planning while it is still found under “Scheduled” if you need or wish to. Regardless the process to start planning is the same and is done in the following manner:

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and select the Inspection you wish to start planning in the lower section.
3. Click on the  “Plan Inspection” button (the form shown below should appear)
4. Fill in the planning details:
 - a. **Inspection title:** This is field is filled in by the system automatically.
The automated title is created using the following mask:
[Unit code] – [Inspection Name] – [Due Year] – [Current month] (PAT–SIRE–2016–4)
The text can be altered if desired, the name is just a suggestion.
 - b. **Inspecting Company:** This is the company that you plan to use to perform the inspection. If it is an internal inspection, make sure your own company is available in the list of inspecting companies (ref.....)
 - c. **Inspector:** Once you have selected an inspecting company, all recorded contact persons for that company will be available as the performing inspector.
 - d. **Planned inspection date:** Select the date you plan the inspection for.
 - e. **External No:** You most likely have not an external reference number for this inspection at this point. So you should leave it blank for now, but this would be the field to save it once you receive it.
 - f. **Port:** Here you may select the port you plan to perform the inspection. (ref...)
 - g. **Operation:** Specifies the type of operation your unit will be performing during the inspection.
 - h. **Comments:** Here you can put any additional comments for yourself or other user regarding the planned inspection.
5. Click [Save and Close]
6. The Inspection status has now changed to “Planned”.

The screenshot shows a software window titled 'New TmInspection'. The window has a menu bar with 'File' and 'Status'. Below the menu bar is a toolbar with icons for 'New', 'Save and Close', and 'Close'. The main area contains a form with the following fields:

- Inspection Title: PAT - SIRE Inspection - 2017 - 4
- Inspecting Company: [Empty field with dropdown arrow]
- Inspector: [Empty field with dropdown arrow]
- Planned Inspection date: 11.04.2017 (dropdown menu)
- External no.: [Empty field]
- Port: [Empty field with dropdown arrow]
- Operation: [Empty dropdown menu]
- Comments: [Empty text area]
- Inspection no.: [Empty field]
- Status: ? Planned
- Current due date: 14.04.2017 (dropdown menu) with a 'Scheduled' button
- Unit: M/V Patriot Games 2
- Type: SIRE Inspection
- Category: Audit

Inspection planning form

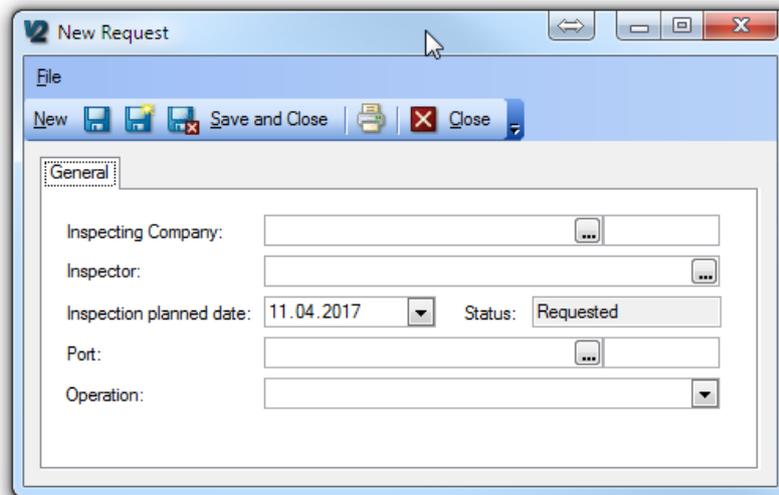
How to record an inspection request?

For external inspections you may need to send a request to an inspecting company, and in order to keep track of these requests, you can enter their details on the inspection in question. Here is how to do it.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection you wish to enter request details for.
3. Click the  [Register Request] button, found in the form's menu bar.

If you have entered planned details for the inspection as described in the previous chapter, you will see the "New Request" form has copied the details. If you have not entered any details the form will be empty. But either way you can edit it. (An example of the form is shown below)

4. Enter the "request details".
 - a. **Inspecting Company:** This is the company that you have / will send a request to to use to perform the inspection.
 - b. **Inspector:** If you request a certain person to perform the inspection, you can select him from the list of inspection company contacts. If you do not, leave the field empty.
 - c. **Planned inspection date:** Select the date you have made the request for.
 - d. **Port:** Here you select the port you request the inspection to be performed in.
 - e. **Operation:** Specify the type of operation your vessel will be performing during the inspection.



5. When the request is saved the inspection workflow status is changed to “Requested”

There is no limit on how many requests you can record on one inspection, so if you give the inspecting company optional dates and ports where the inspections can be performed, you can record them all, as optional requests.

How to confirm or a scheduled inspection?

If you request someone to perform an inspection on your vessel you will at some point receive a confirmation on your request. If you have recorded your request or even if you have not, you can record this on the inspection. Here is how:

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection you wish to confirm details for.
3. Click the  [Confirm Request] button, found in the form’s menu bar.
4. You will now confirm the planned inspection, and depending on what information you have previously entered on this inspection as described in the two previous chapters, slightly different scenarios will occur.
 - a. If no request has been recorded, the system will assume that you confirm your planned details, and update the inspection status to “Confirmed”
 - b. If only one request has been recorded, the system will assume that this request has been confirmed.
 - c. If more than one request has been recorded, the system will ask you to select which request you are confirming.
5. If the details in the confirmed request are the same as the filled in details for you plan, the inspection workflow status is updated to “Confirmed”. If the confirmed request differs in any way, with the details entered as planned, you will be asked to confirm that you wish that the details from the “request” will update your recorded planned details.

How to record an inspection request rejection?

Sometimes your plans do not align the external inspectors plans and your requests for external inspections are rejected. In order for you and others to keep track of requests that are rejected this could be useful to record in TM Master v2. Here is how it’s done:

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection you wish to record the rejection for.
3. Click on the “Requests” tab
4. Select the request that have been rejected.
5. Click the  [Reject button]

How to un-confirm confirmed inspection?

Sometimes plans change, a confirmed inspection may for some reason be postponed. This can also be recorded in TM Master v2 in order for you and others to keep track and stay informed.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection you wish to un-confirm.
3. Click The  [Cancel Confirmation] button
4. Workflow status will now be set back to “Planned”, and you can now re-plan and register new requests for inspections.

Performing Inspections

The procedure of performing the inspections may differ depending on if it’s an internal inspection or an external inspection, but it will be more a practical difference as the functions that will be described are available regardless of inspection type. We will try to point out the different variants of the use of the system along the way. In a previous chapter we described the process of creating an Inspection type, where we explained how you could include all the questions as part of the inspection type. Recording all question will save time for the people performing the inspections, recording the answers and creating any findings that are found, during it.

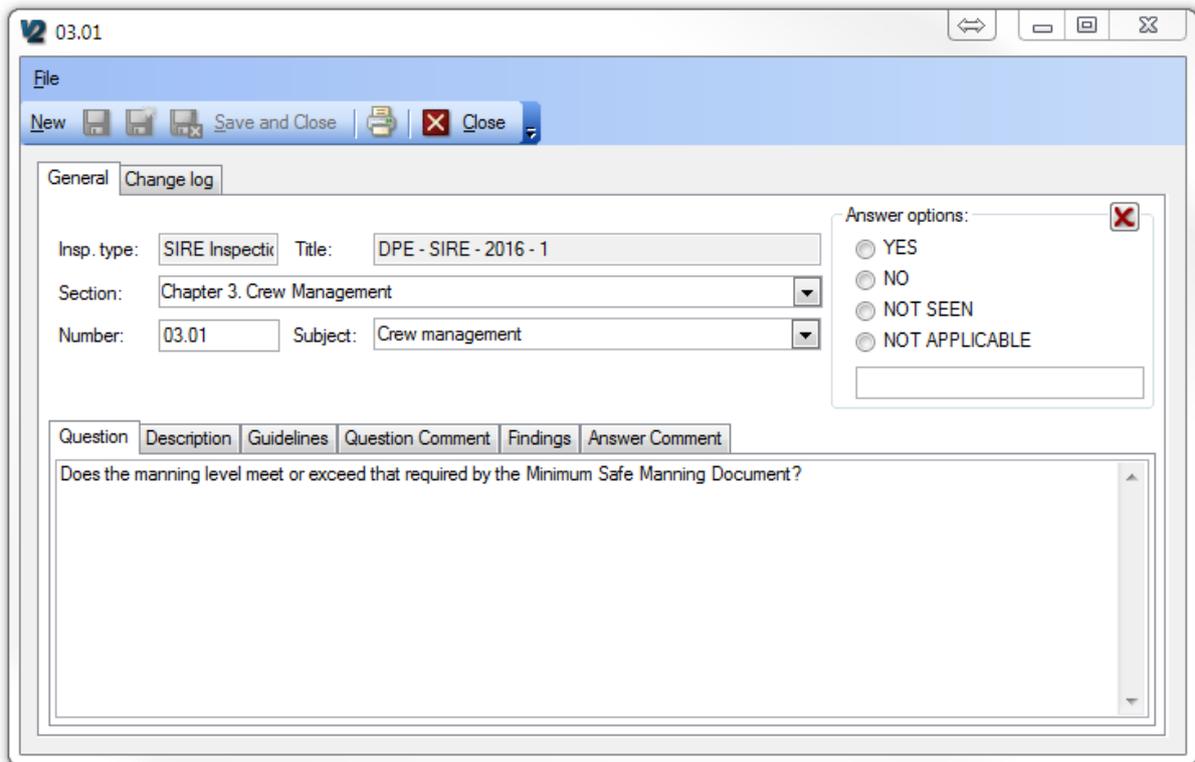
How to record answers to a planned inspection?

To start recording answers for the inspection questions do the following.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection you wish to start recording answers for. (It will most likely be found in the “Confirmed” column Under the “Workflow” section in the Inspection Overview module.
3. Click the “Questionnaire” tab.
4. If the questions have been numbered properly, you should be able to sort the Questions on “Question number” by clicking the column head “Question no”. Another tip is to group the question on “Chapter” using the grid “grouping” tool.
5. Double click the question you wish to record an answer to.
6. Fill in your answer details.
 - a. **Answer options:** You can select one of the following answer options YES, NO, NOT SEEN, NOT APPLICABLE. In addition to this a short answer can be recorded in the text field below, such as a date, quantities etc.
 - b. **Answer comment:** If more text is required for the answer, this can be put in the text field found on the “Answer comment” sub tab, and you can refer to it in the “short answer”, I.E. “See answer comment”

7. **Findings sub tab:** If a “finding” is found to this question, this can be recorded on the findings tab. More details on how to record findings is found in the next chapter.
8. The other details in this form is not available for edit. If changes are to be made to these, it must be done in the questionnaire on the “inspection type” discussed earlier in this document.

If you for some reason need to remove the selection made under the “Answer options”, you can click the  “Red X” up on the right hand side of the answer option group.



The screenshot shows a software window titled "03.01" with a menu bar containing "File", "New", "Save and Close", and "Close". Below the menu bar are two tabs: "General" and "Change log". The "General" tab is active and contains the following fields:

- Insp. type: SIRE Inspectio
- Title: DPE - SIRE - 2016 - 1
- Section: Chapter 3. Crew Management
- Number: 03.01
- Subject: Crew management

To the right of these fields is a section titled "Answer options:" with a red "X" icon in the top right corner. It contains four radio button options:

- YES
- NO
- NOT SEEN
- NOT APPLICABLE

Below the "Answer options" section is a table with the following tabs: "Question", "Description", "Guidelines", "Question Comment", "Findings", and "Answer Comment". The "Question" tab is active and displays the text: "Does the manning level meet or exceed that required by the Minimum Safe Manning Document?"

How to record findings on questions in the inspection?

Once in a while the questions or check point in an inspection leads to findings.

There are three approaches to register a finding, and they all lead to the same goal.

These are:

A. From the question:

- A.1. Open the question as described in the chapter above
- A.2. Click the “Findings” sub tab on the question form
- A.3. Click  [Add finding]

B. From the Inspection Questionnaire tab

- B.1. Open the inspection
- B.2. Click the “Questionnaire” sub tab
- B.3. Select the question you wish to record the finding for.
- B.4. Click the  [Add finding] button.

C. From the Inspections Findings sub tab.

- C.1. Open the inspection
- C.2. Click the “Findings” sub tab.
- C.3. Click the  [Add finding] button.
- C.4. Then select the question you wish to create the finding for in the question picker form.

If the questionnaire for the inspection is empty, you will need to first add the question to the inspection, and then enter the finding. To record a question to an inspection, do the following.

D. Adding the question first, then the finding.

- D.1. Open the Inspection
- D.2. Click the “Questionnaire” tab
- D.3. Click the [New] button on the left hand side of the grid menu.
- D.4. Enter Question details.
- D.5. To record a finding to the question any of the above approaches may be used, but option B would probably be the quickest approach.

Regardless of the selected approaches all procedures will at the end open the finding form. Enter the finding related details in the available fields.

Finding type: Select the severity rate or type of the finding. This list is predefined with TM Master and has the following options.

-  **Major non-conformity**
-  **Minor non-conformity**
-  **Observation**
-  **Opportunity for improvement**
-  **Other**
-  **Noteworthy effort**

Finding Description: Here the description of the finding can be entered, or copied to from an external inspection report.

Response tab, immediate response: If the crew makes an immediate response to the finding, correcting a problem there and then, this can be recorded here. The “subsequent” response is reserved for a more permanent response to the finding.

The other tabs and fields available are more related to the processing of the finding. There is nothing wrong to enter the information as part of the finding registration if available but for the purpose of this user manual, the processing of the finding is discussed in the next chapters.

The “Findings Recorded” status

When all findings have been registered on the inspection, switching the workflow status from “Started”  to “Findings Recorded”  can be used as a cue to start processing and analyzing the findings.

Processing findings

After a performed inspection you may end up with a list of findings that needs to be dealt with. You need to find and record the cause of the finding, which most likely lead to a list of actions to remedy the finding and avoid it in the future. And you may need to create some sort of response to the finding.

How to add an immediate cause to a finding?

To be better able to make the correct decision on what to do with a finding, describing the cause of it is a good starting point. TM Master v2 can record “immediate causes”, and “system causes”. The “immediate cause” would be the most apparent ones. I.E: “The reason for the finding was that the documentation was not available”. Here is how you record an immediate causes found during the analysis of the finding:

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection with the findings you wish to process.
3. Click the “Findings” tab
4. Locate and double click (open) the finding you wish to process.
5. Click the “Cause” tab.
6. Click the  [Add Immediate Cause] button
7. Fill in the “immediate Cause” details
 - a. **Name:** Enter a Cause description name
 - b. **Type:** Select a “Cause type” from the “immediate cause” types. Please refer to chapter on cause types for additional details on how to configure them.
 - c. **Related to:** For immediate causes this field will not be available. Please refer to the chapter next chapter on adding “System Causes” for more details on it.
 - d. **Main Cause:** If this is to be considered the main cause for the finding, you can tick this check box. Please note only one cause pr. finding can be considered the main cause for it.
 - e. **Cause description:** Enter a description of the cause.
8. The additional fields in the “Cause Categorization” field group, is not possible to alter in this view as it is linked to the “Cause type”, and if alterations are required this must be done in the [Cause type] module

The Cause detail form

How to add a system cause to a finding?

The chapter above described adding the “Immediate causes” for the finding, which is all well and good, but in the example used with the missing documentation, it is not that easy to prevent by taking actions based on the immediate cause description alone. We need to find and describe the reason behind the documents not being available, and this is what TM Master refers to as “system causes”. Since the exercise of asking “Why?” to any reason given may end up system causes explaining system causes, it is possible to add any number of system causes either related to the immediate cause or to another system cause.

The procedure adding a “system cause” is very similar to adding a “immediate cause” Here is how it is done.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection with the findings you wish to process.
3. Click the “Cause” tab
4. Select a previously added “Immediate cause” or “System cause” in the list of causes
5. Click the  [Add System Cause] button
6. Fill in the “System Cause” details
 - a. **Name:** Enter a Cause description name
 - b. **Type:** Select a “Cause type” from the “System cause types”. Please refer to chapter on cause types for additional details on how to configure them.
 - c. **Related to:** This shows information on which other cause this “system cause” is directly related / linked to. It can be an “immediate cause” or another “system cause”. It is also possible to change the cause it relates to by clicking the [...] button and selecting one of the other causes.
 - d. **Main Cause:** If this is to be considered the main cause for the finding, you can tick this check box. Please note only one cause pr. finding can be considered the main cause for it.

- e. **Cause description:** Enter a description of the cause.

How to add actions to a finding?

Once you have analyzed the finding with its cause, somebody will most likely need to do something to correct and/or prevent this becoming an issue in the future. Distributing such tasks or “actions” can be managed by adding actions directly to the finding. Here is how it is done.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection with the findings you wish to add an action.
3. Click the “Actions” tab
4. Click the  [Add action] button.
5. Fill in the details in the action form. (ref image below)
 - a. **Name:** This is for a name or short description for the action
 - b. **Department:** The “Department” that will be responsible for the action. All crew members with a crew type linked to this department will be able to see this action in their personal “Dashboard” if you will as actions assigned to their department.
 - c. **Crew Type:** The assigned crew type that should perform the action, all crew members of this type will be able to see this action in their personal “Dashboard”, as actions assigned to their crew type.
 - d. **Crew:** This will be the specific crew member, user (or contact) that will be responsible for this action. Users or Crew member selected will see this action in their personal “Dashboard” as assigned specifically to him or her.
 - e. **Category:** Assign a category for this action
 - f. **Type:** Is this considered a “Preventive” or “Corrective” action?
 - g. **Priority:** Assign the appropriate priority
 - h. **Deadline:** Assign a deadline/ due date for this action.
 - i. **Action Task:** Enter the description for the action to be performed

The remaining fields can’t be altered in this form and serve only as additional information:

- j. **Due Status:** All actions are considered “Due”, until they are considered “Overdue”
 - k. **Done Status:** When a user starts signing out the action, he/she may indicate their progress as percent done, and it will show in this field.
 - l. **Unit:** Is of course the unit/vessel the action is to be performed, which will of course be the same unit that has performed the inspection.
 - m. **Source type:** Actions can so far be linked to either “Inspections”, “Incidents” or “Observations”. This field will show which of the tree the action stems from.
 - n. **Source:** Will show the number for the exact “inspection”, “Observation” or “Incident”, that this action stems from. The [...] button at the end will open the source Incident, Inspection or Observation.
6. The Action form also has a document tab, so if any additional document or files are relevant to the action, this can be attached here.
 7. By clicking the [Send notification] button in the top of the action form will allow you to send an email with the action details to whoever you require to notify. (This function does require TM Master v2 to be configured to connect to a mail server, if it should send external emails, otherwise it will only be sent as an internal TM Master email.

Action form

How to use initial and subsequent response?

When you find, during your inspection, a finding either it is an internal or external one you will in most cases do something in order to correct the issue. You might be able to do something at the time of the finding to fix the problem short term that will satisfy any inspectors, but you might need to also solve the issue long term, and they may expect a later response from you in order for you to close the finding.

The tab on the finding form “Response” is available for you to record your initial and subsequent response to the inspectors. Once you are done with typing your response, you can “tick” the response ready check box which will, first of all “write protect” it. Only users with the user right to lock responses are able to unlock and edit them. However, it also serves another purpose as it gives you an easy overview of which findings have been dealt with, and which are still under work.

The “Ready to Submit” status

When you have added all the required actions and entered your responses you will be “Ready to Submit” your responses, to the inspecting entity. You should then change the inspection status to “Ready to Submit”. When you click the [Ready for Submit] 👍 button, the system checks that all your responses has been ticked as “Ready”, and inform you if any of them are not. This check is done so that you don’t submit uncomplete responses, by mistake, to the inspecting entity.

How to close a finding?

When you are done with the processing a finding and all actions linked to it has been signed out as done, you may want to mark the findings as closed.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click (open) the Inspection with the findings you wish to close.

3. Click the  [Close finding] button

When you click the [Close] finding button you will be notified of any still open actions and “not ready” responses and you will be asked to confirm that you still wish to close the finding. Any “Actions” still open will remain open until signed out, so closing a finding with open actions is allowed by the system, but as business rule it would be better to make sure all actions has been performed before closing the finding.

How to submit the inspection responses?

Once all findings have been dealt with, you will need to report back to the inspecting party with your responses and details on how you have dealt with them, in order to get an approval/acceptance of the inspection.

The actual submit of the Inspection responses, is not performed by the system automatically. But in order to make it easier for you to do the reporting a report listing all findings with responses is available. It is called “Inspection Findings & Comments. This report may be used as it is as an attachment, or you can use it as a source for copy and pasting if the submittal is done using a web portal etc.

Inspection Findings & Comments		TM Master V2	
MON-INSP-2016-1000-SIRE		M/V The Full Monty	
Report date: 05-jul-2016		Total: 3 Page(s)	
Question Chapter			
Inspection No: MON-INSP-2016-1000-SIRE	Inspecting Company: Statoil Norge AS	External Inspection No:	Inspection date: 05.06.2016
Inspection Title: MON - SIRE Inspection - 2016 - 5	Inspector:	Location: Ålesund Port	
Question No.: 02.01.003	Question: - Document of Compliance (DoC). Is it valid and have the annual and intermediate surveys been carried out within the required range dates.?	Yes No NS NA <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Short Answer:
Finding No.: F01	Finding Description: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean vel dolor eu ipsum semper congue vitae eget libero. Donec sodales, augue ut faucibus fermentum, odio nisi pharetra ex, ac elementum erat mi sit amet nisi. Duis posuere nec arcu a fermentum. Aliquam egestas lacus nec ex placerat varius. Nulla aliquet, nisi a scelerisque pharetra, mauris eros tempus quam, ut dictum elit lacus ac purus. Nunc eget pellentesque sem. Vestibulum varius felis in dolor faucibus, eget viverra lectus porttitor. Nulla vestibulum magna metus, at imperdiet ligula interdum ac. (Minor NC)	NC Rating:  Minor non conformity	
Initial response: <input checked="" type="checkbox"/> Ready <i> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean vel dolor eu ipsum semper congue vitae eget libero. Donec sodales, augue ut faucibus fermentum, odio nisi pharetra ex, ac elementum erat mi sit amet nisi. Duis posuere nec arcu a fermentum. Aliquam egestas lacus nec ex placerat varius. Nulla aliquet, nisi a scelerisque pharetra, mauris eros tempus quam, ut dictum elit lacus ac purus. Nunc eget pellentesque sem. Vestibulum varius felis in dolor faucibus, eget viverra lectus porttitor. Nulla vestibulum magna metus, at imperdiet ligula interdum ac.</i>			
Subsequent response: <input checked="" type="checkbox"/> Ready <i> Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean vel dolor eu ipsum semper congue vitae eget libero. Donec sodales, augue ut faucibus fermentum, odio nisi pharetra ex, ac elementum erat mi sit amet nisi. Duis posuere nec arcu a fermentum. Aliquam egestas lacus nec ex placerat varius. Nulla aliquet, nisi a scelerisque pharetra, mauris eros tempus quam, ut dictum elit lacus ac purus. Nunc eget pellentesque sem. Vestibulum varius felis in dolor faucibus, eget viverra lectus porttitor. Nulla vestibulum magna metus, at imperdiet ligula interdum ac.</i>			

Example of the “Inspection Findings and Comments” report.

How to approve an inspection?

Once all responses have been submitted you hopefully at some point receive an approval or acceptance for your inspection. The Inspection can then be set to workflow status “Approved”. Here is how to approve an inspection.

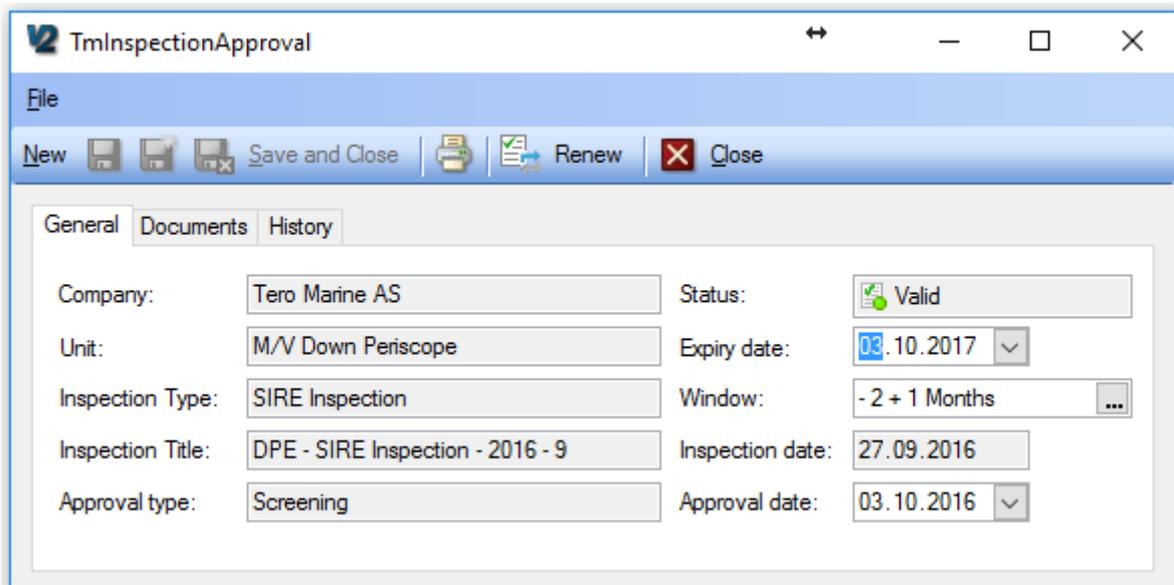
1. Click the [HSSEQ] → [Inspection Overview]
2. Locate and double click the inspection you wish to mark as “Approved”, you will find the inspections that can be [Approved] in the “Response submitted” column in the Overview.
3. If an inspection of the same inspection type is currently also approved, you will be asked if you wish to archive it
4. The inspection has now been set to “Approved”

How to add an inspection approval\acceptance on and inspection?

Once you have received and “approval” \“acceptance” of your inspection, you can add the approval with an expiry date, on the inspection or renew it if the approval has already been added.

Here is how to add an approval/acceptance

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click the Inspection you wish to add an “approval”/”acceptance” to
3. Click the “Approvals” tab
4. Click the [Add Approval] button.
5. Select the company from the company list.
(the addresses listed here are contacts marked as “Inspectors”)
6. Then fill in the approval details
 - a. The **Expiry date** for the approval
 - b. The **window** of approval/acceptance renewal
 - c. And the date of the received approval/acceptance



The screenshot shows the 'TmlInspectionApproval' application window. The 'General' tab is active, displaying the following fields:

Company:	Tero Marine AS	Status:	Valid
Unit:	M/V Down Periscope	Expiry date:	03.10.2017
Inspection Type:	SIRE Inspection	Window:	- 2 + 1 Months
Inspection Title:	DPE - SIRE Inspection - 2016 - 9	Inspection date:	27.09.2016
Approval type:	Screening	Approval date:	03.10.2016

7. The “Approval type” is set based on who was selected as the “Inspecting company”.
If the “approval company” matches the “inspecting company”, the type is set to Approval
If the “approval company” does not match, it is recorded as a “Screening”
8. You can also attach a file to the approval if required, on the document tab.
(I.E approval document or e-mail)

How to renew an existing approval/acceptance on an inspection?

If a previous approval/acceptance has already been recorded on the inspection, for the company that now has re-approved/accepted this inspection type, here is how to update the Approval/acceptance

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click the Inspection you wish to add an “approval”/”acceptance” to
3. Click the “Approvals” tab
4. Select the approval you wish to renew and click the [Renew] button
5. Select the date of renewal (default value is set to today)

6. Set the Expiry date for the approval. (by default it will be set to today + inspection interval)
7. Set the window for renewal (By default it will use the previous entered window of renewal)
8. Select the "Approval date" (by default set to today)
9. Add a "Renewal remark" if needed.
10. Click [OK]

All previous approvals can be found on the approval "history" tab

How to archive an inspection?

Once all findings and actions linked to an "Inspection" has been closed you may wish to Archive the inspection. Here is how you archive an Inspection.

1. Click [HSSEQ] → [Inspection Overview]
2. Locate and double click the Inspection you wish to archive. The Inspections that can be archived directly are the ones found in the "Approved" column in the overview.
3. Click the [Archive] button.
4. A check is now made by the system to see if the inspection you are about to close has any open findings or actions linked to it. If either an open action or finding is found you will be notified about how many of either type has been found.
5. If no open actions or findings are found the "inspection" will be marked as "Archived"
Any still open actions or findings will remain open until they are closed individually.

How can a user assigned an action find it and sign it out?

Once an action has been assigned to a user he will need to find the action with the system in order to read it and sign it out. As mentioned in item 7. In the last chapter the action form has a [Send Notification] function, which allows for email notification to the assigned users. Users can also find the actions assigned to them using the "Personal Dashboard" found under the [My place] module. Here is how it works:

The screenshot shows the 'My place' Overview (Dashboard) for user Cato Ulveseter. The interface includes a sidebar with navigation options like Fleet, Ship, Inventory, and HSSEQ. The main area displays a summary of 'Active orders' (45), 'Draft' (8), and 'In Progress' (23). It also shows 'Actions' (25) and 'Observations' (6) with sub-categories. At the bottom, there is a table of actions with columns for Unit Name, Action Name, Due Status, Deadline, Done Status, Action Category, Action Type, Action Priority, Responsible De..., and Respor.

Unit Name	Action Name	Due Status	Deadline (Due d...)	Done Status	Action Category	Action Type	Action Priority	Responsible De...	Respor
M/V The Full Mo...	ABC123	Overdue	10.10.2016	0% Done	Write Lesson Le...	Preventive	Normal	Deck	1st Offi
M/V Patriot Gam...	121231231	Overdue	11.10.2016	0% Done	Update documne...	Preventive	Normal	Deck	Captain
M/V Patriot Gam...	Nunc commodo l...	Overdue	06.10.2016	0% Done	Update documne...	Preventive	Normal	Deck	Captain
M/V Patriot Gam...	SADASD	Done	23.03.2016	Complete		Corrective	Normal	Deck	Captain

The "My place" Overview (Dashboard)

1. Click ["User Name" place] → [Overview]
The section shows each individual user's name in the module group name.
2. On the Right hand side in the lower part of the overview the "Action" section can be found.
3. The actions assigned are listed in 4 different groups as can be seen below, the number on the far right indicates the number of actions found within that group. By clicking any of these groups (click the text) a list of the actions within that group will appear below in the form. By clicking the main heading "Actions" all the actions will be listed.

 Actions	25
Assigned to me personally	0
Assigned to my crew type (1st Officer)	2
Assigned to my department (Deck)	6
Closed Actions	19

4. In the list section that appear, you will in the belonging menu find the [Action Done] button to start signing the action out. Users can also double click the actions directly in the grid to open them for details. The [Action Done] button can also be found in the action detail form.
5. In the same menu the [Send Notification] button can also be found and used to notify when action has been done etc.

How to sign out an action?

Once an action has been performed, the action can be signed out, and this is the procedure on how to do it. There is no requirement from the system side that all fields need to be used, and is up to each company's internal procedure and guidelines. This procedure will describe all fields.

1. Double click the action that is to be signed out.
2. If this action will result in a "Corrective action" added to the TM Master Maintenance module it is possible to add this job from the action form. This can be done on the "Job & Job History" tab. For more details, please see the chapter: How to link jobs & job history to actions?
3. Click the [Action Done] button found in the top of the "Action" form.

The screenshot shows a software dialog box titled "Action Done for Action 2". At the top, there is a toolbar with "Save and Close", a printer icon, and a "Sign Out" button with a green checkmark. Below the toolbar, the "General" tab is selected. The form contains several input fields: "Done Status" is a dropdown menu showing "0% Done"; "Done By" is a text field with "Cato Ulveseter" and a selection button "..."; "Signed Out By" is a text field with "Cato Ulveseter"; "Done Date" is a date field showing "21.10.2016"; and "Signed Out Date" is an empty date field. At the bottom, there is a large text area labeled "Action Taken:" which is currently empty.

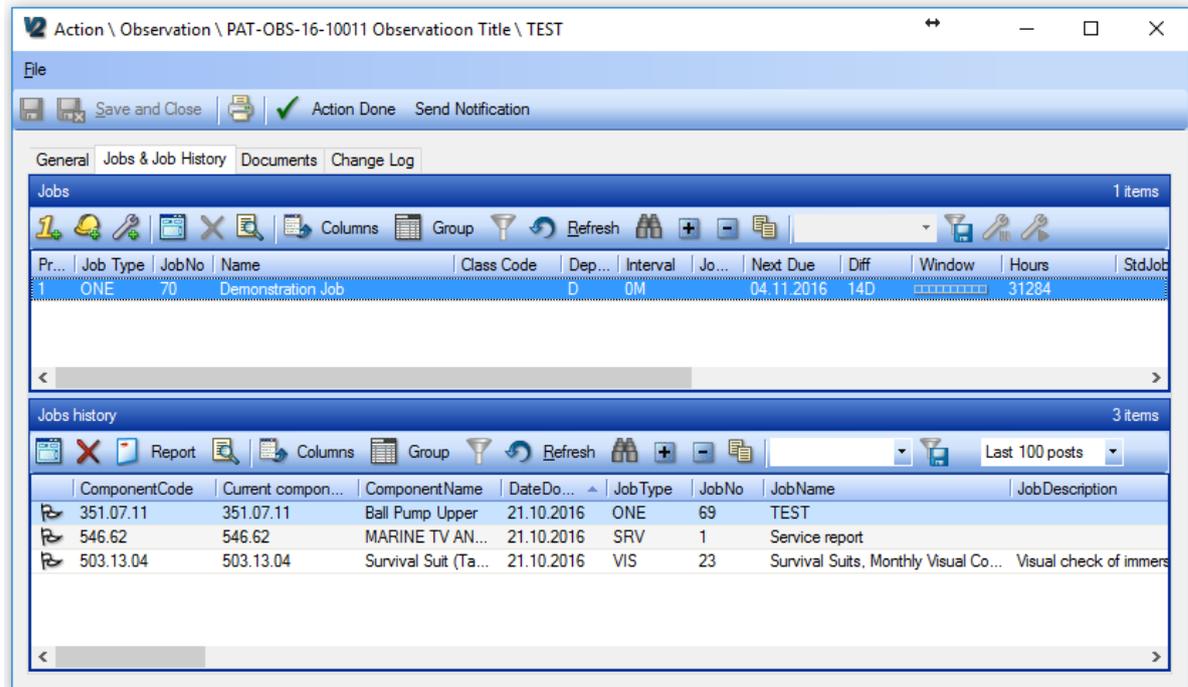
- a. **Done Status:** If the job doing the action has not been completed, this can be indicated by setting a percent done value.
 - b. **Done by:** This should be the user/crew/contact that has actually done the action, by default this is set to the user signing the action out. But by clicking the [...] button at the end of the field you can select a different user/crew/contact.
 - c. **Done Date:** Should be the date the action was performed, by default it is set to today's date but can be set to any previous dates if required.
 - d. **Signed out by:** Will always be the user signing the action out.
(The user who will at the end click on the [Sign out button])
 - e. **Signed Out date:** This will reflect the date when the action is Signed out.
The date the [Signe Out] button was pressed.
 - f. **Action Taken:** Here a short description of the action is added.
4. If the Action is not completed, it is possible to [Save] the current entry, and continue the sign out procedure later. Any previous saved information will appear the next time a user clicks the [Action Done] button for this action. This also allows companies to quality assure the action sign out descriptions prior to sign out. This can be done by only given a limited number of people the user right to actually sign out the action, but regular user can still fill in the "Action done" details, set it to 100% Done, and the manager can then review the information, and then sign it out if accepted.
 5. To Sign out the action click the [✓ Sign Out] button
 6. Confirm the sign out.

How to link jobs & job history to actions?

Some "Actions" created based on observations, Incidents or Inspection findings will also result as a corrective action being added as a Job in the system. By linking the Job to the action, it is possible to keep track of these jobs within the Observation, Incident or Inspection module depending on the

source of the action. They will be shown in the top overview grid in these modules in the section “Jobs”. This is the procedure to link a job or a job history record to an action.

1. Open the action in question
2. Click the “Job & Job history” tab.



3. This view is divided into two sections “Jobs” on top and “job history” below.

4. From here you can perform the following actions:

- a. **Create a new “One Off” job which will be linked to the action**
 - i. Click the [Create One Off job] button
 - ii. Select the component you wish to add the One Off job for
 - iii. Fill in the One Off job details
- b. **Add (Create) a “Service Report” if the job has already been done.**
 - i. Click the [Create Service Report] button
 - ii. Select the component you wish to add the service report for for
 - iii. Fill in the Service Report details
- c.
- d. **Link to an existing job from the due list (One off and regular scheduled jobs)**
 - i. Click [Link to existing job] button
 - ii. Select job from the due list dialog
 - iii. Click [Link Selected]
- e. **Remove an already linked job or job history.**

- i. Select the job you wish to remove the link to
 - ii. Click the [Delete link to job] button
 - iii. This will not delete the job in the due list, only the jobs link to the action.
5. The “One off jobs” and “Service Reports” are created as normal maintenance jobs and service reports, the details on the procedure for this can be found in the TM Master User manual.

