

Strategy





The Norwegian Maritime Authority (NMA) is the administrative and supervisory authority in matters related to safety of life, health, material values and the environment on vessels flying the Norwegian flag and foreign ships in Norwegian waters. The NMA is also responsible for ensuring the legal protection of Norwegian-registered ships and registered rights in those ships. The NMA is subordinate to the Ministry of Trade, Industry and Fisheries and the Ministry of Climate and Environment. Our activities are governed by national and international legislation, agreements and political decisions.

The main tasks of the NMA are to:

- safeguard life, health, property and the environment
- register vessels and rights in vessels
- supervise the construction and operation of vessels flying the Norwegian flag and the companies operating these vessels
- issue certificates to seafarers and supervise Norwegian training institutions;
- supervise foreign ships in Norwegian ports
- supervise and promote good working and living conditions on vessels
- administer and develop Norwegian and international legislation
- market Norway as flag State
- administer grant schemes on behalf of the Ministry
- monitor risks
- carry out preventive measures to reduce the number of accidents both in the recreational fleet and the commercial fleet

The NMA's functions

Adviser

The NMA has a duty to provide guidance to our customers. The NMA advises the Ministry of Trade, Industry and Fisheries, the Ministry of Climate and Environment and other government agencies. The guidance should be clear, consistent and based on professional expertise and integrity.

Driving force

The NMA will be a driving force for the industry and political authorities in the safety and environmental activities. In addition, the NMA will encourage the maintenance and development of a strong Norwegian flag

The NMA will be a visible and clear participant in the national and international regulatory work. Attitudinal measures are also central to our work. Research, innovation,


risk assessments and lessons learned from accidents should form the basis for our priorities.

Supervisory authority

The NMA has been delegated supervisory authority pursuant to the Ship Safety and Security Act, the Product Control Act and the Act relating to Recreational and Small Craft. The supervision includes certification, document control, inspection and auditing to ensure compliance with the legislation. The supervision contributes to the creation of strong behavioural attitudes with regard to health, safety and the environment.

Register

The NMA has been delegated authority pursuant to the Norwegian Maritime Code to manage the function of real property register. Registration ensures the legal protection of registered rights and is maintained by correct and updated registers.



Overall objective:

The preferred maritime administration

Maritime administrations are important and central actors for maintaining and facilitating the development of the maritime industry. The NMA shall be the preferred maritime administration.

This means that the NMA should offer competitive services so that the industry chooses the Norwegian flag. We should be recognised for our competence in the maritime cluster. Ministries to which the NMA is subordinate and other government agencies should seek

and listen to our advice. The Norwegian voice shall be heard in international forums. We will have a good cooperation with both research and training institutions, yards, equipment manufacturers and designers. Furthermore, the NMA shall facilitate a good tripartite cooperation with the shipowners' organisations and the employees' organisations.

In order to become the preferred maritime administration, we have two main objectives:



Main objective 1:

A customer-oriented, effective and efficient administration

The NMA will perform tasks in a manner that maintains high standards of safety of life, health, environment and material values in accordance with society's restrictions and expectations.

We will listen to input from the industry and other collaborators in order to make our services as good and expedient as possible. Customer surveys and contact with the industry will be useful tools in this effort.

Quick response and good answers

The NMA will provide answers when the industry needs them. The answers shall be precise, based on expert knowledge and justified in a manner that is easily understood by the industry. Everyone who contacts the NMA should be confident that their inquiry is seen and considered within a short period of time.

Key Performance Indicators:

- processing is done in accordance with the service statement
- customer surveys
- random sample control of processed cases
- the number of processing errors which have led to reversed decisions.

Good digital solutions

The NMA shall be one step ahead in the use of digital solutions in order to increase the availability and service level for our customers. Our customers should, as far as possible, be able to solve their tasks by digital solutions. Written communication with the NMA should primarily be done electronically.

Key Performance Indicators:

- the percentage of electronic correspondence
- gains achieved by new digital solutions
- relevance evaluation of the NMA's web pages

- traffic measurements of web pages, phone calls and e-mails
- suggestions for non-conformities and improvements on the NMA's IT systems
- customer surveys

Sufficient, clear and user-friendly legislation

Our legislation shall be user-friendly and accessible. The NMA implements commitments in due time and in accordance with international legislation. The NMA will be present in relevant forums and seek international regulation of the international fleet. For the national fleet, an adequate set of regulations will be developed in cooperation with the industry.

Key Performance Indicators:

- Norway's proposals are supported in international forums
- audits of Norway as flag State do not indicate any major non-conformities
- regulations and circulars are available online both in Norwegian and English at the time of entry into force
- customer surveys

Risk-based prioritisation of tasks

The NMA's priorities will be based on risk assessments.

The areas that we should pay particular consideration to in connection with supervision, audits, attitudinal measures and development of regulations are identified through the annual risk survey.

Risk-based supervision is one of several administrative processes that ensure that the NMA's resources are used properly. By using systematic methods and analysis, we can compare situations that in principle are very different. The purpose is to ensure

that efforts will be directed towards areas that provide the greatest gain in terms of health, safety and the environment.

The NMA will continue to work with the development of risk-based supervision.

Key Performance Indicators:

- follow-up of annual focus areas which are communicated to the industry
- priorities within the areas of supervision, development of regulations and preven-

tive measures are based on annual risk assessments

- Norway is among the top five flag States on all port State control regimes' White Lists and is qualified for the Qualship 21 program
- a reduction in calculated risk
- a relative reduction in the number of fatalities, foundering and injuries that result in absence
- a relative reduction in detained vessels or serious non-conformities.



Main objective 2:

A visible, competent and recognised administration

"Norwegian Maritime Authority" should be a well recognised brand both in the national and international maritime environment. The NMA should be associated with quality, competence, innovation and customer focus. Quality shall characterize all processes. We will live up to the expectations of our superior authorities and the maritime industry.

Increased share of the Norwegian-controlled fleet in NIS/NOR

A precondition for more Norwegian-registered ships is that the services provided by the NMA are well known and recognised in the industry.

The NMA will focus on the marketing of Norway as flag State to get more companies to choose NIS/NOR. This effort will be based on knowledge of the market and potential customers, and will provide guidance for our presence at trade fairs and conferences. The NMA will during this period prioritise contact meetings and visit the most relevant customers and specialist environments.

Our focus on customer service, good digital solutions, expertise and a high degree of quality will contribute to making the NMA the preferred maritime administration. More vessels flying the Norwegian flag will strengthen the Norwegian maritime industry nationally and internationally and is important for Norway's impact on international legislation.

Key Performance Indicators:

- increased NIS/NOR fleet; at least 65% of the Norwegian-controlled fleet should fly the Norwegian flag
- all larger companies have a designated contact person
- increased presence at priority venues in the maritime cluster, both nationally and internationally

Recognised competence

The employees are the key assets of the NMA. In order for the NMA to become the preferred collaborative partner, our management and employees should have proper and updated competence in relation to our social mission and the needs of the industry. Good recruitment processes, systematic development of employee skills and a good working environment is essential to ensure this.

Appropriate and flexible use of the NMA's overall expertise will be facilitated. We need to ensure sufficient flexibility and robustness in order to meet customer requirements.

Key Performance Indicators:

- the NMA's system for competence management
- positive coverage of the NMA in the media and in trade journals
- survey of working environment
- customer surveys

Contribute to making Norwegian innovation the international standard

The NMA should be a visible and recognised participant in the international regulatory work. The NMA will, together with the industry, contribute to making Norwegian innovation the standard in the international regulatory work. The NMA will prioritise the issues that are important to Norway as flag State, coastal State and port State.

Key Performance Indicators:

- the industry's participation in the NMA's international regulatory work
- innovative companies choose the Norwegian flag



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