

Title: Competency Management Procedure



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Procedure No. 15
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1. Purpose

The purpose of this procedure is to define a systematic approach for assessing, maintaining, and upgrading the competencies of personnel at BlueLine Marine Services, including Authorized/Nominated Individuals (ANIs), to ensure they consistently meet professional, regulatory, and client expectations.

2. Scope

This procedure applies to all employees across departments, with special emphasis on marine surveyors, technical staff, and any personnel involved in delivering client-facing or compliance-critical services.

3. Responsibilities

- Department Heads: Identify competency requirements and nominate personnel for assessment or training.
- HR & Admin Manager: Maintain records, monitor competency status, and manage training calendar.
- Management Representative (MR): Coordinate audits of competence and oversee procedure implementation.
- Employees: Actively participate in assessments and required training.

4. Procedure

4.1 Competency Identification

Competency requirements are defined for each role using the Competency Matrix (Form No. 05). Requirements include educational qualifications, certifications, work experience, technical and soft skills.

4.2 Competency Assessment

Annual or role-based assessments are conducted using the Competency Assessment Form (Form No. 22). Criteria include qualifications, up-to-date knowledge, certifications, job performance, and behavior.

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4.3 Gap Analysis and Training Needs

Gaps identified during assessment are addressed with specific actions: refresher training, coaching, certification renewal, or job rotation. HR maintains a Competency Gap Register and updates the Training Schedule accordingly.

4.4 Training & Development

A structured Training Calendar (Form No. 21) is developed annually with planned internal and external training sessions. Priority is given to safety-critical, regulatory, and client-facing competencies. Refresher training for ANIs is conducted at least once every 12 months.

4.5 Monitoring and Follow-Up

Effectiveness of training is reviewed post-delivery via feedback, performance review, or re-assessment. Follow-up actions are tracked until competency status is updated and closed.

4.6 Records Management

All assessment forms, training records, and matrix updates are maintained securely by HR for a minimum of 5 years. Competency status and actions taken are reviewed during Management Review Meetings.

5. References

- FORM/BLMS/QMS/005 – Competency Matrix
- FORM/BLMS/QMS/021 – Training Schedule
- FORM/BLMS/QMS/022 – Competency Assessment Form
- ISO 9001:2015 – Clause 7.2: Competence

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