

STAR of Istanbul

Since 1984, Turmar Marine Survey Consultancy & Shipping Inc has been serving Turkey and the Black Sea region. Inside Marine spoke to Igor Sumchenko from the company about education, expertise and how to keep customers happy.

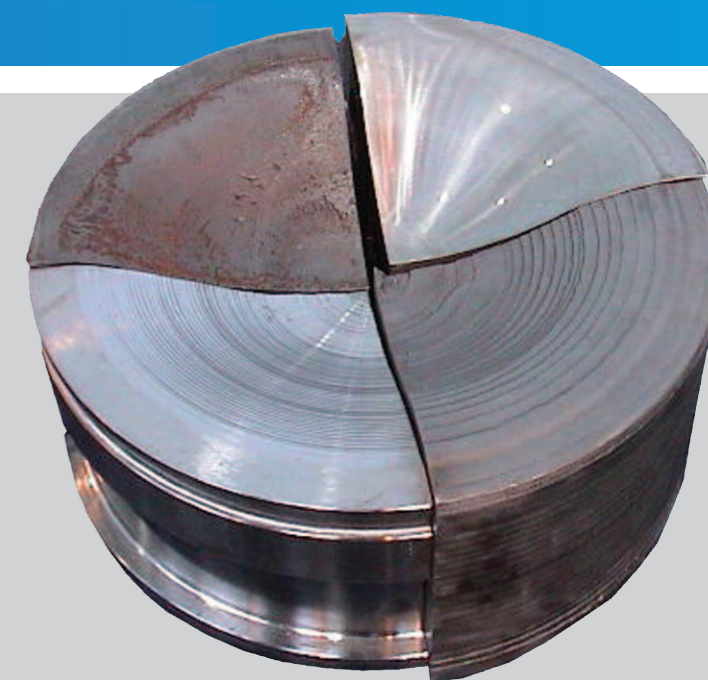


Turmar Marine Survey Consultancy & Shipping Inc has broad horizons. It serves shipowners far and wide and offers a vast array of services. But perhaps most importantly the driving force behind the yard is its willingness to learn and develop its work force.

“Our professional development never ends,” said General Manager Igor Sumchenko. “There are many different types of vessel and many different problems. We are always learning and finding solutions because every day is different.”

Turmar was established in 1984 with the aim of serving Turkish shipowners, offering surveys and a consultancy services. In 1986 the company branched out and began working with shipowners in the Black Sea region; a strategy that Mr Sumchenko said has continued to this day.

“Our business has developed to the stage where we now offer a wide range of services to the Turkish shipowners and shipping companies which are located around the Black Sea”



Igor Sumchenko, General Manager



region. This includes spare parts supply, part recondition, technical equipment and materials supply, consultancy service and ship repair.”

In addition, the company also acts as an agent for major world-wide shipyard groups.

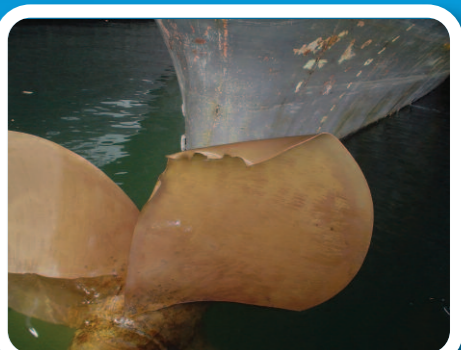
Strong Ethos

“The values of our company are integrity, leadership, and a commitment to quality, which are embedded in all our services to benefit our clients,” said Mr Sumchenko, who highlighted customer service as high priority at Turmar, “We like to think that when our customers have a problem, it is our problem. We have strong, long lasting relationships with our customers; some of them have been with us since the beginning. We like to respect and support our customers and most important of all we listen to our customers.”

The General Manager further emphasised the benefits his company receives thanks to strong relationships Turmar has established with suppliers such as leading surface engineering firm Diesel Marine International. “We can call on them like friends for advice and direction. We value our relationship with our suppliers; they are very close relationships and there is a lot of trust in them.”

Weathering the Storm

Since the financial storm witnessed by the industry in 2008 and 2009, the repercussions for a number of like-minded ship repair firms have been crippling. But for others it has opened new doors. “A crisis is just another face of an opportunity,” said Mr Sumchenko. “Less strong companies have been forced out of the market but for others it helps them make big achievements.”



Undoubtedly, he puts Turmar in the second camp as the downturn enabled his yard to hook shipowners in with the promise of good reliable repair work, which makes better economic sense than buying new parts. “We want to continue to help our customers survive the crisis. We try to show them the best way to carry on and to save them money.”

One of the strengths of the yard is its location in Istanbul, Turkey. It is a good stopping off point and as repair work is carried out swiftly, vessel downtime is minimised.

Brain Power

The yard relies heavily on the expertise and leadership of its management team. Mr Sumchenko, is from the former USSR, and is a trained naval architect. He worked as a chief of the technical department of the Odessa Ship Repair Yard and also at the Black Sea Shipping Company, before moving to Turmar in 1995.

The president of the company, Mehmet Canga, is a marine chief engineer. He has worked as a technical director for a number of Turkish and foreign shipping companies for more than 40 years.

The company’s Sales and Marketing Manager, Burc Canga, received his Bachelor’s degree in management from Clark University and his master’s degree from Harvard University in USA.

The company’s Sales Executive, Alp Korur -Graduated from Yıldız Technical University, department of Naval Architecture and Marine Engineering in 2012, joining the Turmar family end of 2013.

“The most important thing is that it is not just about having a university degree but also experience of working in the industry,” said Mr. Sumchenko.

This blend of industry and university experience has resulted in many European shipyards placing their trust in Turmar. San Giorgio del Porto of Italy and France’s Chantier Naval de Marseille are the two latest European shipyards Turmar has signed exclusive agency agreements with.

“We want to continue to grow and to be more innovative. We will never stop learning,” said Mr Sumchenko.

Looking into 2015 and beyond, the company is considering branching out into the restoration of diesel railway engines. But first and foremost, Turmar will remain loyal to its current customer base.

“We will always remain professional in our field, because this business is very important to us and our customers. It is our duty to work for our clients.”

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