



Training for trainers ensures gap-free separator knowledge

Seaspan, India

Case story



With a fleet of well over 100 vessels and a staff exceeding 4500 employees, Seaspan is the world's largest independent charter owner of container ships. To ensure best-in-class instruction for its crews, the company's own trainers participated in customized training from Alfa Laval.

Seaspan is committed to safe, reliable and economical operations on its state-of-the-art container ships. The company manages every aspect of those operations – and understands that they depend on crew knowledge. This is why Seaspan has training initiatives in seven locations worldwide, with its training efforts focused in Mumbai, India.

Seaspan's courses are developed in Mumbai and replicated in its other

training regions. So when new Alfa Laval separators were installed at the Mumbai facility in 2018, Seaspan had Alfa Laval provide a customized, in-depth course for trainers with the separators in focus.

Knowledge counts on the bottom line

Seaspan trainers are already experts in their own right. But the company sees every reason to sharpen that expertise, so that no stone goes unturned in imparting knowledge to crews.

“We take the competence building of our seafarers very seriously,” says Training & Development Manager Gurmeet Singh Ranghar, who also took part in the Alfa Laval course. “We have a large number of Alfa Laval separators and

could be installing more on potential future newbuilds, which is why we've invested in the separators for the training centre.”

If Seaspan didn't invest in training, Ranghar points out, the costs would soon appear elsewhere. “Because we own and manage our vessels, we see a direct correlation between investing in training and reducing equipment problems and damage,” he says.

Access to deeper insights

The main goal of the three-day training, in which trainers from various Seaspan sites participated, was to get at the details and separator insights that manuals and day-to-day experience don't provide.

“As trainers we’ve used the equipment at sea ourselves, but we wanted to close any possible knowledge gaps,” Ranghar explains. “With equipment from any manufacturer, there are always small things one isn’t sure of, that aren’t necessarily covered in the manual. The maker is the best one to help people in the industry when it comes to maintenance and servicing, because the maker knows the design concepts and has a depth of experience no one else does.”

Meeting experts with expertise

Alfa Laval’s depth of experience was something that came through in the delivery from Alfa Laval trainers. “They explained everything well and really put their experience on the table for us,” says Ranghar. “You could tell that they’ve been with Alfa Laval for a long time.”

Equally important, however, was the ability of the Alfa Laval trainers to adapt to their audience. Though necessary

in any course, this skill was especially crucial in a train-the-trainer situation. Because the Seaspan trainers already knew so much, the details they were after were specific and sometimes unexpected.

“This course was really tailor-made for us,” Ranghar enthuses. “The more we probed, the deeper Alfa Laval went. They were able to fill in the smallest gaps, and now we’re putting that knowledge into our own trainings. For us, those pieces really connected the dots, and for them it was a very good interactive session.”

Looking further and looking ahead

Although the three-day course was mainly focused on the separators themselves, the participants also discussed changing fuel qualities and the challenges of coping with changing industry demands. In addition, they spent time looking at the wider equipment picture.

“Alfa Laval representatives shed some light on the other types of equipment they have right now, so we got lots of input from different angles,” says Ranghar. One area of particular interest was Alfa Laval PureBallast 3, where he sees opportunities for further customized training.

“We’ve placed a large order for Alfa Laval ballast water treatment systems that are going to be installed on Seaspan vessels,” Ranghar says. “So that’s the next training step we’re going to look into.”

“Alfa Laval’s deep expertise helped us fill in the gaps.”



Gurmeet Singh Ranghar
Training & Development Manager, Seaspan

How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com.