

Safety, Quality & Risk Management Software

INFORMATION SHEETS



Version: 7

Date: July 2011



For further information

Email: info@superstructuregroup.com

Website: www.superstructuregroup.com

Head Office

Superstructure Group Limited
Ash House, Fairfield Avenue
Staines, Middlesex TW18 4ABB
United Kingdom

Ph +44 870 803 2579

Fax +44 1784 224 245

Regional Office

Superstructure Group A.P. Limited
Level 1, 19 Tory Street
P O Box 19127, Courtenay Place
Wellington, New Zealand

Ph +64 4 385 0001

Fax +64 4 381 3934

Copyright © 2011 Superstructure Group Limited

All rights reserved

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Superstructure Group Limited, the copyright holder.

This document is the property of Superstructure Group Limited and may not be disclosed to any third party or copied without consent.

Table of Contents

INTRODUCTION.....	2
eREPORTS.....	3
OCCURRENCE REPORTING	4
SAFETY ASSESSMENTS.....	5
AVIATION SAFETY ACTION PROGRAM	6
INVESTIGATIONS	7
RISK MANAGEMENT	8
COMPLIANCE	9
QUALITY MANAGEMENT	10
FINDINGS, CAUSES & ACTIONS	11
ANALYSIS TOOLS.....	12
FORMS CUSTOMISATION.....	13
SECURITY OVERVIEW	14
AUTOMATIC EMAIL ALERTS.....	15
DATA EXPORT UTILITY	16
OFFLINE CAPTURE	17
REMOTE WORKBENCH	18

INTRODUCTION



The AQD Safety, Quality and Risk Management System is a comprehensive and integrated set of tools to facilitate a cycle of continuous improvement, covering all functions from accident/incident reporting, risk assessment, evidential compliance, analysis and investigation through to auditing and corrective action tracking.

AQD's deployment, referred to as the AQD Portal, is a browser-based Microsoft .Net application using the latest web developments and design to deliver a standard approach and simplified interface with increased functionality across the organisation. Developed by aviation specialists, AQD is backed by over 20 years' experience in delivering aviation software solutions to airlines, regulatory authorities and other aviation-related organisations.

Processes



eReports



Safety Management (Occurrences, Assessments & Investigations)



Aviation Safety Action Program (Event Review Committees)



Quality Management (Audit)



Risk Management



Compliance



Findings, Causes & Actions



Analysis and Reporting

Features

- Key elements of an integrated Management System:
 - Event Reporting
 - Safety Assessments
 - Investigation Management
 - Audit Management
 - Risk Management
 - Evidential Compliance
 - Causal Analysis
 - Action Tracking
 - Alerting and Communication
 - Analysis and Reporting
 - Information Sharing
- Email interface facilitates process flow, communication and distribution of information
- Multi-layered security model, including Occurrence Report de-identification
- Comprehensive automated logging of changes
- Multimedia attachments for occurrences, investigations, audits, findings and actions
- Easy-to-use search and enquiry tools to access all historical information
- Extensive analysis tools integrated with Microsoft Excel
- Full online help and user guide
- Integrates with existing IT infrastructure using Microsoft products, with options for SQL Server or Oracle databases
- Remote Workbench for capturing audit and investigation results remote from AQD
- IATA STEADES interface for data sharing

Benefits

- Facilitates compliance, using industry best practices
- Extensive customisation to maximize the fit with your business and your compliance needs
- Occurrence Reports can be extended to cover all aspects of operation, including non-safety issues
- Combined audit (QA) and investigation (Safety) functions to:
 - ensure consistent processes
 - provide integrated analysis
 - reduce training
- Formalised, disciplined processes to help enforce good practice
- Conversion of historical data into AQD provides rapid analysis results
- Increases the effectiveness of limited Safety and QA resources

The eReports process provides users with a browser-based interface for submitting event reports (eReports) into AQD. eReports can be submitted by individual staff, then validated by a Coordinator and processed as AQD Occurrences. In the case where more than one person has reported the same event, multiple eReports can be merged into a single Occurrence.

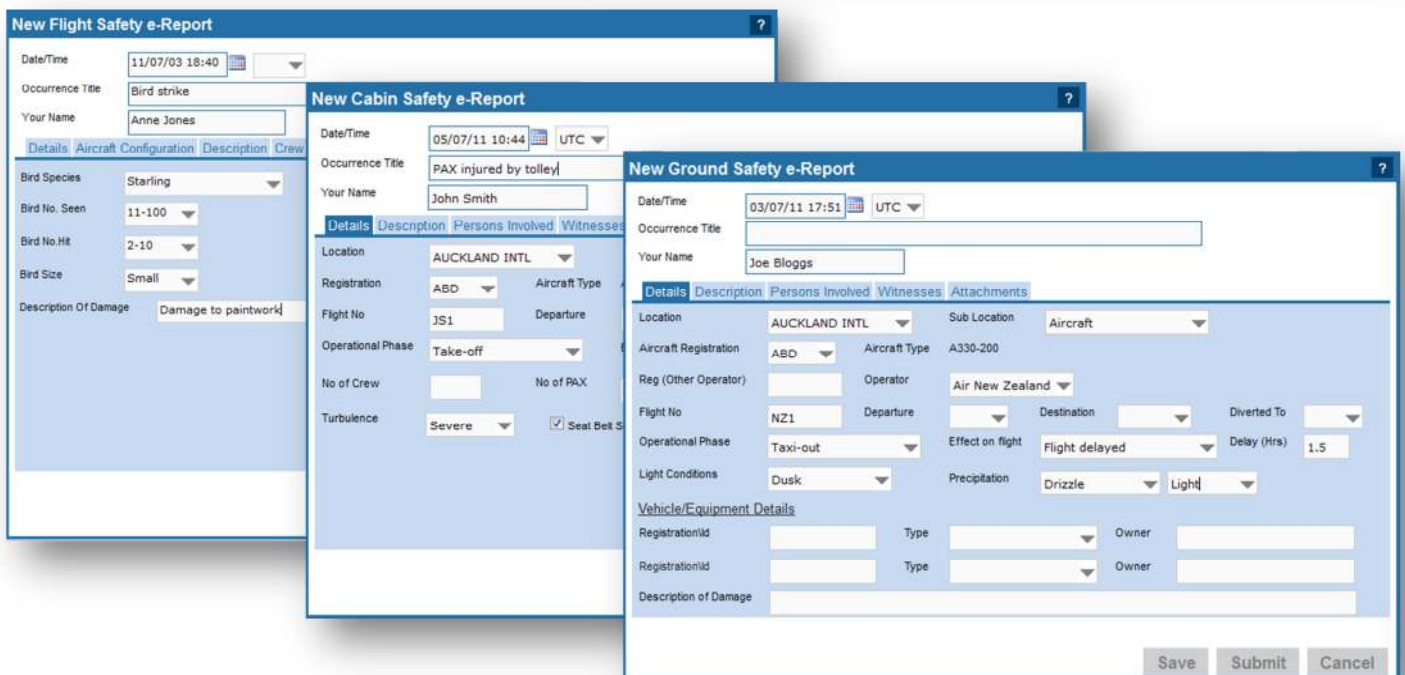
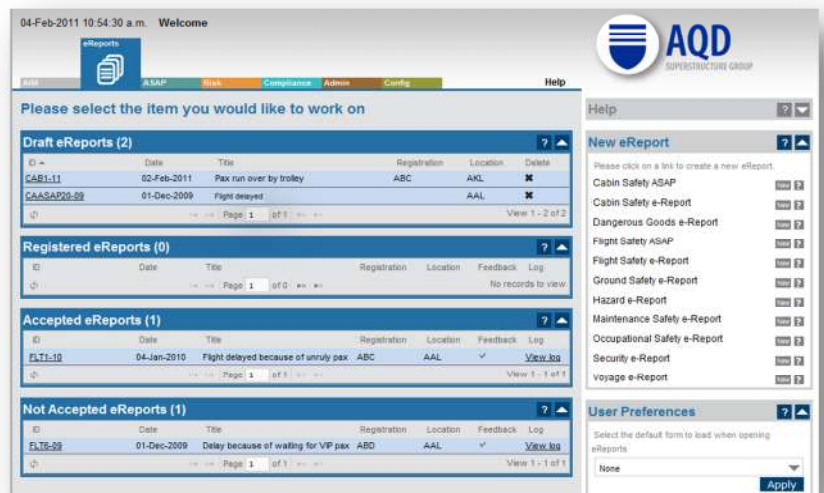
Through eReports a large number of users can submit reports electronically, eliminating the need for paper reports (which have to be entered into the system at a later stage).

Features

- Saving reports as Draft allows users to come back and edit an eReport in stages before submitting it
- Security restricts the type of eReports a user can submit
- eReports may be accepted into AQD to become Occurrences, and can then be processed through AQD as such
- Multiple eReports can be linked to a single Occurrence
- Comments from the Coordinator can be published to provide feedback to the eReport Submitter
- An eReport is linked to an Occurrence Type that can be set up to include only relevant data fields for that Occurrence Type.

Benefits

- No installation footprint on user PCs
- Feedback to the Submitter encourages a flow of communication which in turn can expedite processes
- One standard process for report submission lowers training overheads



OCCURRENCE REPORTING



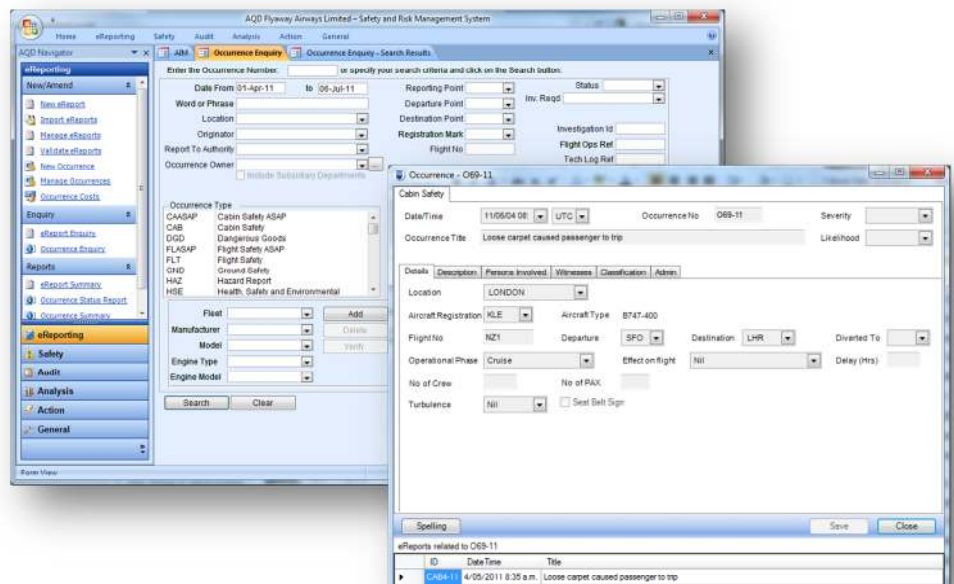
An essential part of Safety Management is the recording, investigation and analysis of events, referred to as Occurrences. The first step in this process is the capture of the information. Data entry forms can be created to record any type of event from accidents and incidents, through to hazards and customer feedback.

AQD is flexible and can easily be customised to deal with any aviation safety-related event as well as non-safety-related issues. As a result, flight safety, cabin safety, ground handling, cargo, in-flight service, customer service and personal injury occurrences can all be captured in a single database.

The customisable report forms can be based on the requirements of a regulatory authority, or an organisation's internal reporting mechanisms. Occurrences become the primary means for organising, managing and distributing information relating to events of interest to the operation. This includes the ability to monitor the health of the organisation, through identification of occurrence trends.

To assist with the management of occurrence information and to achieve these goals, AQD provides the following features:

- Intuitive and customisable data entry forms to capture information submitted via paper forms, faxes or email
- Online submission of reports over the Internet/Intranet (see eReports Information Sheet)
- Multiple Occurrence Types per report
- Flexible investigation management – many Occurrences can be linked to one Investigation and each Occurrence to many Investigations
- Integrated email tools with attachment options – can be used to send reportable events to regulatory authorities, acknowledge the report writer, or ask department managers for comment
- Multimedia attachment facilities can be used to store all material relating to an event (e.g. photos, taped interviews etc.)
- Cost and risk can be allocated to each Occurrence in order to establish the business cost associated with each event
- Occurrence Assessments
- Preview and print reports based on design format (see Forms Customisation Information Sheet)
- Full log of activity relating to each Occurrence (including emails sent)
- De-identification of Occurrence reports by specifying fields that should be hidden
- Security options that can be configured to specify who has access to which Occurrence Types
- Restriction of access to individual Occurrence reports (overriding other security)
- Linking of related Occurrences
- Occurrence Status reports to facilitate management of entered data
- Easy-to-use online enquiry tools to find historical reports
- Customisable Event Descriptors to classify Occurrences for analysis – develop your own or adopt an international standard
- Extensive analysis facilities using Microsoft Excel (see Analysis Tools Information Sheet)



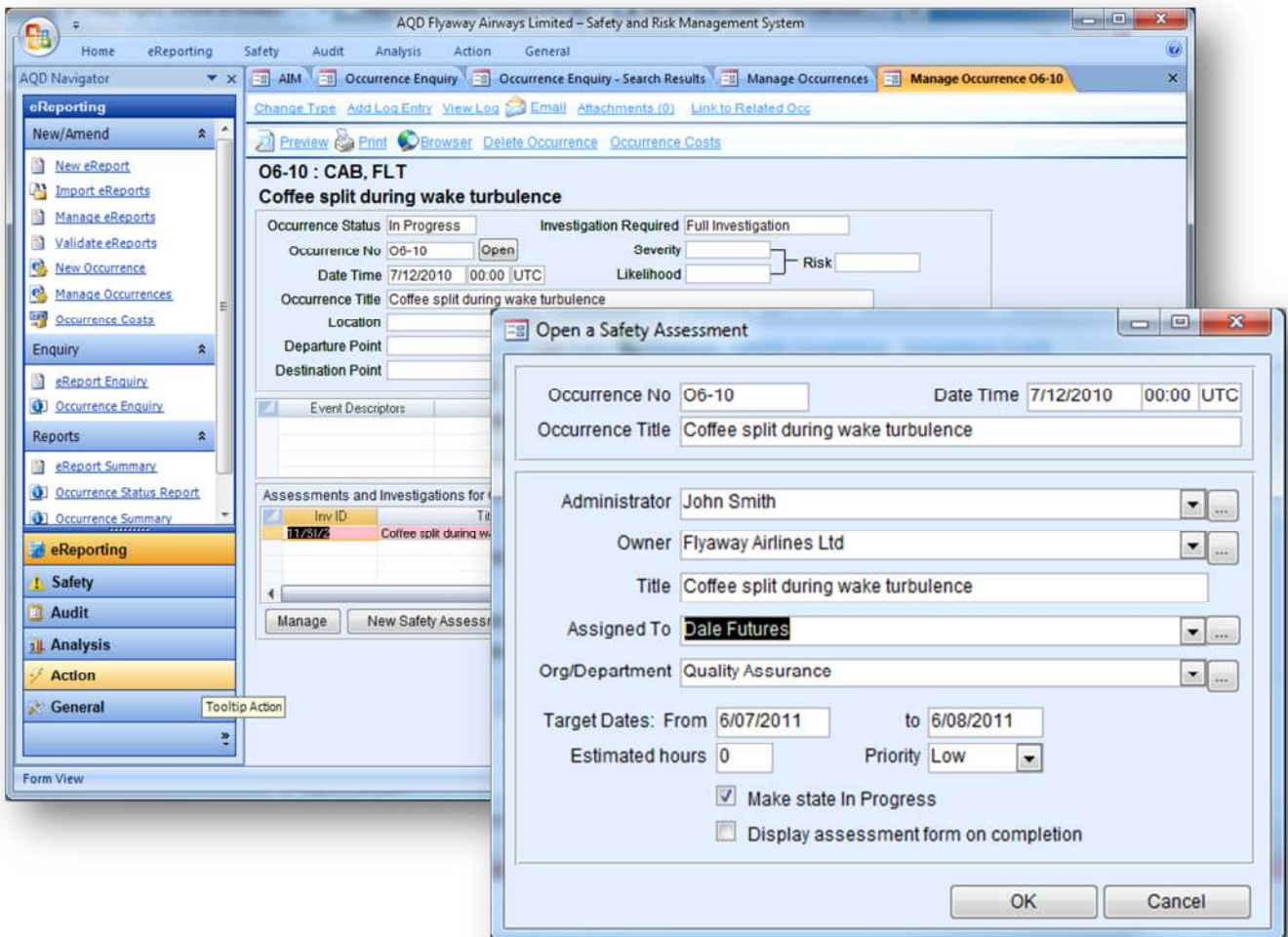
SAFETY ASSESSMENTS



The Safety Assessments process provides users with the facility to assess an event without undertaking a full Investigation.

Features

- Flexible scheduling allows you to raise Safety Assessments when the Occurrence is entered, or at a later date
- Assign staff to Safety Assessments for easy workload management
- Safety Assessment Response statement with the option to publish the response as feedback to the Submitter of the Occurrence Report
- Integrated email facility including attachments and standard messages – facilitates communication and distribution of results
- Log of Safety Assessment activities – with automated logging of changes to the findings and actions
- Security options to control access to update and view Safety Assessment results (see Security Overview Information Sheet)
- Restriction to individual Safety Assessments (overriding other security)
- Status reports to facilitate management of Safety Assessment resources
- Easy-to-use online enquiry tools – find previous Safety Assessment, then access the source Occurrence



AVIATION SAFETY ACTION PROGRAM



AQD provides the processing tools to manage the Aviation Safety Action Program (ASAP) allowing all participants to interact with the system through the browser and enabling the ASAP Coordinator to manage ERC Reviews. It integrates seamlessly in AQD providing a common business process and central data repository.

Features

- Management of ERC Reviews by the ASAP Coordinator
- Recording of ERC member votes and comments
- ASAP report submission and monitoring via a web browser.
- Chat tool for communication between the various parties during the ERC Review process
- Recording of ERC Review outcomes by the ASAP Coordinator, including details of Corrective Actions taken
- Analysis and summary reports required to meet the reporting needs of the ASAP.
- Viewable log of activity for each ERC Review ensures an audit trail
- Browser-based application means wide-spread system rollout is possible.

Status Icons

Indicate when the Target End Date for an Event Review is

- Today or in the past
- Within 5 days

Voting Icons

Show the type of vote and who recorded it.

- ✓ Accept
- ✗ Decline
- ? Discuss



05-Jul-2011 1:57:10 p.m. Welcome John Smith

ASAP

AIM eReports Risk Compliance Admin Config

ERC Members Home Page

New Events to Review (3) Due next 5 days (0) Overdue (0)

Events to be Discussed (1) Due next 5 days (0) Overdue (1)

ID	Title	State	Start Date	End Date	Com	Unn	FAA
11/ERC/2	Failed to advise passengers of likely wake turbulence	In Progress	11 Jan 2011	11 Feb 2011			?

Page 1 of 1 View 1 - 1 of 1

Carry over Events (0)

All Open Events (10)

Completed Reviews (0)

Comments

Comments regarding the current Event

Pending
 Discuss
 Accept
 Decline

ERC Member	Role	Decision	Comment
Adam Rosner	Company Rep	Pending	
Bob Chambers	Union Rep	Pending	
John Smith	FAA Rep	Accept	Comments regarding the current Event

Submit

INVESTIGATIONS

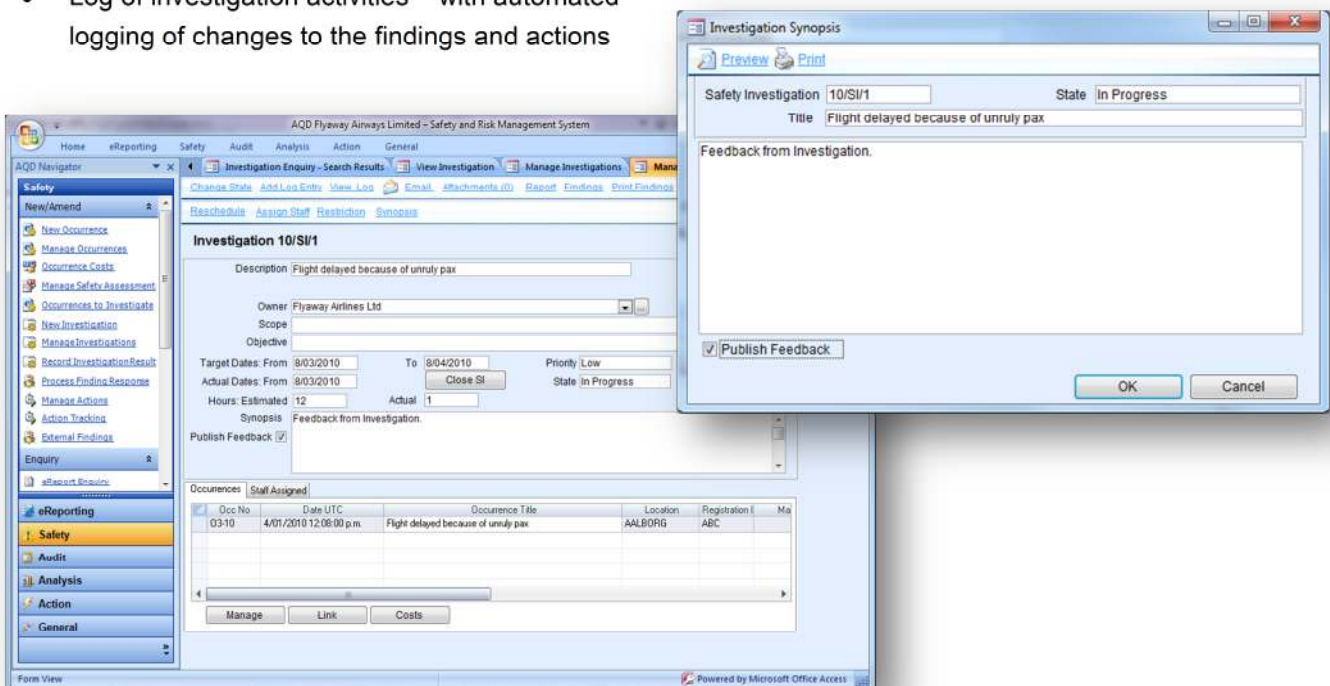


To learn more about the driving forces in an organisation that lead to undesirable outcomes, events must be investigated to understand their origins.

To provide greater flexibility, the investigation functions in AQD have been separated from the occurrences. This means that an investigation can be undertaken in relation to a single occurrence, a number of related occurrences, or even raised when there is no occurrence at all.

AQD provides comprehensive tools to assist both the manager of an investigation department and the investigator performing an investigation, and includes the following features:

- Flexible scheduling – raise investigations when the occurrence is entered, or open at a later date and link back to a previously entered occurrence
- Staff assignment to investigations for easy workload management
- Investigation status to track each investigation throughout its life cycle
- Investigation results
 - Findings with causes and corrective/preventive actions
 - Comprehensive investigation report, using customisable Microsoft Word templates accessed automatically from AQD
 - Investigation Synopsis – for quick précis of investigation results
- Integrated email facility including attachments and standard messages – facilitates communication and distribution of results
- Log of investigation activities – with automated logging of changes to the findings and actions
- Multimedia attachments, supported against findings and actions as well as the investigation
- Security options to control access to update and view investigation results (see Security Overview information sheet)
- Restriction of individual investigations (overriding other security)
- Investigation status reports to facilitate management of investigation resources
- Boeing's MEDA support
- Easy-to-use online enquiry tools – find previous investigations, then access the findings, actions and occurrences
- Analysis tools for findings and causes, using Microsoft Excel
- Action tracking via the Actions menu (see Findings, Causes & Actions Information Sheet)



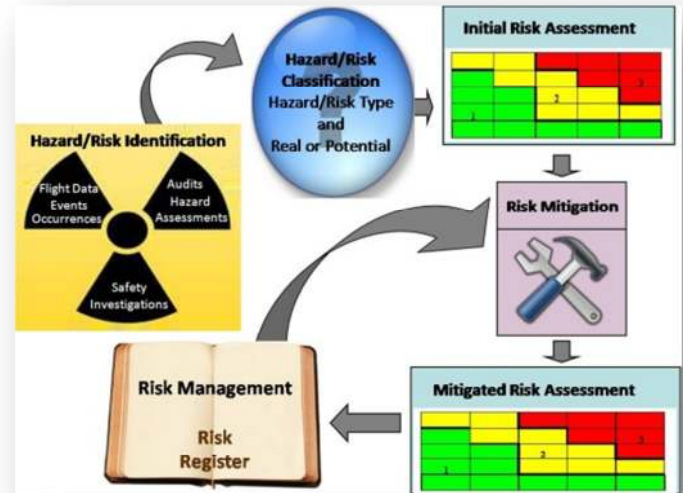
RISK MANAGEMENT



AQD Risk Management enables a systematic approach for managing risks associated with any business activity. By integrating risk management into the AQD causal factor analysis and action tracking framework, you can leverage your existing business practices in a cycle of continuous improvement.

Risk Management integration in AQD delivers the following major business benefits:

- A specific process (called Risk Assessment) for managing proactive Hazard and Risk identification in a single system.
- A consistent means of documenting and managing Risks from any source, including incident and hazard reporting, investigation and audit.
- An integrated corrective action tracking tool covering the investigation, audit and risk mitigation processes.
- A single repository for all cause and risk information across the organisation



Features

- A customisable Risk Matrix
- A Consequence Matrix that can be customised by Department
- Risk Assessment, including:
 - Establishing Current Risk Level (Rating)
 - Identification of Risk causes
 - Identification of existing defences and controls
 - Identification of mitigating actions
 - Establishing Target Risk level after completion of mitigating actions
- Risk Reporting, including provision for Risk details to be saved as a draft
- Ability to escalate a Risk to a higher-level Department
- Raise Risks from Occurrences and Findings
- Maintenance of Risk Registers
- Proactive and Reactive Risk Reviews
- Hazard Reporting
- Maintenance of Hazard Registers.
- Browser-based application, with no installation footprint on user PCs

COMPLIANCE



The Compliance module is designed to manage an organisation's compliance with external regulations, standards and legislation by demonstrating that the necessary internal manuals, policies, procedures etc are in place to support compliance and that these are being monitored, managed and adhered to.

AQD manages all aspects of evidence-based compliance with a streamlined workflow process for notifications, audits, historical evidence and corrective action.

Features

- Maintain details of documents created by your organisation to demonstrate compliance with legislation, including Document Owner
- Combine changes to a number of different Legislation items into a single Legislation Amendment
- Maintain Compliance Evidence entries, recording which internal document items provide evidence for which legislation items, including
 - Recording of Responsible Manager and Allocated Person
 - Recording of level of Compliance
 - Ability to link Compliance Evidence Entries to AQD Findings
- Compliance Reporting, including:
 - Compliance Statements
 - Compliance Reports by Criteria
 - Compliance Review
 - Compliance Position Descriptions
 - Compliance Items requiring Action
 - Audit History Reports
- Perform bulk Reassignment of Document Owners, Responsible Managers and Allocated Persons.

Benefits

- Comprehensive and integrated workflow process means greater efficiencies and reduced maintenance overheads
- Enhanced brand and reputation through successful audits
- Reduced risk and overhead of non-compliance
- Automated processes ensure nothing is overlooked and staff are better informed
- Reduced training costs as staff are able to become effective faster with one common system across the organisation
- Compliance Evidence reports (often hundreds of pages) can be automatically produced as electronic or hard copy, authorised, and sent to the Regulatory Authorities, saving the cost of manual report production.



QUALITY MANAGEMENT



Quality Management supports an organisation's quality assurance, internal evaluation and safety audit programs, both internally and externally. AQD provides the means to manage the complete life cycle of your Audit programme.

AQD's ability to combine the proactive audit process with the more reactive investigation process opens up greater opportunities for oversight, particularly with respect to causal factor analysis and corrective action management. Similar processes for both audit and investigation within the one software tool also reduce training for people involved in both areas.

The following features are available in the Audit process of AQD:

- Audit Calendar for planning and scheduling Audits
- Managing Audits that are in progress
- Audit Standards and Checklists
- Audit Reporting
- Modular Audit Program template specification, with automatic rollover based on the specified audit frequency
- Different types of audit, including recurring audits, spot checks, special purpose audits, risk-based audits and follow-up audits (which link to the original audit)
- Audit program maintenance by different organisational groups, with optional security to control access
- Audit scheduling using the module templates, based on those due for the current period
- Recording of audit results including findings with causes and corrective/preventive actions
- Checklists:
 - Customisable and version-controlled
 - Cross-reference to internal and external references (legislation, manuals and standards such as IOSA, ISAGO, ISO and ATOS)
 - Include comments and scoring (a range of scoring methods available, including the IATA Operational Safety Audit (IOSA) standards)
- Record of Meetings
- Multimedia attachments against findings and actions as well as the audit itself
- Customisable Finding Notice and Audit Report automatically generated from AQD
- Online action plan proposal by auditees
- Integrated email including attachments and standard messages – facilitates communication and distribution of results
- Automatic logging of all audit changes, including details of changes to findings and actions
- Full and detailed access to audit history, available through online enquiries
- Security options control access to audit results (see Security Overview Information Sheet)
- Management summary and status reports, including identification of overdue audits and audits with overdue responses
- Analysis tools for findings and causes, using Microsoft Excel
- Action tracking via the Actions menu (see Actions information sheet)



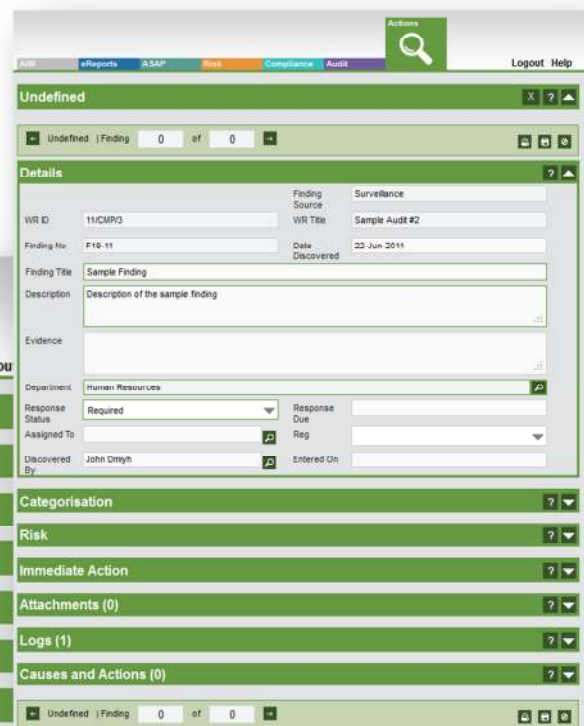
FINDINGS, CAUSES & ACTIONS



Investigations and audits identify problems that need to be solved, and in solving them, mitigate against the risk these problems present. These outcomes are recorded in AQD as corrective and preventive actions. It is essential that the implementation of these actions is carefully monitored and appropriate follow-up action taken to ensure that the expense and effort of the audit and investigation process is not wasted. AQD puts emphasis on the tools designed to facilitate this.

Because the processes and information required for tracking all actions are identical, regardless of the source of the action (audit, risk or investigation), AQD has a separate Findings, Causes & Actions process. This also provides the option for centralised administration. The following features assist with action management and tracking:

- Action Plan proposal by line managers – with *accept* or *reject* by the auditor or investigator and automated email notification
- Tracking of outstanding and overdue actions based on:
 - the due date
 - the department responsible for implementing the action (the name of the person assigned can also be shown)
 - the person assigned to track the action. This would normally be the auditor or investigator, but could be a QA or Safety co-ordinator
- Multi-level action administration – centralised, or individualised to auditor, investigator, tracker and limited access given to the recipients of actions
- Comprehensive security – full control over access, viewing and administering actions (see Security Overview information sheet)
- Proactive reminders of outstanding actions, with despatch to managers via email or hard copy
- Finding risk can be used to indicate priority
- Integrated email options to facilitate follow-up and communication
- Full and detailed audit trail – all changes logged automatically and retained indefinitely
- Multimedia attachments – record any additional information, including evidence of closure
- Online action enquiry – extensive search capabilities, with subsequent drill-down and printing
- Management status and summary reports including aged overdue reporting
- Trend analysis of action clearance – provides a key performance indicator for the success of your QA system



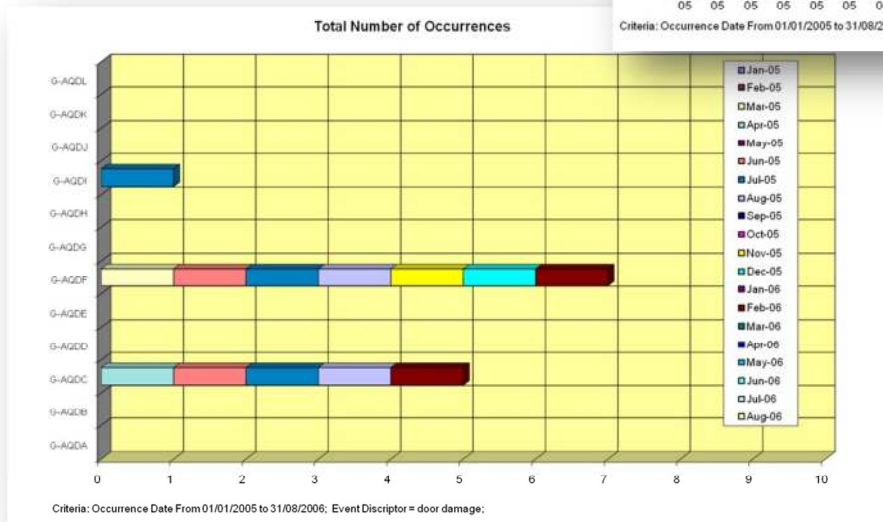
ANALYSIS TOOLS



AQD contains easy-to-use analysis tools which extract data from AQD into Microsoft Excel, where the results are presented as a graph. Once in MS Excel, all the standard functionality is available, allowing users to change graph types, colours, fonts, trend lines (regression) etc.

Features

- Occurrences – trends based on raw data as well as rated by flying hours, number of flights or any other defined rate (provided by Rate Statistics facilities in AQD)
- Occurrence costs – analysis by category and trends
- Finding trends – analysis by risk and error codes (e.g. MEDA), and the choice to combine audit and investigation Findings
- Causal factors – both Pareto analysis (top 20%) and trends, again with the choice to combine audit and investigation results
- Action trends – most importantly the percentage of actions closed by the due date (a key performance indicator)
- Documentation and training to help understand the underlying database means that AQD users can create their own queries and reports using products such as Microsoft Access, Microsoft Excel and Crystal Reports.
- The choice of Microsoft SQL Server or Oracle allows most IT departments to integrate AQD data with data from other corporate databases using data warehousing and data mining tools.



FORMS CUSTOMISATION



The most powerful tools in AQD are the customisation facilities that allow many aspects of the system to be adapted to almost any business process. The most important of these is the customisation of eReports/Occurrences by Occurrence Type for capturing event/incident information.

In AQD, customers have the freedom to completely customise the Occurrence Report forms. This enables organisations to align AQD with current paper or electronic forms and existing management reporting requirements. As a result, a seamless transition can be achieved when implementing AQD. Templates are available on request.

The forms customisation tools fall into two areas:

Forms Design

The Forms Design tool is a visual interface for designing data entry forms. It allows easy field placement, while displaying the form exactly as it will be seen during data entry.

This form layout is also used to format printed Occurrence Reports, providing consistency between electronic and hard copy reports.

AQD also boasts these useful tools to make the design process easier:

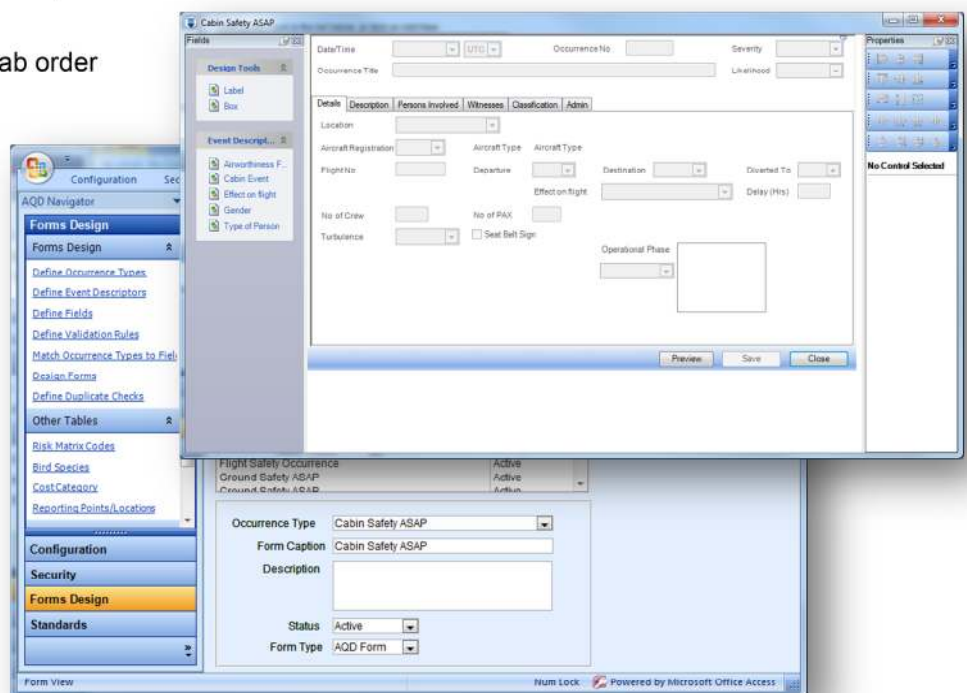
- Tab controls to increase the space available on the form
- Multiple field select and alignment functions
- Page marker to show the edge of a printed page
- Automatic and manual control tab order functions

Field Definition

The field definition process establishes what data is to be captured and how it should be entered. The process is broken down into several steps:

- Define the Occurrence Types to be collected. Usually an Occurrence Type is set up for each major group of events (e.g. Airspace, Defect, Dangerous Goods etc.).

- Create event descriptor lists that appear as drop-down lists on the form.
 - Event descriptors are the primary means for analysis, by grouping similar events
 - Lists are fully customisable, and can be used to house international standard taxonomies, such as ICAO ADREP
 - More than one event descriptor list can be used on each occurrence form
 - Event descriptors cater for a 3-tier, parent/child structure
- Specify the data (fields) for each Occurrence Type using pre-existing or custom fields.
 - There are 165 pre-existing fields in AQD
 - Any number of custom fields can be created including: text boxes, drop-down lists, option groups
 - Default values can be set for any field
- Set validation requirements for specific fields
 - Errors for fields that must be completed
 - Warnings for values that are outside acceptable tolerances
 - Colour-coding of fields that should be completed



SECURITY OVERVIEW



There are a number of security options available within AQD. All are optional and can be used in any combination.

Application Security

This facility requires the user to enter a username and password when opening AQD.

Security in AQD is based on four pillars:

- **Groups**
- **Roles**
- **Occurrence Types**
- **Departmental Authorisation**

Roles and Groups Security

Groups are User defined operational classifications and Roles represent singular, granular functions that are then attached to Groups.

Occurrence Type Security

This controls the types of Occurrence Reports users can access for amendment or viewing. For example, you may have Cabin Safety Incidents that only Cabin Safety staff can enter or amend, or Confidential Reports that only the Safety Manager can view.

Occurrence Field Security

Certain fields can be hidden when an Occurrence Report is viewed or printed. For example, it may be necessary to hide the names of people involved. Only people who have appropriate authorisation will see these fields when viewing an Occurrence. This level of security may be combined with Occurrence Type Security for even greater effect. For example, a user may be able to see secure fields for cabin safety incidents, but not for ground safety.

Department Authorisation

Department Authorisation controls the entry and amendment of data, such as audit programs and actions, based on the departments a user is permitted to access. It can also be applied to the viewing of data such as investigations, audits, findings and actions.

Additional Options

- The ability to flag an Occurrence Report as confidential, overriding normal Occurrence Type security
- The ability to flag an Investigation as confidential, including the findings and actions
- Prevention of access to online enquiries of audit and investigation findings, actions and reports, until the audit/investigation is completed
- Restriction of access to viewing investigation logs, as these often contain sensitive information
- Restriction of access to viewing the multimedia attachments, as these often contain sensitive information
- Control over who is able to close audits, investigations and actions

Logging of Amendments

As an additional deterrent to unauthorised modifying of data, changes associated with Occurrences, Investigations, Audits, Findings and Actions are logged in the system with the name of the person and the date/time of the change.

AUTOMATIC EMAIL ALERTS



The Automatic Email Alerts module enhances AQD by providing a service that automatically generates and sends email alerts based on predefined system events (such as new eReports being raised, Audits falling due, or actions becoming overdue). Its purpose is to automate the distribution of information within an organisation.

The system is designed to notify predefined groups of people via email of relevant updates in the system. There are 2 types of automatic email alerts:

Update-based Alerts

Based on updates to data (including new entries), these are sent after specified information in the system has been changed, for example when a new eReport is submitted, or after an Action response has been entered. The message is generated as soon as the change is made.

Examples of Update-based Alerts:

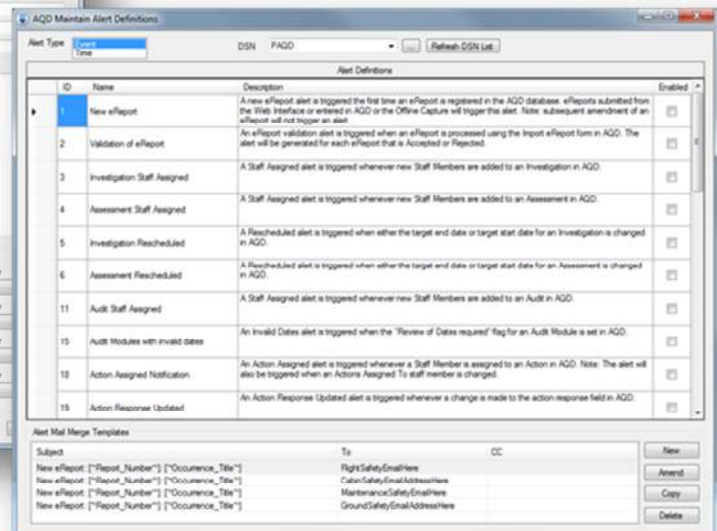
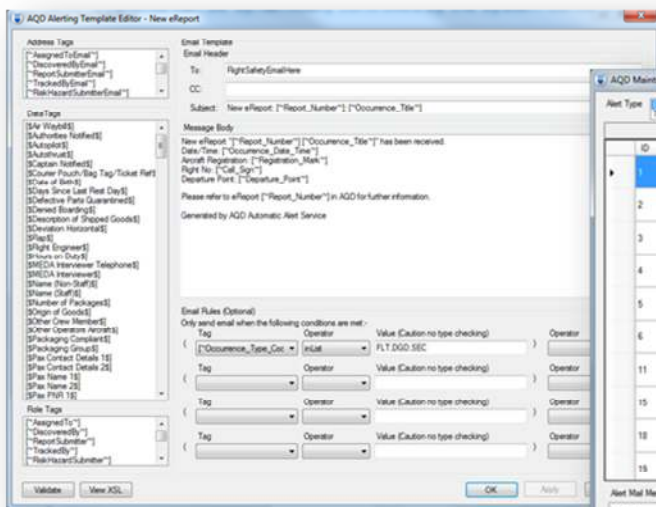
- New eReport Raised
- Validation of eReport
- Assessment/Investigation Rescheduled
- Investigation Staff Assigned
- Audit Staff Assigned
- Audit Rescheduled
- Action Assigned Notification
- Action Response Updated
- Action Due Date Changed
- Event Review Rescheduled
- Risk Level Changed
- Submitted Risk Feedback Modified
- Compliance Evidence Entry – Auto status change

Time-based Alerts

Based on dates held in AQD, these send out automatic alert messages before or when a due date for an item (e.g. an Action) is reached. Time-based alerts are generated at a predefined frequency, such as on a daily basis.

Examples of Time-based Alerts

- Investigation Target End Date Warning/Overdue
- Audit Target End Date Warning/Overdue
- Audits Modules Due Date
- Finding Response Due Date Warning/Overdue
- Action Due Date Warning/Overdue
- Recheck Action Due Date Warning/Overdue
- Audit Target Start Date Warning/Overdue
- ERC Review Target End Date Warning/Overdue
- Risk Review Target End Date Warning/Overdue
- Risk on Risk Register periodic review Warning/Overdue
- Legislation Expiry Warning
- Legislation Expired Notification
- Document Expiry Warning



DATA EXPORT UTILITY



The Data Export utility can be used to export Occurrence data from the AQD database to an XML file for use outside the AQD system (for example, for distribution to external agencies for data sharing initiatives such as STEADES or DNAA).

Features:

- A set of search criteria that can be used to find the set of Occurrences to be exported.
- A search results preview showing the Occurrences that will be exported, with an export option.
- The ability to apply customisable export filters so that only the required fields are included in the XML file. This means that the data export can be de-identified by ensuring only the data required by the external agency is included in the export.

Note: No additional licence is required to use the Data Export utility.

The screenshot displays the AQD Export 1.0.17 application interface. It features a search form on the left with fields for Occurrence Number, Registered Date (01/01/2009 to 01/07/2009), Reporting Point, Word or Phrase, Location, Rpt Originator, Report To Authority, and Occurrence Owner. There are also dropdowns for Occurrence Type (ASR-CX, ASR-KA, ASR-LD, CSR-CX, CSR-KA) and Severity (Minimal, Low, Medium, High, Nil). A table of search results is shown in the center, with columns for Occurrence Number, Date, Description, Type, Model, Call Sign, Location, and Region. An 'Export Field Filter Editor' dialog is open at the bottom, showing a list of fields to be included in the export, such as Pilot Warning, Scaring Devices, Parts Struck, and various time and compliance metrics.

Occurrence_N	Occurrence_D	Occurrence_T1	Occurrence_T2	MODEL	CALL_SIGN	LOCATION	RE
0147-09	21/01/2009	Tug contacted A...	GSR-CX	A330-342	C-091	HKG	B+
0145-09	19/01/2009	(MOR ENG) ENG...	ASR-CX	747-467	C-250	HKG	B+
0146-09	15/01/2009 12.2...	(MOR ENG) SM...	ASR-CX	A340-313	C-292	HKG	B+
0146-09	15/01/2009 12.2...	(MOR ENG) SM...	CSR-CX	A340-313	C-292	HKG	B+
0146-09	15/01/2009 12.2...	(MOR ENG) SM...	GSR-CX	A340-313	C-292	HKG	B+
0146-09	15/01/2009 12.2...	(MOR ENG) SM...	IRF-CX	A340-313	C-292	HKG	B+
0148-09	15/01/2009	(ENG) SMOKE ...	MSQDR	A340-313	C-292	HKG	B+
0143-09	12/01/2009	UNRULY PAX K...	CSR-KA	A321-231	KA213		B+
0111-09	11/01/2009 8.05...	(FOP) COMMUNI...	ASR-CX	747-412BCF	C-3248	CGK	B+
0108-09	11/01/2009 5.46...	(MOR-AHQ) LGA...	ASR-CX	777-267	C-712		B+
0124-09	11/01/2009	CREW INJURY ...	CSR-KA	A330-343	KA153		B+
0116-09	10/01/2009 12.2...	(FOP) BIRD STR...	ASR-CX	A330-343	C-781	SUB	B+
0115-09	10/01/2009 5.50...	(FOP) LIGHTNIN...	ASR-CX	747-267F	C-004	KDK	B+
0114-09	10/01/2009 5.30...	(FOP) LIGHTNIN...	ASR-CX	A340-313	C-506	KDK	B+
0117-09	10/01/2009 1.57...	(FOP) BIRD STR...	ASR-CX	777-367	C-720	KUL	B+
0110-09	10/01/2009 1.24...	(ENG) FM 1 FAIL...	ASR-CX	A330-342	C-139	HKG	B-L
0130-09	10/01/2009	PAX FELT WEA...	CSR-CX	A330-343	C-706		B+
0129-09	10/01/2009	PAX FEEL DIZZ...	CSR-CX	777-367	C-509		B+
0128-09	10/01/2009	PAX SUFFERED...	CSR-CX	777-367	C-785		B+
0113-09	10/01/2009	(ENG) NIL ADD ...	ASR-CX	A330-342	C-724		B-L
0105-09	10/01/2009	(MOR-ENG) AD (...	MSQDR	A320-232		HKG	B+
0125-09	9/01/2009 8.56...	(AHQ) A/C DAM...	GSR-CX	747-412	C-880	LAX	B+
0102-09	9/01/2009 5.18...	(FOP) OVERSPE...	ASR-CX	A330-342	C-406	TPE	B+

OFFLINE CAPTURE



Offline Capture allows crew members (pilots and cabin crew) to report events without any connection to the AQD database (not even via the Internet).

Events can be captured from remote locations (such as the aircraft cockpit), making the reporting process accessible in situations that better suit the personnel involved.

How Offline Capture works:

- A reference information file created by the synchronisation process is downloaded to the remote computer (e.g. a laptop).
- Offline Capture on the laptop uses the reference file and a local database to allow personnel to enter, and amend, any type of eReport defined in AQD.
- Event information is uploaded to the server where the synchronisation process imports the data into the main AQD database
- Offline Capture requires a two-way synchronisation of data. The synchronisation needs to copy the reference database from the server to the remote computer, and to move the data from the remote computer to the server in preparation for upload into the AQD database.

Offline Capture Functions

New events are entered as eReports by selecting the type of eReport that is to be used from the list on the New eReports display.

Once the appropriate eReport is selected, the AQD eReport form is opened to capture the relevant event information. The forms are presented in exactly the same format as in AQD, and can be fully customised using the standard AQD design tools.

eReports that have been entered, but have not yet been synchronised with the network, can be amended using the Offline Capture Amend eReport display. The display lists all eReports entered by the person who is logged into Offline Capture.

The screenshot displays the 'AQD Offline Capture' application window. On the left, the 'AQD Navigator' pane shows a list of eReport types: eReports, New eReport, Amend eReport, and Help. The main area is titled 'Select AQD eReport Entry Form' and lists various report types such as Cabin Safety e-Report, Dangerous Goods e-Report, Flight Safety e-Report, Ground Safety e-Report, Hazard e-Report, Maintenance Safety e-Report, Occupational Safety e-Report, Security e-Report, and Voyage e-Report. Overlaid on this is the 'Cabin Safety e-Report - (Unsaved)' form. The form contains the following fields: Date/Time (11/07/06 12), LITC, Occurrence Title (Drink trolley ran over PAX foot), Your Name (WENDY MARSHALL), Location (AUCKLAND INTL), Aircraft Registration (G-AQDA), Aircraft Type (AQD), Flight No (12), Departure (AKL), Destination (WLG), Diverted To, Operational Phase (Cruise), Effect on flight (Nil), Delay (Hrs), No of Crew (5), No of PAX (120), Turbulence (Moderate), and a checked 'Seat Belt Sign' box. At the bottom of the form are 'Spelling', 'Save', and 'Cancel' buttons.

Remote Workbench allows an auditor or an investigator to record the results of their audit/investigation on a stand-alone computer, without any connection required to the AQD database or the Internet.

This allows the results to be entered when access to a phone line is not practical, maximising the productivity of auditors and investigators working off-site – reports can be written up on trains, in planes, waiting at airports or at the client’s site.

How Remote Workbench works:

- Remote Workbench is a separate database that exists on a stand-alone computer – each Auditor/Investigator can have their own computer with their own copy of the Remote Workbench.
- Audits and Investigations are copied out (Checked Out) of the main AQD database, onto the computer. While an Audit or Investigation is Checked Out, no one else can maintain it – this prevents update conflicts between the Remote Workbench and the main AQD database.
- The Auditor or Investigator can enter the results on the Audit/Investigation (Findings, Actions, Report etc.) using tools identical to those within AQD itself.
- Once the Auditor or Investigator reaches somewhere with suitable telephone access (or returns to the office), the Audit/Investigation details can be copied back (Checked In) to the main AQD database. This interface from the remote computer to the AQD Database can be achieved either via direct connection to the network or via modem using RAS.

Remote Workbench Functions

Check Out Audits/Investigations – Allows the copying one or more AQD Audits or Investigations from the main AQD Database to the Remote Workbench database. This includes any “results” (Findings, Causes and Actions, Investigation Synopsis, Investigation Report, Checklist scores) that may have already been entered or previously checked in.

The Check Out process also ensures that you have an up-to-date copy of the Audit and Investigation Report MS Word templates.

You can only check out AQD Audits and Investigations currently assigned to you, and which are in a state of In Progress. Once the Audit or Investigation is checked out, no one will be able to alter data associated with that Audit or Investigation on the main AQD database until it is checked back in.

Check In Audits/Investigations

This facility copies the selected Audits and Investigations that are currently checked out on that computer back to the main AQD Database. This includes copying all changes to Findings, Causes, Actions, Audit and Investigation Reports, log entries, attachments, scored Checklists and the Investigation Synopsis

