

## Case

### SERTICA Case

# PMS: The cornerstone in Quality Management

Tarbit Shipping AB, founded in 1947, is a family-owned company jointly operated by the Hermansson and Svanström families. Specializing in the transportation of bitumen, petroleum products, and chemicals, Tarbit currently operate a fleet of seventeen modern vessels and a dedicated workforce of 400 employees.

Tarbit adopted SERTICA HSQE in 2017 and over the years, they have expanded their usage of the system to full utilization of all Maintenance, Procurement, and

HSQE modules. As a unique strategy, they have no external integrations to SERTICA even though 50% of their employees actively use SERTICA daily.

## Prioritizing vessel condition over fear of defects

At Tarbit, the shift from focusing on near miss reporting to making the Planned Maintenance System (PMS) the cornerstone of quality management has transformed their approach.

Quality management now begins with the status of each component. Defect reporting starts with a defect job linked to a component, and only when an

incident occurs an event report is created. All component information, including history, is easily accessible in the PMS tree structure, making it intuitive for the crew.

From 2021 to 2023, Tarbit Shipping has increased the average number of defect jobs per vessel from 11 to 15 and the run once jobs from 47 to 54. Observations have also increased from 0,9 to 4 per visit, which supports the fact that when observations are nothing to fear and recording is simplified, the number of observations will increase.

Emma Hermansson is happy about these numbers and adds, "We have simplified the defect reporting process to make it

**"With PMS at the heart of everything we do, the crew can work with what they know—components and defects. By focusing on assets, we create a culture where defect reporting becomes an opportunity for improvement, not something to fear."**

— Emma Hermansson, Tarbit





easy for the crew to complete. This has resulted in an increase in defect reporting, which is exactly what we aim for.”

The number of near misses recorded also went up because it became easier for the crew to log them. In addition, dashboards comparing vessel performance helped kickstart the near-miss reporting process, ultimately allowing Tarbit to meet their KPI for near-miss reports.

## **Simplifying visit reports with SERTICA Inspection App**

When technical superintendents visit Tarbit vessels, they use the SERTICA Inspection App to record observations and gain a clear overview of equipment status.

**“We used to rely on forms, which involved a lot of typing. The app simplifies the process by allowing us to set up checkboxes and customize answer types. It is an efficient solution, especially when there are many items to check.”** *Emma Hermansson.*

The app allows users to create event reports or PMS jobs, linking every observation directly to a component and maintaining its history in the PMS. This makes defect reporting and tracking much easier, and it puts the focus of the defect reporting to the status of the component.



**“The Inspection App  
is an excellent tool for  
reducing administrative  
tasks and improving  
reporting quality.”**

— Emma Hermansson, Tarbit



“In the past, it was difficult to link observations to specific components, and we had to manage event reports and jobs separately. As a small organization, we need to keep things simple while meeting all requirements. The Inspection App is an excellent tool for reducing administrative tasks and improving reporting quality,” adds Emma Hermansson.

Since implementing SERTICA, Tarbit has

increased defect reporting, and improved data quality. “SERTICA has made our reporting more comprehensive and efficient. We can now directly import photos, such as for engine inspections, and present detailed Excel diagrams instead of paper reports. We use trending analytics to identify components prone to defects and take proactive measures,” Emma Hermansson concludes.

**“Reporting and follow-up in the tanker business require solid proof, and SERTICA delivers. We have reduced inefficiencies and simplified compliance, ensuring we are prepared for future demands.”**

— Emma Hermansson, Tarbit.





By assigning inspection questions and jobs according to SIRE 2.0, Tarbit can easily compare internal inspections using specific group codes and standard references for different jobs and crew roles. “SERTICA offers a great opportunity to handle SIRE 2.0 inspections and observations through the inspection, events with cause analysis and standard

references”, says Emma Hermansson. “It gives a unique possibility to compare events from different inspections to find weak spots and common errors.”

### How Tarbit use the app

- Onboard checklists for technical superintendents
- Internal audits and master reviews
- Visit and inspection reports
- Photo documentation and detailed reports
- SIRE 2.0 inspection lists

[\*\*Watch TARBIT Case Video\*\*](#)



### 5 tips for implementing the APP

- Plan the setup carefully and think through areas and group codes before starting
- Assign items to multiple areas when necessary to ensure thorough coverage
- Focus on end user needs
- Involve a technical superintendent with a marine background
- Use filters to manage long lists effectively

## Preparing for SIRE 2.0

Tarbit uses the SERTICA Inspection App to prepare for SIRE 2.0 Inspections, managing inspection lists and tracking related observations. With filters for specific SIRE groups or ISM chapters, the app makes it easy to both record and get an overview of all SIRE 2.0 related items.

**“During SIRE inspections, we record observations as SIRE 2.0 items, enabling effective follow-up and data analysis,” explains Emma Hermansson. “The app’s filtering feature allows us to track SIRE 2.0-specific questions, providing valuable insights and ensuring compliance. We can compare findings from our internal inspections to the findings from vetting inspections.”**





## Tips from Emma

- Create personal logins for all SERTICA users
- Implement SERTICA step by step and test on one vessel before going live
- Get feedback from the crew before going live on all vessels
- Set up analytics to monitor KPI's such as defect areas, open observations from inspections, number of days until next inspection and overdue inspections
- Prepare how-to guides before launch
- Do not underestimate training and designated support within the company Show how to do things live in the system
- Standardize maintenance plans across sister vessels with the same equipment
- Identify discrepancies and adjust job descriptions using the response log
- Use SERTICA Connect to send requisitions automatically to suppliers

## Digitalize your fleet

SERTICA is the ultimate all-in-one solution for ship management, providing digital tools for maintenance, procurement, HSQE, crewing, performance, vessel reporting, electronic logbooks and fleet monitoring.

Our software is developed in close co-operation with leading shipping companies worldwide and onboard more than 3000 ships. SERTICA allows ship operators to optimize performance, increase transparency and improve data management.

But SERTICA is more than just software. We offer solid technological platforms with a proven track record complimented with proper training,

implementation, project management, support and integration to third party software.

SERTICA is developed by RINA Digital Solutions headquartered in Aalborg in Denmark and supported by more than 200 offices in the world.

We believe in collaboration and partnership, and we know that the right support makes all the difference in the world. That is why we make it our business to go beyond what is expected.

**RINA**  
**[sertica@rina.org](mailto:sertica@rina.org)**  
**[sertica.com](https://sertica.com)**