

Codifying Expert Knowledge

Leadership - The Undervalued Keystone to the Towing Industry's Workforce Solutions

Peter Frankel
VP Sales and Marketing



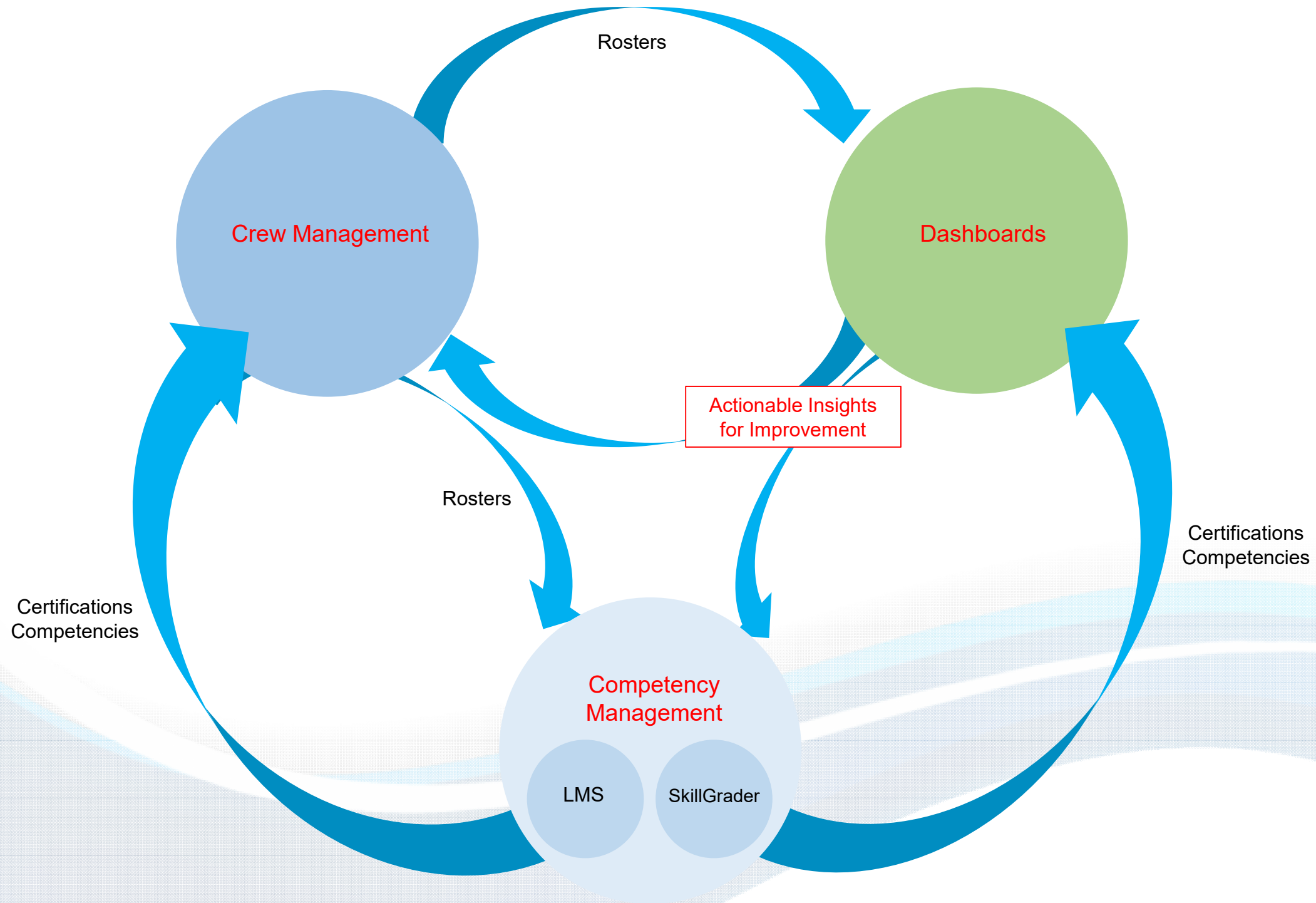
Winter Safety Meeting 2024

Ripple Operations / Marine Learning Systems

Integrating IT Solutions to Ensure Crew Success

- Crew Scheduling, Management, Learning and Assessment
- Software designed specifically for the maritime industry
- Providing a comprehensive understanding of competency and risk
- By deeply integrating the data, you can understand and drive crew success
- Matching Competency and Crewing:
 - Recognize and address manning skill gaps
 - Develop the team for upcoming challenges
 - Understanding risk, adjusting plans accordingly





Codifying Expert Knowledge into the Training Cycle

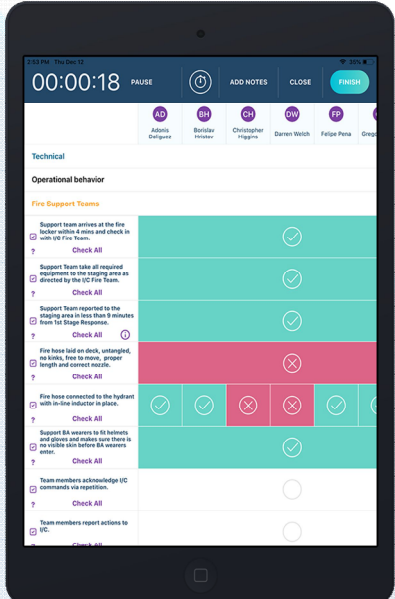
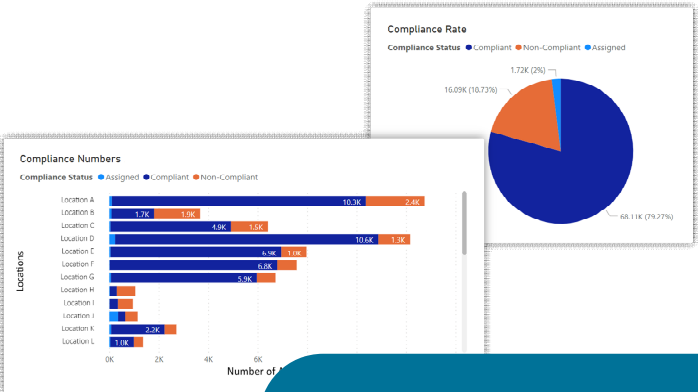
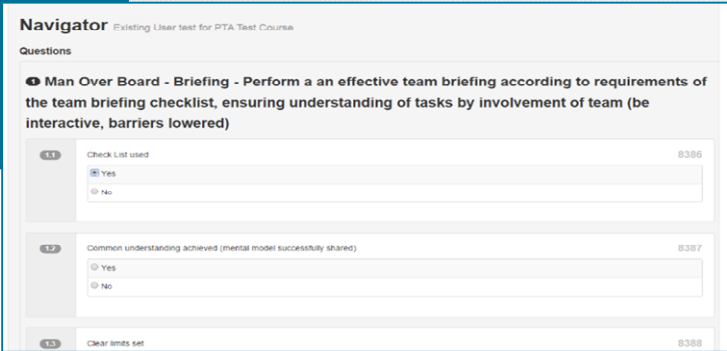
CAPTURE EXPERT KNOWLEDGE
DOCUMENT & REFINE PERFORMANCE STANDARDS

LEARNING PORTAL / RESOURCE LIBRARY

KNOWLEDGE TESTING

PRACTICAL SKILL EVALUATION

REPORTING AND ANALYTICS



Expert Knowledge into Practical Skill Assessment

Digitized Forms to Capture Structured Data

- Replace paper-based assessment of practical skills
 - Drills, Simulation, On-Vessel
- Quickly record actions as skills are being performed
- Enable immediate debrief and coaching opportunities

Codify checklists, rubrics, and expert knowledge

Trainee:	CO:	Stds:						
Evaluator:	RUN:	Developmental #	Assessed #	Final Disposition	Pass / Fail			
1	2	3	4	5	6	7	8	Comments/Observations
Essential Skills (pass 2/7 points required)								
Brief								
Execution								
Station Keeping								
Less than 4 checkmarks in either row constitutes an automatic failure								
Total: /24 (pass 2/7 pts required)								
Additional Skills (pass 2/7 points required)								
Coordination								
Conning								
Less than 4 checkmarks in either row constitutes an automatic failure								
Total: /16								
Safety (safety infraction is an automatic failure)								
PAS								



2:58 PM Thu Dec 12

00:00:18 PAUSE

ADD NOTES CLOSE FINISH

AD Adonis Doliguez BH Borislav Hristov CH Christopher Higgins DW Darren Wells

METAL DETECTOR - PERSONNEL & TRAINING

Competency

Standard Operating Procedures

<input checked="" type="checkbox"/> All personnel working with the metal detector have received documented training in the...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> All personnel have received training in the Standard Operating Procedure (SOP) in the...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> There are no observed personal deviations from the SOP.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Follows SOP for startup of line. In particular, the function of the detector and rejection device are...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> All personnel understand the impact of a plant-wide or more localized power outage on the function...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Follows SOP for line shutdown.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Metal Detector - Technical Knowledge

<input checked="" type="checkbox"/> Employee can describe briefly how a metal detector functions.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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12:01 PM Tue Oct 22

ASSESSMENT RESULTS

FIRE DRILL

OVERALL PERFORMANCE

TEAM PROFICIENCY Standard 2.67

TOTAL TIME 00:01:18

PARTICIPANT PERFORMANCE SUMMARY

33% 33% 33%

Above Standard Standard Further Training Required

PARTICIPANTS' PERFORMANCE

DIANE LI	Further Training Required	1
ANDREI IANCU	Standard	3

Converting Paper to Digital



With Paper Forms:

1. Know the process
2. Understand scoring rubric
3. Observe
4. Grade performance against rubric
5. Record & take notes
6. Summarize results and give overall score
7. Debrief
8. Report writing



With Digital Forms:

1. Know the process
2. Observe
3. Record & take notes
4. Debrief

100% Focus on observations

Uncover Actionable Metrics

- View, analyse and share insights through a dashboard:
 - Compare trends across locations, teams and departments
 - Access all assessment results, as well as advanced insights such as leadership, communication, etc.
 - Gain insight on corporate and individual competency gaps to target training
 - Measure skill fade and track procedural drift
- Support compliance and give senior management visibility into performance trends and risks
 - **Unlock insights which could never be found using paper checklists.**



2.86

Average Proficiency Score

7

Number of Assessments

1419

Number of Observations

DateCreated

9/23/2022

11/16/2022

Filter

Search

Select all

Date: 12 Sept 2022 Route: 22 Watch: A Watch Vessel: Kahloke

Date: 17 Sept 2022 Route: 22 Watch: B Watch Vessel: Kahloke

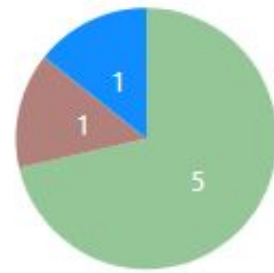
NULL

Rest Visibility Master kept team in Vessel Status Red discipline during the cr...

State Checklist complete for departure checklist (for every checklist). Switchi...

Visibility was 1-3c throughout. Bridge team actions were correct for rest vis ...

Scores Achieved



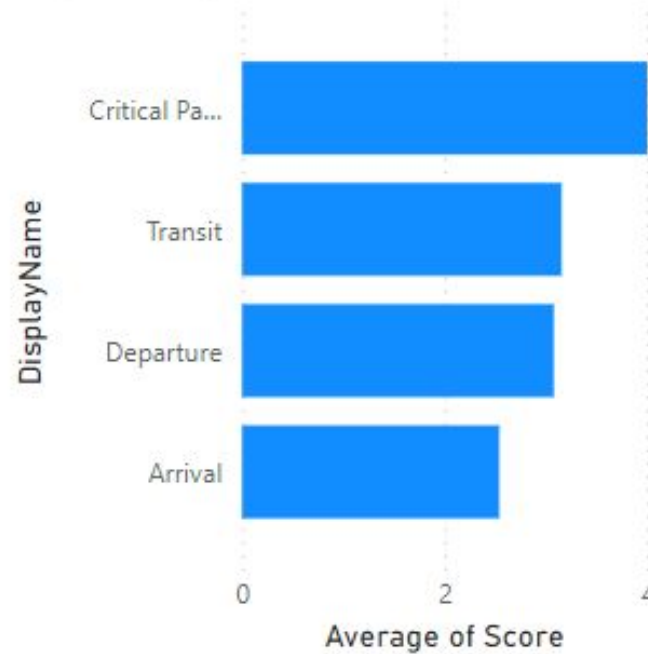
Score

3

1

4

Avg Score by Phase



DisplayName

Critical Pa...

Transit

Departure

Arrival

0

2

4

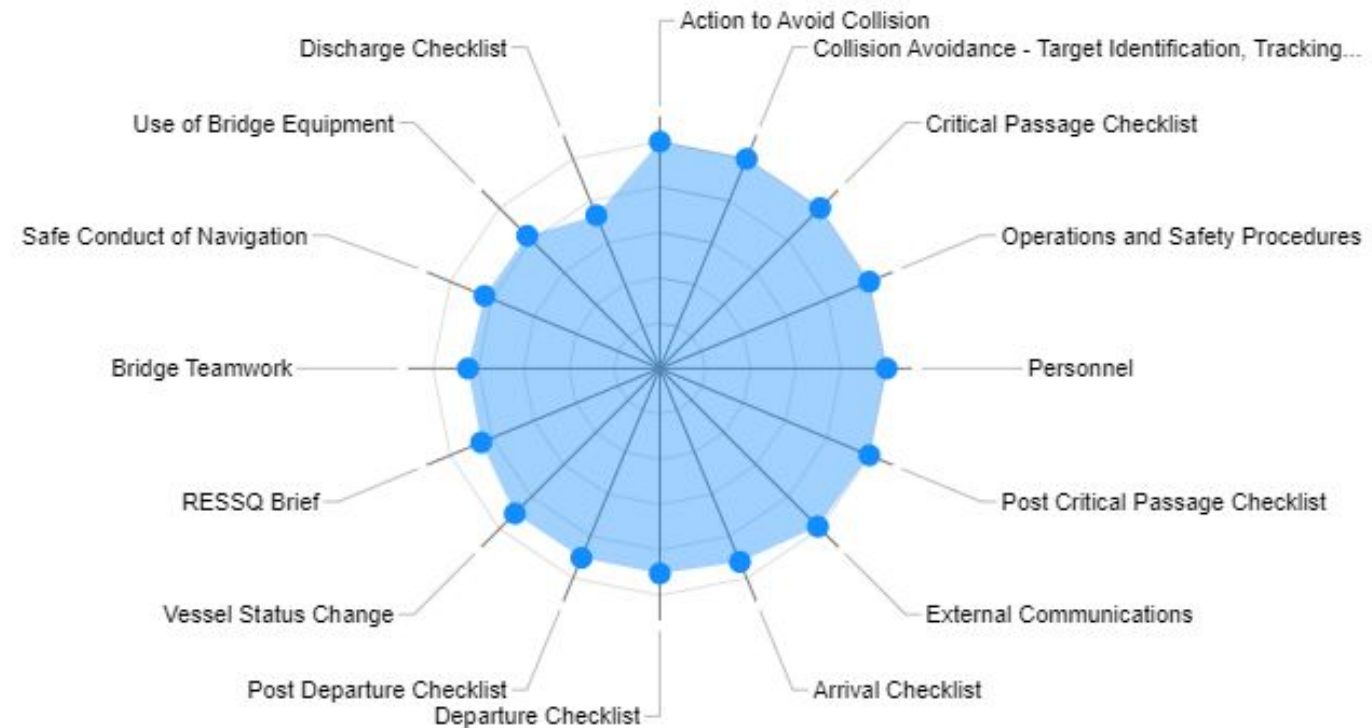
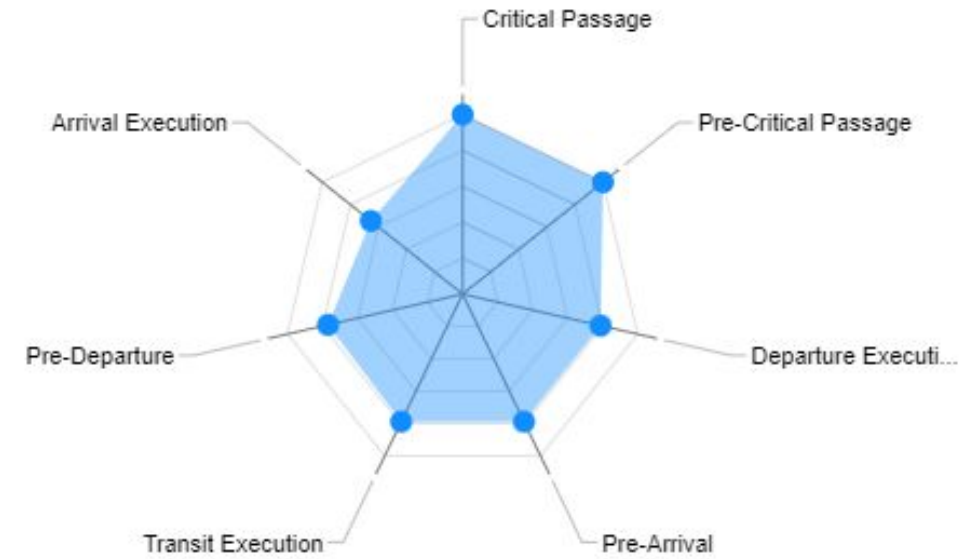
Average of Score

Average Score by Skill

Average of Score

Average Score by Sub-Phase

Average of Score



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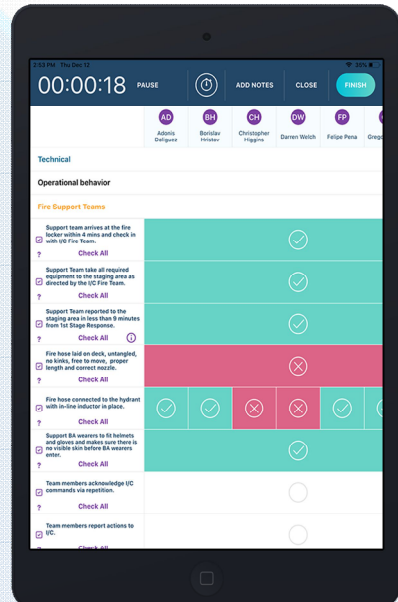
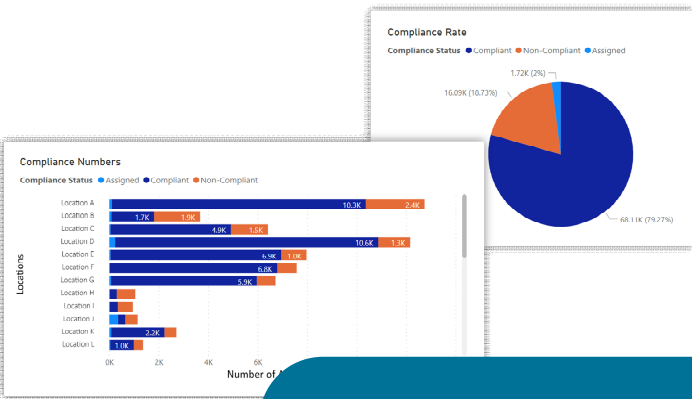
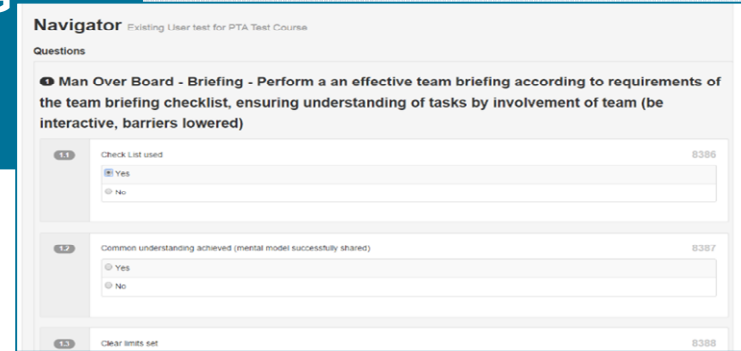
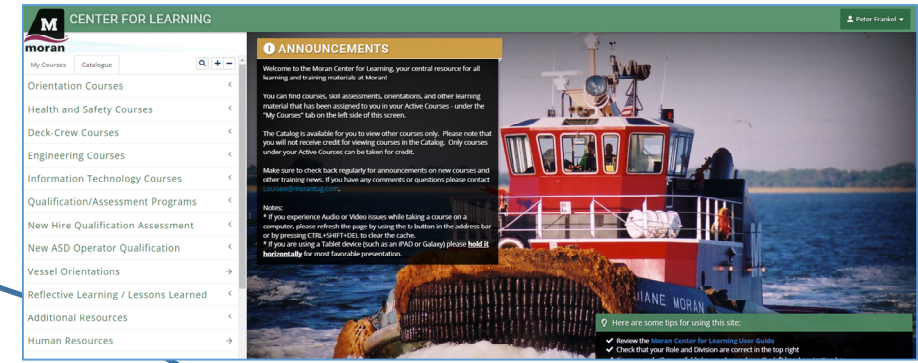
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Thank You!

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