

**Instructions from the office**

For each "instruction" the Superintendent:

- Types a brief heading/title.
- Optionally, specifies a section in the defect list to which the item relates, who will be in charge, etc.
- Enters the date by which the item should be completed.
- Types a few words against the prompts in the standard form.

**Instructions transferred to the ship**

**The Instruction is then used to initiate a new item in the ships' defect list**

## Overview

REFMAN's Ship Instruction & Feedback module has been designed to provide a simple means of ensuring that defects and other jobs which have been identified by the Superintendent or which have been brought to the Superintendents' attention (after an audit or ship inspection for example) are recorded and dealt with via REFMAN's Shipboard Defect Recording system onboard.

This is achieved by providing the Superintendent with the facility to send "instructions" to the ship which ship's staff can then use to automatically initiate new items in REFMAN's Shipboard Defect Recording system.

Jobs initiated in the Shipboard Defect Recording module in this way are automatically cross-referenced

with the original instruction so that it is easy for ship's staff to track instructions and to check which have been processed and added to the ship's Defect List, which have been completed and which are still outstanding.

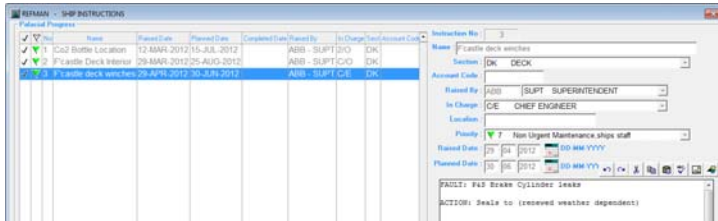
When used in conjunction with REFMAN's Shipboard Defect Status Monitoring module in the office, the Superintendent can also easily check the status of each Instruction and see which are overdue.

Used in this way it provides a comprehensive system for dealing with defects identified during ship inspections/audits, *ad hoc* defects and or jobs that are identified following a Superintendents visit to a ship. Most importantly it provides a means of ensuring that nothing is overlooked and every item is dealt with.

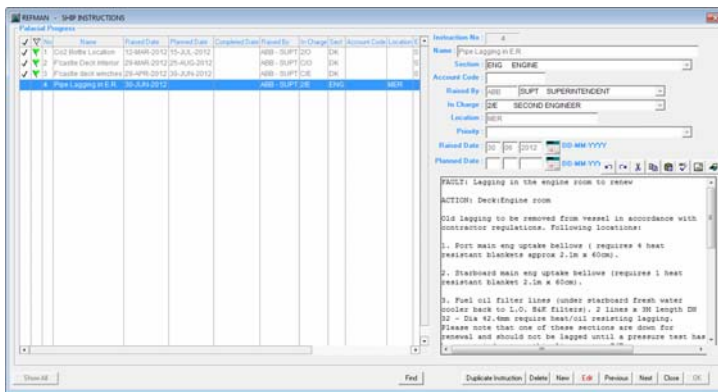
## REFMAN – Ship Instruction & Feedback Module in the office.

Provides the Superintendent with the means to create a list of “instructions” in the office that relate to defects or jobs which the Superintendent wants the ships’ staff to record and deal with via REFMAN’s Shipboard Defect Recording module onboard.

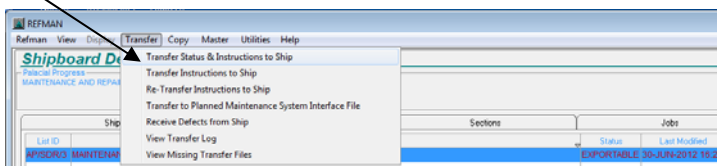
An instruction can just be a simple one-line item to act as a “prompt” or “reminder” to ships’ staff to record an item that has previously been raised or discussed:



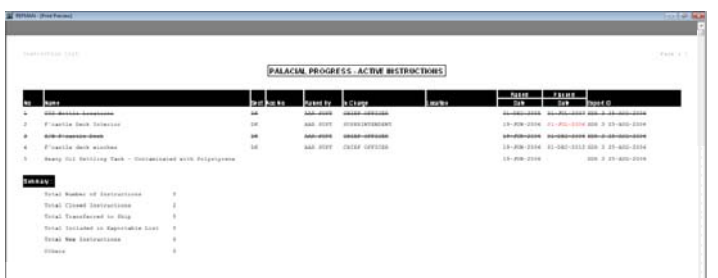
Alternatively, it can contain detailed instructions about the actions required to rectify a known defect or deficiency:



Instructions are transferred to the ship automatically when a routine “Status” transfer is made from REFMAN’s Shipboard Defect Status Monitoring module. Or they can be transferred separately if a status transfer is not due.

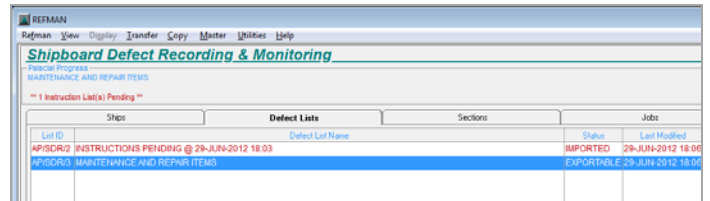


At any time a printed list of instructions can be produced along with a summary showing the total number of instructions and the numbers that have been completed, transferred, processed onboard, etc.

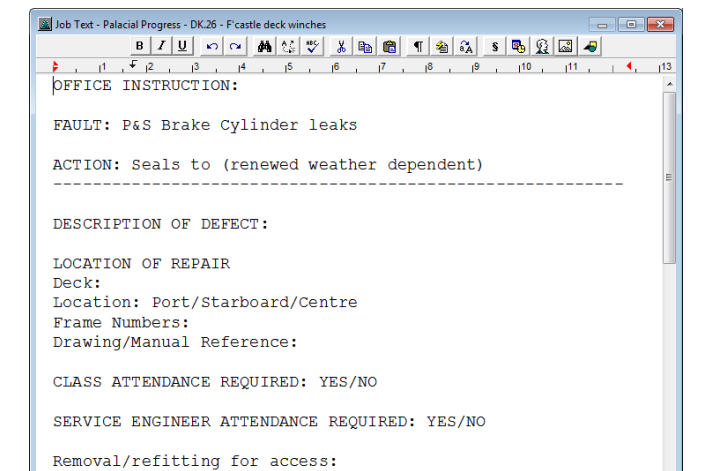


## REFMAN – Ship Instruction & Feedback Module onboard.

When new “instructions” are received onboard, they appear as “Pending Items” in the defect list to alerts ships’ staff to the new “instruction”:

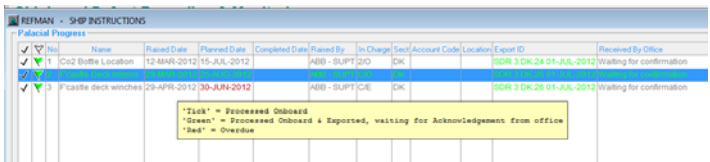


To “clear” the pending item from the list, each new instruction has to be assigned into the ships main defect list. Once in the main defect list, ships’ staff can add a full description of the work, insert drawings or images, set tag codes and attach files, in the same way as they would for a new defect or job which is initiated manually.



These defects are then transferred back to the office in the normal way, along with their original Instruction reference where they can be monitored and/or included in a drydock specification.

The instructions can also be displayed in a list on the screen onboard in exactly the same way as they can in the office.



Instructions that have been “processed” onboard and have already been included in a defect list are shown with a “tick”. Once transferred to the office an “Export ID” is added which will appear ‘green’ until they have been acknowledged by the office. Items that have been completed are shown with a green “tick” and items that are overdue have the “Planned Date” shown in red.

In this way, both Superintendent and Ships’ staff can see the status of each Instruction that has been issued.

System Requirements: As per REFMAN’s Specification Generator or Shipboard Defect Recording module as appropriate.