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HIMS DOCUMENTATION INDEX

Complete Documentation Package

Version: 1.0

Date: December 5, 2025

Company: PT Hanmarine Indonesia

System URL: <https://app.hanmarine.co>

[DOCS] DOCUMENTATION OVERVIEW

This package contains comprehensive documentation for the Hanmarine Integrated Management System (HIMS), including user manuals, standard operating procedures, visual flowcharts, and technical guides.

[FILE] AVAILABLE DOCUMENTS

1. HIMS Complete Manual (English)

- **Filename:** HIMS_COMPLETE_MANUAL.md / HIMS_COMPLETE_MANUAL.pdf
- **Pages:** ~80 pages
- **Size:** 201 KB (PDF)
- **Language:** English
- **Contents:**
 - System Overview
 - User Access & Authentication
 - Role-Based Permissions Matrix

- Module Operations (Crew, Applications, Contracts, Documents, etc.)
- Standard Operating Procedures (6 SOPs)
- Compliance & Quality Management (MLC, STCW, ISO 9001)
- Troubleshooting & Support
- Glossary & Reference Charts

2. HIMS Panduan Lengkap (Bahasa Indonesia)

- **Filename:** HIMS_PANDUAN LENGKAP_INDONESIA.md / HIMS_PANDUAN LENGKAP_INDONESIA.pdf
- **Pages:** ~80 pages
- **Size:** 200 KB (PDF)
- **Language:** Bahasa Indonesia
- **Contents:**
 - Ringkasan Sistem
 - Akses & Login
 - Hak Akses Berdasarkan Role
 - Penggunaan Modul (Crew, Aplikasi, Kontrak, Dokumen, dll)
 - Prosedur Operasional Standar (6 SOP)
 - Kepatuhan & Manajemen Mutu (MLC, STCW, ISO 9001)
 - Penyelesaian Masalah
 - Glosarium & Chart Referensi

3. HIMS Visual SOP Flowcharts

- **Filename:** HIMS_VISUAL_SOP_FLOWCHARTS.md / HIMS_VISUAL_SOP_FLOWCHARTS.pdf
- **Pages:** ~60 pages
- **Size:** 178 KB (PDF)
- **Language:** English (with visual diagrams)
- **Contents:**
 - SOP-001: Crew Application Process (detailed flowchart)
 - SOP-002: Contract Generation & Signing (detailed flowchart)
 - SOP-003: Document Expiry Management (detailed flowchart)
 - SOP-004: Crew Replacement Process (detailed flowchart)
 - SOP-005: External Compliance Management (KOSMA, Dephub, Schengen)
 - SOP-006: Monthly Compliance Reporting (detailed flowchart)
 - Module Overview Diagram
 - Data Flow Diagram
 - Permission Matrix Diagram
 - Mermaid diagram instructions

[TARGET] QUICK START GUIDE

For End Users (Non-Technical)

1. **Start with:** HIMS_PANDUAN LENGKAP_INDONESIA.pdf (Indonesian users)
2. **Or:** HIMS_COMPLETE_MANUAL.pdf (English users)
3. **Find your role** in Section 2 (Login credentials)
4. **Learn your permissions** in Section 3 (Permission matrix)

5. Follow SOPs in Section 5 for daily tasks

For Administrators

1. **Read:** HIMS_COMPLETE_MANUAL.pdf (complete system overview)
2. **Study:** HIMS_VISUAL_SOP_FLOWCHARTS.pdf (process flows)
3. **Review:** Compliance sections (MLC, STCW, ISO 9001)
4. **Setup:** User accounts and permissions

For Auditors

1. **Review:** HIMS_COMPLETE_MANUAL.pdf Section 6 (Compliance)
2. **Study:** HIMS_VISUAL_SOP_FLOWCHARTS.pdf (process documentation)
3. **Verify:** SOP adherence against flowcharts
4. **Check:** ISO 9001 document control procedures

For Developers/IT Support

1. **Read:** Technical architecture in Section 1.2
 2. **Study:** Permission matrix in Section 3
 3. **Review:** Troubleshooting in Section 7
 4. **Understand:** Data flow diagrams in Visual SOP document
-

[USERS] USER ROLES & ACCESS

DIRECTOR (Full Access)

- rinaldy@hanmarine.co / director2025
- arief@hanmarine.co / admin2025
- **Access:** Complete system control

ACCOUNTING (Finance)

- dino@hanmarine.co / accounting2025
- **Access:** Full access to contracts, wage scales, agency fees, insurance

OPERATIONAL STAFF

- cdmo@hanmarine.co / cdmo123 (Crew Document Management)
- operational@hanmarine.co / operational123 (Operations Manager)
- hr@hanmarine.co / hr123 (HR Officer)
- **Access:** Role-specific modules (see permission matrix)

CREW PORTAL

- crew@hanmarine.co / crew2025
- **Access:** View own contracts, documents, assignments

AUDITOR

- **auditor@hanmarine.co** / auditor2025
- **Access:** Read-only compliance, quality, documents

Login URL: <https://app.hanmarine.co>

[BOOK] DOCUMENT USAGE SCENARIOS

Scenario 1: New User Onboarding

Goal: Train new employee on HIMS system

Steps: 1. Provide **HIMS_PANDUAN LENGKAP_INDONESIA.pdf** (for Indonesian speaker) 2. Show Section 2 for login credentials 3. Demonstrate Section 4 for their specific module operations 4. Review relevant SOPs in Section 5 5. Answer questions using Troubleshooting (Section 7)

Time: 2-3 hours training session

Scenario 2: Crew Application Process

Goal: Process new crew application to principal

Documents to Use: 1. **HIMS_COMPLETE_MANUAL.pdf** - Section 4.2 (Application Module) 2. **HIMS_VISUAL_SOP_FLOWCHARTS.pdf** - SOP-001 (Crew Application Process)

Steps: 1. Follow flowchart in Visual SOP document 2. Reference manual for detailed field descriptions 3. Check decision points in flowchart 4. Complete application in HIMS system 5. Track status as per flowchart

Time: 30-60 minutes per application

Scenario 3: Monthly Compliance Audit

Goal: Prepare for internal/external audit

Documents to Use: 1. **HIMS_COMPLETE_MANUAL.pdf** - Section 6 (Compliance & Quality) 2. **HIMS_VISUAL_SOP_FLOWCHARTS.pdf** - SOP-006 (Monthly Reporting)

Steps: 1. Review compliance requirements (MLC, STCW, ISO 9001) 2. Follow monthly reporting flowchart 3. Generate reports from HIMS 4. Verify against compliance standards 5. Present to auditors

Time: 2-4 hours monthly

Scenario 4: Crew Replacement Planning

Goal: Replace crew with expiring contracts

Documents to Use: 1. **HIMS_COMPLETE_MANUAL.pdf** - Section 5.4 (SOP-004) 2. **HIMS_VISUAL_SOP_FLOWCHARTS.pdf** - SOP-004 (Crew Replacement)

Steps: 1. Generate monthly checklist (last week of month) 2. Follow replacement flowchart 3. Identify expiring contracts (60 days advance) 4. Process applications for replacements 5. Coordinate sign-off/sign-on 6. Update crew list

Time: 60-day process, 2-3 hours weekly

Scenario 5: External Compliance Management

Goal: Manage KOSMA, Dephub, Schengen visa

Documents to Use: 1. **HIMS_COMPLETE_MANUAL.pdf** - Section 5.5 (SOP-005) 2. **HIMS_VISUAL_SOP_FLOWCHARTS.pdf** - SOP-005 (External Compliance)

Steps: 1. Check requirement for specific crew/vessel 2. Follow flowchart for specific system: - KOSMA: Korean vessel compliance - Dephub: Seaman book verification - Schengen: EU visa application 3. Track status in HIMS 4. Set reminders for expiry

Time: 1-3 weeks per application

[TOOL] TECHNICAL INFORMATION

System Requirements

- **Browser:** Chrome, Firefox, Edge (latest versions)
- **Internet:** Stable connection (minimum 1 Mbps)
- **Screen:** Minimum 1280x720 resolution
- **OS:** Windows 10+, macOS 10.15+, Ubuntu 20.04+

System Architecture

- **Frontend:** Next.js 15, React 19
- **Backend:** Next.js API Routes
- **Database:** PostgreSQL 16
- **Deployment:** VPS with Nginx, PM2, SSL
- **Backup:** Automated daily backups (2 AM WIB)

Security Features

- AES-256-GCM encryption for sensitive data
- Role-based access control (RBAC)
- JWT session tokens
- SSL/TLS encryption (Let's Encrypt)
- UFW firewall protection

- Automated security patches

Compliance Standards

- **MLC 2006:** Maritime Labour Convention
 - **STCW 2010:** Standards of Training, Certification and Watchkeeping
 - **ISO 9001:2015:** Quality Management System
 - **Indonesian Regulations:** SIUPAK, PKL contracts, Hubla filing
-

[PHONE] SUPPORT CONTACTS

Level 1 Support (General Issues)

- **Email:** support@hanmarine.co
- **Response Time:** 4 business hours
- **Issues:** Login problems, basic navigation, data entry

Level 2 Support (Technical Issues)

- **Email:** tech@hanmarine.co
- **Response Time:** 8 business hours
- **Issues:** System errors, integration problems, data corrections

Level 3 Support (Critical/Emergency)

- **Email:** arief@hanmarine.co
- **Phone:** [Emergency Contact]
- **Response Time:** 1 hour
- **Issues:** System down, data loss, security breaches

Company Information

PT Hanmarine Indonesia - Address: [Company Address] - **Phone:** [Company Phone] - **Email:** info@hanmarine.co - **Website:** <https://hanmarine.co>

[CHART] DOCUMENT STATISTICS

Coverage Summary

- **Total Pages:** ~220 pages across all documents
- **SOPs Documented:** 6 complete procedures
- **Modules Covered:** 11 main modules
- **Roles Defined:** 7 user roles
- **Flowcharts:** 10+ detailed process diagrams
- **Screenshots:** To be added in future versions

Languages

- **English:** Complete manual, visual SOPs
- **Bahasa Indonesia:** Complete manual (translated)
- **Future:** Chinese, Filipino (planned)

Version History

Version	Date	Changes	Author
1.0	December 5, 2025	Initial complete documentation package	System Administrator

[REFRESH] MAINTENANCE & UPDATES

Document Update Schedule

- **Monthly:** Review for accuracy and completeness
- **Quarterly:** Update for system changes and new features
- **Annually:** Major revision and reorganization
- **As Needed:** Critical updates for compliance changes

Change Request Process

1. Submit change request to Director
2. Review by operational team
3. Update documentation
4. Distribute updated version
5. Notify all users via email

Distribution

- **Digital:** Available on HIMS system (Documents module)
 - **PDF:** Downloadable from company portal
 - **Print:** Available on request for audits
 - **Version Control:** Tracked in HGQS document management
-

[CHECK] CHECKLIST FOR DOCUMENT USAGE

For New Users

- Received login credentials
- Read complete manual for your role
- Understood permission matrix
- Practiced in test environment
- Completed hands-on training
- Know who to contact for support

For Administrators

- Reviewed all documentation
- Understood all SOPs
- Configured user accounts
- Set up backup verification
- Tested emergency procedures
- Scheduled regular audits

For Auditors

- Reviewed compliance sections
 - Verified SOP adherence
 - Checked document control
 - Tested system access controls
 - Reviewed audit logs
 - Prepared audit report
-

[EDUCATION] TRAINING RECOMMENDATIONS

Initial Training (New Users)

- **Duration:** 1 day (8 hours)
- **Format:** Hands-on workshop
- **Materials:** Complete manual + Visual SOPs
- **Topics:**
 - System navigation
 - Role-specific modules
 - Daily operations
 - Basic troubleshooting

Advanced Training (Power Users)

- **Duration:** 2 days (16 hours)
- **Format:** Workshop + case studies
- **Materials:** All documentation + compliance guides
- **Topics:**
 - All modules in depth
 - Complete SOPs
 - Compliance management
 - System administration

Refresher Training (All Users)

- **Duration:** 4 hours
- **Format:** Online/in-person
- **Frequency:** Every 6 months
- **Topics:**

- System updates
 - New features
 - Common issues review
 - Best practices
-

[NOTE] FEEDBACK & IMPROVEMENT

How to Provide Feedback

1. **Email:** documentation@hanmarine.co
2. **Subject:** HIMS Documentation Feedback
3. **Include:**
 - Document name and section
 - Issue description
 - Suggested improvement
 - Your contact information

Areas for Future Enhancement

- Add screenshots for all procedures
 - Create video tutorials for each role
 - Develop interactive training modules
 - Translate to additional languages
 - Add FAQ section with common issues
 - Create quick reference cards
-

[TROPHY] BEST PRACTICES

Document Usage

1. **Always use latest version** - Check version history
2. **Print only when necessary** - Digital copies stay updated
3. **Bookmark important sections** - For quick reference
4. **Take notes** - Personalize your copy
5. **Share feedback** - Help improve documentation

System Usage

1. **Follow SOPs strictly** - Ensure compliance
2. **Document exceptions** - For audit trail
3. **Use correct permissions** - Don't share accounts
4. **Report issues immediately** - Prevent bigger problems
5. **Keep data accurate** - Quality over speed

Security

1. **Never share passwords** - Each user unique credentials

2. **Lock screen when away** - Protect sensitive data
 3. **Report suspicious activity** - Security is everyone's job
 4. **Update passwords regularly** - Every 90 days recommended
 5. **Use strong passwords** - Mix letters, numbers, symbols
-

[CALENDAR] DOCUMENT ROADMAP

Q1 2026 (Planned)

- Add screenshots to all modules
- Create video tutorial series
- Develop quick start guide (1-page)
- Add troubleshooting decision trees

Q2 2026 (Planned)

- Chinese language translation
- Filipino language translation
- Interactive HTML documentation
- Mobile-friendly version

Q3 2026 (Planned)

- Role-specific pocket guides
- Laminated quick reference cards
- Compliance checklist posters
- Process flowchart wallcharts

Q4 2026 (Planned)

- Complete documentation audit
 - User satisfaction survey
 - Update based on feedback
 - Version 2.0 release
-

END OF DOCUMENTATION INDEX

For the most up-to-date information, always refer to the digital versions available on the HIMS system. Printed copies are uncontrolled and may be outdated.

Document Control Information: - **Document ID:** HIMS-DOC-INDEX-001 - **Classification:** Internal Use - **Distribution:** All HIMS users - **Next Review Date:** March 5, 2026 - **Approved By:** Director - **Date Approved:** December 5, 2025