

## **Guidance Notes to Inspection Checklist for trades**

### **Preface**

These Guidance Notes relate to the 360 Quality Code prepared and released by the 360 Quality Association. They provide more detailed information on selected items of part 5 & 8 of the Code in order to harmonize possible variations in the interpretations by auditors. These Guidance Notes have been prepared jointly by the 360 Quality Association and the members of the Association.

Vessel, Terminal and Trade requirements are complementary. When Vessels, Terminals and a Trade are certified all the measures are taken to avoid contamination and physical damage of cargo. In a trade, the amount of cargo damages & contamination will be closely monitored per voyage and direct feedback is given to the load port.

In order to be successful load & discharge ports must cooperate in DMAIC teams and a positive approach is essential to realize measurable improvements.

### **Conduct of Inspections**

Control of cargo in trades is essential for reducing cargo damages and complaints. The auditor executes a documentation audit, because a physical check in all ports is impossible. This audit is mostly executed in the offices of the shipping lines. A documentation check should deliver enough evidence that all possible measures are taken to control the cargo in the trade.

The auditor can specify the findings on the questions of the checklist in the comments column.

The auditor should complete the entire checklist.

### **Professional judgment**

The auditor should always use his/her professional judgment to complete the guidelines given in this document. Whenever the auditor uses his/her professional judgment he/she should make an appropriate entry in the inspection report.

## Scoring System

The auditor shall use the Inspection Checklist for Trades in Appendix 1 to the Guidance Notes. Each question in Appendix 1 has different weight factor, depending on the importance. To qualify for the 360 Quality certificate, the trade must score with a minimum score of 90%.

To avoid interpretation differences between auditors, guidance is given below:

### 1. 360Q certification status:

Compliance with the 360Q requirements is the basis of certification. Certification in this respect means that vessel systems are working properly and that terminal, as service suppliers of shipping lines, work with trained personnel and equipment is safe to use.

#### 1.1 Are load & discharge port terminals in the trade certified?

The inspector must check on the website of the 360Q association ([www.360quality.org](http://www.360quality.org)) that used load & discharge ports terminals are 360Q certified (see endorsed terminals). In the trade it is allowed that one load or discharge port terminal is not certified. Port terminals which are only used for loading or discharging containers are excluded in this requirement. If more than one load or discharge port terminal is not certified or one of the certificate is expired (expire date + 3 months grace time) the rating will be "No".

#### 1.2 Are the vessels in the trade 360Q certified?

The inspector must check on the website of the 360Q association ([www.360quality.org](http://www.360quality.org)) that used vessels are 360Q certified (see endorsed vessels). If one of the vessels in the trade is not certified or the certificate is expired (expire date + 3 months grace time) the rating will be "No".

### 2. Procedures:

The 360Q load & discharge procedure describes the local situation in the load & discharge ports. Essential in this procedure is the location where the responsibility of the cargo is transferred from one party to the other party in the supply chain. In the attachment of the local working procedure, the acceptance criteria are defined on which all parties agreed.

#### 2.1 Are 360Q procedures present from load ports?

The inspector verifies if a signed procedure (mostly by the Operation manager or Terminal manager) is present from the load port(s). A signed procedure must be in possession of the shipping line. If a signed procedure is not present in the office of the shipping line the rating will be “No”.

2.2 Are 360Q procedures present from discharge ports?

The inspector verifies if a signed procedure (mostly by the Operation manager or Terminal manager) is present from the discharge port(s). A signed procedure must be in possession of the shipping line. If a signed procedure is not present in the office of the shipping line the rating will be “No”.

**3.0 Delivery of data:**

When cargo is loaded or discharged, damages are evaluated. Measurements are taken at Vessel-in and at Vessel-out inspection points and in fact it represents the status of the cargo as loaded in the holds and discharged. To measure cargo damages, predefined damage codes are developed by the shipping lines. For every voyage the measurements are collected and used for analysis and discussion between the partners in the supply chain.

3.1 Is data present from load port(s) of all vessels used in the trade?

The inspector checks if the data is present for all vessels in the load port. In the trade a list of sailings is present. This list gives the auditor the tool to check if the data of all vessels is delivered. If 360Q data is not delivered for all vessels the rating will be “No”.

3.2 Is data present from discharge port(s) of all vessels used in the trade?

The inspector checks if the data is present for all vessels in the discharge port. In the trade a list of sailings is present. This list gives the auditor the tool to check if the data of all vessels is delivered. If 360Q data is not delivered for all vessels the rating will be “No”.

3.3 Is data analyzed?

The inspector verifies if data is analyzed. As a minimum, an overview must be present of all damage codes per vessels per port. Further, the % of damaged pallets & cartons, DPMO, Yield and Sigma must be available. It is preferred that other cross sections of the data, such as shipper, are available, too. If the overview per vessel per port or the % damaged pallets or cartons are not present the rating will be “No”.

#### **4.0 DMAIC team:**

DMAIC stands for Define, Measure, Analyze, Inform and Control. In the DMAIC team representatives of load and discharge ports are present. Feedback is given on basis of observations during discharge and outturn of data. Discrepancies are discussed in order to prevent damaging of cargo. Follow-up actions are defined and monitored in order to control the cargo damages in the trade.

4.1 Is a DMAIC team in place and have targets been agreed?

The inspector checks if a DMAIC team is in place and if targets have been agreed. This is done by checking if proof of communication is in place and regular feedback is given. If there is no proof of communication or agreed targets is not present the rating will be "No".

4.2 Are follow-up actions defined and results monitored?

The inspector checks which follow-up actions are agreed in the trade. The inspector checks if results of these actions are monitored by means of graphs, tables or equivalent. If the agreed actions cannot be presented and/or monitoring does not take place the rating will be "No".