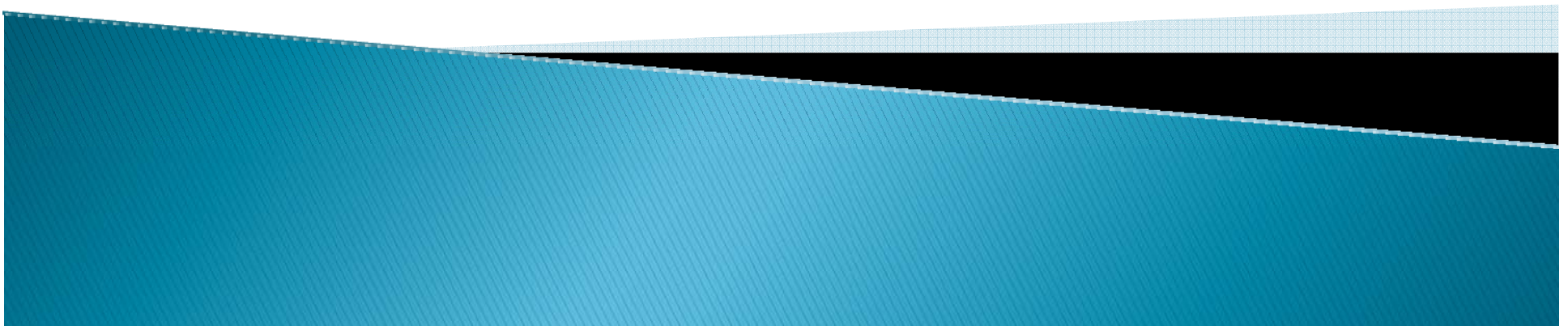


Value of Quality Standards Survey

FONASBA Annual Meeting
Lima 2013



Owners / Operators / Charterers

18 responses

1. Are you aware that there is a means to assess quality of Ship Agency companies operating in the USA and Canada?

YES - 15 NO - 3

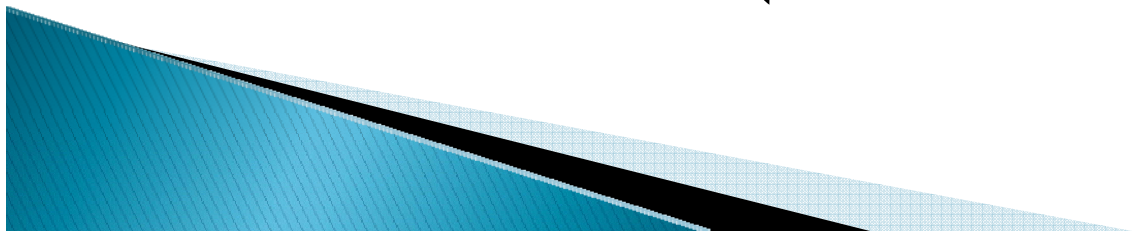
2. If yes, which quality standards are you familiar with?

10 ISO 9001

12 ASBA Certified Agent Members

5 FONASBA Quality Standard

2 Other (For Brokers FICS or MICS)



Owners / Operators / Charterers

18 responses

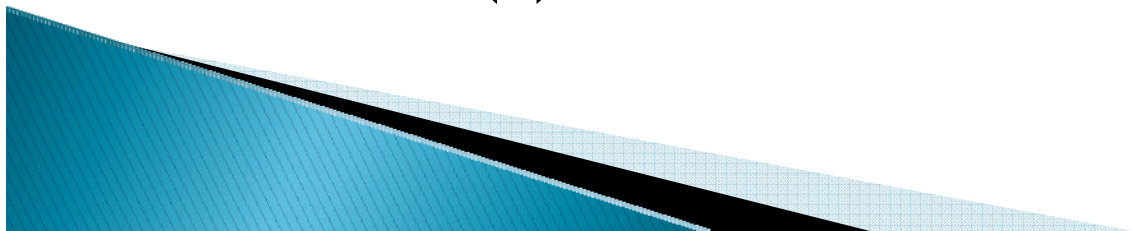
3. Do you use any or all of the standards available as criteria for appointing and/or recommending a ship agent?

YES – 4 NO – 11

If so – which one/s? No Answer, ASBA, ALL
Others: Multiport and Worldwide Agencies

If not – why not?

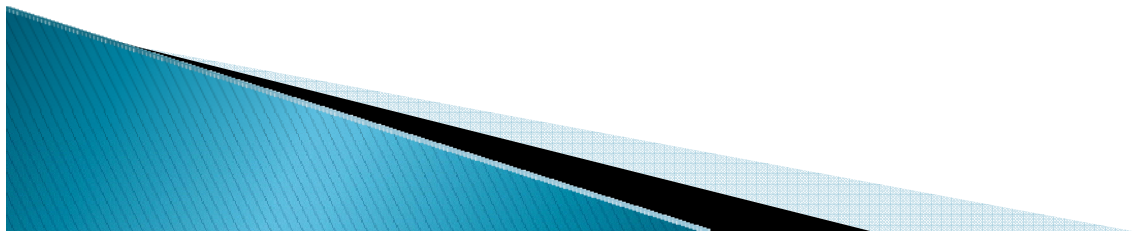
- ▶ Unaware (4)
- ▶ Have personal relationships with their agents for many years (2)
- ▶ Agents appointed by charterers (2)
- ▶ DA Desk (2)



4. What criteria do you use when appointing and/or recommending a ship agent?

Scale –1 (not important) – 10 (very important) – Average Score

- 9.7 Past experience with the agent
- 8.9 Experience with the specific cargo
- 8.2 Experience with specific vessel types
- 6.0 Agent Fee
- 7.8 Trained Boarding Agents
- 9.8 Fiscally Responsible –Steward of Principal’s funds
- 7.0 General Liability and Workmen’s Compensation Cover
- 7.7 Error & Omissions Cover
- 6.5 Internal Theft Cover
- 7.5 Broker or Charterer Referral



Owners / Operators / Charterers

18 responses

5. Do you place value on controlling the expansion of port costs and regulatory burdens?

YES - 17 NO - 1

(only if benefit to users - not just added expense)

- If so, do you know if your ship agents have a REAL commitment of time toward fighting such expansion?

YES - 10 NO - 7

6. Would a formal process to vet ship agents be of value?

YES - 14 NO - 4



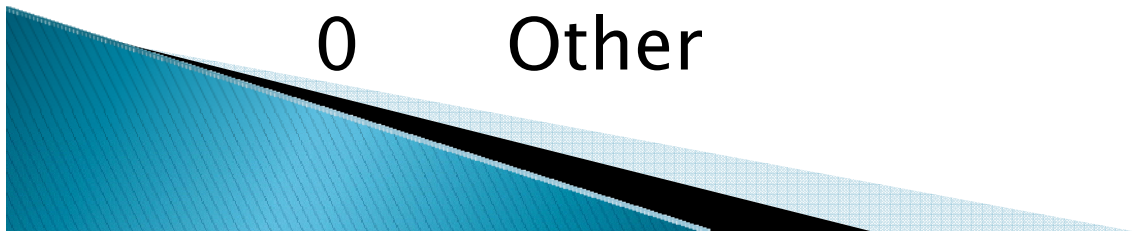
Ship Brokers – 10 responses

1. Are you aware that there is a means to assess quality of Ship Agency companies operating in the USA and Canada?

YES – 8 NO – 2

2. If yes, which quality standards are you familiar with?

1	ISO 9001
8	ASBA Certified Agent Members
2	FONASBA Quality Standard
0	Other



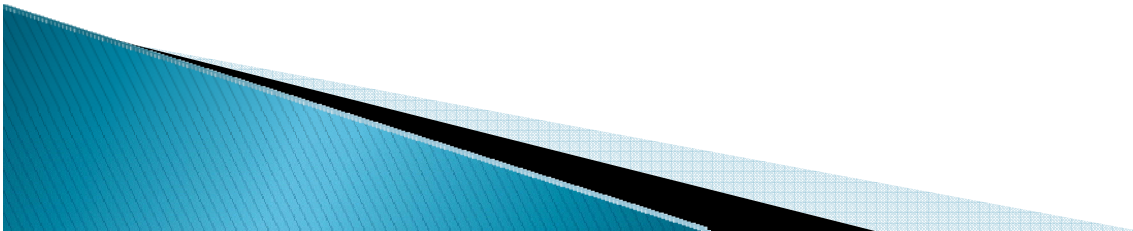
Ship Brokers – 10 responses

3. Do you use any or all of the standards available as criteria for appointing and/or recommending a ship agent?

YES – 3 NO – 6

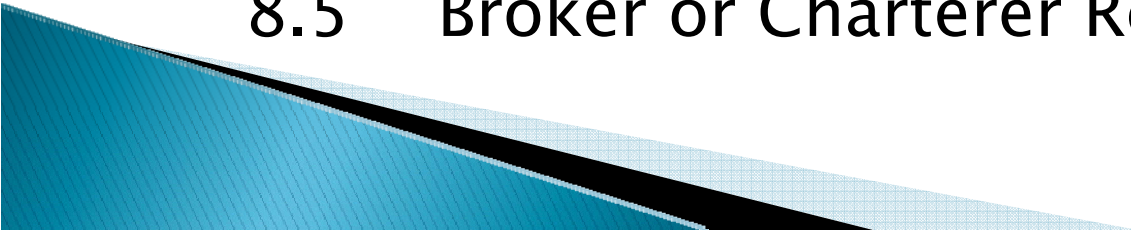
If so – which one/s? ASBA (2), ALL

If not – why not? No answer



4. What criteria do you use when appointing and/or recommending a ship agent?

Scale – 1 (not important) – 10 (very important) – Average Score

- 9.1 Past experience with the agent
 - 7.6 Experience with the specific cargo
 - 6.7 Experience with specific vessel types
 - 3.4 Agent Fee
 - 8 Trained Boarding Agents
 - 7.6 Fiscally Responsible – Steward of Principal's funds
 - 5.3 General Liability and Workmen's Compensation Cover
 - 6.3 Error & Omissions Cover
 - 4 Internal Theft Cover
 - 8.5 Broker or Charterer Referral
- 

Ship Brokers – 10 responses

5. Do you place value on controlling the expansion of port costs and regulatory burdens?

YES – 7 NO – 1

– If so, do you know if your ship agents have a REAL commitment of time toward fighting such expansion?

YES – 5 NO – 2

6. Would a formal process to vet ship agents be of value?

YES – 9 NO – 1



Ship Agents / Others

11 responses

1. Are you aware that there is a means to assess quality of Ship Agency companies operating in the USA and Canada?

YES – 9 NO – 2

2. If yes, which quality standards are you familiar with?

6 ISO 9001

6 ASBA Certified Agent Members


4 FONASBA Quality Standard

0 Other



4. What criteria do you use when appointing and/or recommending a ship agent?

Scale – 1 (not important) – 10 (very important) Average Score

- | | |
|-----|---|
| 10 | Past experience with the agent |
| 9.1 | Experience with the specific cargo |
| 8.3 | Experience with specific vessel types |
| 7.3 | Agent Fee |
| 8.1 | Trained Boarding Agents |
| 9.3 | Fiscally Responsible –Steward of Principal’s funds |
| 6.4 | General Liability and Workmen’s
Compensation Cover |
| 5.4 | Error & Omissions Cover |
| 4.8 | Internal Theft Cover |
| 7.8 | Broker or Charterer Referral |
- 

Ship Agents / Others

11 responses

5. Do you place value on controlling the expansion of port costs and regulatory burdens?

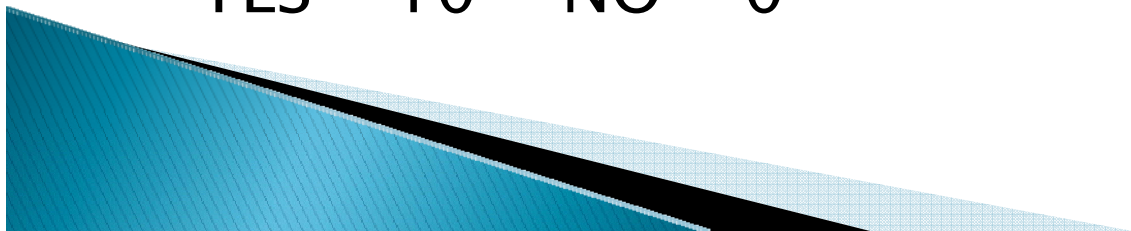
YES – 8 NO – 1

– If so, do you know if your ship agents have a REAL commitment of time toward fighting such expansion?

YES – 5 NO – 2

6. Would a formal process to vet ship agents be of value?

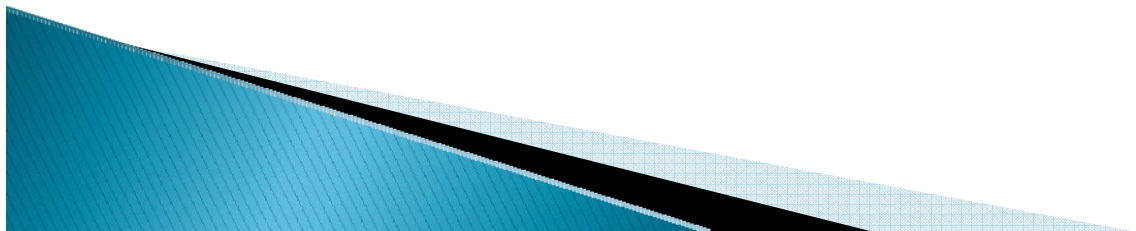
YES – 10 NO – 0



Conclusions

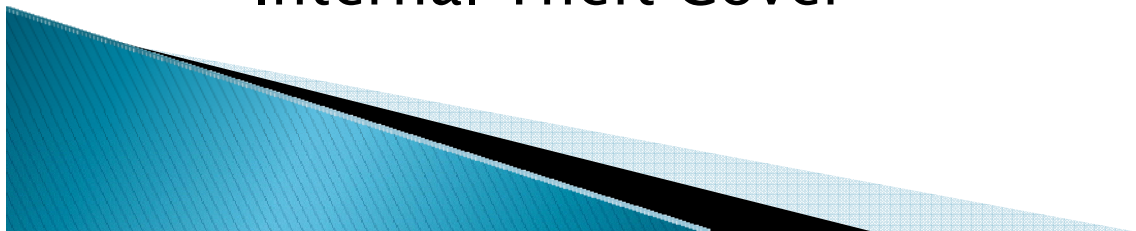
▶ General Themes

- Still much work to do to spread the “quality” word to our principals.
- If aware of the industry quality standards, typically aware of ASBA and FONASBA QS
- Participants of ASBA Cargo Conference are basically in the “know” as I make mention every year since 2005.



Conclusions

- ▶ Greatest to Least Importance
 - Past experience with the agent
 - Fiscally Responsible
 - Experience with the cargo
 - Experience with the vessel type
 - Broker/Charterer referral
 - Trained Boarding Agents
 - E&O Cover
 - General Liability & Workmen's Compensation Insurance
 - Agent Fee
 - Internal Theft Cover



Action Items

- ▶ Question 5 – Vast majority place a value on controlling port costs and regulatory burdens and 50% recognize their agents role in fighting local costs and regulatory burdens.
- ▶ Question 3 – Few use any of the available standards when appointing agents.
- ▶ Question 6 – Vast majority agree that formal vetting process for agents would be of value.

