

How Can I Prove My Decisions Have Improved Performance at My Terminal?

Proving that your decisions have positively impacted terminal performance is essential for gaining stakeholder confidence and driving continuous improvement.

By effectively tracking key performance indicators (KPIs) and leveraging data, you can clearly illustrate how your strategic choices enhance efficiency, reduce costs and optimise operations.



This guide outlines 8 practical strategies for showcasing how your operational choices lead to measurable enhancements, ultimately reinforcing the value of your leadership in terminal operations.



1. Track Key Performance Indicators

Identify and monitor KPIs, such as vessel turnaround time, berth utilisation, cargo handling efficiency and demurrage costs. Regularly tracking these metrics will help you measure the impact of your decisions.



2. Use Historical Data for Comparison

Compare current performance data with historical data to identify improvements. This helps demonstrate how your decisions have positively impacted terminal operations.



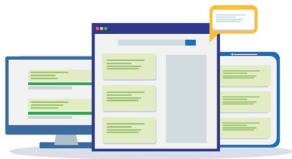
3. Implement Real-time Schedule Monitoring

Utilise real-time schedule monitoring tools to track operational performance continuously. This allows you to make timely adjustments and show immediate improvements.



4. Conduct Regular Performance Reviews

Compare the performance of your terminal with others within your organisation. This benchmarking helps highlight areas where your terminal excels and identify best practices.



5. Gather Consistent Data

Use a standard template to gather comprehensive and relevant information from stakeholders, including inspectors, agents and vessel operators. Collecting data in a consistent way improves accuracy and supports more reliable KPI reporting.



6. Leverage Data Visualisation

Use data visualisation tools to create clear and compelling reports. Visual representations of data make it easier to communicate improvements to stakeholders.



7. Monitor Delay Reasons and Frequency

Keep detailed records of reasons for delays and their frequency. This documentation provides concrete evidence of how specific decisions have improved performance by addressing and reducing delays.



8. Conduct Root Cause Analysis

Perform root cause analysis on any issues to demonstrate how your decisions have addressed underlying problems. This shows a proactive approach to continuous improvement.

Prove Your Impact: Demonstrating Improvements

Track, visualise and report performance in one platform with Mainstay MTO - aligning stakeholders around shared KPIs and clear reporting to prove improvements in berth utilisation, delay reduction and claims handling.

To see how we can help with
your terminal challenges, visit:



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