

# Testimonial

## Monarch Airlines AQD Interface to Aerobytes Flight Data Monitoring System

31 March 2009

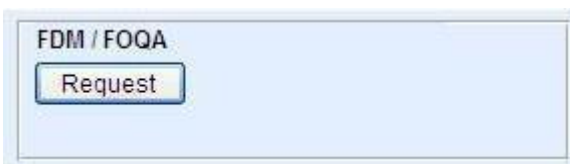
An airline's Safety Management System comprises several main components which include Reporting, Auditing, Risk Assessments, and Flight Data Monitoring. AQD handles the first two items very well and development work is taking place at Superstructure to introduce an effective Risk Assessment and Management module. For FDM most airlines have systems that deal with all the requirements and in Monarch's case we opted for the excellent Aerobytes software. In fact Monarch was one of the early customers for Aerobytes and has been actively involved in developing the software.

One suggested improvement was for the two systems, AQD and Aerobytes, to talk to each other and therefore make the whole process of dealing with an ASR much easier. Previously if an ASR was submitted for a flight that warranted FDM investigation I would have to open up Aerobytes and find the flight in the system. Having suggested linking the two systems at an AQD User Group meeting the two companies started working together with the end result that I now have a 'linked' system!

### Here's how it works;

After setting up the new AQD FDM module, (this involves telling AQD what system you are using and where it is on your network), you also have to set up Aerobytes and tell it what reporting system is in use. This process is fairly straightforward. Part of the set up involves setting up the security aspects within AQD to limit access to the FDM system.

If you now open up an occurrence a new section is included where you can make a request for FDM data.



If the flight is available on your FDM system, and you have permission to view FDM data, then clicking on the VIEW button takes you straight to the FDM system and that flight! Pure magic!

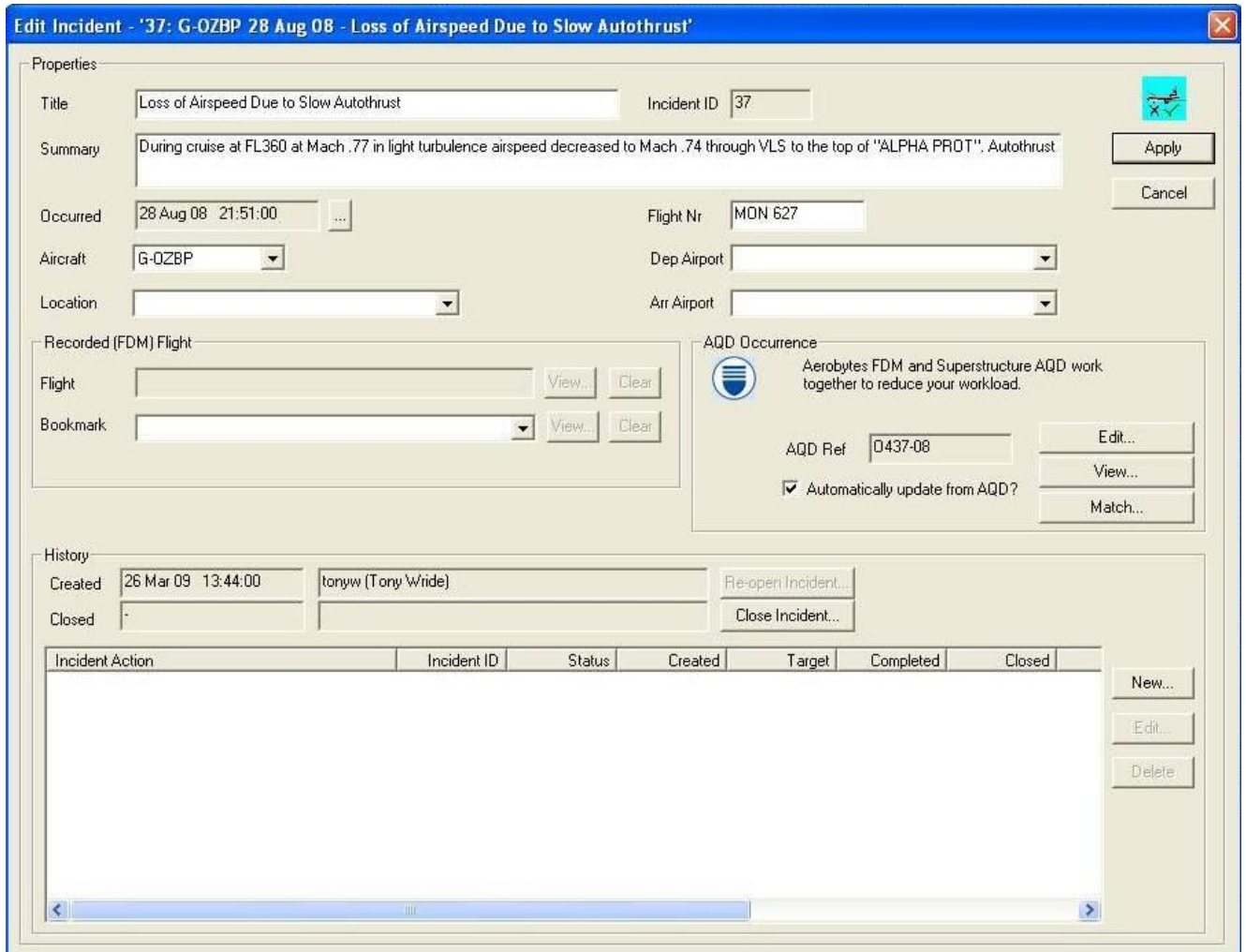


Some changes occur in what is shown on the Manage Occurrence screen in that there is now a new column called FDE state and for every ASR linked to FDM an additional FDM report is created (see below) with the same occurrence number.

Occurrence ID	Date UTC	Type	Summary of Event	Status	Investigation R	FDE State
0284-09	12/03/2009 18:20:00	ASR	Right Gen Failure and APU Fault	In Progress	Full Investigation	Available
0284-09	12/03/2009 18:20:00	FDM	Right Gen Failure and APU Fault	In Progress	Full Investigation	Available
0304-09	11/03/2009 21:53:00	FDM	Test of Link from Aerobytes	In Progress	Assessment Only	New
0272-09	10/03/2009 13:32:00	ASR	Direct Law at Gear Extension	In Progress	Full Investigation	Available
0272-09	10/03/2009 13:32:00	FDM	Direct Law at Gear Extension	In Progress	Full Investigation	Available
0258-09	28/02/2009 00:07:00	ASR	Overspeed Warning Due Turbulence	In Progress	Assessment Only	Available
0258-09	28/02/2009 00:07:00	FDM	Overspeed Warning Due Turbulence	In Progress	Assessment Only	Available
0192-09	24/02/2009 18:00:00	ASR	Thrust Lever Restriction	Closed	Full Investigation	Available
0192-09	24/02/2009 18:00:00	FDM	Thrust Lever Restriction	Closed	Full Investigation	Available

One of the things I was also interested in doing was to manage FDM events that warranted investigation within AQD so that everything was managed under one system. As well as being able to go from AQD to Aerobytes it is possible to go the other way and generate a new occurrence from Aerobytes. In my case I set up a specific FDM report form and limited access to that form using occurrence type security.

Within Aerobytes if you have a flight that you would like to manage within AQD then you simply generate a new 'incident' and this can then link to AQD. There are some issues with security since most airlines have strict protocols in terms of de-identifying flights in the FDM system so it is important that all the security aspects are set up correctly otherwise when the flight goes across to AQD all the sensitive information, date, time, and registration, suddenly gets filled in!



Overall I have found the new link a great benefit and a logical progression in developing the Monarch SMS. I can't wait to get the final Risk Assessment part so that all of my SMS is managed under the one system, AQD!

**Captain Tony Wide**  
 Head of Safety Management  
**Monarch Airlines**