Cloud Fleet Manager

MANUAL

CSM INSPECTIONS & AUDITS

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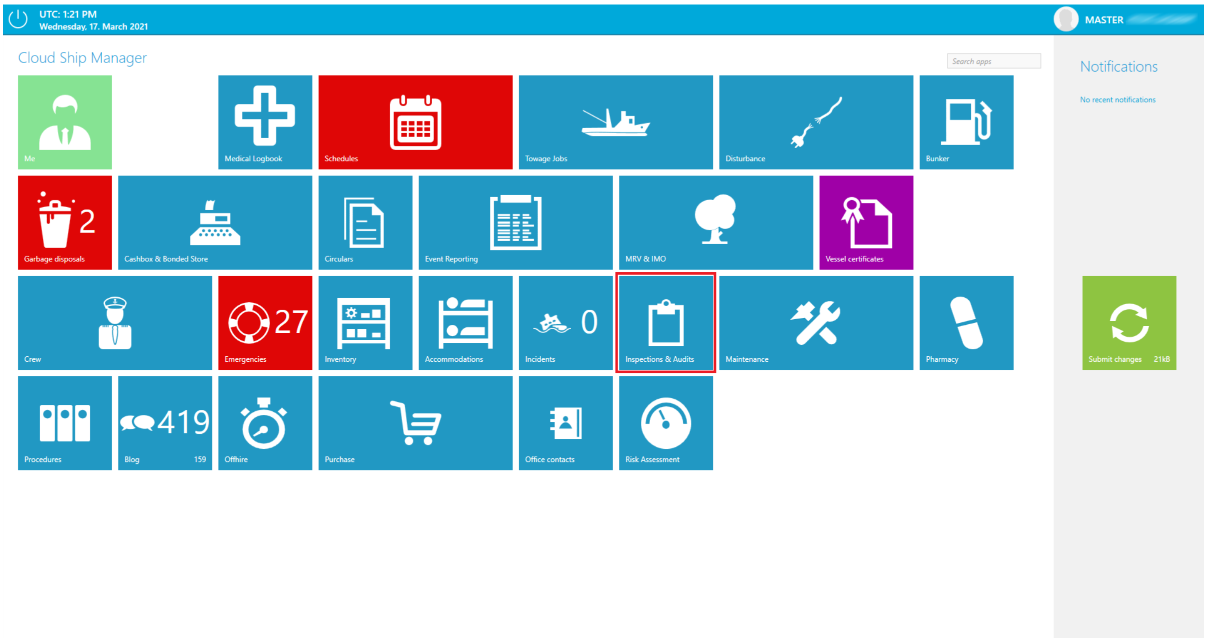
1. About This Guide

This user guide provides an introduction to CSM Inspections & Audits and describes how you can leverage the application to meet your business needs.

CSM Inspections & Audits allows you to carry out inspections and audits in one central place.

It consists of the following tabs:

- **Dashboard**
- **Inspections**



NOTE

If you cannot access the **Inspections & Audits** tile from the Cloud Ship Manager (CSM), please contact your system administrator to assign the relevant permissions to your user in the **CFM Ship Client Manager** app.

This user guide describes the features and functions available to a user with full access to the application. If you're expecting rights that your user currently doesn't have, get in contact with your system administrator.

2. Initial Setup

Before you can start to use CSM Inspections & Audits, certain prerequisites must be met.

1. Download and install the CSM server.
2. Download and install the CSM client.
3. Manage access to the applicable CSM modules for different ranks using the **CFM Ship Client Manager** app.
4. Manage access to CSM for users and corresponding vessels using the **CFM Ship Client Manager** app.
5. Login to the CSM client.

See Also

For detailed information about the setup process, see our installation guide under **CFM Ship Client Manager** > **Documentation** > **Cloud Ship Manager Setup**.

3. Login to Cloud Ship Manager

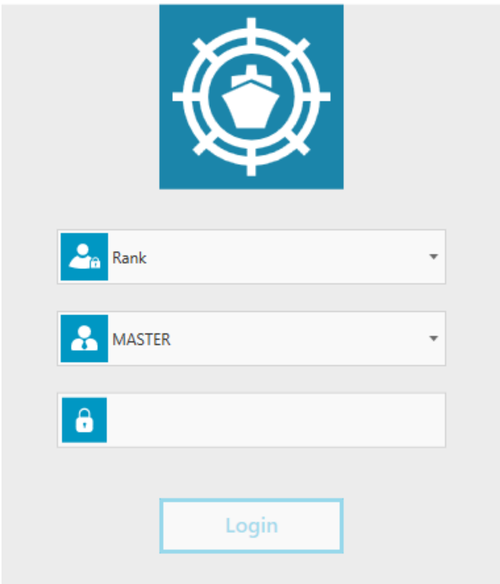
You have two options, to login to your Cloud Ship Manager client.

- **Login with rank**
  This is the standard login procedure on board the vessel. You use the rank that you're currently holding during the assignment.
- **Login as a seafarer**
  You login with your own user account as a seafarer.
  For this login option to work, your user account must be activated and the corresponding permission rights must be assigned to the rank the seafarer is holding during the current assignment. The seafarer login serves as a personal identification.
  Another prerequisite is that you must be planned for an assignment so that your data is synchronized to CSM.

3.1. Login with Rank

To login with the current rank on board the vessel, proceed as follows.

1. Open your CSM client.
2. Choose **Rank** from the drop-down list.



3. Choose the rank you're holding during the assignment from the second drop-down list.
4. Enter the corresponding password.

NOTE

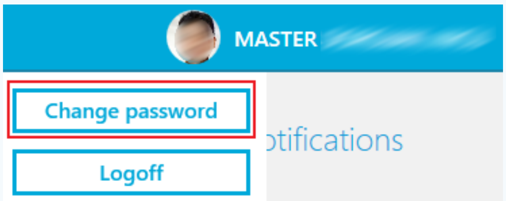
A generic password for the rank is provided once you purchased CSM.

The passwords for the different ranks can be managed under **CFM Ship Client Manager** > **Configuration** > **Users**.

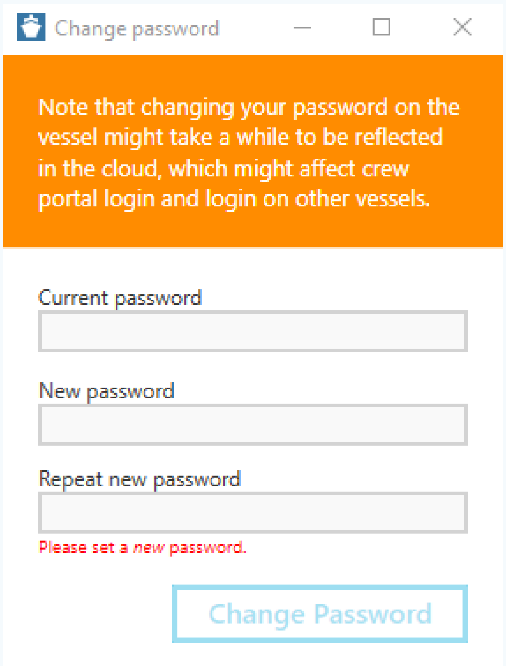
TIP

You can change the password after the first login given that the required permission was assigned to your user account.

1. Choose the user avatar in the upper right corner and choose **Change password**.



2. Enter your current password in the dialog window.



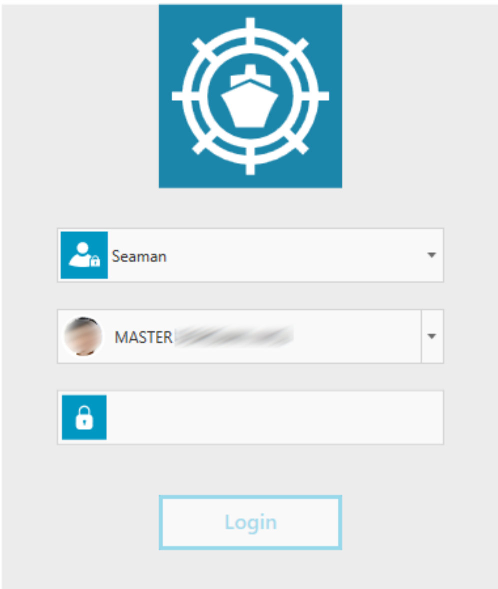
3. Enter your new password.
4. Repeat your new password.
5. Choose **Change Password** to save your new password.

5. Choose **Login** to login to the CSM client.

3.2. Login as a Seafarer

To log in with your seafarer user, proceed as follows.

1. Open your CSM client.
2. Choose **Seafarer** from the drop-down list.



3. Choose your user account from the second drop-down list.

> **NOTE**
> All seafarers that are part of the crew list for the current assignment and for whom user accounts exist are available in the drop-down list.

4. Enter your password.
5. Choose **Login** to login to the CSM client.

4. Dashboard

The **Dashboard** in CSM Inspections & Audits gives you an overview of the status of your inspections and audits and shows you which action needs to be taken.

The following cards are available on the **Dashboard**:

- **Open Corrective Actions**
- **Open Preventive Actions**
- **Upcoming Inspections**
- **My Follow Ups**

> **IMPORTANT**
> **My Follow Ups** are only available to seafarers that were defined within CFM Inspections & Audits as a responsible person within the **Analysis & Follow Up** section of the report.

Open corrective and preventive actions can be completed directly from the respective card on the dashboard. Set the checkbox **Task completed** to do so.

4.1. Open Corrective Actions

This card lists all reports for which corrective actions must be carried out.

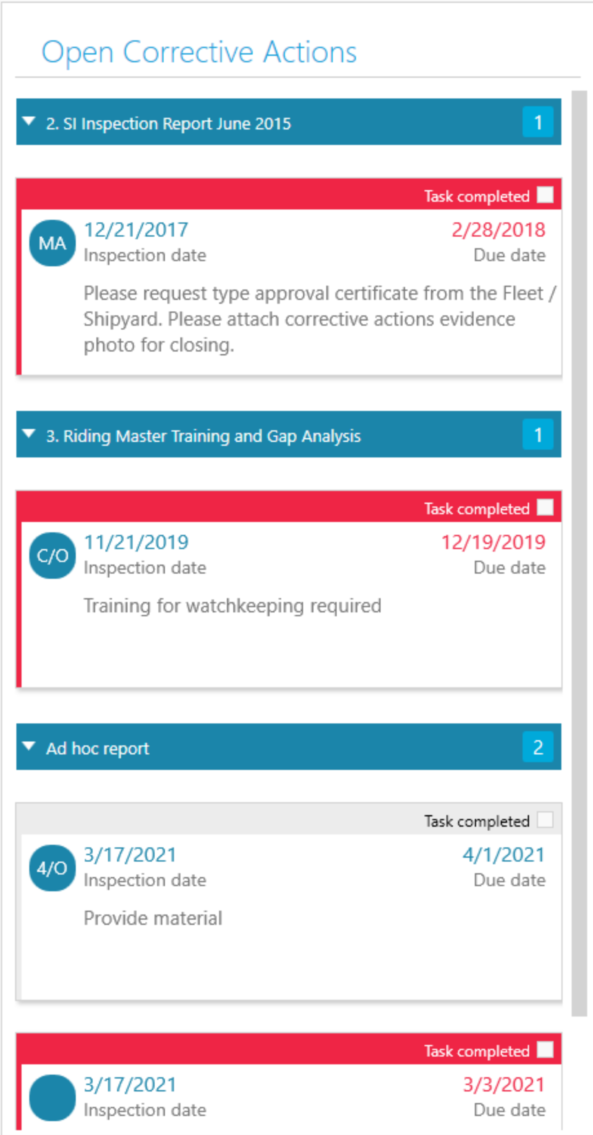
The open corrective actions are grouped by report. The number next to every report indicates the number of open corrective actions specific to the relevant report.

> **TIP**
> You can directly navigate into the details of the report by choosing it from the list.

The following details are displayed for each entry:

- Responsible rank
- Inspection date
- Due date of the corrective action

- Short description of the corrective action



4.2. Open Preventive Actions

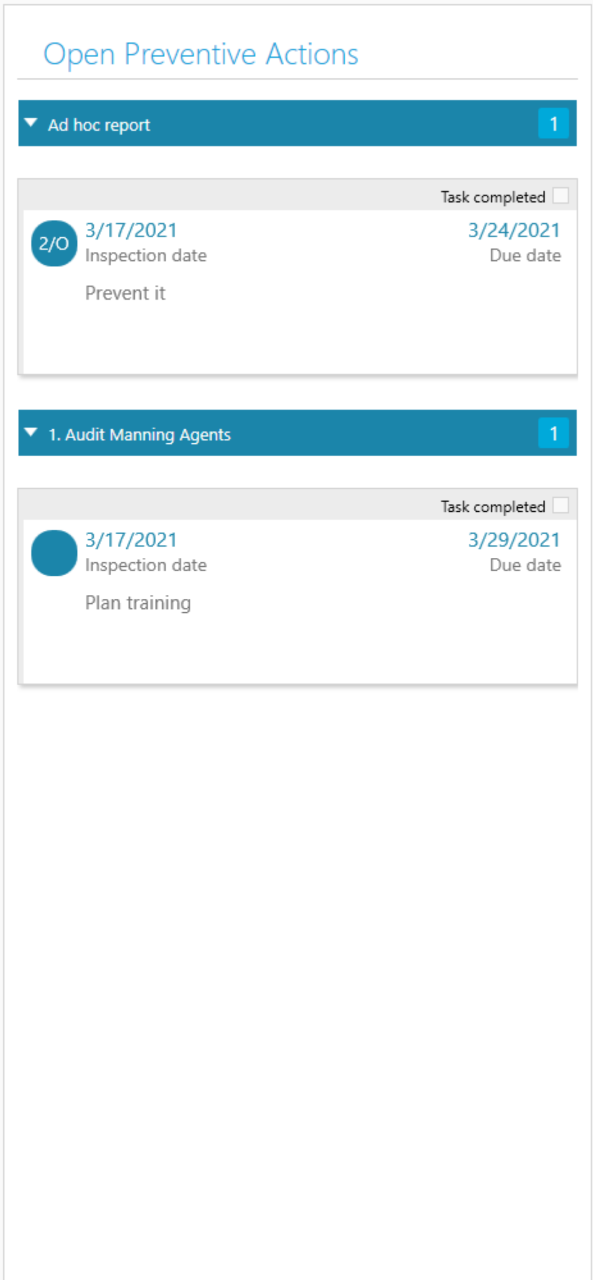
This card lists all reports for which preventive actions must be carried out.

The open preventive actions are grouped by report. The number next to every report indicates the number of open preventive actions specific to the relevant report.

TIP
You can directly navigate into the details of the report by choosing it from the list.

The following details are displayed for each entry:

- Responsible rank
- Inspection date
- Due date of the preventive action
- Short description of the preventive action



4.3. Upcoming Inspections

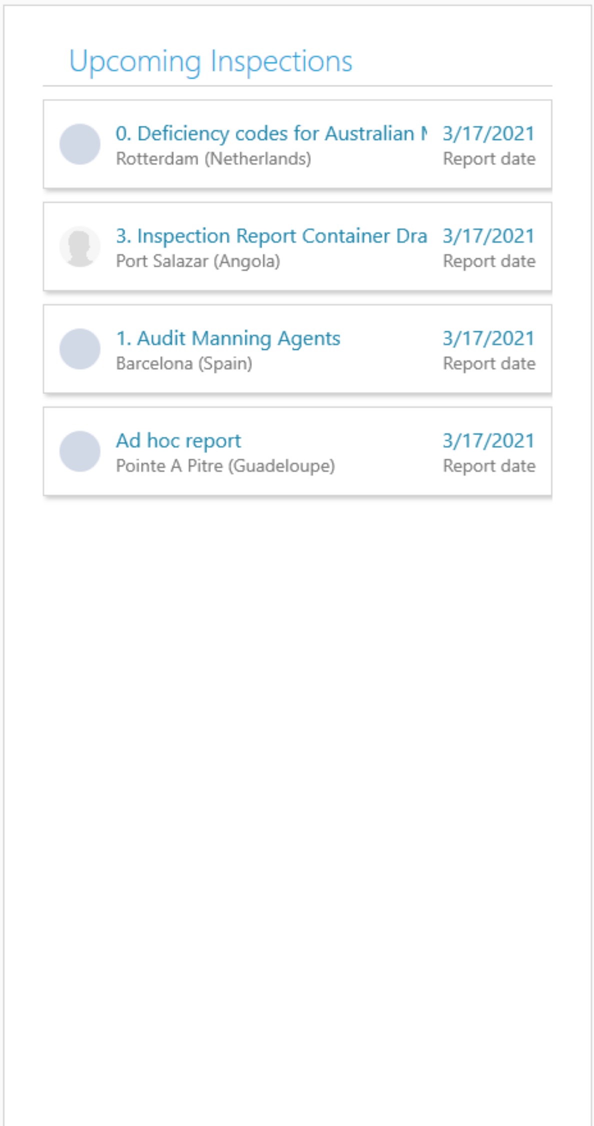
This card lists all inspections that are planned for the next 12 months starting from the current date.

The inspections are sorted by date.

TIP
You can directly navigate into the details of the report by choosing it from the list.

The following details are displayed for each entry:

- Name of the upcoming inspection
- Port
- Report date
- Responsible inspector



4.4. My Follow Ups

This card lists all answers to open reports for which the currently logged-in user was specified in CFM Inspections & Audits as responsible for the **Analysis & Follow-Up** of a particular answer.

The follow ups are grouped by report type. A number next to the report type indicates the total number of open follow ups for this report type. Expand a report type to view all related follow ups. In addition, a red color code is applied to answers whose target date was not met.

The following details are displayed for each entry:

- Responsible Rank
- Inspection Date
- Target Date
- Description

> **TIP**
> Select a follow-up from the list to be redirected into the detail view of the report to add actions and root causes.

5. Inspections

The **Inspections** tab gives you an overview of all reports created on board the vessel using CSM Inspections & Audits.

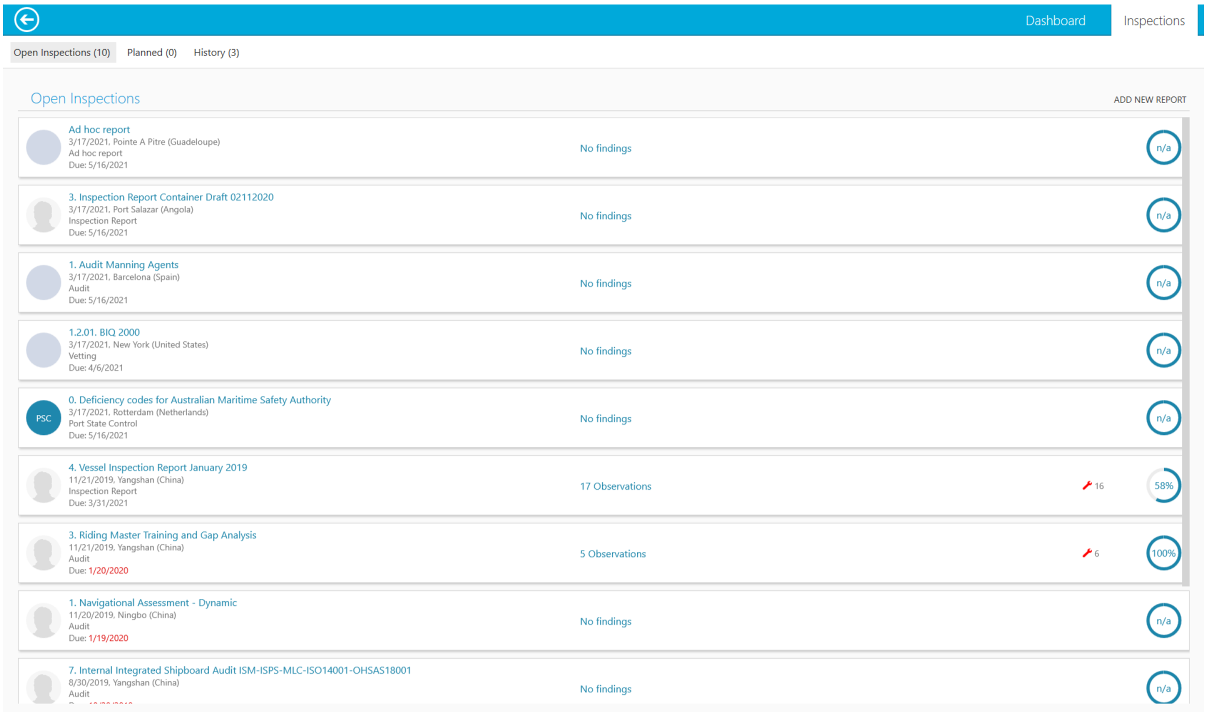
The tab is divided into three subtabs sorting the reports according to their status:

TIP
You can directly navigate into the details of a report by choosing it from one of the subtabs mentioned below.

- **Open Inspections**
  Lists all reports that are currently open and need to be worked on.
  For every open report the following information is displayed:
  - Name of the report
  - Report date
  - Port
  - Report type
  - Due date
  - Number of observations
  - - Number of corrective actions and how many of the required actions are already closed
  - Processing status in percent
- **Planned**
  Lists all reports that have a due date in the future.
  You can filter the list by specifying a time range in the **Start Date** and **End Date** fields.
  The following information is displayed on each planned report:
  - Name of the report
  - Report date
  - Port
  - Report type
- **History**
  Lists all reports that have already been closed.
  You can filter the list by specifying a time range in the **Start Date** and **End Date** fields.

The following information is displayed on each report:

- Report type
- Name of the report
- Report date
- Location
- Number of findings



5.1. Report Types

CSM Inspections & Audits allows you to create the following different types of reports:

- Ad hoc report
- Audit
- Inspection report
- Port State Control
- Vetting

The table below displays the common features and differences:

Table 1. Report Types

Report Type /Attribute	Ad hoc Report	Audit Report	Inspection Report	Port State Control Report	Vetting Report
Definition	An unplanned report that is not based on any predefined or custom templates.	A planned audit that is usually carried out by the DPA or the corresponding department and is based on custom templates defined by the user.	A planned vessel inspection usually carried out by the superintendent or fleet manager and is based on custom templates defined by the user.	An unscheduled vessel inspection usually carried out by local port authorities and is based on predefined system templates.	An unscheduled vessel inspection usually carried out by external auditors that is based on predefined system templates.
Corrective Actions	Yes	Yes	Yes	Yes	Yes
Preventive Actions	Yes	Yes	Yes, if non-conformities are allowed.	Yes	Yes
Root Causes	Yes	Yes	Yes, if non-conformities are allowed.	Yes	Yes
Based on predefined system template	No	No	No	Yes	Yes
Based on custom templates	No	Yes	Yes	No	No

NOTE
The templates listed here are defined in CFM Inspections & Audits. For more information, see the corresponding manual.

5.1.1. Add Reports

To create a new report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to **Inspections** > **Open Inspections**.
4. Choose **Add**
5. Specify the following information in the dialog window:
   - **Report Type**
     Select the type of report that you want to create from the drop-down list.

NOTE

The report types are predefined by the system and cannot be configured.

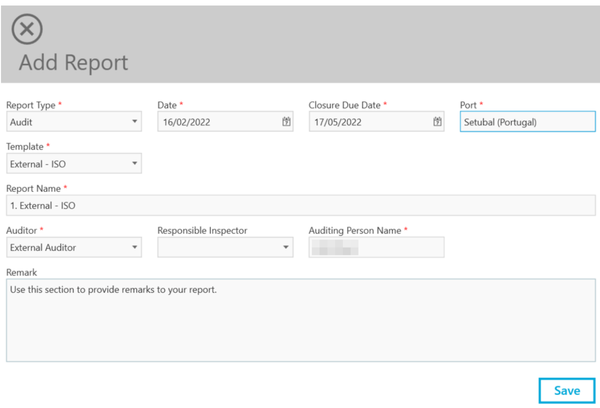
Depending on the type of report you select, not all fields mentioned below might apply.

- **Date**
  Specify the date on which the report is created.
- **Closure Due Date**
  Specify the due date until when the report must be completed.
- **Port**
  Select the port in which the report is carried out from the drop-down list.
- **Template**
  Select the relevant template from the drop-down list.

NOTE

Templates are defined in CFM Inspections & Audits. For more information, see the corresponding manual.

- **ReportName**
  Enter a name for the report.
- **Inspecting Person** / **Auditor**
  Select the inspecting person from the drop-down list.
- **Responsible Inspector** (optional)
  Select the responsible inspector for the report from the drop-down list.
- **Name of Inspecting Person** / **Auditing Person Name**
  Enter the name of the inspecting person.
- **Remark**
  Enter any additional remarks to the report.



6. Choose **Save** to save your entries.

5.1.2. Add Port State Control Reports

To create a port state control report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to **Inspections** > **Open Inspections**.
4. Choose **Add New Report**.
5. Specify the following information in the dialog window:
   - **Report Type**
     Select **Port State Control** from the drop-down list.

     > **NOTE**
     > The report types are predefined by the system and cannot be configured.

   - **Date**
     Specify the date on which the report is created.
   - **Closure Due Date**
     Specify the due date until when the report must be completed.
   - **Port**
     Select the port in which the report is carried out from the drop-down list.
   - **PSC Organisation**
     Select the relevant port state control (PSC) organization from the drop-down list.

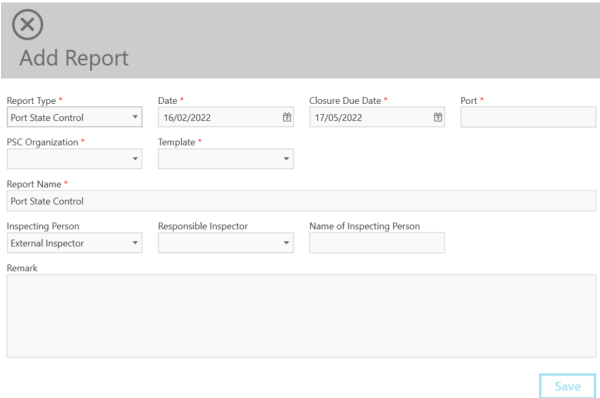
     > **NOTE**
     > If you select a Memorandum of Understanding (MoU) as the PSC organization, you won't be able to edit it after the report was created.

   - **Template**
     Select the template dedicated specifically to the corresponding PSC organization.

     > **TIP**
     > Once you've selected the relevant PSC organization, the templates you can select in this step are limited to the ones that fit to the selected PSC organization.
     >
     > Templates are defined in CFM Inspections & Audits. For more information, see the corresponding manual.

   - **Report Name**
     Enter a name for the report.

- **Inspecting Person** (optional)
  Select the inspecting person from the drop-down list.
- **Responsible Inspector** (optional)
  Select the responsible inspector for the report from the drop-down list.
- **Name of Inspecting Person** (optional)
  Enter the name of the inspecting person.
- **Remark** (optional)
  Enter any additional remarks to your report.



6. Choose **Save** to save your entries.

5.1.3. Add Vetting Reports

To create a vetting report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to **Inspections** > **Open Inspections**.
4. Choose **Add New Report**.
5. Specify the following information in the dialog window:
   - **Report Type**
     Select **Vetting** from the drop-down list.

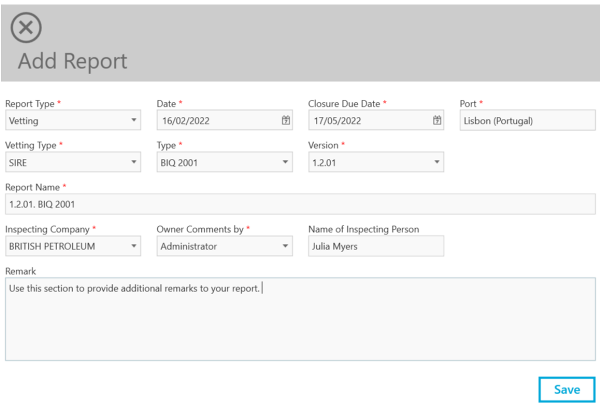
     > **NOTE**
     > The report types are predefined by the system and cannot be configured.

   - **Date**
     Specify the date on which the report is created.
   - **Closure Due Date**
     Specify the due date until when the report must be completed.
   - **Port**
     Select the port in which the report is carried out from the drop-down list.

- **Vetting Type**
  Select the relevant vetting type from the drop-down list. The following types are available:
- **Type**
  Select the version type from the drop-down list. The available values are limited to the ones that fit the vetting type selected before.
- **Version**
  Select the relevant version from the drop-down list. The available values are limited to the ones that fit the type selected before.

> **NOTE**
> You cannot change the vetting version once you've saved the vetting report.

- **Report Name**
  Enter a name for the report.
- **Inspecting Company**
  Select the company carrying out the report from the drop-down list.
- **Owner Comments By**
  Select the person who is commenting on behalf of the owner from the drop-down list.
- **Name of Inspecting Person**
  Enter the name of the person who is conducting the inspection.
- **Remark**
  Enter any additional remarks to your report.

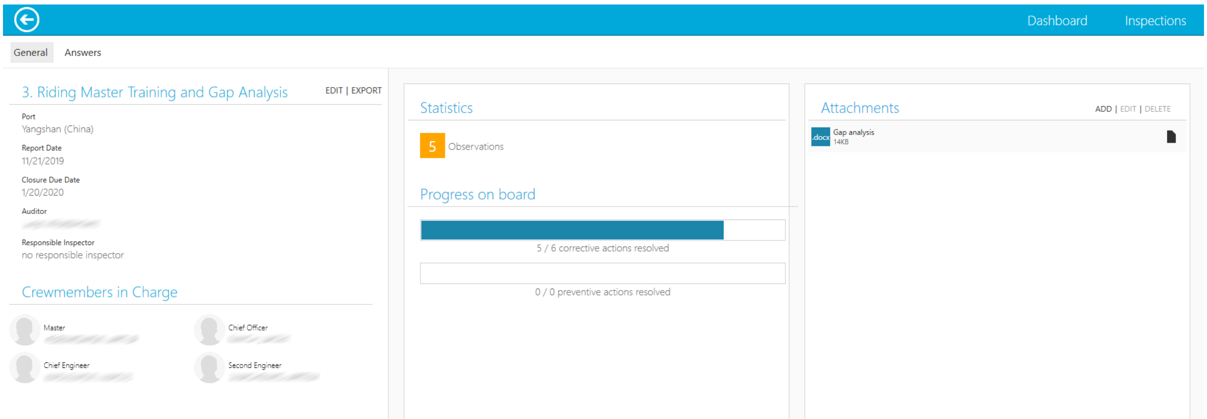


6. Choose **Save** to save your entries.

5.2. Report - Detail Screen

As the person in charge of the report, you process corrective or preventive actions as well as root causes relevant to a specific report.

Navigate to the detail screen of the specific report to start the process.



The detail screen consists of the following tabs:

- **General**

  This tab displays generic information on the relevant report including:

  > **NOTE**
  > Not all of the data mentioned below applies to all types of reports.

  - Date on which the report was created
  - Port
  - Vetting type
  - Inspecting person
  - PSC organization
  - Closure due date
  - Owner comments by
  - Remarks
  - Crew members in charge
  - Statistics

    The number of deficiencies or observations that were made during the report are listed here.
  - Progress on board

    Additionally, the progress on board is displayed in bar charts indicating how many corrective or preventive actions were resolved.
  - Attachments relevant for the report

    Add, edit, or delete attachments for the report

  You can also edit the entire report from this tab.

  Additionally, you can export different data sets of the report to different file types. The following options are available:

  - **Only Observations**

    Export only the open answers belonging to the corresponding report to an MS Word file.

  - **PDF**
    Export the complete report to a PDF file.
  - **Excel**
    Export the complete report to an MS Excel file.
  - **Word**
    Export the complete report to an MS Word file.
  - **Word with Score**
    Export the complete report including information on the rating for the different chapters to an MS Word file.
  - **Only Comments**
    Export the comments for the corresponding report to an MS Word file.
  - **Close Out**
    Export the closed answers of the corresponding report to an MS Word file.
  - **Corrective Actions**
    Export the corrective actions of the corresponding report to an MS Excel file.

- **Answers**
  This tab lists all answers of the report. You can filter the list by choosing **Show Findings** which then filters the list for open answers that could not be solved.
  You can also add, edit, or delete open answers.
  The following icons provide you with further information on the open answers:
  - - Indicates the number of files attached to the answer.
  - - Indicates the number of closed and open corrective actions.

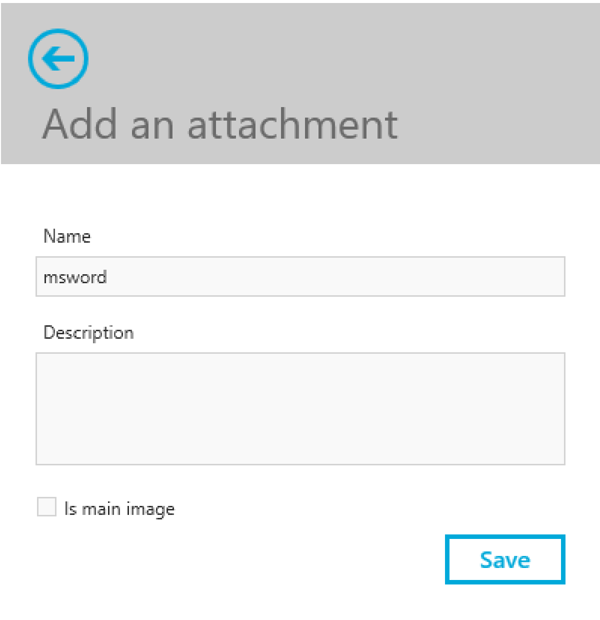
  The **Answers** tab is further divided into the following sections:
  - **Analysis**
    In this section, you can add any follow-up activities that should be carried out including the responsible person and the target date until when the follow up must be done.
  - **Attachments**
    In this section, you can add, edit, or delete attachments that are relevant for the specific answer.
  - **Actions**
    In this section, you can add, edit, or delete preventive and corrective actions relevant to the selected answer.
  - **Root Causes**
    In this section, you can modify the root causes relevant to the report.

5.2.1. Add Attachments to Reports

To add attachments to a report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.

3. Go to the **Inspections** tab and open a report from any of the available subtabs.
4. On the **General** subtab of the report detail screen, choose **Add** on the **Attachments** card.
5. Select the file that you want to attach to the report from your local device.
6. In the dialog window, enter the following information:
   - **Name**
     Adapt the name of the file that you want to attach or keep the original file name that is prefilled, by default.
   - **Description**
     Enter an additional description in this field.
   - **Is main image**
     Set this checkbox, if the attachment is the main proof for the inspection or audit.



7. Choose **Save** to add the attachment to the report.

5.2.2. Add Answers

To add answers to a report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to **Inspections** and open a report from the **Open Inspections** or **Planned** tab.
4. On the **Answers** tab, choose **Add**.

> **NOTE**
> You can also edit or delete existing answers by selecting an answer from the list and choosing **Edit** or **Delete**.

5. In the dialog window, enter the following information:
   - **Chapter**
     Select the chapter of the template to which the answer belongs from the drop-down list.
   - **Questions**
     Select the relevant question to which you want to provide an answer from the drop-down list.
   - **Answer**
     Select the answer to the question from the drop-down list. Depending on the template, you might be able to answer with yes or no or provide a rating.
   - **Type**
     Select the type of answer you want to provide from the drop-down list. The following types are available:
     - **Remark**
     - **Improvement Proposal**
     - **Note of Appreciation**
     - **Observation**
     - **Non-Conformity**
     - **Major Non-Conformity**
   - **Description**
     Enter further details regarding the question you're answering in this field.

6. Choose **Save** to save your changes.

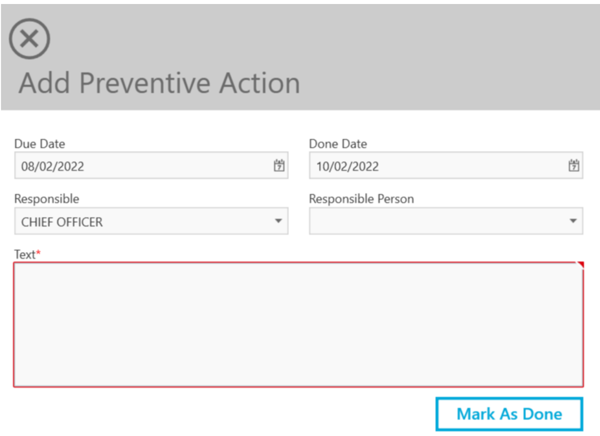
5.2.3. Add Preventive Actions

To add preventive actions to a report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to the **Inspections** tab and open a report from any of the available subtabs.
4. On the detail screen, navigate to **Answers** > **Actions** > **Preventive Actions**.
5. Choose **Add**.

> **NOTE**
> You can also edit or delete existing preventive actions that haven't been marked as **Done**, yet.
>
> To do so, choose an action from the list and choose **Edit** or **Delete**.
>
> You can define preventive actions in CFM Miscellaneous under **Technical** > **Root Causes**.

6. In the dialog window, enter the following information:
   - **Due Date**
     Specify a due date for the preventive action.
   - **Done Date**
     Specify the date when the preventive action was done.
   - **Responsible**
     Select the responsible rank or department for this preventive action from the drop-down list.
   - **Responsible Person**
     Select the responsible person from the drop-down list.
   - **Text** (mandatory)
     Enter a detailed description of the preventive action that needs to be taken into this field.

7. Choose **Save** to save your changes.

5.2.4. Add Corrective Actions

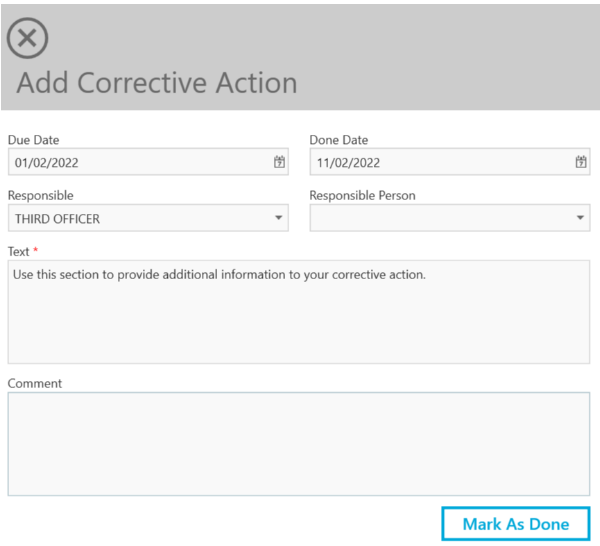
To add corrective actions to a report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to the **Inspections** tab and open a report from any of the available subtabs.
4. On the detail screen, navigate to **Answers** > **Actions** > **Corrective Actions**.

5. Choose **Add**.

> **NOTE**
> You can also edit or delete existing corrective actions that haven't been marked as **Done**, yet.
>
> To do so, choose an action from the list and choose **Edit** or **Delete**.

6. In the dialog window, enter the following information:
   - **Due Date**
     Specify a due date for the corrective action.
   - **Done Date**
     Specify the date when the corrective action was done.
   - **Responsible**
     Select the responsible rank or department for this corrective action from the drop-down list.
   - **Responsible Person**
     Select the responsible person from the drop-down list.
   - **Text**
     Enter a detailed description of the corrective action that needs to be taken into this field.
   - **Comment**
     Enter any additional comments in this field.

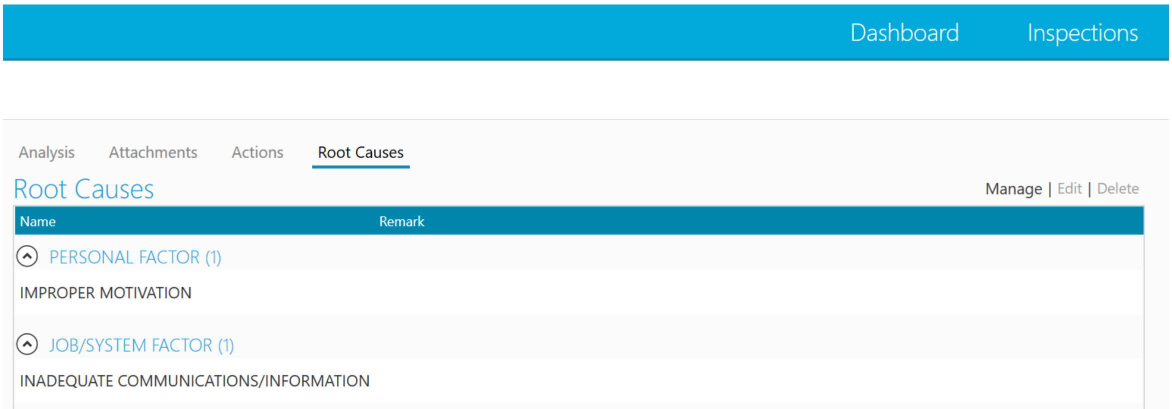


7. Choose **Save** to save your changes.

5.2.5. Manage Root Causes

To manage the root causes of a report, proceed as follows.

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to the **Inspections** tab and open a report from any of the available subtabs.
4. On the detail screen, navigate to **Answers** > **Root Causes**.



5. Choose **Manage**.
6. Set the checkboxes next to the root causes which you want to add to the report.

5.3. Process Reports

1. Login to your CSM client.
2. Open the **Inspections & Audits** tile.
3. Go to the **Inspections** tab.
4. Select a report from the **Open Inspections** subtab.
5. The **Answers** tab on the detail screen indicates whether any open preventive or corrective actions need to be carried out.
6. To process open preventive or corrective actions, choose one from the **Actions** subtab and choose **Edit**.
   You can then make any changes to the respective actions.
7. To mark the action as done, set the checkbox next to the respective action.
8. On the **Answers** tab of the detail screen, you can also modify root causes, if necessary.
9. Once you're finished processing the report, the report is displayed as **100% closed** and disappears from the respective dashboard card.

See Also

- Add Preventive Actions [24]
- Add Corrective Actions [25]
- Manage Root Causes [26]