

QUESTIONNAIRE for VTS Quality Management System(QMS)

COUNTRY :	France
VTS provider's name :	Jobourg
1. Basic information about VTS	
1.1 type of VTS (multiple options)	Please tick the corresponding column
Port	
Coastal	Yes
River	
Inland	
1.2 VTS staffing:	Please supplement the corresponding column with Arabic numerals
How many VTS manager:	1
How many VTS supervisor	10
How many VTS operator	10
How many others (please specify)	
1.3 How many VTS radars:	2
1.4 How many VTS work stations:	2
2. The establishment and operation of VTS QMS	Please tick or supplement the corresponding column
2.1 Not established	
2.2 Has been established	
Establishment date:	
2.3 Established but not running	
2.4 Established and running	Yes
Start running date:	
3. Main contents of VTS QMS (no need to fill in if not established)	
3.1 Standard of the QMS based on:	Please tick or supplement the corresponding column
ISO 9001:2015:	Yes
ISM	
EFQM	
Other international/regional standards (please specify)	
Domestic standard (please specify):	
3.2 Scope of QMS:	Please tick or supplement the corresponding column
VTS operation management	Yes
VTS watchkeeping management	No
VTS personnel training	Yes
VTS equipment operation and maintenance	No
Others (please specify)	
3.3 The QMS includes the following contents:	Please tick or supplement the corresponding column
Quality policy and objectives	Yes
Organizational structure	Yes

Risk management	Yes
Resource management	Yes
Operation management	
Performance Evaluation	Yes
Continuous improvement	Yes
Records	
Others (please specify) :	
3.4 Whether the QMS has been certified	
3.5 Whether the QMS is audited annually	Please tick or supplement the corresponding column
internal audit	Yes
external audit	Yes
management review	
Others (please specify) :	
4. The role of VTS QMS (no need to fill in if not established)	Please tick the corresponding column
Great help for VTS operation	
helpful for VTS operation	
No help for VTS operation	Yes
5. Needs for IALA to establish guideline for VTS QMS	Please tick the corresponding column
Urgently needed	
Necessary, but not urgent	Yes
No need to establish	
6. Key factors IALA should consider when establishing guideline for VTS QMS:	
Requirements from IMO related documents	Yes
Requirements from IALA related documents	
Relevant standards issued by ISO and other international organizations	
Difference of VTS operation in different countries	Yes
others (please specify) :	
7. What should be included in the framework or main content of the guideline for VTS QMS established by IALA?	Please tick or supplement the corresponding column
Scope	
Terms and definitions	
Context of VTS	
Leadership	Yes
Risk and opportunity management	Yes
Quality policy and objectives	
Resource management	Yes
Monitoring and measurement	Yes

Knowledge management	Yes
services provision	
Performance evaluation (internal and external audit, management review)	
Continuous improvement	
Records	
others (please specify) :	

QUESTIONNAIRE for VTS Quality Management System(QMS)

COUNTRY :	France
VTS provider's name :	Ushant VTS
1.Basic information about VTS	
1.1 type of VTS (multiple options)	Please tick the corresponding column
Port	
Coastal	x
River	
Inland	
1.2 VTS staffing:	Please supplement the corresponding column with Arabic numerals
How many VTS manager:	1
How many VTS supervisor	5
How many VTS operator	31
How many others (please specify)	
1.3 How many VTS radars:	2
1.4 How many VTS work stations:	2
2. The establishment and operation of VTS QMS	Please tick or supplement the corresponding column
2.1 Not established	
2.2 Has been established	x
Establishment date:	2005
2.3 Established but not running	
2.4 Established and running	
Start running date:	
3. Main contents of VTS QMS (no need to fill in if not established)	
3.1 Standard of the QMS based on:	Please tick or supplement the corresponding column
ISO 9001:2015:	x
ISM	
EFQM	
Other international/regional standards (please specify)	
Domestic standard (please specify):	
3.2 Scope of QMS:	Please tick or supplement the corresponding column
VTS operation management	x
VTS watchkeeping management	x
VTS personnel training	x
VTS equipment operation and maintenance	x
Others (please specify)	
3.3 The QMS includes the following contents:	Please tick or supplement the corresponding column
Quality policy and objectives	x
Organizational structure	

Risk management	x
Resource management	x
Operation management	x
Performance Evaluation	x
Continuous improvement	x
Records	x
Others (please specify) :	
3.4 Whether the QMS has been certified	2018
3.5 Whether the QMS is audited annually	Please tick or supplement the corresponding column
internal audit	x
external audit	x
management review	x
Others (please specify) :	
4. The role of VTS QMS (no need to fill in if not established)	Please tick the corresponding column
Great help for VTS operation	
helpful for VTS operation	x
No help for VTS operation	
5. Needs for IALA to establish guideline for VTS QMS	Please tick the corresponding column
Urgently needed	
Necessary, but not urgent	
No need to establish	x
6. Key factors IALA should consider when establishing guideline for VTS QMS:	
Requirements from IMO related documents	
Requirements from IALA related documents	
Relevant standards issued by ISO and other international organizations	
Difference of VTS operation in different countries	
others (please specify) :	
7. What should be included in the framework or main content of the guideline for VTS QMS established by IALA?	Please tick or supplement the corresponding column
Scope	
Terms and definitions	
Context of VTS	
Leadership	
Risk and opportunity management	
Quality policy and objectives	
Resource management	
Monitoring and measurement	

Knowledge management	
services provision	
Performance evaluation (internal and external audit, management review)	
Continuous improvement	
Records	
others (please specify) :	

QUESTIONNAIRE for VTS Quality Management System(QMS)

COUNTRY :	Belgium
VTS provider's name :	Shipping Assistance Division
1.Basic information about VTS	
1.1 type of VTS (multiple options)	Please tick the corresponding column
Port	
Coastal	X
River	X
Inland	
1.2 VTS staffing:	Please supplement the corresponding column with Arabic numerals
How many VTS manager:	2
How many VTS supervisor	16
How many VTS operator	+/- 100
How many others (please specify)	1 VTS Training Manager
1.3 How many VTS radars:	
1.4 How many VTS work stations:	10
2. The establishment and operation of VTS QMS	Please tick or supplement the corresponding column
2.1 Not established	
2.2 Has been established	X
Establishment date:	01/01/2022
2.3 Established but not running	
2.4 Established and running	
Start running date:	
3. Main contents of VTS QMS (no need to fill in if not established)	
3.1 Standard of the QMS based on:	Please tick or supplement the corresponding column
ISO 9001:2015:	X
ISM	
EFQM	
Other international/regional standards (please specify)	
Domestic standard (please specify):	
3.2 Scope of QMS:	Please tick or supplement the corresponding column
VTS operation management	X
VTS watchkeeping management	X
VTS personnel training	X
VTS equipment operation and maintenance	X

Others (please specify)	
3.3 The QMS includes the following contents:	Please tick or supplement the corresponding column
Quality policy and objectives	X
Organizational structure	X
Risk management	X
Resource management	X
Operation management	X
Performance Evaluation	X
Continuous improvement	X
Records	X
Others (please specify) :	
3.4 Whether the QMS has been certified	In progress
3.5 Whether the QMS is audited annually	Please tick or supplement the corresponding column
internal audit	X
external audit	X
management review	X
Others (please specify) :	
4. The role of VTS QMS (no need to fill in if not established)	Please tick the corresponding column
Great help for VTS operation	
helpful for VTS operation	X
No help for VTS operation	
5. Needs for IALA to establish guideline for VTS QMS	Please tick the corresponding column
Urgently needed	
Necessary, but not urgent	X
No need to establish	
6. Key factors IALA should consider when establishing guideline for VTS QMS:	
Requirements from IMO related documents	X
Requirements from IALA related documents	X
Relevant standards issued by ISO and other international organizations	X
Difference of VTS operation in different countries	
others (please specify) :	
7. What should be included in the framework or main content of the guideline for VTS QMS established by IALA?	Please tick or supplement the corresponding column
Scope	X

Terms and definitions	X
Context of VTS	
Leadership	X
Risk and opportunity management	
Quality policy and objectives	X
Resource management	X
Monitoring and measurement	X
Knowledge management	
services provision	
Performance evaluation (internal and external audit, management review)	X
Continuous improvement	X
Records	
others (please specify) :	

QUESTIONNAIRE for VTS Quality Management System(QMS)

COUNTRY :	CANADA
VTS provider's name :	Canadian Coast Guard (CCG) - Marine Communications and Traffic Services (MCTS) – 11 MCTS Centres provide Vessel Traffic Services (VTS).
1.Basic information about VTS	
1.1 type of VTS (multiple options)	Please tick the corresponding column
Port	<input checked="" type="checkbox"/>
Coastal	<input checked="" type="checkbox"/>
River	<input checked="" type="checkbox"/>
Inland	<input checked="" type="checkbox"/>
1.2 VTS staffing:	Please supplement the corresponding column with Arabic numerals
How many VTS manager:	11
How many VTS supervisor	50
How many VTS operator	243
How many others (please specify)	
1.3 How many VTS radars:	32
1.4 How many VTS work stations:	24
2. The establishment and operation of VTS QMS	
Comment:	Please tick or supplement the corresponding column
	The MCTS program has a National QMS program, not specifically tailored to only VTS. The objectives of the MCTS quality management system are as follows: a) To ensure that established standards and procedures are effective and sufficient to meet their intended results b) To identify, through continual review, changing trends in client requirements c) To recommend corrective and mitigating actions to ensure a consistently high quality of products and services; and d) To provide the basis for an evidence-based action plan to ensure continual improvement.
2.1 Not established	
2.2 Has been established	

Establishment date:	
2.3 Established but not running	
2.4 Established and running	
Start running date:	October 2018
3. Main contents of VTS QMS (no need to fill in if not established)	
3.1 Standard of the QMS based on:	Please tick or supplement the corresponding column
ISO 9001:2015:	
ISM	
EFQM	
Other international/regional standards (please specify)	International Standards; Regulations; Memorandums of Understanding (MOUs)
Domestic standard (please specify):	National Standards Manual; Regional Operational Directives
3.2 Scope of QMS:	Please tick or supplement the corresponding column
VTS operation management	<input checked="" type="checkbox"/>
VTS watchkeeping management	<input checked="" type="checkbox"/>
VTS personnel training	<input checked="" type="checkbox"/>
VTS equipment operation and maintenance	<input checked="" type="checkbox"/>
Others (please specify)	
3.3 The QMS includes the following contents:	Please tick or supplement the corresponding column
Quality policy and objectives	<input checked="" type="checkbox"/>
Organizational structure	
Risk management	
Resource management	<input checked="" type="checkbox"/>
Operation management	<input checked="" type="checkbox"/>
Performance Evaluation	<input checked="" type="checkbox"/>
Continuous improvement	<input checked="" type="checkbox"/>
Records	<input checked="" type="checkbox"/>
Others (please specify) :	
3.4 Whether the QMS has been certified	No
3.5 Whether the QMS is audited annually	Please tick or supplement the corresponding column
internal audit	<input checked="" type="checkbox"/>
external audit	
management review	<input checked="" type="checkbox"/>
Others (please specify) :	
4. The role of VTS QMS (no need to fill in if	Please tick the corresponding column

not established)	
Great help for VTS operation	<input checked="" type="checkbox"/>
helpful for VTS operation	<input checked="" type="checkbox"/>
No help for VTS operation	
5. Needs for IALA to establish guideline for VTS QMS	Please tick the corresponding column
Urgently needed	
Necessary, but not urgent	<input checked="" type="checkbox"/>
No need to establish	
6. Key factors IALA should consider when establishing guideline for VTS QMS:	
Requirements from IMO related documents	<input checked="" type="checkbox"/>
Requirements from IALA related documents	<input checked="" type="checkbox"/>
Relevant standards issued by ISO and other international organizations	
Difference of VTS operation in different countries	
others (please specify) :	
7. What should be included in the framework or main content of the guideline for VTS QMS established by IALA?	Please tick or supplement the corresponding column
Scope	<input checked="" type="checkbox"/>
Terms and definitions	<input checked="" type="checkbox"/>
Context of VTS	<input checked="" type="checkbox"/>
Leadership	<input checked="" type="checkbox"/>
Risk and opportunity management	<input checked="" type="checkbox"/>
Quality policy and objectives	<input checked="" type="checkbox"/>
Resource management	<input checked="" type="checkbox"/>
Monitoring and measurement	<input checked="" type="checkbox"/>
Knowledge management	<input checked="" type="checkbox"/>
services provision	<input checked="" type="checkbox"/>
Performance evaluation (internal and external audit, management review)	<input checked="" type="checkbox"/>
Continuous improvement	<input checked="" type="checkbox"/>
Records	<input checked="" type="checkbox"/>
others (please specify) :	

QUESTIONNAIRE for VTS Quality Management System(QMS)

COUNTRY :	<u>Malta</u>
VTS provider's name :	<u>Authority for Transport in Malta</u>
1.Basic information about VTS	
1.1 type of VTS (multiple options)	Please tick the corresponding column
Port	<u>X</u>
Coastal	<u>This is run by the Armed Forces of Malta</u>
River	
Inland	
1.2 VTS staffing:	Please supplement the corresponding column with Arabic numerals
How many VTS manager:	<u>1</u>
How many VTS supervisor	<u>6</u>
How many VTS operator	<u>9</u>
How many others (please specify)	<u>0</u>
1.3 How many VTS radars:	<u>3</u>
1.4 How many VTS work stations:	<u>3</u>
2. The establishment and operation of VTS QMS	
2.1 Not established	<u>X</u>
2.2 Has been established	
Establishment date:	
2.3 Established but not running	
2.4 Established and running	
Start running date:	
3. Main contents of VTS QMS (no need to fill in if not established)	
3.1 Standard of the QMS based on:	Please tick or supplement the corresponding column
ISO 9001:2015:	
ISM	
EFQM	
Other international/regional standards (please specify)	<u>As per IALA</u>
Domestic standard (please specify):	
3.2 Scope of QMS:	Please tick or supplement the corresponding column
VTS operation management	
VTS watchkeeping management	
VTS personnel training	
VTS equipment operation and maintenance	

Others (please specify)	
3.3 The QMS includes the following contents:	Please tick or supplement the corresponding column
Quality policy and objectives	
Organizational structure	
Risk management	
Resource management	
Operation management	
Performance Evaluation	
Continuous improvement	
Records	
Others (please specify) :	<u>System was implemented in 2006</u>
3.4 Whether the QMS has been certified	<u>Kongsberg</u>
3.5 Whether the QMS is audited annually	Please tick or supplement the corresponding column
internal audit	
external audit	
management review	
Others (please specify) :	<u>No audits</u>
4. The role of VTS QMS (no need to fill in if not established)	Please tick the corresponding column
Great help for VTS operation	
helpful for VTS operation	
No help for VTS operation	
5. Needs for IALA to establish guideline for VTS QMS	Please tick the corresponding column
Urgently needed	<u>X</u>
Necessary, but not urgent	
No need to establish	
6. Key factors IALA should consider when establishing guideline for VTS QMS:	
Requirements from IMO related documents	<u>X</u>
Requirements from IALA related documents	<u>X</u>
Relevant standards issued by ISO and other international organizations	<u>X</u>
Difference of VTS operation in different countries	<u>X</u>
others (please specify) :	
7. What should be included in the framework or main content of the guideline for VTS QMS established by IALA?	Please tick or supplement the corresponding column
Scope	<u>X</u>

Terms and definitions	<u>X</u>
Context of VTS	<u>X</u>
Leadership	<u>X</u>
Risk and opportunity management	<u>X</u>
Quality policy and objectives	<u>X</u>
Resource management	<u>X</u>
Monitoring and measurement	<u>X</u>
Knowledge management	<u>X</u>
services provision	<u>X</u>
Performance evaluation (internal and external audit, management review)	<u>X</u>
Continuous improvement	<u>X</u>
Records	<u>X</u>
others (please specify) :	<u>Training and keeping up-to-date with technology.</u> <u>Government authorities seek the cheapest not the best quotation – This is not ideal.</u>