



# Audit Report

For

**TRIUMPH SHIPPING CO.**

Recertification

*Audit Date: 19/09/2023*

## Organization Details

<b>Company:</b>	TRIUMPH SHIPPING CO.
<b>Address:</b>	10 Mohamed Masoud St.Wabour El Mayah, Bab Sharqi, Alexandria, Egypt
<b>Contact Person:</b>	Mrs. Yassmin Zaki
<b>Email:</b>	quality@triumphsc.org
<b>Audit Criteria:</b>	ISO 9001:2015
<b>EA Code:</b>	35
<b>Scope:</b>	Ship Management and Shipping Agency
<b>No. of Sites:</b>	1

## Sites

Site Name	Location
Same Site	Same Location

## Auditors

Auditor Name	Role
Mohamed Fouad	Lead Auditor
Adel Belal	Auditor
Ahmed Keshk	Auditor

## Auditee Members

Auditee Name	Position
Rear Admiral/ Kamal El Din Gamal	Chairman
Rear Admiral /Mohamed Sheemi	Marine Department manager
Eng/ Nasr Hamido	Technical Department Manager
Mr/ Abdel Mounam Mohamed	HR Department Responsible
Mr/ Tamer Agami	Purchasing & Shipping agency manager
Eng/ Hesham Abd Elkader	DPA
Mrs/ Yassmin Zaki	Quality manager

Mr. Islam Said	Operation
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<b>No. of Man-Days</b>
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3.0
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## Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
4.1	Understanding the organization and its context	The business risk process has been checked for the defined of the I&E issues for sample departments such as Technical and shipping agency departments	Compliant
4.2	Understanding the needs and expectations of interested parties	The business risk process has been checked for the defined of the interested parties for sample departments such as Technical and shipping agency departments	Compliant
4.3	Determining the scope of the QMS	The scope has been defined in the QM as Ship Management and Shipping Agency with defined exclusion for 8.3 since there is no design activities and no change in the defined scope	Compliant
4.4	QMS and its processes	The process approach for sample departments have been checked for KPI , input , output, control and resources	Compliant
5.1	Leadership and commitment	Top management commitment has been observed through the opening meeting and closing meeting and the discussion of the previous audit finding as well as the audit result, and implements all the improvement points, also well follow up for all the objectives set.	Compliant
5.2	Quality policy	The quality policy has been checked for continue suitability and communication through the system implementation	Compliant
5.3	Organizational roles, responsibilities and authorities	The JD of some positions have been checked along with the crew list of the M/V, the checked sample have been found to comply with the IMO requirements	Compliant
6.1	Actions to address risks and opportunities	The business risk have been checked with the system implementation and found effective system implementation for the operational control defined	Compliant

Clause No.	Requirement\Departement	Evidence	Result
6.2	Quality objectives and planning to achieve them	All the defined objectives have good plan with improvement to the QMS. The company objectives has been set indirectly to support Egypt 2030 and IMO green policy setting objectives to decrease the use of papers by 20%. Also the objectives have been set in enhance the quality of the QMS by increase market share by 25%.	Compliant
6.3	Planning of changes	The system has MOC in place, however there is no defined case.	Compliant
7.1	Resources	The resources have been checked for the human resources , the Equipment management include the maintenance and calibration , also the work enviroemntat as well as the infrastructure have been checked for suitability	Compliant
7.2	Competence	The competencies of the M/V crew members have been checked and found comply with the IMO requirements. The sample from crewing is annual apprise for chief officer and the lead accountant from the head office has been checked as well. Part of Company activities are to share in the social responsibilities (CSR). This observed through the Jappanies university' students and Arab Academy as well. Also the traing plan for 2023 has been observed, training from 6/7/2023 to 20/7/2023 and 17/9/2023 to 24/9/2023	Compliant
7.3	Awareness	The awareness of the employees has been checked for the requirements of the company requirements	Compliant
7.4	Communication	The reporting system between the technical department and the operating MVs and found all reports are complete for the checked period. The checked reports done by the Marine superintended and the machine superintended and the Shipping agency reporting for the owned new projects for the client and management	Compliant

Clause No.	Requirement\Department	Evidence	Result
7.5	Documented information	The document control procedure implementation has been checked during the audit by review the control of observed procedure and the records.	Compliant
8.1	Operational planning and control	The planning for the operation include the MVs control and the shipping agency operation and projects follow up has been observed to be effective planning During the audit the The operation of M/V Horria2 has been checked. All M/V certificates have been checked using DNV survey website. The website shows that all M/V certificates are complying. Example of certificate checked date survey dated 27-7-2027. Ballast water management 24-10-2025. Also the marine Department has Established new application for the monitoring of the operation conditions to comply with fuel consumption new regulation and the economic of the ship management operation.	Compliant
8.2	Determination of requirements for products and services	All clients' requirements for the selected sample have been checked to be will defined and communicated to the team through email or meeting. The customer feedback is observed to be positive. The client requirement for M/V stolt endurance has been checked through Email dated 15/2/2022 requesting service agency.at Shoukhna Port, to monitor the loading of flow meter from 300 MT/hr to 450 MT/hr. all monitoring of operation done through Whadsapp group and then send by Email. Sample of Data has been checked for message dated 31/12/2022 time 11 AM mass flow rate was 427 MT/Hr COB15766MT temp 28.4°C and the Email dated 31/12/2022@2:15PM	Compliant
8.3	Design and development of products and services	NA	Not Applicable

Clause No.	Requirement\Department	Evidence	Result
8.4	Control of externally provided processes, products and services	The external providers operation and performance have been observed to be controlled Eeeeeeeesupplies evaluation for year. 2022 has been checked, all suppliers have been evaluated such as (TMS) Sample of PO, Request for Horria2 #65/ 2023 for Compressed an filter dated 5/5/2023 inv# 11045636 Dated 12/5/2023, Recived 18/6/2023. Another sample, Request #61/2023 dated 15/4/2023 for anti heeling system level switch for tank wall. Delivery date was 26/6/2023 by Email dated 5/8/2023.	Compliant
8.5	Production and service provision	The shipmngment and shipping agency operation are the QMS core business found that they provided according to the IMO regulation and Egyptian legal requirements as well as the international requirements. The company provides the shipmagngement services to its own ships. The company also provide shipping agency services to its ships as well as other clients. Such as shipping agency services to Solt endurance M/V. During the audit the operation of shipmagngement service observed form marine Department design program such as Ship followup program. Fleet status at 8 AM on 19/9/2023, voyage monthly reports, the report include Departure, Arrival, shifting as well as data analysis	Compliant
8.6	Release of products and services	All the release activities conducted are reviewed and found as per the company procedure.	Compliant
8.7	Control of nonconforming outputs	There is no case found during the audit.	Compliant

Clause No.	Requirement\Department	Evidence	Result
9.1	Monitoring, measurement, analysis and evaluation	The KPIs for selected departments have been reviewed. KPIs have been analyzed using control charts. All proper KPIs control charts observed to be in compliance with QMS. However, the control charts don't show the upper and lower limits. Also customer satisfaction has been observed that customers are satisfied with company services. The company QA dept. has Defined many Data analysis for Different activities, such as operating and shipping agency. The data analysis Las included KPIs, operation parameters, and cargo.	Compliant
9.2	Internal audit	The IA program for the last period has been observed to comply with the requirements of ISO 9001:2015 and company procedure, last IA was conducted in 28/8/2023 with defined 11 NCRs and 3 AFI. Last ISM audit conducted by DNV dated 10/2022. As part of ISM audit is the ISMS audit, so , the ISMS auditors competency need enhancement.	Compliant
9.3	Management review	The MR is conducted in 30/3/2023 to discuss all the operation and system performance of 2022 and the risk effect on market and the improvement for the next period.	Compliant
10.1	General	The company has used all the defined tools of improvement by the ISO 9001 especially the objectives to improve the business and enhance the operational control to increase the opportunities.	Compliant
10.2	Nonconformity and corrective action	The NCRs have reviewed for the proper corrective actions and determination of root cause analysis. The conceive actions have been checked for Defined NCRs, however, the root cause analysis is Defined but need to be enhanced.	Compliant

Clause No.	Requirement\\Departement	Evidence	Result
10.3	Continual improvement	The continual improvement has been observed through the new activities found on the shipping agency department and the MVs availability	Compliant
-	Use of logo and trademark	The use of logo was used as per GCB requirements	Compliant

## Strength Point

new application for the monitoring of the operation conditions.

## Area for Improvement

ISMS auditors competency need enhancement.  
Enhance the usage of Control Charts  
the root cause analysis is Defined but need to be enhanced.

## Observation

Please list any noted observations or issues that can possibly turn to non-conformities.

## Minor NCR

NA

## Major NCR

NA

## Team Leader Recommendations

The QMS is found to satisfy the continue of certification ISO 9001:2015, so the company is recommended for Recertification of ISO 9001:2015 certification.

## Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

**Lead Auditor Name:**  
Mohamed Fouad

Signature