



Viaduct Harbour Marine Village

Process Documentation

“The process documentation project allowed us to capture the huge amount of knowledge about our business that was sitting with our staff. This allows us to manage and train staff, as well as securing a consistent level of service for our clients. Management Toolbox provided a dedicated and professional approach to the project, and ensure it was completed within a timeframe that would not have been possible using internal resource.”

Craig Furlong, Manager, VHMV

Introduction

Viaduct Harbour Marine Village (VHMV) is situated in the heart of Auckland City on the Central Business District’s spectacular waterfront. It provides premium marina facilities in a prestigious residential, commercial, and entertainment precinct.

The Marina provides full security and general berth services for vessels up to 50 metres, or larger by arrangement, including all boat maintenance, refurbishment, and provisioning requirements.

The Issue

VHMV identified the need for documented standard operating procedures and performance standards covering Marina related tasks carried out by all VHMV staff.

The need arose due to a number of reasons, namely:

- The lack of training material available to induct new staff and up-skill existing employees.
- Concern that OSH standards were not always complied with and current procedures were not being followed.
- As part of the Auckland City Council, VHMV is required to

ensure that it documents its procedures and policies.

The Solution

Management Toolbox was engaged to document standard operating procedures and performance standards for VHMV.

The project was undertaken to provide standardisation of the day-to-day tasks of the internal staff, and to provide a set of minimum performance standards.

The solution provided would need to reflect current procedural requirements, and be clear and accessible. This was a document that would be used to train new and existing staff as well as being accessed regularly to clarify any procedural concerns and performance standards.

The Project

The project was broken down into two phases. The first phase focused on understanding what the Marina currently had in place, and scoped the work required to document all standard operating procedures and performance standards. A set of pilot documents was also created for initial sign-off.

The second phase entailed using the templates agreed during the first phase to complete documentation of all tasks carried out by the VHMV marina staff.



These templates were also used to document standardised rules and procedures for such tasks as berthing inward and outward bound vessels, travel lift operation, and maintenance procedures.

Results

VHVM now have a comprehensive on-line suite of documents that is used to ensure a standard service is delivered which meets strict minimum performance levels. They also secure the safety of staff by ensuring they are aware of OSH protocol, and are used as a training and induction tool with all staff required to be familiar with the contents.

Sustainability

Internal VHVM staff have ownership of version controlled document templates. As the need arises they are able to make the necessary changes and roll-out to all employees.

Contact us:

If you have any questions, or wish to receive further information, please contact us.

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