

Logistic reliability improved with benchmarking tool

RELIABLE logistics play an important role in the economic development of any country.

This was the message delivered by Fiji Ports Corporation Ltd (FPCL) CEO Mr Vajira Piyasena to the Customs Brokers and Freight Forwarders Association's (CBFFA) Annual General Meeting (AGM).

Reliability indispensable

"Reliable logistics are indispensable. To assist countries in identifying the challenges and opportunities they face on trade logistics and what they can do to improve their performance, the World Bank has developed the Logistics Performance Index (LPI) as an international benchmarking tool and scorecard," said Mr Piyasena

The international LPI is based on a two-yearly survey across 160 countries, of feedback from global freight forwarders and express carriers on the logistics "friendliness" of the countries in which they operate and those with which they trade.

A domestic LPI is also compiled for 116 countries in which logistics professionals



FPCL CEO Mr Vajira Piyasena (3rd from left) addresses the CBFFA, flanked by (from left) CBF Council of Fiji Chariman Mr Vinesh Chandra, Permanent Secretary for Industry and Trade Mr Shaheen Ali, and Customs Authority Chief Executive Mr Jitoko Tikolevu (right). (Photo courtesy Fiji Sun.)

assess the logistics environments within their own countries, preparing scorecards to measure performance in the areas of infrastructure, services, border procedures and time, and supply chain reliability.

International LPI

For the international LPI, freight forwarders and express carriers combine their in-depth knowledge of the countries in which they operate, with informed, qualitative assessments of the countries where they trade and their experience of the global logistics environment supplemented with quantitative data on the performance of key components of the logistics chain in the country of work.

Key performance areas

The key performance components that are assessed are customs, including the efficiency of the clearing process;

infrastructure, such as ports, roads, railways and access to information technology; international shipment, specifically the ease of arranging competitively priced shipments; logistic competence, including the quality of service delivery by transport operators and customs brokers; the

ability to track and trace consignments and timeliness, of shipments reaching their destination within the scheduled delivery time.

Impact on growth

Mr Piyasena said that the ability of any country to connect to the global logistics network directly impacts that country's capacity to reap the benefits of opportunities for growth and poverty reduction that accrue as a result of integrating global value chains.

"In turn, this is dependant upon the strength of the country's infrastructure, service markets and trade processes. Public and private sectors in developing countries that fail to improve in these areas face the large and growing costs of exclusion from the global network," advised Mr Piyasena.

Strategic planning workshop for FPCL and FSHIL



STRATEGIC planning for Fiji Ports Corporation Ltd (FPCL)

and subsidiary Fiji Ships & Heavy Industries Ltd (FSHIL)

took place over two and a half days, August 14th –16th.

This was an opportunity for a review of the 2014 Strategic and Corporate Plans and the consideration of moving forward high level objectives, with participation by the Board, management and staff of FPCL and FSHIL.

Outside consultants and industry stakeholders also contributed to the first

two days' programme with presentations and discussions on relevant topics such as risk management plans and the implications for insurance, the new FPCL policies in relation to KPI's, the Seaport Management Act 2008, IMO regulations, green port and environment initiatives, mining exports, the cruise industry and super yachts, and safety and security.

Speaking the same language at FSHIL

IN order to have an operation that runs efficiently and cost-effectively it is "extremely important that everyone speaks the same language," according to Fiji Ships & Heavy Industries Ltd (FSHIL) Operations Manager Mr Lopeti Radravu.

"The FSHIL team is working with Standard Operational Procedures (SOP). If these are known only to the operators and /or the tradesmen, it can be a bottleneck in technical communication within any organisation. This is where ISO training comes into play.



FSHIL values communication as a tool to keep operations running efficiently and cost-effectively.

It is mandatory for all varieties of ship-repair services to have their SOP. After all ISO is about openness and transparency," said Mr Radravu.

"For ease of information in the management team, I also hold pocket meetings

on a random basis with the company Accountant, the Estimation Department and the Works Manager, so that each one understands the other's priorities. In this way we can keep the operation rolling smoothly.

"Frequent intra-external communication has surely helped boost our internal supply chain system for the operation team. This is part of our way forward to meeting our organisation's KPI for our stakeholders," said Mr Radravu.

Mr Radravu said that while FSHIL continues to service local vessels and from the Pacific Island Countries, the company's reputation is spreading further afield.

This year an international shipping company from Panama has expressed interest in FSHIL's ship-repair services.

Revamp in Human Resources at Ports



HR service delivery includes providing computer literacy training for all employees.

"AS a team our focus is to continuously improve on the services that we provide and bring in new services for the company's employees to enjoy."

Fiji Ports Corporation Ltd (FPCL) Human Resources Manager Mr Jiovilisi Biukoto was commenting on the changes taking place in the HR department.

"In the first quarter of this year, we decided to revamp the HR structure, looking at the way we fit into the company, what we do as a department, seeing where we could move ahead and also grow with the strategic efforts of FPCL," said Mr Biukoto.

Part of the revamp has been a change in the department's organisational structure. The new-look HR team will consist of the current Manager and three newly created positions - Human Resources

Capital Officer, Human Resources Coordinator and Human Resources Assistant. All three positions will be filled before the end of

August this year.

"We have reviewed the HR plan to see how the department can improve as a service provider by moving away from the old structure towards one that will enable us to deliver the service required of us as HR professionals," he said.

Mr Biukoto said that the emphasis is on increasing training opportunities and requirements for employees, with the goal of achieving an 80 to 90% return of grant claims back to the company for use in further training.

A second goal is achieving computer literacy for all employees, including part-time and Registered Relief Workers.

"And thirdly, the HR Policy and Procedural Manual is being revised so that it is aligned to the requirements of FPCL and the partnership agreement with PTL so that we have a very fluent policy that is consistent all the way through," said Mr Biukoto.

Intranet boosts efficiency



FPCL Suva Harbour Master, Captain Joji Takape, uploads data on-line.

INSTEAD of writing and emailing separate reports to various members of the senior executive management and to different departments, FPCL Suva Harbour Master, Captain Joji Takape now uploads all his reports, statistics and summaries on-line where the authorised people can access all the necessary details.

"After gathering information from my staff, I submit a wide variety of monthly reports. These include pilotage revenue, revenue from anchored vessels, the number of vessels that have entered the port, the type of cargo loaded or off-loaded, staff details and projects that are in process for example. Management can access all the information they need at the click of a button. The system is much more efficient," said Captain Takape.

Suva and Lautoka Security Plan approved

THE Security Plan for the Ports of Suva and Lautoka for the next five years has been approved by the designated authority, the Maritime Safety Authority of Fiji (MSAF).

"Fiji Ports Corporation Ltd (FPCL) is responsible for security at these Ports of Entry and Statement of Compliance Certificates for the Ports of Suva and Lautoka have already been issued by MSAF, while Levuka's certificate is expected shortly," said FPCL Senior Port Facility Security Officer, Captain Jeke Vakarakawa.

"Having Certificates of Compliance is essential for both the continuation of international trade and the cruise ship industry at our international ports of entry."

Before the Security Plan could be approved, a security assessment of each port of entry took place, a rigorous scrutiny that revealed if there were any "gaps" in the existing security measures.

"Although there is a new five year statement of compliance, if any new threat arises, the Plan will be reviewed. There are those people who will try to circumvent any existing security measures and any major development taking place at a port will affect the security measures that are in place, so Security Plans are regularly reviewed on



Properly trained staff is vital to the implementation of the Security Plan.

an on-going basis before the conclusion of the five-year time-frame," said Captain Vakarakawa.

As having all staff properly trained is vital to the proper implementation of the Security Plan, Captain Vakarakawa has been conducting training for all FPCL and Ports Terminal Limited (PTL) staff as well as for the employees of the contractors supplying security services to FPCL.

Key priorities for IT development



IT uses a collaborative approach with the HR and Finance (shown here) departments.

TRAINING and expansion are key priorities for IT Manager, Ms Geethika Dissanayake.

"FPCL has made a major investment in IT infrastructure and to gradually reduce the gaps between what is available and the usage by our end-users, in this case being FPCL employees, we need to set training sessions to improve their IT skills. I also would like to see opportunities for the IT Department staff to gain further appropriate training to upskill and develop individual potential," said Ms Dissanayake.

"There is also the need to enlarge the entire IT system from the perspective of FPCL users, business objectives and IT trends. This requires a proper IT Strategic Plan that

is aligned with the Company's objectives. Such a plan needs to address issues such as privacy,

integrity, reliability and the appropriate use of IT resources as well as leverage existing, emerging, and innovative technologies to enhance, improve, and streamline business processes."

Ms Dissanayake has concentrated on setting up an effective IT Policy, which she said, will be implemented within the FPCL environment to cater to IT objectives and to streamline IT operations.

"Clear IT objectives, an IT Policy and IT strategic plan implementation, combined with effective training and development through a collaborative approach with our HR and Finance teams, will enable us to work towards a positive IT layout to fill any gaps in FPCL operations." she said.

Meauke brings experience to FSHIL

ALTHOUGH he is the new addition to the team, Meauke is no stranger to heavy industry. With sixteen years experience in the field, he joined Fiji Ships and Heavy Industries Ltd (FSHIL) as an



*Mr Meauke Finauga
FSHIL Estimator.*

Estimator in early August.

"Coming to work here was part of the bigger picture to learn more and build my experience," he said.

Mr. Finauga, originally from Tuvalu, is a Fijian citizen who acquired

his Welding and Fabrication Certificate from Fiji National

University. His role as an estimator involves working with clients and physically inspecting the ship or worksite to establish what resources and work are needed.

FSHIL Operations Manager, Mr Lopeti Radravu, said Mr.

Finauga's vast experience in the field was a valuable asset to have on board.

"We've always advised to bring in people with experience, not just Mr. Finauga, but those whose competence in their field we can use here at FSHIL," he said.

Derelicts update



Hoisting the Nabou with a 50 ton crane.

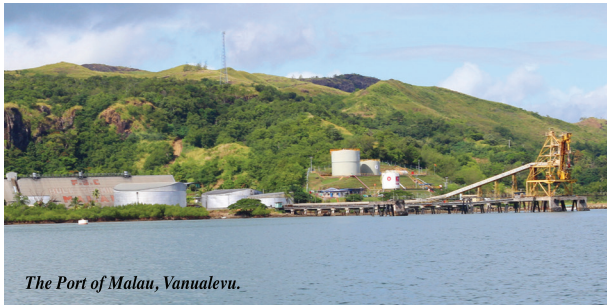
"IT is good to be able to report that we are making progress in the removal of derelicts from the harbour," said Captain Joji Takape, FPCL Suva Harbour Master.

Captain Takape was commenting on the removal of the derelict Natokalau by South Pacific Metal and the derelict Nabou by Asia Pacific Engineering Ltd during the month of July.

Succession planning meets demand for pilots

AS a part of Fiji Ports Corporation Ltd's succession planning two new pilots are currently undergoing training.

"With four of our senior pilots nearing retirement age, we need to be looking to the future by having properly trained pilots available to take their places," said FPCL Suva Harbour Master, Captain Joji Takape. "Already we are seeing an increase in piloting revenue as a result of having the



The Port of Malau, Vanua Levu.

services of these new pilots.

"There is also an increasing demand for piloting services at the ports on Vanua Levu. At present, it is the sugar cane season so Malau, the molasses port, is busy. Then there are the woodchips exports from the

Port of Wairiki and the bauxite being loaded for export at Bua," he said.

FPCL pilots have to be specifically licenced for those ports

before they can provide their piloting services.

"There are busy schedules at those ports and we are extending our pilot training to cover Vanua Levu," said Captain Takape.

Work smart says Solomon's Silas



Mr Silas Tuaviri on attachment at FSHIL.

OVER 2,000 kilometres from home, Solomon Islander, Silas Sario Tuaviri, a marine technician, is doing a three-month attachment with Fiji Ships and Heavy Industries Ltd (FSHIL) to complete a Diploma

in Marine Engineering at Fiji National University Maritime School.

Mr. Tuaviri said it was important to up-skill and get further qualifications to progress in his career in the Royal Solomon Islands Police Maritime Unit, where he is involved with border control, search and rescue and disaster relief.

"I have been an engineer for a number of years, but I

am learning many new things at FSHIL. A phrase that I've learnt from the guys here is, it's not working hard but working smart," he said.

FSHIL Operations Manager, Mr Lopeti Radravu, said that having engineers from other Pacific Island nations on attachment at FSHIL is another important way of fulfilling Fiji's obligations to the development of the regional maritime industry.

Staff News

Promotion: Congratulations to **Mr Anare Leweniqila** on his new position as Human Capital Services Officer, Human Resources Department after serving as Training Officer for four years.



New appointments: Welcome aboard to **Mr Aisea Lagi**, Human Resources

Coordinator, Human Resources Department,

to **Mr Tomasi Ravouvou**, Tower Controller,

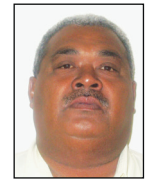


Lautoka and to the **eight** new **Registered Relief Workers.**

Resignations: Farewell and best wishes to **Mr Waisake Vueti**,

Personnel, Human Resources, who gave nine years' service to the company, and to

Mr Atish Kumar, PTL Accounts Clerk.



Peace Ark visits Fiji



The Peace Ark arrives at the Port of Suva.

DURING the eight day visit of the Chinese People's Liberation Army Navy hospital ship the Peace Ark to the Port of Suva at the end of August, every effort was made by Fiji Ports Corporation Ltd (FPCL) to ensure that the free medical consultations available to

the people of Fiji took place as smoothly as possible. FPCL CEO Mr Vajira Piyasena said that following the request by the Ministry of Defence to give the medical ship diplomatic assistance, FPCL had facilitated the waiver of dockage charges for the vessel for the length

of its stay in port and provided extra man-power to ensure crowd control.

"When we have people entering the port we are making sure that they are safe and adhere to port security standards, and at the same time facilitate the whole project," said Mr Piyasena. Chief Security Officer, Captain Jeke Vakarawara said that the nature of the work being carried out by the Peace Ark Crew "is of national interest, especially with the care and service for the health of our people."

He said that the increased man-power for crowd control is giving assistance to the

people who are visiting each day for free medical checkups.

The Peace Ark is equipped with 330 beds, eight operating theatres and its 385 medical personnel provide over 200 hundred types of medical services. Between 400 and 600 people a day availed themselves of the free medical services. In order that the vessel's humanitarian visit had minimum impact on port congestion, special arrangements were made with cargo vessels berthing during the time of the Peace Ark's visit.