

ISSA Quality Standard 2010 President's Foreword

I am delighted to introduce to you the ISSA Quality Standard 2010 – a completely revised, expanded and updated industry standard that sets the bench-mark for quality operations in the global ship supply industry.

Since the initial ISSA Quality Standard was introduced nearly 5 years ago, a large number of ISSA Members have qualified under this Standard demonstrating their commitment, not only to their customers, but also to our industry.

The number of applications is increasing year on year and if you are applying to become an Associate Member of ISSA, then it is mandatory for you to gain the Quality Mark before your application can succeed. Many countries are also using these criteria when new members are applying to join their National Association.

The revision of the ISSA Quality Standard covers the upgraded ISO 9001 quality system and in addition, we have incorporated the relevant elements of other ISO Standards covering food hygiene and environmental issues. We have also taken into account the relevant issues published by the WCO leading towards certification covering the AEO status. Companies moving towards full AEO status will have already met many of such requirements if they have qualified to the ISSA Quality Standard and received the ISSA Quality mark.

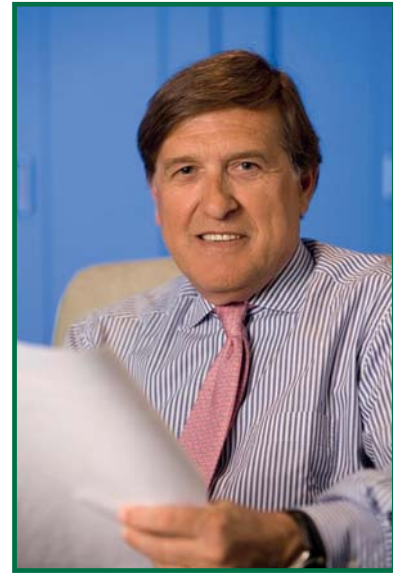
ISSA launched its Green Initiative in 2009 to assist Ship Owners and Ship Managers to minimise excessive packaging involving ship supplies. We continue to draw attention to the hazards Ship Suppliers face if they become involved in handling waste products from vessels. Many of such products have an environmental issue attached to them and this has to be resolved by the Ship Supplier when disposing of such waste material.

Finally it is my great pleasure to thank the Secretary-General of the World Customs Organisation and the President of Intermanager for their positive views expressed in the following pages of our ISSA Quality Standard 2010.

I urge all ISSA Members to adopt the ISSA Quality Standard 2010 in their ship supply operations.

Jens Olsen
ISSA President





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Ref: 003/2010

15th July 2010

ISSA quality Standard 2010

Dear Jens

Thank you very much for sending us your upgraded ISSA Quality Standard, I am pleased to see it completed. We at InterManager are impressed with your continuous efforts to improve standards of service of your members. We are very pleased to see that recommendations and suggestions made by InterManager have been incorporated into the new version of the ISSA Quality Standard.

I am sure that compliance with the improved ISSA Quality Standard will help and assist those involved in the logistics chain for the benefit of the shipping industry especially ships managers and owners. It is very encouraging to see that ISSA is determined to continuously improve standards of services provided. Only by keeping abreast with latest developments and learning from experiences gained through careful analysis of own operations can assure achievement of the highest possible standard of service.

InterManager is very pleased with present co-operation with ISSA and its members and looks forward to further fruitful years of co-operation and mutual trust.



*Roberto Giorgi
President, InterManager*



ISSA Quality Standard 2010

The World Customs Organization (WCO) is delighted to note the progress the ISSA has made in upgrading its ISSA Quality Standard 2010.

The relationships between Customs administrations and companies involved in ship supply have never been more critical. Vessel delays cost considerable amounts of money. Initiatives such as the ISSA Quality Standard 2010 are important building blocks to ensure high levels of trust exist between Customs and Industry. The nature of the ship supply business is a unique one. Members of ISSA routinely import and export goods without the payment of Customs charges and generally have unfettered access to Customs-controlled areas such as wharves and bonded stores, so they can go about their lawful business. As a direct consequence, it is not unreasonable of Customs to expect in return high levels of voluntary compliance with Customs and other legislation.

The ISSA Quality Standard 2010 clearly demonstrates ISSA Members' commitment to comply with all statutory requirements and to play a leading role in both facilitating the needs of the maritime industry while meeting the international and domestic requirements associated with vessel, port and supply chain security.

The ISSA Quality Standard 2010 provides a sound basis at a global level to guide national Customs administrations and ISSA Members in dialogue on appropriate procedures and processes to ensure compliance with controls, but also equally importantly to ensure the rapid facilitation of the legitimate requirements of Industry with minimum intervention and 'red tape'.

The active involvement of ISSA in WCO issues is highly constructive and greatly appreciated. I look forward to this relationship developing further in the future.

Kunio Mikuriya,
Secretary General,
World Customs Organization.

A handwritten signature in black ink, reading "Kunio Mikuriya". The signature is written in a cursive style and is positioned above a horizontal line.



ISSA QUALITY STANDARD 2010

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Approved by	President
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1. Overview

1.1 General

The adoption of a quality management system must be a strategic management decision by individual ISSA members.

The compliance of the quality management system requirements specified in this ISSA Quality Standard is complementary to providing an excellent service to Customers.

This Standard will be used to assess each Company's ability to meet Customer, regulatory and ISSA's own requirements and in due course the full implementation and certification process.

The quality management principles stated in ISO 9001, ISO 14001, ISO 22000, ISM and the ISPS Codes have been taken into account during the development of this unique ISSA Quality Standard.

1.2 Certification

An initial audit assessment will be carried out on each ISSA Member based on this Quality Standard using the unique control document. This assessment may be carried out by or through the Quality Executive appointed by the ISSA Board and may be carried out directly, or by self audit by the ISSA Member. Each member's completed assessment will be checked by the ISSA Quality Executive against the Standard Control Document. Subject to the ISSA Member achieving the minimum level of 70%, the member will be awarded the ISSA Quality Certificate and a unique logo will be entered against his name in the ISSA Register and on the ISSA website. This logo will demonstrate to any third party that the individual ISSA Member has met the minimum Quality Standard approved by the ISSA Board.

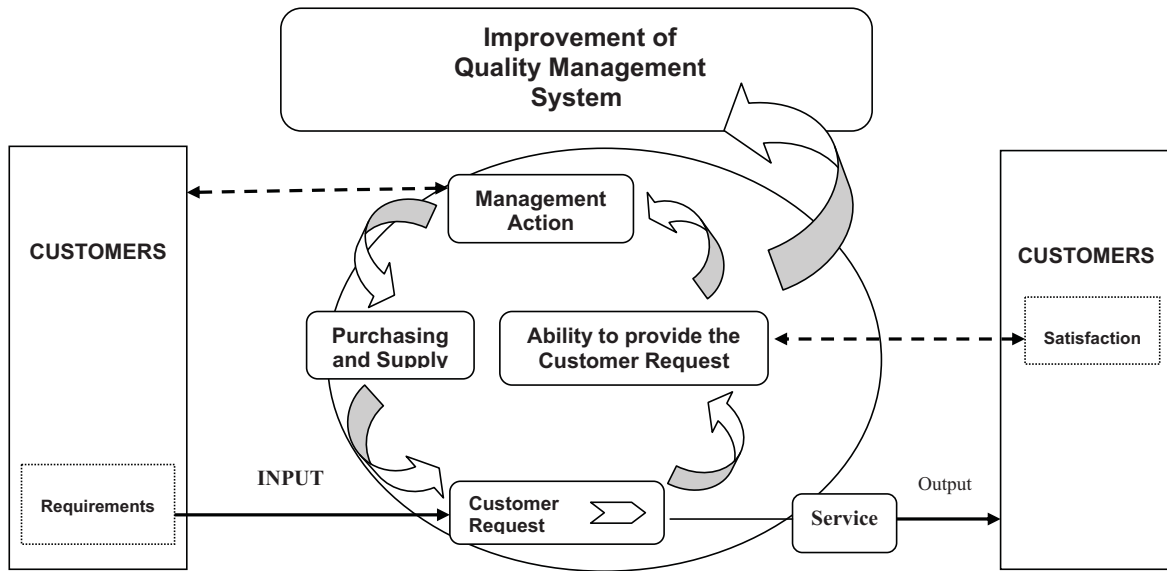
The Quality Certificates are individually numbered, last for five years and are subject to an annual surveillance audit. The certificate at all times remains the property of ISSA and in the event of sub-standard performance by the ISSA Member, it may be withdrawn.

All returns are highly confidential and are not disclosed to any third party.

In the event that an ISSA member does not meet the minimum level on the Control Document, he will be advised where shortcomings have been identified in order that he can improve this area. He may then be subject to a re-audit once the improvements have been implemented.



SCHEMATIC QUALITY PROGRAM



The figure above is similar to that used in the ISO 9001 standard and should be adopted as a principal by all ISSA members. It has been somewhat simplified to meet the requirements of the Ship Supplier and the ship supply industry.

This ISSA Standard has also taken into account the key requirements of the ISM Code, ISPS Code, ISO 14001-2004 covering Environmental Aspects and ISO 22000-2005 covering the Food Supply Industry. Only the key parts of these Codes and Standards, which are directly applicable to the ship supply industry, have been taken into account, ensuring that such requirements are part of the routine operations of the applicable ISSA member. The requirements applicable to the Food Supply Industry will be identified on the audit control document and highlighted in a separate section in “red”. ISSA members, who have applied for the Quality certification, but are not involved in the food supply business, will not have to conform to these requirements and this will have no effect on their overall assessment score.

In addition, the guideline requirements of an Authorised Economic Operator (AEO), as identified by the World Customs Organization (WCO) and the agreement at the Kyoto Convention, have been taken into account where applicable.

1.3 Relationship with ISPS Code

The ability of the Ship Supplier to follow the security requirements required directly by the ISPS Code will have an increased benefit to the Supplier’s operations on the Quality front and members should consult the separate document covering the ISPS Guidelines, as published by ISSA.

1.4 Relationship with ISM Code

The ISM Code does not make any direct reference to the ship supply industry and is primarily involved in “safety aspects”. However “safety” goes hand in hand with “quality” and the overall purpose of the ISM Code has been taken into account when drafting these guidelines.

1.5 Relationship with ISO Standards 9001-2008, 14001-2004 and 22000-2005

The requirements of the ISO Standards have been identified where they have a direct bearing on the ship supply industry and have been covered in the ISSA Quality Standard for members to follow. Quality standards as applicable to the food industry, covered in ISO 22000-2005, have been highlighted in “red” in both the Standard and on the audit control document.

2. General

The ISSA Standard lays down specific requirements for a quality management system whereby an ISSA Member must meet these minimum levels as identified in this Standard in order to qualify. The key aspects of the system are: -

- a) To demonstrate the Company’s ability to provide the product and service that the Customer requested.
- b) To provide where possible a level of service or standard of product that at least meets the Customer’s requirements and preferably at a higher level than that requested by the Customer.
- c) To ensure that the regulatory requirements of the ISPS Code are complied with.
- d) To ensure that regulations laid down in the country of origin and the country of supply are followed.
- e) Many of the requirements in the ISO Standards are similar in context and where this applies, a single statement or requirement is laid down. Sometimes, the wording may be slightly different in separate ISO standards but providing the goal is similar, a common phrase is used to cover more than one standard.
- f) Each Company shall draw up, implement and monitor a policy covering “Quality, Environmental Aspects, Safe & Secure procedures” in all aspects of the business.

2.1 Food Supply Industry

The following requirements are specifically identified for companies involved in the supplying the cruise industry with provisions:-

- a) To plan, implement, operate, maintain and update a food safety management system aimed at providing products that, according to their intended use, are safe for the consumer.
- b) To demonstrate compliance with applicable statutory and regulatory food safety requirements.
- c) To evaluate and assess customer requirements and demonstrate conformity with those mutually agreed customer requirements that relate to food safety, in order to enhance customer satisfaction.
- d) To effectively communicate food safety issues to their suppliers, customers and relevant interested parties in the food chain.
- e) To ensure that the organization conforms to its stated food safety policy.
- f) To demonstrate such conformity to relevant interested parties.
- g) Companies who deal extensively in the food supply business should seriously consider meeting the full requirements of ISO 22000:2005 and to implement a HACCP plan

3. *Application*

All requirements of the ISSA Standard are applicable and must be met by all Companies, regardless of size and location and no exclusions are permitted.

However, companies who are not involved in the supply of provisions, need not conform to the specific areas marked in “red” throughout this standard.

4. *Definitions*

Company means the ISSA member regardless of his status as a “Full” or “Associate” member.

Customer means the client who has requested the service either directly or indirectly to the Company. This could be the Owner, Manager, Charterer, Ship, Agent or any other body representing the ship.

Product covers the goods or services being provided to the Customer by the Company.

Environment covers the surroundings, air, water, land, natural resources, flora, fauna, humans and their interrelation.

Environmental Aspects covers any element, activity, products or services that interact with the Environment.

Environmental Performance is a measure of the results of the management of the “Environmental Aspects.”

Continual Improvement is applicable in all industries and standards and will be a key area to be identified at each audit schedule.

Food Chain is the stages involved in production, processing, distribution, storage and handling of food from production through to consumption.

Food Safety to ensure that food will not cause harm to the consumer when prepared or eaten according to its intended use.

Control Measure is the action taken to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

5. *Quality System*

5.1 **General Requirements**

The Company shall implement and maintain a quality system and continually monitor its effectiveness to meet the requirements of this ISSA Standard and wherever possible to continually improve his service, operation and systems. The Company shall:

- a) Follow the laid down procedures and ensure that their system is continually meeting as a minimum the ISSA guidelines.

- b) Maintain records so that the system can be checked for accuracy.
- c) Identify key personnel who maintain contact with Customers.
- d) Have an internal checking system to identify all product or service being supplied for any particular order.
- e) Ensure that all staff employed are aware of the need to comply with Customer requirements.
- f) In the event of any deficiencies of product or service, to institute a review to determine the shortcomings and to implement corrective action.
- g) Maintain communication with the Customer throughout the delivery period.
- h) If any part of the service or supply is passed on to a third party, to ensure that such third party follows the same standard as the Company.
- i) To ensure that full and proper documentation is provided to the Customer for each item being supplied and in the event that legal documentation (such as certificates etc) are required, that such documents are sent in a secure method to the Customer.
- j) To at all times work on the basis of “PLAN, DO, CHECK, ACT”. This will ensure a constant simple operational procedure will always be followed leading to a quality operation.
- k) to ensure that the organization conforms to its stated food safety policy,
- l) to plan, implement, operate, maintain and update a food safety management system aimed at providing products that, according to their intended use, are safe for the consumer.

5.2 Control of Records

Records shall be identified and maintained to ensure the efficient operation of the quality system. Records shall be maintained for a period as determined by the Company or by legal requirements.

Sufficient records as determined by the Company shall be maintained in order to demonstrate conformity with all 13 sections of this Standard and to meet requirements of the various Codes and Standards identified in this document.

6. *Management Commitment*

The key aspect of having a well-run quality system is by demonstrating to all staff and to Customers that Senior Management is committed to running a system with a strong quality emphasis. In order to demonstrate this, it is important to:-

- a) Have a written Quality/Security/Environmental Policy, signed by top management and followed by all staff.
- b) Ensure that all supplies and services provided meets as a minimum the requirements of this standard which covers quality, security, environmental and procedures in addition to customer requirements.
- c) Have a transparent and effective communication link to Customers.

- d) To ensure that food will not cause harm to the consumer when it is prepared and/or eaten according to its intended use.
- e) Sequence of the stages and operations involved in the production, processing, distribution, storage and handling of food and its ingredients, from primary production to consumption.
- f) The food safety policy, with the overall intentions and direction of the organization, is strictly followed.
- g) Consideration should be given to include in the Company's Quality Policy their commitment to "Food Hygiene" and associated quality aspects.

One of the prime considerations is for all staff to have the Customer's needs at the top of their priorities bearing in mind the requirements under the ISPS and ISM Codes and the relevant ISO Standards 9001, 14001 and 22000.

6.1 Planning

In order to operate an effective quality program, it is essential that all individual supply orders are planned and co-ordinated following a standard pattern with checklists as required.

The "PLAN – DO – CHECK – ACT" philosophy is to be strictly enforced.

No orders should be processed without an official order and all goods leaving the premises must be accompanied with the correct paperwork. This will also be a strong requisite for ISPS compliance and in particular if the port of supply is operating at a higher level of security than the normal Level 1. In this context it is essential that a responsible person within the Company have a communications link with the PFSO, SSO and the CSO.

6.2 Responsibility

The structure of the Company should be such that responsibilities for operational aspects are clearly defined and communicated within the Company and that each individual is aware of their relative areas of responsibility. In this aspect again it is important to ensure that the Customer is always at the top of each aspect of the delivery chain.

6.3 Communication

Open communications are a vital aspect for success to ensure that the correct goods are supplied and that they are received on time, in good condition, of the correct type, correct quality and accompanied by the correct documentation.

6.3.1 To ensure that communications, both internally and externally, are implemented and understood on all issues covering food safety and that a food safety team is set up to implement this.

6.4 Opportunities for Improvement

When problems are found within the system, then the reasons for the problem should be identified and corrective action implemented. These actions should lead to "Improvements" within the system as identified in 13.0 of this standard. All employees should be encouraged to come forward with corrective actions or improvements, which in many cases could be identified and implemented before any corrective action is required and this in turn will automatically implement "Improvements to the system".

7. Resources

Resources fall into two categories.

7.1 Human Resources

Sufficient personnel shall be employed to ensure that the resources are sufficient to meet the requirements of the business. Depending on the size of the business and number of employees will also depend on the skills that are required for each individual. Some of the smaller Companies may only employ three or four persons while the largest Companies may well have over a hundred employees.

If the Company has a significant part of its business dealing with the supply of provisions, especially to cruise liners, then a specific person should be designated as the Food Safety Team Leader who should be adequately trained in all aspects of food management. The Company could well consider being certified to ISO 22000-2005 and/or HACCP.

The smaller Company will then have to ensure that each individual is multi trained to cope with many different aspects of the business, while the largest Companies will have departments, with managers, supervisors, clerical, financial and other skills. However, regardless of size, the main requirement is to give the Customer what they require and provide the service to ensure a safe, secure and satisfactory supply.

With smaller Companies, they may well sub-contract certain activities such as transportation and supply but it is inherent that they maintain communication and control until the delivery has been affected and the Customer is satisfied.

Regardless of the size of the Company it is essential that all personnel be trained to understand the requirements of ship supply in all its aspects. New personnel should be well briefed on the particular business activity and especially if representing the Company on board ship or in the Customers place of work.

7.2 Building Resources

To meet the ISSA Quality Standard, the Company must have as the Head Office, its own facility in terms of building, storage and dispatch. There are many different ways to conduct business and in some cases this depends on the country, port, legislation, custom and practice. However as a minimum the following are an essential part of any Company's operations to meet the ISSA Quality Standard and adhere to the philosophies of the ISO Standards. Such locations and facilities must be kept at a high standard of repair and cleanliness and in particular special attention must be paid to freezer and chillers and similar spaces.

- a) Office location fitted with communications and documentation facilities including storage for filing records.
- b) Storage space for food and or hardware, which may or may not be attached to the office.
- c) Transportation, which may be owned or sub-contracted.

In the case of food storage and containment, including the transportation to the ship, the highest levels of food hygiene must be followed and all national and international rules where applicable must be followed.

8.0 Customers

The Company shall ensure that:-

- a) Requirements specified by the Customer are fully understood.
- b) Where requirements are not specified by the Customer but are known to the Company, then these are communicated to the Customer
- c) Any statutory regulatory requirements applicable to the product are known and advised to the Customer.
- d) Customer complaints are dealt with firmly, speedily and in an unbiased aspect.

9.0 Purchasing

Perhaps the single most important part of the Ship Supplier's activity and success could be identified as his purchasing ability. However there are two parts to the purchasing that have to be taken into account when conducting sales to a Customer. These are "price and quality". Price of course is uppermost in every ones mind, but Quality will depend on the Customer requirements. Some Customers may require the cheapest product regardless of quality while most will require an acceptable quality based on their interpretation. It is therefore of paramount importance for the Ship Supplier to know and understand his Customer and to ensure that the product quoted for and supplied meets the Customer minimum requirements.

9.1 Purchasing Procedure

The Company shall ensure that all product purchased meets the purchase order as sent to the supplier. The amount of control exercised in this procedure will depend on the nature of the product being purchased and the requirements of quality required by the Customer.

9.2 Suppliers

The Company shall keep a list of suppliers and the purchasing manager in conjunction will approve these with the Owner or Managing Director of the Company. Such lists shall be regularly updated and shall be dated with the last approved list.

Suppliers not on the approved list may be used in the event of problems with supply of individual items but greater control shall be implemented at the time of delivery to ensure that the quality of the product is acceptable.

9.3 Purchase Orders

Purchase orders shall clearly state requirements to the supplier in sufficient detail so that there can be no confusion at the time of delivery. Minor items for general use may be purchased by a verbal order but these verbal orders shall be kept to a minimum and a hand written record made.

9.4 Checking of Supplied Goods

All ordered goods shall be checked on or soon after delivery to ensure it meets the requirements of the purchased order. Any deficiencies should be communicated to the supplier at the first opportunity.

9.5 Environmental Issues

Goods being supplied to meet the requirements of an order must also conform to environmental standards especially in relation to packaging and carriage. Certain products such as paints, oils and chemicals must be especially carefully handled and generally separated from other products being supplied. Certain packaging may also be of concern and the requirements of the customer must be taken into account. Should any such packaging be removed prior to delivery, it must be disposed of in an environmentally safe procedure. This is especially important with certain plastic type materials used in packaging.

10.0 Delivery of Goods

10.1 Documentation

In order to satisfy a quality program, all products being supplied or delivered to a ship MUST have full documentation. This as a minimum should cover:-

Invoice that may be priced or left blank depending on the requirements of the Customer.
Packing lists/Delivery notes for all items.

Customs forms depending on the supply and requirements of the port.

Certificates required for specialised products.

Delivery notes for 3rd party goods.

10.2 Customer Property

Many Shipping Companies utilise the services of the Ship Supplier to hold and deliver to their ships 3rd party goods, which may be delivered directly to the Ship Supplier's premises. Bearing in mind the problems associated with delivery to ports to meet the requirements of the ISPS Code, no goods should be taken into storage until full documentation is produced and authenticated by the ship owner. Such goods must be maintained under good storage conditions and when final delivery is being affected, full paperwork must be supplied. If any such goods are damaged, a full report must be made to the Owner and if necessary the supplier.

10.3 Storage of Goods

Goods that have been purchased for stock or for a specific delivery must be stowed in conditions where the goods are maintained in good condition. Frozen product under refrigeration, chilled goods in a chiller and other goods under well-ventilated and dry conditions.

10.4 Delivery of Goods

Goods being delivered to ships should also be protected and supplied so that they arrive in the same condition as when dispatched from the Ship Supplier's location. If freezer trucks are not available then the frozen goods should be dispatched using protective systems and these will depend on the length of time from dispatch until delivery. Insulated containers may be sufficient but they may need to be supplemented by the use of dry ice. If a third party is being used for delivery purposes then it is the responsibility of the Ship Supplier to ensure that he has verified the delivery method. In many cases there are country or port rules laying down minimum transportation requirements. Much greater care needs to be employed when delivery by launch to an offshore location.

11.0 Customer Satisfaction

This is one of the most important aspects to ensure the integrity and image of ISSA is maintained and all ISSA members must implement particular emphasis in this area.

It is the responsibility of each ISSA member to have in place a system, including records, of monitoring Customer satisfaction. Such records should be maintained of any dissatisfaction and action taken to resolve the issue.

12.0 Internal Checking and Confirmation

The senior management of the Company must implement a regular system of checking that their system is meeting the requirements of this Industry Standard in all areas. While it is normal practice to have daily checks of parts of the system, a more formal, systematic and total checklist should be completed on a six monthly basis. A standard checklist will be supplied by ISSA and this should be completed and submitted back to ISSA on completion. A maximum of three weeks delay will be accepted. This will be in electronic format for those Companies with a computerised system or may be submitted by facsimile for those without a computerised system. This should not require more than 6 hours to complete.

Checklists will be monitored by ISSA and those members, who have been certified, as meeting the ISSA Quality Standard, will lose their certification if such lists are not completed and submitted within the time frame allocated.

12.1 Emergency preparedness and response

Top management shall establish, implement and maintain procedures to manage potential emergency situations and accidents that can impact on any of the standards and codes referred to in this standard.

12.2 Non-conformities & corrective action

Whenever situations arise, when the planned operation is not fulfilled, a record should be made and corrective action implemented, which will lead to “improvements” in the system.

13.0 Improvement

In line with the ISO Standards it must be an objective of each ISSA member to establish ways of at least maintaining his quality level but at the same time identifying ways of implementing improvements on a yearly basis.

It is the responsibility of each ISSA Member to identify areas within the business where improvements can be made and for this to be measured it will be necessary for targets to be set and given to key persons to implement. This should form the basis of an annual plan that can be measured during a Quality audit. These will be monitored by ISSA on an annual basis.