

Issues and Challenges in Standard of Operating Procedure for Handling Ship Call in Vessel Operation

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ABSTRACT

This study reviews the issues and challenges in standard of operating procedure (SOP) implementation for vessel operation in handling ship call based on the operational practices in shipping liners. The study was conducted to explore the area in shipping liners which involved the issues and challenges of departure and arrival of vessel from the entering port to the port window. Hence, this study was conducted to identify the issues and challenges in handling the ship calls in the local office which contributed to the delay factors that affected the SOP timeline. The objective of this study is to describe the vessel operations practices in attending vessel calls in shipping liners and to identify the issues and challenges in following the SOP requirement of the company. The study had used the qualitative research method to get the findings and information about these issues. The method of interview through the phone call interview session was conducted with the vessel operation team to get their views and experiences in the study. In addition, the secondary data such as the document analysis of the company's SOP and other related journals was being analysed to support the findings of the study. Simultaneously, the findings and analysis will briefly explain the operational efficiency and operational challenges. As a conclusion, the shipping liners operators is still able to face the issues and challenges in their SOP implementation. However, some issues such as the lack of manpower and issue with the port authorities need to be highlighted. At the end of this study, recommendations are given for the future improvement of SOPs for shipping liners operators.

Keyword: Shipping liners, SOP's, vessel operation, ship call