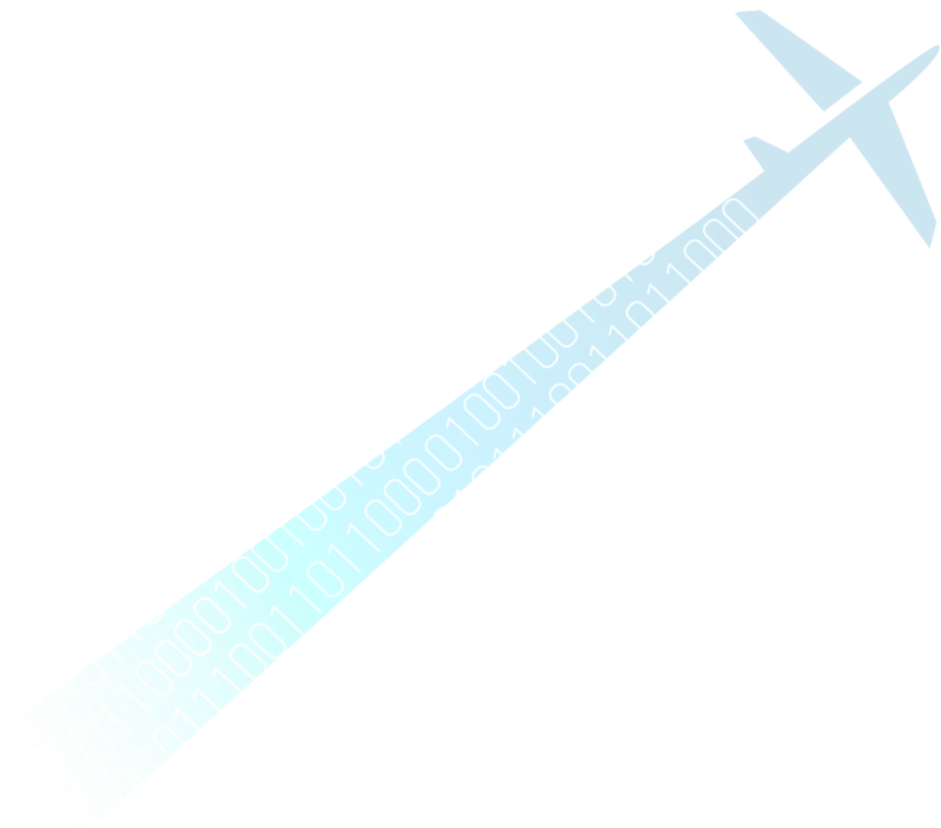




Hosted Safety Management System

Information Sheet





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CONTACT DETAILS

Eddie Rogan, Sales and Marketing Director

Email: eddie.rogan@flightdatapeople.com , Tel: +44 (0) 77177 46056

Website: www.flightdatapeople.com

COMPANY INFORMATION

MISSION STATEMENT:

To provide the most effective, intuitive and easy to implement SMS and FDM solutions for the aviation industry.

COMPANY PROFILE:

FlightDataPeople offer a complete safety management (SMS) and flight data management (FDM) solution for airlines comprising hosted SMS and FDM systems, consultancy and training services in all aspect of aviation safety management.

FlightDataPeople first started as a Flight Data Monitoring (FDM) Service to British Airways and other airlines using BAFDA (British Airways Flight Data Analysis). The team has extensive safety management, operational, engineering, maintenance and IT experience within airlines. In 2013 they expanded their product and services to include SMS software and are the first and currently only software provider to have a totally integrated FDM and SMS solution.

SUMMARY

Our Hosted SMS360 solution has been designed and developed by aviation safety and software specialists with a wealth of airline experience in flight data, safety, quality, operational, engineering and maintenance departments.

SMS360 is a web-based, hosted tool to support an integrated Safety Management System. It has been purposely designed to be intuitive and easy to implement allowing it to be used throughout your organisation with minimal training whilst still providing a highly effective and integrated solution. The tools cover both Mandatory and Voluntary Occurrences as well as Audits, Risk Assessments and analysis including dashboards.

At FlightDataPeople we understand that a well-designed and easy-to-use software tool will be more effective when deployed throughout your organisation. Our intuitive and simple workflows will help promote a more holistic, integrated and proactive approach to safety and risk management in your organisation. SMS360 will allow you to have the full 360-degree oversight of safety. Findings and actions from Safety Occurrences are managed and analysed in the tool. Safety investigations can be raised and actions with agreed timescales assigned ensuring that those responsible are clearly identified for completing their corrective or preventative actions.

Powerful analysis and reporting tools allow the identification of high risk areas and events and are also used to show that completed actions have been effective. This enable organisations to demonstrate that risks are being managed and that they have oversight of their safety system. Comprehensive analysis can be performed simply and can be set up to measure and display Safety Performance Indicators (SPIs).

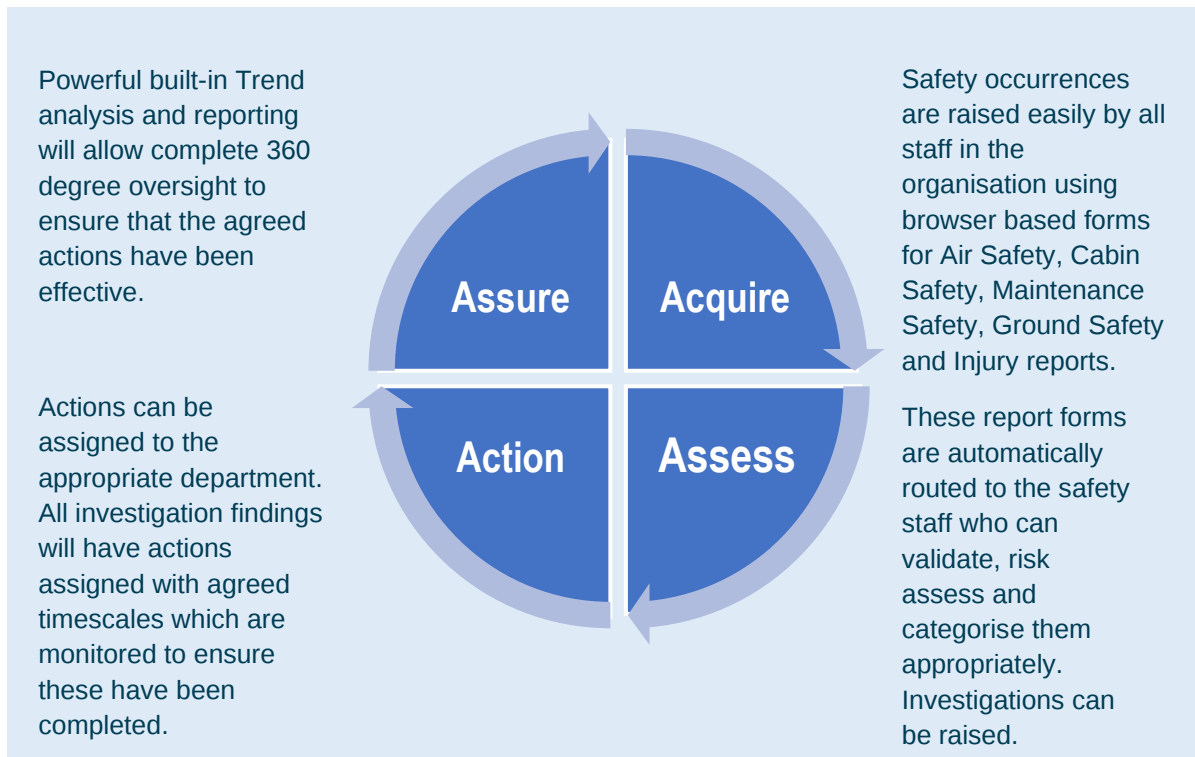
Benefits of SMS360 to your organisation:

- ✓ **Electronic** reporting of incidents via PC, Laptops and Mobile Devices.
- ✓ **Hosted solution:** FlightDataPeople host the software on their servers so NO internal IT Hardware and People costs associated with the implementation and operation.
- ✓ **Easy to implement and use:** Minimal training for the main users and the set up and installation is done by FlightDataPeople who host the system on their own servers.

- ✓ **Smart forms:** The forms in SMS are able to be set up to allow relevant sections to appear if the relevant check box is selected; e.g. if Birdstrike checkbox is selected then Birdstrike section and associated fields appear on ASR. Confidential check boxes can also be made available on the occurrence forms if required. Sketch areas and attachments can also be included on these forms.
- ✓ **Listings:** SMS360 is able to list separately the Incidents, Investigations, Findings, Audits, Non-Conformances, Risk Assessments and Actions in an easy-to-use way.
- ✓ **Risk analysis:** Every occurrence can be risk assessed using a risk matrix; the risk matrix is configurable in SMS360 and the most popularly used are the ICAO and EASA risk matrices. Every occurrence is also risk weighted which allows proper risk analysis to be made and allows easy identification of the high-risk areas.
- ✓ **Ops data import:** Data from internal systems can be imported into the incident.
- ✓ **Security:** The security can be controlled by incident type, department, role and user. Also, fields can be made confidential which provides another level of security. A confidential check box can also be added to the forms and selected by the reporter.
- ✓ **Configurable exports:** Data from SMS360 can be exported to various file formats using a configurable exporter within the system. This can also be used for producing list type reports.
- ✓ **Trend alert and workflow email notifications:** Email alerts can be set up for trends; e.g. 3 Birdstrikes in the same location within a month etc. Overdue actions, MORs not sent to CAA etc. can be set up for workflow type email alerting.
- ✓ **Trend drill down charts:** The analysis and reporting capability is an excellent feature in SMS360 and is enhanced by the built-in drilldown capability which is extremely useful for identifying the causes of any trends. SMS360 Charts and associated data can be saved as an MS Excel file if required.
- ✓ **Filtering:** There are very useful quick search filters and more comprehensive filtering facilities in SMS360 which allows a user to group sets of common incidents which can easily be viewed, analysed, printed or exported as required.

- ✓ **MOR Reporting:** SMS360 uses built-in MOR templates including e5x file format (EASA) for reporting MORs to the aviation authority.
- ✓ **Investigation and Audit Reports;** reports can be produced efficiently using built-in word templates based on your requirements. Data entered into SMS360 regarding the occurrence and investigation or Audit and associated Non-Conformances are imported into the template and a draft report can be subsequently edited once produced.
- ✓ **Actions via emails** (two-way interface): Actions can be assigned to a department, an SMS360 user or to an email address. The latter is very useful for actions to external organisations (e.g. Ground Handler, ATM etc.) or staff who do not have access rights to SMS360. An actionee who receives an Action email from SMS360 is provided with details of the incident and can simply select respond in the email and their response will automatically be entered into SMS360 and an email sent to the actioner to notify that a response has been received.
- ✓ **Action monitoring:** SMS360 provide an easy to follow action process and allows these actions to be monitored against target date and also that these were effective by using the built- trend analysis capability.
- ✓ **Non-Conformities and Proposed Actions:** Non-Conformities can be sent via email by the auditor from within SMS360 and the Auditee can submit their proposed Action Plan via an SMS360 link within the email which avoids them having to login to SMS360. The auditor is also able to accept or reject the proposed action plans from an email link.
- ✓ **Audit Checklists:** Template checklists can be created, managed and used in SM360.
- ✓ **Interactive Dashboards:** SMS360 has a dashboard area which can be set up to display safety performance indicators. These dashboards have drill down capability can be made interactive as required.
- ✓ **Anonymous Reporting:** Anonymous and confidential reporting are both supported in SMS360.
- ✓ **Reporting App:** SMS360 My Forms App for IOS, Android and Windows 10 available for offline submission of incidents.
- ✓ **FDM Interface:** Our preferred FDM interface for SMS360 is with our own hosted FDM solution known as FDM360. However, SMS360 can and does interface with other FDM systems.

The four A's to effective safety management



SMS360 has the following functionality and features:

- ✓ Auto population of occurrence form fields from other systems
- ✓ Simplified workflow and intuitive user interface
- ✓ Organisation wide – Flight, Maintenance, Cabin, Ground Safety Reporting.
- ✓ Safety Management
- ✓ Action monitoring
- ✓ Powerful built-in trend analysis with drilldown and reporting capability
- ✓ Export capability
- ✓ Audit Management
- ✓ Audit Scheduling
- ✓ Risk Analysis
- ✓ Risk Registers
- ✓ Hazard Assessment
- ✓ Workflow alert notification – e.g. Overdue Actions
- ✓ Trend alert notification
- ✓ Interactive Dashboards

- ✓ Access from PC/Tablet/Smart Phone
- ✓ Secure multi-browser based access 24/7/52
- ✓ Automated backup/archive etc.
- ✓ Multiple report form types
- ✓ FDM Interface

Our implementation services and support include:

- ✓ On-site SMS360 training
- ✓ Website forums for support issues
- ✓ Initial setup and on-going admin, maintenance and upgrades
- ✓ Safety Management and Flight Data Monitoring training
- ✓ Flight Data Monitoring and Safety analyst role
- ✓ FDM and SMS Consultancy

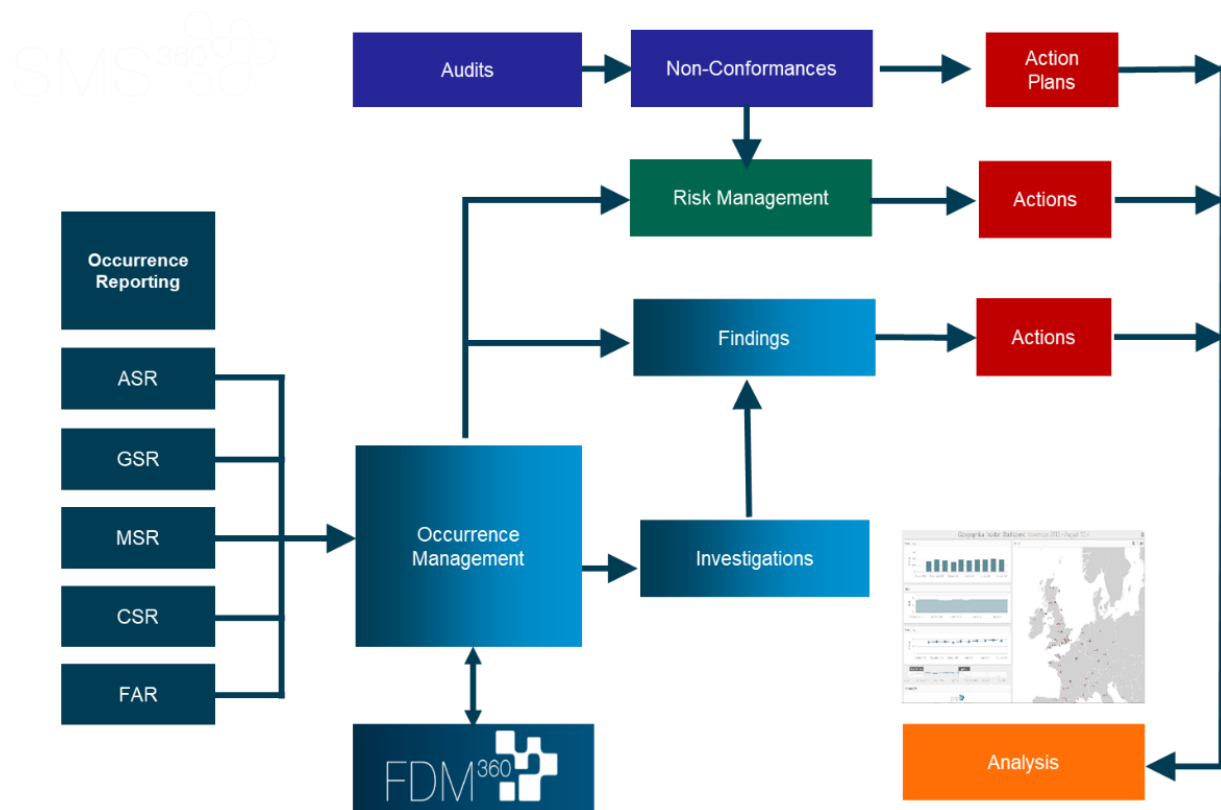
SMS360 DESCRIPTION



SMS360 is a web-based software solution to support your organisation's Safety Management System (SMS) and has been designed using industry best practice and conforms with ICAO SMS Doc 9859 (3rd edition) and EASA SMS requirements. The tool is hosted by FlightDataPeople which means implementation time and costs are kept to a minimum. It also means the tool has a high availability and can be accessed via various web browser types from the workplace, home or anywhere with internet connection using PCs, Laptops and portable devices such as IPads. The data is securely stored and only staff approved to access the data will be granted the appropriate rights to do so using role based security access.

SMS360 is also capable of interfacing with FDM360 which is a widely used flight Data Monitoring (FDM) solution offered by FlightDataPeople. This interface allows events detected in FDM360 to be managed by SMS360. It also allows FDM events and reported occurrences to be matched and enables authorised investigators to view flight data associated with occurrences. FlightDataPeople are the only software supplier to offer a tool which manages both FDM and SMS data.

SMS360 includes the following functional areas:



OCCURRENCE REPORTING

The following occurrences forms are available as defaults in SMS360:

Air Safety Reports (ASRs) - raised by flight crew to report on operational safety occurrences

Ground Safety Reports (GSR) - raised by ground handling staff to report on safety occurrences

Maintenance Safety Reports (MSR) - raised by maintenance to report on airworthiness occurrences

Cabin Safety Reports (CSR) - raised by flight attendants to report on operational safety occurrences

Fatigue Reports (FARs) - raised by staff to report fatigue issues

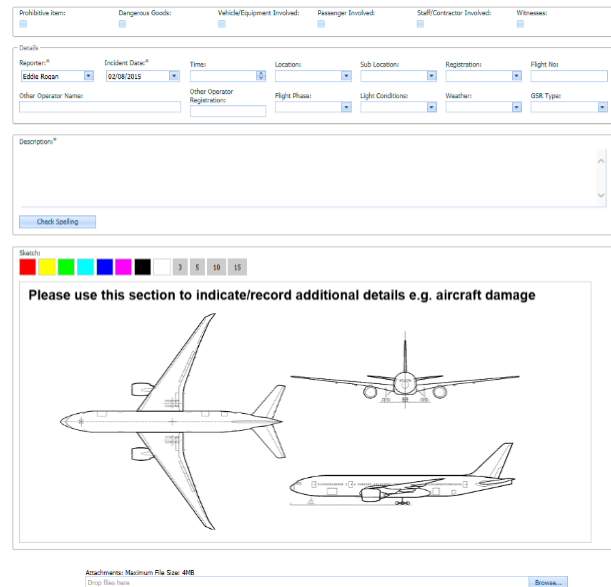
Air Safety Report (ASR) example example



The screenshot shows the Air Safety Report (ASR) form. It includes sections for:

- Details:** Incident Date (UTC), Time (UTC), Flight No., Registration, Location, and other flight details.
- Personnel:** Captain, Co-Pilot, and other crew members.
- Weather:** Clouds, Visibility, Wind, and other weather conditions.
- Incident Description:** A text area for describing the incident.
- Attachments:** A section for uploading images or documents.

Ground Safety Report (GSR)



The screenshot shows the Ground Safety Report (GSR) form. It includes sections for:

- Details:** Incident Date, Time, Location, Sub Location, Registration, and Flight No.
- Personnel:** Other Operator Name, Other Operator Registration, and other personnel details.
- Weather:** Light Conditions, Weather, and other weather details.
- Incident Description:** A text area for describing the incident.
- Attachments:** A section for uploading images or documents.

Occurrence forms are submitted via the web-based entry screen in SMS360. The forms are customisable and new form templates can be created. A sketch area can be added to the forms and a template used to illustrate ground damage, Airprox etc. (see screenshots below). Attachments can also be sent such as photographs of ground damage and the form can either be submitted or saved as a draft.

OCCURENCE MANAGEMENT

Once the occurrences have been submitted, the safety manager/coordinator can either accept or reject them (e.g. send back for additional information from submitter).

Home

Safety Reports

Ver: 1.0.5444.1438

Eddie Rogan (EDDIE)

Logout

Home
My Data
Flights
Forms
Filters
Export
Charts
Reports
Tools

Clear

Rows: 26
Records: 2394

(No filter set)

Reference	Fleet	Status	Date	Time	Flight	Loc	Regn	MOR	Report	From	To	Divn	Owner	Cost	Risk	Title
14732	195	Accepted	26/11/2014	00:00	FDP999	ABZ	GTEST		CSR	LHR	ABZ		Eddie Rogan	60	8	Loader injured back when lifting large sack from aircraft.
14731	146	Accepted	24/12/2013	04:00	FDP1235	LOW	EIRJC		CSR	LOW	ABZ		Eddie Rogan	60	4	Passenger became very agitated prior to take off and was disturbing other passengers.
14730	146	Inw. Active	26/11/2014	00:00	FDP2345	LHR	EIRJC		MSR	LHR	MAN		Eddie Rogan	635,500	8	Carpet found in fuel tank
14729	146	Accepted	24/11/2014	00:00	FDP1234	LHR	EIRJB	MOR	ASR	LHR	DUB		Eddie Rogan	63,500	12	Airprox with unidentified object on approach.
14712	DH8	Inw. Active	01/11/2014	11:00	FDP234	DUB	GJEDW	MOR	ASR	MAN	DUB		Peter Clapp	61,200	10	During taxi-in, debris noticed on ramp.
14711	DH8	Action Closed	31/10/2014	00:00	FDP222	LHR	GEOCO	MOR	ASR	LHR	DTM		Peter Clapp	60	12	Fumes in the cabin on climb out from LCY
14709	DH8	Inw. Active	09/10/2014	12:00	FDP001	LHR	GEOCH	MOR	ASR	ABZ	LHR		Eddie Rogan	65,500	15	Fumes in cockpit resulting in Flight Crew incapacitation.
14700	145	Inw. Active	08/10/2014	05:17	FDP2317	EDI	GEMBO	MOR	ASR	EDI	LHR		Peter Clapp	60	18	Airprox with LH aircraft at FL300 - approx 300m separation.
14699	146	Accepted	07/10/2014	18:18	FDP765	ABZ	EIRJB		ASR	ABZ	MAN		Peter Clapp	61,200	12	Rejected take-off due to debris on the runway
14698	DH8	Inw. Active	07/10/2014	12:30	FDP0032	ABD	GEOCD	MOR	ASR	LHR	ABD		Peter Clapp	635,000	9	Multiple Birdstrike on Approach to ABD - LE Damage
14697	DH8	Accepted	07/10/2014	06:22	FDP567	CDG	GEOCI		ASR	SEN	CDG		Paul Harrison	61,200	9	Birdstrike on approach to CDG
14696	DH8	Action Required	07/10/2014	03:00	FDP986	SOU	GEOCA		ASR	MMX	SOU		Paul Harrison	60	6	Birdstrike on approach SOU - Nil damage
14694	DH8	Inw. Active	06/10/2014	12:27	FDP1345	LOW	GEOCE	MOR	ASR	ABZ	LOW		Eddie Rogan	61,500	12	Bird Strike on finals into LOW
14691	DH8	Inw. Active	05/10/2014	22:33	FDP187	GLA	GEOCS	MOR	ASR	GLA	SEN		Peter Clapp	60	8	Birdstrike on take-off from GLA - Nil Damage
14688	195	Accepted	05/10/2014	04:00	FDP267	LIS	OPBEF		ASR	LHR	LIS		Paul Harrison	6600	8	Bird strike on approach, minimal damage.
14687	DH8	Inw. Active	04/10/2014	21:40	FDP480	ABD	GJEDT	MOR	ASR	DRS	ABZ		Peter Clapp	640,000	9	Catering truck collided into aircraft on-stand - extensive damage to door 3L
14685	DH8	Action Required	04/10/2014	11:43	FDP123	ABZ	GJEDV		ASR	ABZ	GOT		Eddie Rogan	61,400	12	Aircraft struck by airbridge - Door 1L damage
14684	145	Inw. Active	04/10/2014	04:45	FDP678	MAN	GEMBO	MOR	ASR	LHR	EDI	MAN	Peter Clapp	62,500	15	Nr 1 engine shutdown in cruise due to oil loss
14683	145	Action Required	03/10/2014	18:47	FDP458	LHR	GEMBF		ASR	ATH	LHR		Paul Harrison	60	12	Go-around due to vehicle on the runway
14682	DH8	Accepted	02/10/2014	15:49	FDP333	WAW	GEOCH		ASR	LHR	WAW		Eddie Rogan	60	9	Birdstrike on finals at WAW

Page 1 of 120 (2394 items)
1
2
3
4
5
6
7
...
118
119
120
>

The manager/coordinator can then edit or add additional information, classify using event and causal descriptors, risk assess using a pre-defined risk matrix and choose whether they need an investigation and or actions raised.

Incident Report
ver. 1.0.5462.33041

Eddie O'Rogan (EDDIER)

Details (683) | Investigations | Findings/Actions | Event Classification | Attachments | User Defined Fields | History Log

Save | Cancel

Coordinator: Eddie O'Rogan | Incident Date: 17/12/2014 | Time: 12:00 | Registration: EIRJA R85 | Location: LHR | Risk: 902 | Status: Action Required

Title: Fumes in cockpit resulting in Flight Crew incapacitation.

From: CDG | To: LHR | Diversion: | Flight No: FDP123

Incident Description: The incident occurred whilst on approach to LHR. Following reports of an first officer's condition began to decline to an extent that he had difficulty further part in the flight. The Captain also felt "light headed" and had difficulty to taxi the aircraft and began to feel better. The first officer and the Captain...

Maintenance: ADF 1 C/B noted tripped in flight deck, flight crew confirm position was found to have acid electrical smoke odour. New ADF received...

Check Spelling

ERC Risk Assessment Matrix

Effective Remaining Barriers

Likely Accident Outcome	Effective	Limited	Minimal	Not Effective
Catastrophic	50	102	502	2510
Major	10	21	101	500
Minor	2	4	20	100
No Accident Outcome	1	1	1	1

Clear

Email	Reference	Status	Date
Send	683/ASR/2014	Action Required	17/12/2014

EVENT AND CAUSAL CLASSIFICATION

Occurrences can be classified in numerous ways and the most popularly used classification in the industry is the IATA STEADES and HFACS descriptor classifications as shown below.

ATA and Accident Type
descriptors are also available on

The screenshot shows the 'Incident Classification' window in the Incident Report software. The window is titled 'Incident Classification' and has a close button (X) in the top right corner. It contains a tree view of classification categories and their sub-items:

- ☒ **Weather (Hazard)**
 - ☒ Radio Interference
 - ☐ Violation of Orderings into SOH
 - ☐ Escalated
 - ☐ Violation of Orderings into SOH
- ☒ **Proceedures for Hazards**
 - ☒ **Environmental Factors (Hazard)**
 - ☒ Physical Environment
 - ☐ Weather
 - ☐ Ramp/Traffic/Surface Slippery
 - ☐ Runway Slippery
 - ☐ Poor Visibility/Instrument/Controller
 - ☐ Cockpit Lighting
 - ☐ Presence of Hazards/Obstacles
 - ☐ Cockpit/Verification
 - ☐ High Noise/Vibration Level

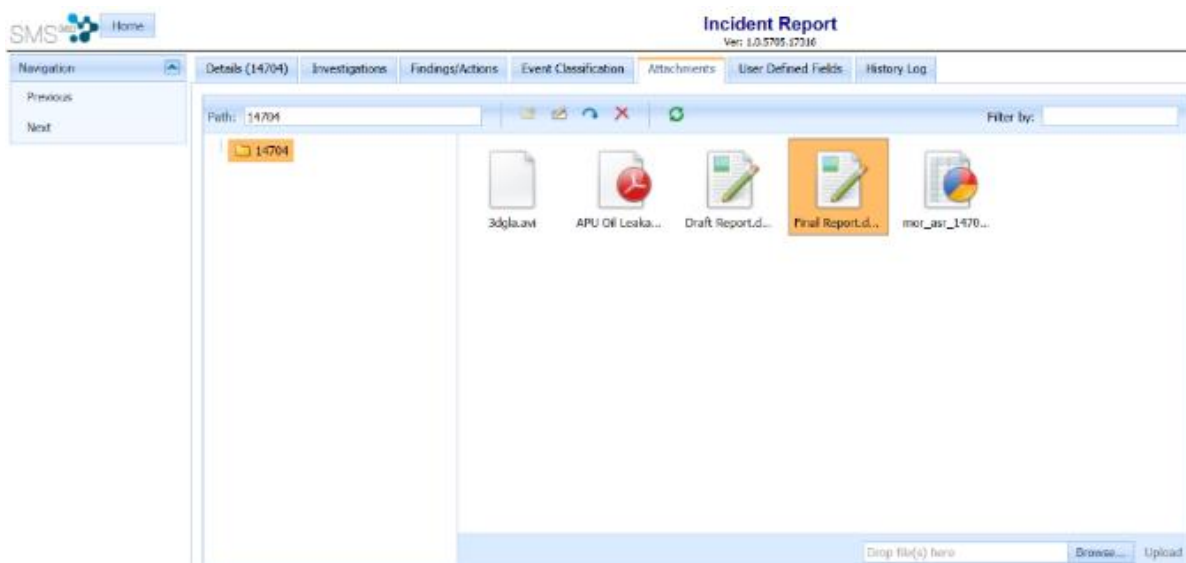
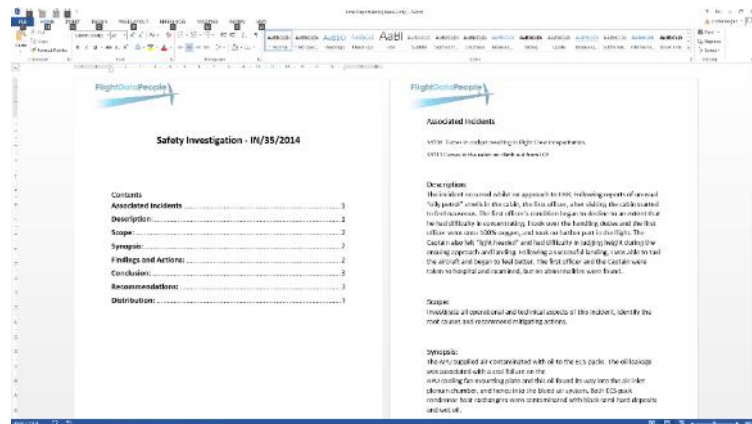
At the bottom of the window, there are 'Save' and 'Cancel' buttons.

the tab above and other more specific type classifications can be set up in the user definable tab.

INVESTIGATION MANAGEMENT

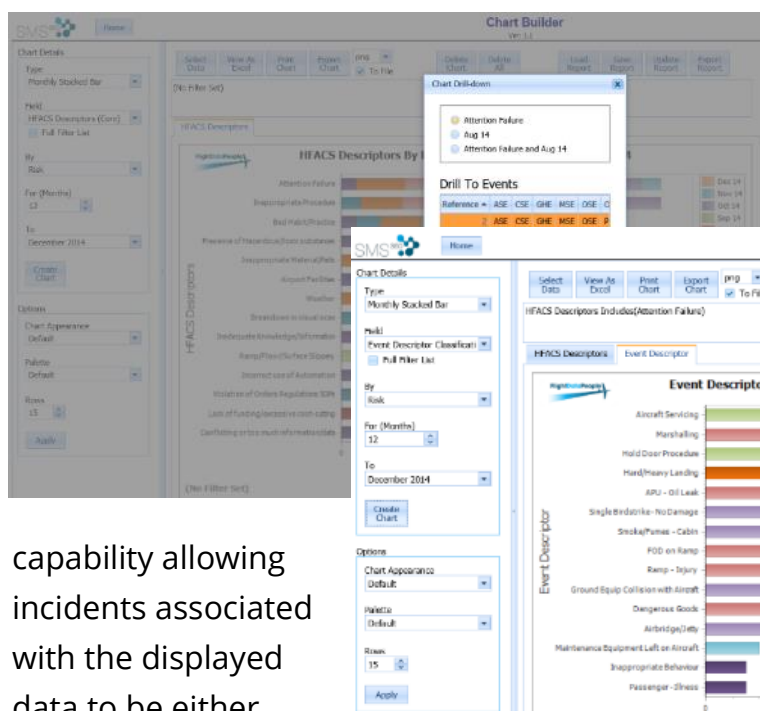
Formal investigations can be raised for an occurrence and the findings from an investigation along with the associated actions can be entered and stored. An investigation report can be produced efficiently using built-in word templates based on your requirements; e.g. ICAO Annex 13 Investigation format. Data entered into SMS360 regarding the occurrence and investigation is imported automatically into the template and the draft report can be subsequently edited and saved once produced.

The draft and final reports are stored in the attachment area of the occurrence along with any associated evidence for the investigation (e.g. manuals, photographs, flight data simulations etc.)



ANALYSIS AND REPORTS

Trend charts with risk analysis capability and management reports can be easily produced using the powerful built-in tools. Charts and reports which are regularly required can be saved and re-used for future use. SMS360 also has easy to use search and filtering facilities which can be used in conjunctions with charts to produce very comprehensive and sophisticated analysis but using the very easy to use tools.

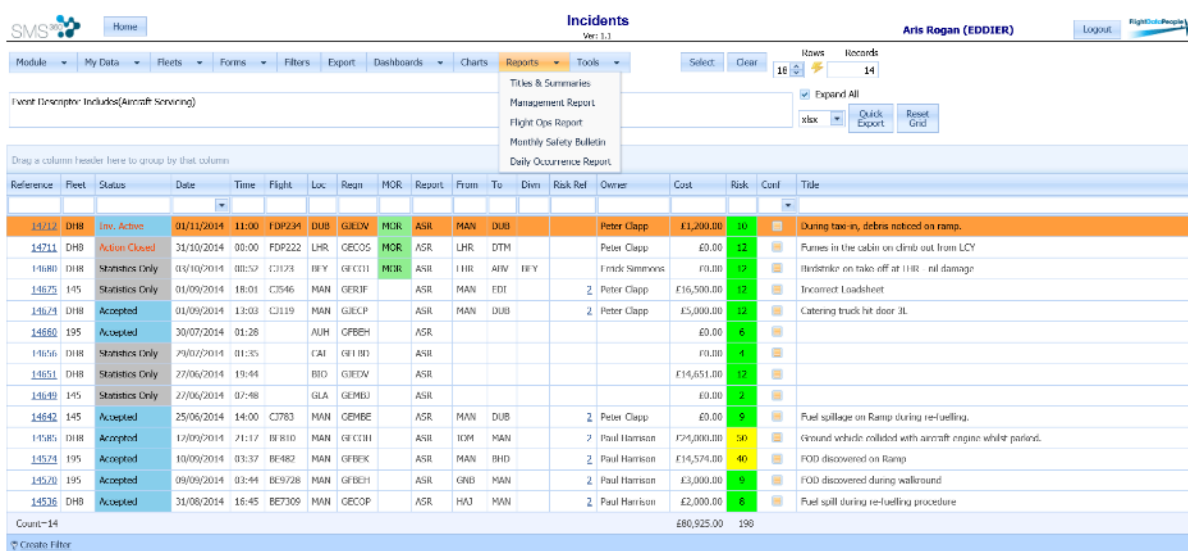


The charts have drill-down

capability allowing incidents associated with the displayed data to be either listed as incidents or used to create another Trend Chart; in the example shown the top HFACS risk is Attention Failure and the next drill down chart shows what the effects of these failure were.

The drill down shows that the top risk by event descriptor caused by attention failure was "Aircraft Servicing followed by Marshalling and Hold Door Procedure.

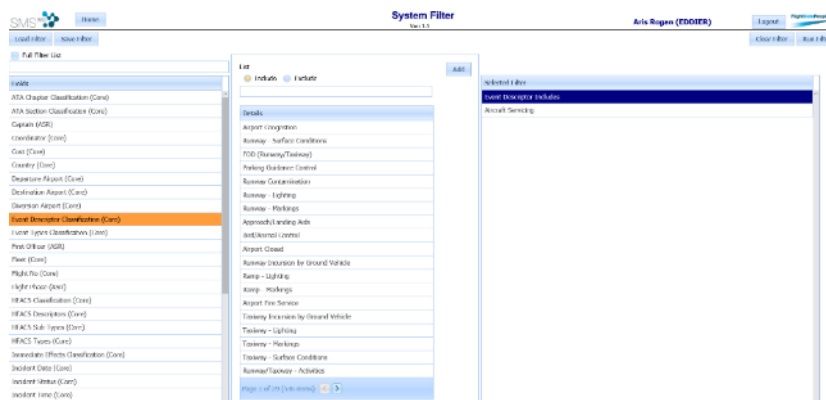
The user can then drill into the incident list for Aircraft servicing and produce reports or export data if required.



Reference	Fleet	Status	Date	Time	Flight	Loc	Regn	MOR	Report	From	To	Div	Risk Ref	Owner	Cost	Risk	Conf	Title
14712	DH8	Inc. Active	01/11/2014	11:00	FDP234	DUB	GLEDV	MCR	ASR	MAN	DUB			Peter Clapp	£1,200.00	10		During taxi-in, debris noticed on ramp.
14711	DH8	Action Closed	31/10/2014	00:00	FDP222	LHR	GECOS	MCR	ASR	LHR	DTM			Peter Clapp	£0.00	12		Fumes in the cabin on climb out from LCY
14680	DH8	Statistics Only	03/10/2014	00:52	C1173	EEY	GE C11	MCR	ASR	LHR	ATW	EEY		Frank Simmons	£0.00	13		Reverser on take off at LHR - rail damage
14675	145	Statistics Only	01/09/2014	18:01	C1546	MAN	GERIF		ASR	MAN	EDI		2	Peter Clapp	£16,500.00	12		Incorrect Loadsheet
14624	DH8	Accepted	01/09/2014	13:03	C1119	MAN	GUECP		ASR	MAN	DUB		2	Peter Clapp	£5,000.00	12		Catering truck hit door 3L
14660	195	Accepted	30/07/2014	01:28		AUH	GFBFH		ASR						£0.00	6		
14656	DH8	Statistics Only	29/07/2014	01:35		CAI	GE180		ASR						£0.00	6		
14651	DH8	Statistics Only	27/06/2014	19:44		BID	GUECV		ASR						£14,651.00	12		
14649	145	Statistics Only	27/06/2014	07:48		GLA	GEMBU		ASR						£0.00	2		
14642	145	Accepted	25/06/2014	14:00	C1783	MAN	GEMBE		ASR	MAN	DUB		2	Peter Clapp	£0.00	5		Fuel spillage on Ramp during re-fuelling.
14585	DH8	Accepted	12/09/2014	21:17	BF810	MAN	GE C181		ASR	ROM	MAN		2	Paul Harrison	£74,000.00	50		Ground vehicle collided with aircraft engine whilst parked.
14524	195	Accepted	10/09/2014	03:37	BE482	MAN	GFBFK		ASR	MAN	BHD		2	Paul Harrison	£14,574.00	40		FOD discovered on Ramp
14520	195	Accepted	09/09/2014	03:44	BE578	MAN	GFBFH		ASR	GRB	MAN		2	Paul Harrison	£3,000.00	5		FOD discovered during walkaround
14536	DH8	Accepted	31/08/2014	16:45	BET309	MAN	GECOP		ASR	HAI	MAN		2	Paul Harrison	£2,000.00	6		Fuel spill during re-fuelling procedure
Count=14															£80,925.00	190		

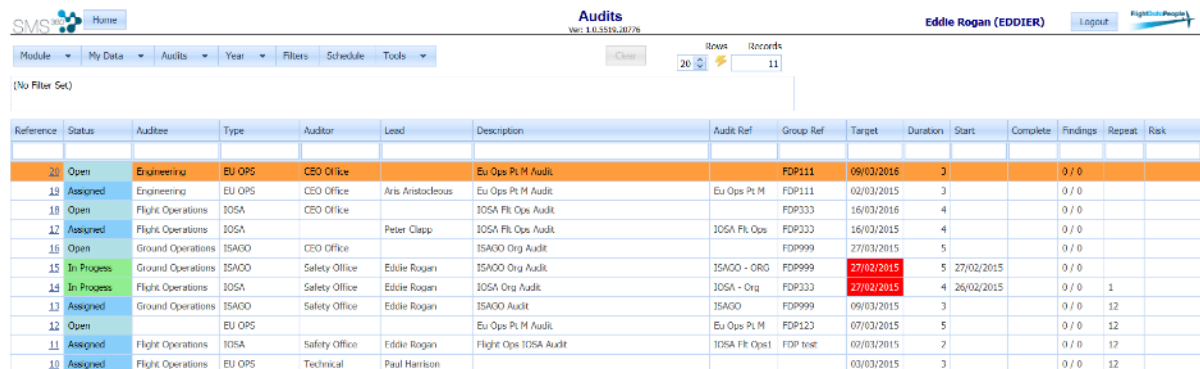
FILTERS

SMS360 has comprehensive but easy-to-use filters to allow filtered lists of incidents to be produced. These filters can be applied prior to producing reports, charts or exports allowing control and flexibility of the outputs from SMS360. This can have a huge efficiency benefit when producing regular safety board reports etc.



AUDIT MANAGEMENT

Routine and ad-hoc audits can be scheduled and managed using SMS360. Repeating audits can be scheduled and auditors assigned. Notification email templates are available to communicate the various stages of the audit process to auditors, auditees etc.



Reference	Status	Auditee	Type	Auditor	Lead	Description	Audit Ref	Group Ref	Target	Duration	Start	Complete	Findings	Repeat	Risk
20	Open	Engineering	EU OPS	CEO Office		Eu Ops Pt M Audit		FDP111	09/03/2015	3			0 / 0		
19	Assigned	Engineering	EU OPS	CEO Office	Aris Aristocleous	Eu Ops Pt M Audit	Eu Ops Pt M	FDP111	02/03/2015	3			0 / 0		
18	Open	Flight Operations	IOSA	CEO Office		IOSA Flt Ops Audit		FDP333	16/03/2015	4			0 / 0		
17	Assigned	Flight Operations	IOSA		Peter Clapp	IOSA Flt Ops Audit	IOSA Flt Ops	FDP333	16/03/2015	4			0 / 0		
16	Open	Ground Operations	ISAGO	CEO Office		ISAGO Org Audit		FDP999	27/03/2015	5			0 / 0		
15	In Progress	Ground Operations	ISAGO	Safety Office	Eddie Rogan	ISAGO Org Audit	ISAGO - Org	FDP999	27/02/2015	5	27/02/2015		0 / 0		
14	In Progress	Flight Operations	IOSA	Safety Office	Eddie Rogan	IOSA Org Audit	IOSA - Org	FDP333	27/02/2015	4	26/02/2015		0 / 0	1	
13	Assigned	Ground Operations	ISAGO	Safety Office	Eddie Rogan	ISAGO Audit	ISAGO	FDP999	09/03/2015	3			0 / 0	12	
12	Open		EU OPS			Eu Ops Pt M Audit	Eu Ops Pt M	FDP123	07/03/2015	5			0 / 0	12	
11	Assigned	Flight Operations	IOSA	Safety Office	Eddie Rogan	Flight Ops IOSA Audit	IOSA Flt Ops	FDP test	02/03/2015	2			0 / 0	12	
10	Assigned	Flight Operations	EU OPS	Technical	Paul Harrison				03/03/2015	3			0 / 0	12	

Checklists can be imported to create Checklist Templates within SMS360 and these can then be used by the auditor to score and enter Non-Conformities (NCs) as appropriate.

Clause	Reference	Requirement	Ref. Manual	Score	Finding	Comment
0.1	QC-0	Currency of checklists with reference to Regulations and EASA decisions. Verify that current version of CAME is used	CAME	Level 1	Test Level 1 finding. This will raise a Non-Conformance automatically in SMS360 Audit	
1.0	M.A.901(a)	To ensure the validity of the aircraft airworthiness certificate an airworthiness review of the aircraft and its continuing airworthiness records shall be carried out periodically. M.A.901(a) EU2015/1088. An airworthiness review certificate is issued in accordance with Appendix III (EASA Form 15a, 15b or 15c) on completion of a satisfactory airworthiness review. The airworthiness review certificate is valid one year.	CAME 5	Level 2	Test Level 2 finding. This will raise a Non-Conformance automatically in SMS360 Audit	
1.1	M.A.901(b)	An aircraft in a controlled environment is an aircraft: (i) continuously managed during the previous 12 months by a unique continuing airworthiness management organisation approved in accordance with Section A, Subpart G, of this Annex (Part M), and (ii) which has been maintained for the previous 12 months by maintenance organisations approved in accordance with Section A, Subpart F of this Annex (Part M), or with Annex I (Part 145). This includes maintenance tasks referred to in point M.A.801(b) carried out and released to service in accordance with point M.A.801(b)(2) or point M.A.801(b)(3).	CAME 5	N/A	No Non-Conformance will be raised in SMS360	Comments can be added here.
1.2	M.A.901(c)	For all aircraft used by licensed air carriers in accordance with Regulation (EC) No 1008/2008, and aircraft above 2 730 kg MTOM, except balloons, that are in a controlled environment, the organisation referred to in (b) managing the continuing airworthiness of the aircraft may, if appropriately approved, and subject to compliance with point (b), 1. issue an airworthiness review certificate in accordance with point M.A.710, and; 2. for the airworthiness review certificates it has issued, when the aircraft has remained within a controlled environment, extend twice the validity of the airworthiness review certificate for a period of 1 year each time.	CAME 5	Compliant	No Non-Conformance will be raised in SMS360	Comments can be added here.
1.3	M.A.901(d)	For all aircraft used by licensed air carriers in accordance with Regulation (EC) No 1008/2008 and aircraft above 2 730 kg MTOM, except balloons, that: (i) are not in a controlled environment, or (ii) which continuing airworthiness is managed by a continuing airworthiness management organisation that does not hold the privilege to carry out airworthiness reviews, the airworthiness review certificate shall be issued by the competent authority upon satisfactory assessment based on a recommendation made by a continuing airworthiness management organisation appropriately approved in accordance with Section A, Subpart G of this Annex (Part M) sent together with the application from the owner or operator. For aircraft not used by licensed air carriers in accordance with Regulation (EC) No 1008/2008 of 2 730 kg MTOM and below, and	CAME 5	Compliant	No Non-Conformance will be raised in SMS360	Comments can be added here.

The NCs from the checklist are then automatically imported into SMS360 after review. The NCs can be risk assessed and then be sent via email from within SMS360 to the auditee who can submit their proposed Action Plans via a link in the NC email. This means that the auditee need not log in to SMS360 which reduces training and admin overheads. Once the proposed Action Plan has been submitted, the auditor can accept or reject it from an email link or can login to SMS360 and manage the process from within the system.

Non-Conformance (3)

ID: 3 Raised By: Aris Rogan Raised Date: 21/08/2017 Risk: 4 Status: Assigned

Target Date: 20/10/2017 Category: Level 2 Completion Date: Closed: ☐

Checklist: Flight Operations - FLT 1

Standard Ref 1: FLT 1.1.2 Standard Ref 2: Item Ref: Internal Ref: Score: Find ND&I

Item Details: FLT 1.1.2 Company shall have one or more designated managers in the flight operations organization that, if required, are post holders acceptable to the Authority, and have the responsibility, and thus are accountable, for ensuring:
(i) The management and supervision of all flight operations activities;
(ii) The management of safety and security in flight operations;

Dept Assigned: Quality Assignee: Aris Rogan Email: eddie.rogan@flightdatapeople.com

Details Of Non-Conformance: Safety responsibilities not adequately defined in management exposition.

Save & Email Save Cancel

Once the audit is complete the Lead Auditor can produce the final audit reports using a report template which can then be disseminated by email to interested parties.

A customisable annual audit plan can also be produced and printed or exported to excel if required. This type of plan can be produced for the whole organisation or for different departments, audit types, auditors etc. The columns are target dates displayed are also customisable.

Annual Planner

Year: 2016

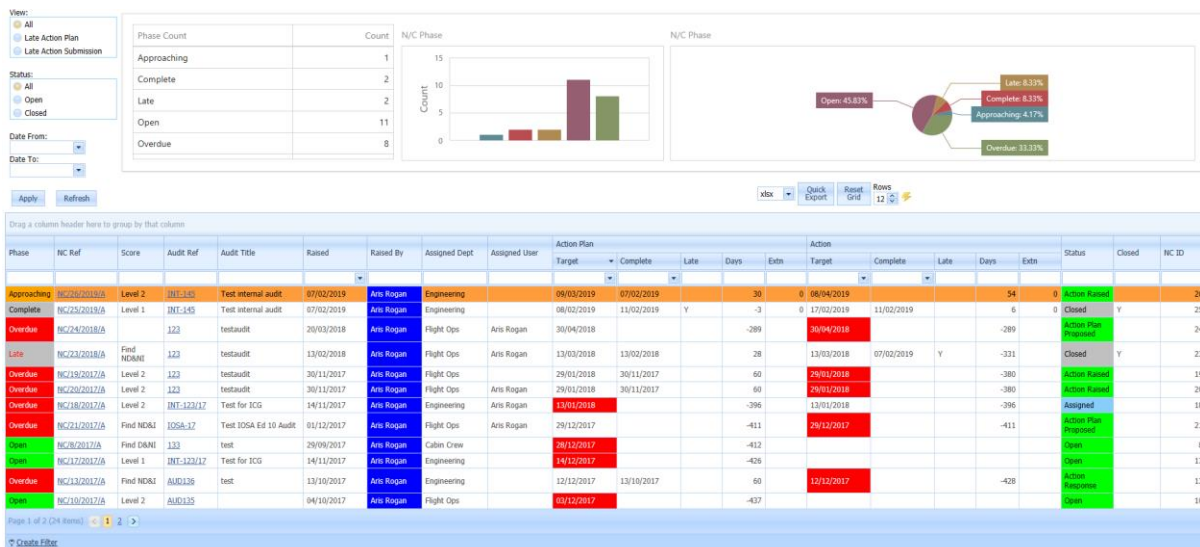
File Edit View Options Help

Save Print All

Columns: Update Manual

Reference	Description	Level	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15
11	Test KSA Audit PR Ops	Aris Rogan				4	1							
10	Test audit	Paul Harrison				5								
9	Test KSA Audit Main	Aris Rogan												
8	Test Internal Audit	Aris Rogan												
7	Test RCUOPS audit	Paul Crapp												
6	Test KSA Audit Ops	Aris Rogan												
5	Test audit	Dave Jones												
4	Test audit	Aris Rogan												
3	Test audit	Aris Rogan												
2	Test audit	Aris Rogan												
1	Test audit	Paul Harrison												
15	Total Audits													

Non-Conformances can be tracked and managed easily, and statistics produced for oversight purposes. High Risk Non-conformances can be escalated to the Risk Analysis module.



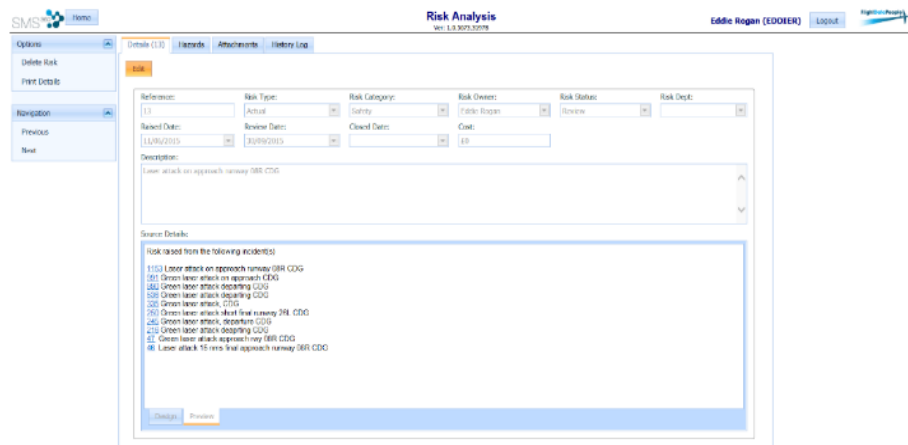
RISK ANALYSIS

The SMS360 Risk Analysis module allows Hazard Assessments to be conducted for real and potential risks. Effective and Ineffective defences and the consequences can be identified during this process and risk assessed. Mitigation actions can then be raised to address these risks and the residual risk identified. Information related to Hazard Assessment process is entered in a user-friendly screen as shown below and descriptors for hazards, defences and consequences can be entered as well as the actual full description.

[illegible]

Incidents, FDM Events, Investigation and Audit findings entered in SMS360 can be escalated from the system to the risk register and links in the risk analysis details screen will display these and provide hyperlinks to the sources. Non-SMS360 hyperlinks can also be set up such as published Accident Reports on external websites.

Each department or post holder area can view their risk registers and users with the correct access will be able to view the corporate risk register allowing them a holistic



view of safety risk throughout the organisation. The risk register is an ideal tool to demonstrate to the regulatory authority that you have a totally integrated SMS and that you have oversight and are managing the organisation's top safety risks.

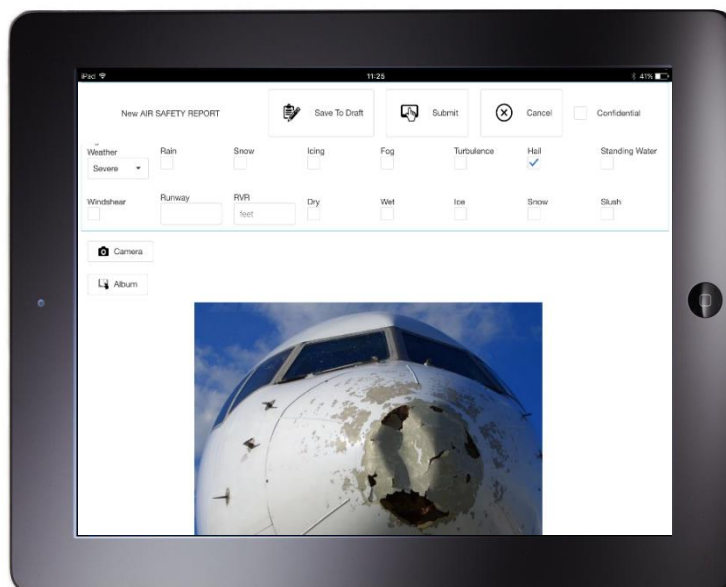
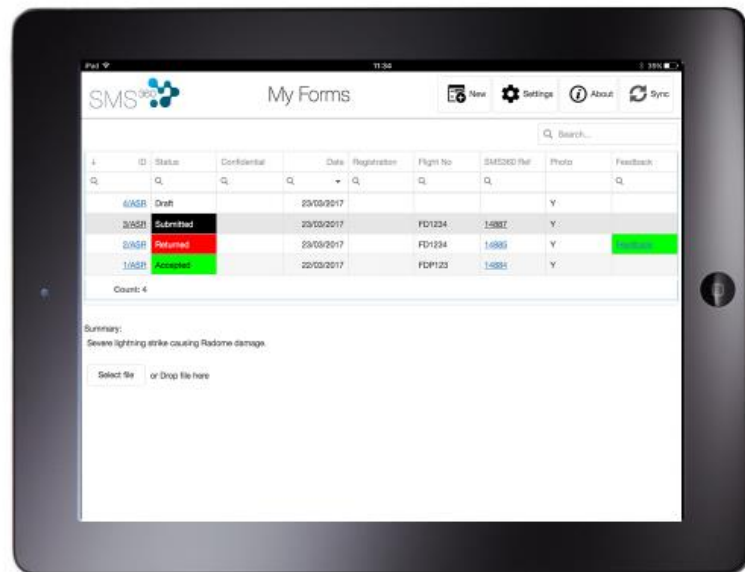
DASHBOARDS

As well as the built-trend charts and reports, SMS360 also has interactive and configurable dashboards which allows data to be presented to users and non-users of SMS360. These dashboards can also display data not stored in SMS360 such as non-safety operational metrics.



OFFLINE REPORTING APPS

Occurrences can also be reported offline using the SMS360 Reporting App for IOS and Android devices. The App using the same forms set up in SMS360 and will either automatically upload a completed occurrence form if connected or the reporter can synchronise later when online. The App allows forms to be returned to the reporter along with feedback if required.



The offline occurrence form can be saved as draft or submitted. The device camera is accessible from the App and previously stored photos can also be uploaded where required. Any form design changes made in SMS360 will be downloaded to the App when connected online.

RETURN ON INVESTMENT (ROI)

The primary reason for choosing SMS360 is to improve safety management and reduce safety risk within your organisation. However, SMS360 will also produce a Return on Investment (ROI) from savings in operational cost associated with incidents such as aircraft/equipment damage, staff and passenger injuries and operational disruptions such as air turnbacks and delays. SMS360 records the costs associated with an incident and the built-in analysis tools can show where these costs are most prevalent.

One of the main objectives of SMS360 is to address the root causes of incidents and to avoid a recurrence which will lead to a reduction in incident-related costs. This is the basis of a “learning organisation” which will not only reap benefits in safety but also efficiency; an effective safety culture can also be an efficiency driven culture.

There will also be savings in manhours and resources in producing analysis and reports by safety staff who will be able to spend more time on investigating root causes and establishing and monitoring mitigating actions.

Finally, SMS360 is a hosted solution which means that means zero costs for company IT resources as FlightDataPeople will do all of the set-up, support, IT admin and upgrades for you. This will also have a positive effect on the ROI.

HARDWARE AND SOFTWARE REQUIREMENTS

SMS360 is a hosted solution so there is no need to purchase hardware. SMS360 can be accessed by the popularly used web browsers such as Internet Explorer, Firefox, Google Chrome and Safari. This means the system can be accessed via iPads and other portable devices with internet access.

The advantages of FlightDataPeople hosting the solution for you includes:

- ✓ Uninterrupted service with reduced internal manpower requirements allowing operator to focus on Safety Benefits rather than system operation
- ✓ Developed and proven system functionality
- ✓ Secure remote access from anywhere in the world with suitable internet connectivity. Access via Windows PC, iPad or Android device
- ✓ Secure data storage & retrieval
- ✓ Access to full range of Technical and Operational expertise and proven support infrastructure from FDP
- ✓ In-house system interfaces
- ✓ Compliance with all existing regulatory requirements
- ✓ ISO 9001: 2008 accreditation

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