



# Administrators & Operations Staff

## Open Forum Tuesday 11<sup>th</sup> May 2021

**Orams Marine – Captains Lounge, 136 Beaumont Street, Freemans Bay**

(Upstairs Conference Room, thru Dry Stack, parking on street or at AT park across road.)

Agenda & Topics	Time
<b>Networking, Mix and Mingle and Tea/Coffee</b>	8:45 am
<b>Welcome, Introductions &amp; Agenda Review</b> <ul style="list-style-type: none"> <li>- NZMOA Chairman – Chris Galbraith, introduction Facilitator – Phil Wardale</li> <li>- Round room introductions, name, role, time in role and specific area of interest.</li> </ul>	9:15 am
<b>Marina and Boatyard Office processes</b> <ul style="list-style-type: none"> <li>- Discussion on the following as to how Marina and Boatyards are operating:               <ul style="list-style-type: none"> <li>o Software in use</li> <li>o Microsoft suite</li> <li>o Online Booking integration</li> <li>o Inductions</li> <li>o Newsletters</li> <li>o SMS tools</li> <li>o Access Control</li> <li>o CCTV</li> <li>o Insurances, EWOF's – reminders and collection of evidence</li> </ul> </li> </ul>	9:45 am
<b>Morning Tea</b>	10:45am – 11:15am
<b>Pacsoft NG – Marine Management Suite</b> <ul style="list-style-type: none"> <li>- Discussion on the use of the NG (and MMS) within the marina and boat yard offices:</li> <li>- Everyday use               <ul style="list-style-type: none"> <li>o Specific use of NG software</li> <li>o Clever use of software</li> <li>o Integration with other tools</li> <li>o Change in process requiring a change in software?</li> <li>o Storage of new data?</li> </ul> </li> </ul>	11:15am

Agenda & Topics	Time
<p><b>Administration Processes and Administration:</b></p> <ul style="list-style-type: none"> <li>- Compliance Management</li> <li>- Service agreements and contracts – online?</li> <li>- EWOFS <ul style="list-style-type: none"> <li>o Electrical inspections, audits, monthly tests. How are marinas and boat yard’s recorded.</li> </ul> </li> <li>- Insurances - third party, ship repairers</li> <li>- Contractor management – inductions</li> </ul> <p><b>Customer Satisfaction Surveys</b></p> <ul style="list-style-type: none"> <li>- Who doing them, what are they telling us?</li> </ul> <p><b>Credit Control</b></p> <ul style="list-style-type: none"> <li>- Collection methodologies</li> </ul>	Noon
<b>Lunch &amp; Networking</b>	1:00pm – 2:15pm
Visit to Orams Marine and Westhaven Office during extended lunch and Networking time	
<p><b>Afternoon – Operational Focus</b></p> <ul style="list-style-type: none"> <li>- Linkage between Customer Services staff and Operational staff</li> <li>- Maintenance reporting and job control</li> <li>- Recording completed maintenance</li> <li>-</li> </ul>	2:15 pm
<p><b>Maintenance Planning</b></p> <ul style="list-style-type: none"> <li>- Software</li> <li>- Condition assessments and</li> </ul>	
<b>Afternoon Tea</b>	3:15 pm – 3:30 pm
<b>Open discussion time – other topics of interest</b>	3:30 pm
<b>Summary of day and any actions for NZMOA</b>	4:45 pm
<b>Close of day</b>	5:00 pm
<p>Optional Casual Dinner with group along with group arriving for Day 2 – Hardstand Open Forum Day – 12<sup>th</sup> May at Orams Marine.</p>	