



E-Manual and IT Reporting System

Description E-Manual

The E-Manual System is based on .Net Technology and allows easy access for users via Internet. Users will be identified with personal logins and the designated password.



E-MANUAL

User Login

Name

Password

Test Accounts		
Login	Password	Assigned Role(s)
admin	*	Administrator
michael.holzapfel	*	Administrator, Flight Safety Officer FSO
hans.meier	*	Cockpit Crew, Commander
max.westenhaben	*	Cockpit Crew, Copilot
stefanie.muster	*	Cabin Crew, Chief Cabin Attendant
olga.mannhart	*	Cabin Crew
hanspeter.stutz	*	PostHolder Flight
david.muster	*	PostHolder Ground
roger.king	*	Deputy PH FLT

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Entry Page

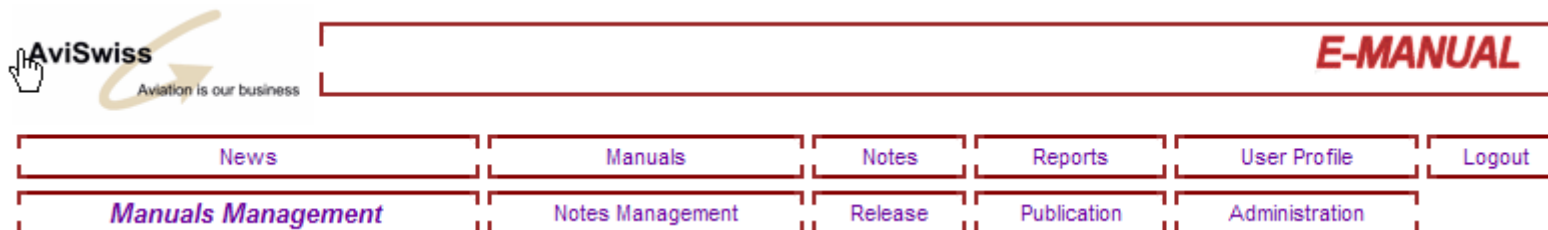
The Entry Page offers a selection of different tabs for each user

- News
- Manuals
- Notes
- Reports
- User Profile



In addition, advanced functions are added for designated users (Administrator)

- User Management
- Manuals Management
- Notes Management
- Release
- Publication
- User Administration
- User administration allows will dedicate properties based on function (Flight Crew, Cabin Crew, Aircraft specific manuals, Crew schedules etc.)



Bottom part of first page after login

The news page will alert the user about new published notes (Newsbox) and revisions (Manuals) when login to the E-Manual. When the user is clicking off the "Read box" this information will be stored in a spreadsheet for tracking. (closed loop policy)

Note-Newsbox

Notes	Reference	Valid from	Valid until	Published	Read	Bookmark
071220 Samedan Operations LSZS	Samedan Operations LSZS	20.12.2007	20.12.2008	24.09.2008	<input checked="" type="checkbox"/> 20.04.2009	<input checked="" type="checkbox"/>
080107 Operations Bulletin	Operations Engineering Bulletin A320	08.01.2008	08.01.2009	19.09.2008	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Revision-Newsbox

Manual / Chapter / Appendix	Published	Read	Bookmark
Operations Manual A - Operating Procedures	19.09.2008	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operations Manual A - Operating Procedures	19.09.2008	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operations Manual A - Leasing	18.09.2008	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Manual

Manual

Publication date

Document	Comment

Details of Manual page

The respective manuals incl. subfolders are selectable and readable in details with the advantage of having all the crews on the latest revision level.

The screenshot shows the AviSwiss website interface. At the top left is the AviSwiss logo with the tagline "Aviation is our business". Below the logo is a navigation menu with four buttons: "News", "Manuals" (highlighted in blue), "Manuals Management", and "Notes Management". A mouse cursor is positioned over the "Manuals" button. Below the navigation menu is a sidebar containing a list of manual categories, each with a plus sign icon and a red diamond icon. The categories are: Operations Manual A, Operations Manual B CL300, Operations Manual D, Operations Manual C, Cabin Manuals, Route & Aerodrome Briefing, HB-XXX Info, Cabin Crew Info, Company Procedures, Training, CAME, Security, Utility Tools, and Forms. To the right of the sidebar is a large empty rectangular area, likely for displaying the selected manual's content.

Notes – Page

Same functions for “Notes” as described the previous page.

The screenshot displays the AviSwiss website interface. At the top left is the AviSwiss logo with the tagline "Aviation is our business". To the right of the logo is a search bar. Below the logo is a horizontal navigation menu with three items: "News", "Manuals", and "Notes" (which is highlighted in blue). Below this is a second horizontal navigation menu with three items: "Manuals Management", "Notes Management", and "Release". On the left side, there is a vertical sidebar menu with three items, each preceded by a red diamond icon: "Flight Safety Corner", "Memos Safety Related", and "Memos Instructions". To the right of the sidebar is a large content area with a dark red header bar and a white body. At the bottom of the page, there are two horizontal lines.

Reporting System

This tool will allow an operator to fulfill the task of a non-punitive reporting system according EU OPS 1. Individual logins for all employees allow appropriate properties in respect of their functions. This will allow to show cabin crews only to reportable occurrences based on their duty and responsibility, as flight crewmembers have an other scope of reportable events. The status of a report is listed into the following stages:

- Open (new report)
- Pending (in the progress of action)
- Done (corrective action performed by deputy)
- Completed (corrective action initiated by post holder)
- Closed (report closed after inspection of possible safety relevant item / Risk Analysis)
- All (Storage of all reports, as the system is not allowing to delete any report, except in the configuration “open”)

AviSwiss *Aviation is our business* **E-MANUAL**

[News](#)
[Manuals](#)
[Notes](#)
[Reports](#)
[User Profile](#)
[Logout](#)

[Manuals Management](#)
[Notes Management](#)
[Release](#)
[Publication](#)
[Administration](#)

My Reports
 Create New Report
 [Events Management](#)
[Inbox](#)

Name **Holzapfel Michael** 3LC **HOL**

From To
 Report-ID
 Flight Nr
[Search](#)

My Reports

Open / Rejected
 Pending
 Completed
 Closed
 All

ID	Date of Report	Date of Occ.	Event	Status
----	----------------	--------------	-------	--------

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User Administration

The administrator will be able to edit users / details in this mask.

Manuals	Notes	Reports	User Profile	Logout
Notes Management	Release	Publication	Administration	

User

User-ID* New

Login Name*

Password* (Empty=Unchanged)

Last Name*

First Name*

E-Mail

3LC*

Allocated Role

Fields with **Star** must be filled in

Role

Role-ID* New

Description*

Authorisations

<input checked="" type="checkbox"/> User	<input type="checkbox"/> Admin	<input type="checkbox"/> Manager
<input type="checkbox"/> Approver	<input type="checkbox"/> Publisher	

Reporting System

<input type="checkbox"/> Postholder	<input type="checkbox"/> Deputy	<input type="checkbox"/> Flight Safety Officer
<input type="checkbox"/> Manager		<input type="checkbox"/> ACM / QSM /DQS

Fields with **Star** must be filled in

User Authorizations

This function will allow the administrator to create roles and assign users

Role	
Role-ID*	<input type="text" value="4"/> <input type="checkbox"/> New
Description*	<input type="text" value="Flight Safety Officer FSO"/>
Authorisations	<input checked="" type="checkbox"/> User <input type="checkbox"/> Admin <input type="checkbox"/> Manager
	<input type="checkbox"/> Approver <input type="checkbox"/> Publisher
Reporting System	<input type="checkbox"/> Postholder <input type="checkbox"/> Deputy <input checked="" type="checkbox"/> Flight Safety Officer
	<input type="checkbox"/> Manager <input type="checkbox"/> ACM / QSM /DQS
Fields with Star must be filled in	
<input type="button" value="Delete"/> <input type="button" value="Save"/>	

Authorisation	
Available Roles	Assigned User(s) <input type="checkbox"/> without Role
<ul style="list-style-type: none">Cabin CrewChief Cabin AttendantCockpit CrewCommanderCopilotCopilot CL300Deputy PH FLTFlight Safety Officer FSOHUMAN ResourcesNAA National Aviation AuthorityPostHolder FlightPostHolder Ground	<ul style="list-style-type: none">E-Manual AdminHolzapfel MichaelKing RogerMannhart Olga«« Meier Hans«« Muster Stefanie«« Muster DavidMuster Peter«« NAA OccurrenceNAA CertificationStutz HanspeterWestenhaben Max
<input type="button" value="Edit Role"/>	<input type="button" value="Assign"/> <input type="button" value="Edit User"/>

Reporting System

Following is a sample of reportable events. The list can be edited and tailored to the need of an operator based on requirements, SOP's, regulations. The change / amendments can be done in-house by the operators administrator.



Reportable Events

- [-] Technical Occurrences
 - [-] General Remark
 - Description
 - [-] System Malfunction (in flight)
 - Description
 - [-] AOG
 - Description
 - [+] Use of MEL
 - [+] Aircraft Damage
 - [+] Engine Problem
 - Update
- [+] Flight Operations
- [-] Ground Operations
 - [+] General Remark
 - [+] Ground Handling Services
 - [+] Passenger Handling and Transport
 - [+] Airport Briefing
 - [+] Water / Toilette Service
 - [+] Fuel (Delay / Spillage)
 - [+] Cabin cleaning
 - [+] External cleaning
 - [+] Duty/ Rest Time
 - [+] De-Icing
- [+] Dispatch
- [+] Catering
- [+] Cabin Issue
- [+] Crew

Reports Statistic

Monthly Safety Report	Jul 2009	Detail	None	
.....				
Flight Data Monitoring from	Jul 2009	to	Jul 2009	
.....				
Other report 2				
.....				

Process of writing an occurrence report

1. Step (writers view)

Selection of the reportable event category and subcategory.

The screenshot shows the AviSwiss E-MANUAL interface. At the top left is the AviSwiss logo with the tagline "Aviation is our business". To the right is the "E-MANUAL" title. Below the logo is a navigation bar with buttons for "News", "Manuals", "Notes", "Reports" (highlighted), "User Profile", and "Logout".

Below the navigation bar is a section for user actions: "My Reports" (with a radio button) and "Create New Report" (with a radio button and a plus icon). Below this is a dotted line separator. The user's name "Meier Hans" and the code "3LC HMR" are displayed.












The main content area is titled "Reportable Events" and contains a tree view of categories and subcategories:


- Technical Occurrences
 - General Remark
 - System Malfunction (in flight)
 - Update
- Flight Operations
- Ground Operations
- ATC Incidents
- Security
- Confidential Message
 - Message to be viewed by FSO only
- Accidents


At the bottom right of the page, there is a copyright notice: "© by AviSwiss".

2. Step: Details of report

Reportable Events

-  Technical Occurrences
 -  General Remark
 -  **System Malfunction (in flight)**
 -  Update
-  Flight Operations
-  Ground Operations
-  ATC Incidents
-  Security
-  Confidential Message
 -  Message to be viewed by FSO only
-  Accidents

Date of report* <input type="text" value="06.07.2009"/>	Flight Nr <input type="text"/>	From / To / Diverted <input type="text"/> <input type="text"/> <input type="text"/>
Date / Time of Occurrence* <input type="text" value="06.07.2009"/> <input type="text" value="00:00"/> UTC	A/C Type <input type="text"/>	Registration <input type="text"/>
Commander <input type="text"/>	Copilot <input type="text"/>	Senior Cabin Attendant <input type="text"/> 

Event	Items
<p>Report-ID ...</p> <hr style="border-top: 1px dotted #ccc;"/> <p>Category Technical Occurrences</p> <hr style="border-top: 1px dotted #ccc;"/> <p>Criteria System Malfunction (in flight)</p> <hr style="border-top: 1px dotted #ccc;"/> <p>Author HMR - Meier Hans</p> <p>Postholder PostHolder Flight - Muster Peter</p> <p>Deputy</p> <p>Officer Flight Safety Officer FSO - Holzapfel Michael</p> <hr style="border-top: 1px dotted #ccc;"/> <p>Status New </p>	<p>Description <input type="text"/></p> <hr style="border-top: 1px dotted #ccc;"/> <p>Conclusion*</p> <div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>

Post holders view of a incoming report

Inbox (POSTHOLDER's view)																		
<input checked="" type="radio"/>	Open / Rejected		<input type="radio"/>	Pending		<input type="radio"/>	Done		<input type="radio"/>	Completed		<input type="radio"/>	Closed		<input type="radio"/>	All		
	ID	3LC	D. of Report	D. of Occ.	Event			From	To	Flight Nr	Status							
	2	HMR	18.09.2008	18.09.2008	General Remark					CBS011	Open							

Date of report	<input type="text" value="18.09.2008"/>	Flight Nr	<input type="text" value="CBS011"/>	From / To / Diverted	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date / Time of Occurrence	<input type="text" value="18.09.2008"/>	<input type="text" value="00:00"/>	UTC	A/C Type	<input type="text" value="Airbus A318"/>	Registration	<input type="text"/>
Commander	<input type="text"/>	Copilot	<input type="text"/>	Senior Cabin Attendant	<input type="text"/>		

Event		Items	
Report-ID	2	Description	Loadsheet: FOVE has a limited Crew composition function
Category	Flight Operations		
Criteria	General Remark		
Author	HMR - Meier Hans		
Postholder	PostHolder Flight - Muster Peter		
Deputy	<input type="text" value="Not Set ..."/>	Conclusion	On the flight from Dubai to Sion we had 18 Passengers on board and 6 Crew. As the maximum possible Crew in the FOVE-system is 5 Crew (3/2), we usually add the additional crew member to the passenger number. On this particular case, this was not possible, as we already had 18 passengers and the FOVE-system does not accept more than 18 passengers. I suggest to adjust the crew composition function of the FOVE system in order to reflect both jump seats in the cockpit. Doing so, we officially have 6 crew seats, allowing to indicate the correct crew number (eg 2/2, 3/2, 4/2) on the loadsheet. Kind regards.
Officer	Flight Safety Officer FSO - Holzapfel Michael		
Status	Open		
<input type="button" value="Reject"/> <input type="button" value="Pending"/> <input type="button" value="Completed"/>			
		<input checked="" type="radio"/> Feedback Reject Msg »	<input type="text"/>
		<input type="radio"/> EMail to	<input type="text"/>
			<input type="button" value="Save Feedback"/>

Feedback from the post holder

The writer of a report can follow up always the status of his reports

Date of report	<input type="text" value="18.09.2008"/>	Flight Nr	<input type="text"/>	From / To / Diverted	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date / Time of Occurrence	<input type="text" value="18.09.2008"/>	<input type="text" value="00:00"/>	UTC	A/C Type	<input type="text"/>	Registration	<input type="text"/>
Commander	<input type="text"/>	Copilot	<input type="text"/>	Senior Cabin Attendant	<input type="text"/>		

Event	Items									
Report-ID 3	Description sickness of crew									
Category Flight Operations	Conclusion Sen reports CAB GIS sick, twice and pale. After LD situation evaluated, OPS informed. Pax Boarding delayed by 10 Minutes to permit CAB to rest. CAB now able to assure emergency dutys for 2S 043									
Criteria Go-Around / Inflight return	Feedbacks									
Author MWH - Westenhaben Max	<table border="1"> <thead> <tr> <th>Date / Time</th> <th>From</th> <th>Feedback</th> </tr> </thead> <tbody> <tr> <td>02.10.2008 12:00</td> <td>HST</td> <td>Ich denke das wurde gut abgehandelt. Regards ...</td> </tr> <tr> <td>02.10.2008 12:04</td> <td>HST</td> <td>test</td> </tr> </tbody> </table>	Date / Time	From	Feedback	02.10.2008 12:00	HST	Ich denke das wurde gut abgehandelt. Regards ...	02.10.2008 12:04	HST	test
Date / Time	From	Feedback								
02.10.2008 12:00	HST	Ich denke das wurde gut abgehandelt. Regards ...								
02.10.2008 12:04	HST	test								
Postholder PostHolder Flight - Muster Peter	<input checked="" type="radio"/> Feedback <input type="radio"/> EMail to <div style="border: 1px solid gray; height: 40px; width: 100%; margin-top: 5px;"></div>									
Deputy <input type="text" value="Not Set ..."/>	<input type="button" value="Save Feedback"/>									
Officer Flight Safety Officer FSO - Holzapfel Michael										
Status Completed										
<input type="button" value="Closed"/>										

Forwarding of reports

Reports can be sent to different e-mail addresses

Date of report	<input type="text" value="18.09.2008"/>	Flight Nr	<input type="text"/>	From / To / Diverted	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date / Time of Occurrence	<input type="text" value="18.09.2008"/>	<input type="text" value="00:00"/>	UTC	A/C Type	<input type="text"/>	Registration	<input type="text"/>
Commander	<input type="text"/>	Copilot	<input type="text"/>	Senior Cabin Attendant	<input type="text"/>		

Event	Items									
Report-ID 3	Description sickness of crew									
Category Flight Operations	Conclusion Sen reports CAB GIS sick, twice and pale. After LD situation evaluated, OPS informed. Pax Boarding delayed by 10 Minutes to permit CAB to rest. CAB now able to assure emergency dutys for 2S 043									
Criteria Go-Around / Inflight return	Feedbacks									
Author MWH - Westenhaben Max										
Postholder PostHolder Flight - Muster Peter										
Deputy <input type="text" value="Not Set ..."/>										
Officer Flight Safety Officer FSO - Holzapfel Michael										
Status Completed										
<input type="button" value="Closed"/>	<table border="1"> <thead> <tr> <th>Date / Time</th> <th>From</th> <th>Feedback</th> </tr> </thead> <tbody> <tr> <td>02.10.2008 12:00</td> <td>HST</td> <td>Ich denke das wurde gut abgehandelt. Regards ...</td> </tr> <tr> <td>02.10.2008 12:04</td> <td>HST</td> <td>test</td> </tr> </tbody> </table>	Date / Time	From	Feedback	02.10.2008 12:00	HST	Ich denke das wurde gut abgehandelt. Regards ...	02.10.2008 12:04	HST	test
Date / Time	From	Feedback								
02.10.2008 12:00	HST	Ich denke das wurde gut abgehandelt. Regards ...								
02.10.2008 12:04	HST	test								
	<input type="radio"/> Feedback <input checked="" type="radio"/> EMail to <input type="text" value="Author"/> <input type="checkbox"/> Include all feedbacks									
	<input type="button" value="Send Email"/>									

Follow-up of own reports

Each writer can get a summary of his own reports, feedback and their status.

My Reports

Open / Rejected
 Pending
 Completed
 Closed
 All

ID	Date of Report	Date of Occ.	Event	Status
2	18.09.2008	18.09.2008	General Remark	Open
10	06.07.2009	06.07.2009	Ground Handling Services	Open
11	06.07.2009	06.07.2009	General Remark	Open

Date of report*
 Date / Time of Occurrence* UTC

Flight Nr
 A/C Type

From / To / Diverted
 Registration

Commander

Copilot

Senior Cabin Attendant

Event	Items
Report-ID 2 Category Flight Operations Criteria General Remark Author HMR - Meier Hans Postholder PostHolder Flight - Muster Peter Deputy Officer Flight Safety Officer FSO - Holzapfel Michael Status Open	Description <input type="text" value="Loadsheet: FOVE has a limited Crew composition function"/> Conclusion* <div style="border: 1px solid gray; padding: 2px; min-height: 100px;"> On the flight from Dubai to Sion we had 18 Passengers on board and 6 Crew. As the maximum possible Crew in the FOVE-system is 5 Crew (3/2), we usually add the additional crew member to the passenger number. On this particular case, this was not possible, as we already had 18 passengers and the FOVE-system does not accept more than 18 passengers. </div>

Delete Report

Save Report

Safety Management System SMS

Date of report	<input type="text" value="10.06.2009"/>	Flight Nr	<input type="text"/>	From / To / Diverted	<input type="text" value="LAX"/>	<input type="text" value="BOS"/>	<input type="text"/>
Date / Time of Occurrence	<input type="text" value="10.06.2009"/>	<input type="text" value="00:00"/>	UTC	A/C Type	<input type="text" value="Other"/>		
Registration	<input type="text" value="HB-JVC"/>			Senior Cabin Attendant	<input type="text" value="NIM"/>		
Commander	<input type="text" value="POB"/>			Copilot	<input type="text" value="WER"/>		

Event	Items
Report-ID 6	Conclusion Reason for delay unfit to fly.
Category Flight Safety Issue	
Criteria Fatigue	<input checked="" type="radio"/> Feedback Reject Msg »
Author POB - Power Bill	<input type="radio"/> EMail to
Postholder Flight Safety Officer FSO - Safe John	<input type="text"/>
Deputy <input type="text" value="Not Set ..."/>	<input type="button" value="Save Feedback"/>
FSO (Flight Safety Officer) Flight Safety Officer FSO - Safe John	
SMS <input checked="" type="checkbox"/>	
Status Open	
<input type="button" value="Reject"/> <input type="button" value="Pending"/> <input type="button" value="Completed"/>	

Risk Assessment

Risk Assessment

potential consequences
If the occurrence had ended in an accident, what would have been the most probable accident type?

- impossible to be
- no fatalities
- few fatalities
- high fatalities

Next

Risk Assessment

remaining defenses
What were the remaining defenses, preventing this occurrence

- one or more hard protection
- one or two human defenses
- luck

Previous Next

Probability of Reoccurrence

How frequent are these types of occurrences?

- extremely rare
- rare
- occasional
- frequent
- very frequent

Previous

Next

Conclusion of Risk Assessment

Risk Assessment

Catastrophic					
Hazardous					
Major					
Minor	<input checked="" type="radio"/>				
Negligible					
	Very Rare	Rare	Remote	Occasional	Frequent


Risk Level:

Acceptable
Acceptable
2

[Previous](#) [Save](#)

Statistical function for the Flight Safety Officer / Administrator

The system is capable of creating different reports to establish safety relevant trends of each department / topic and comprehensive statements and statistics for the management evaluation of a company.



E-MANUAL

News

Manuals

Notes

Reports





User Verwalten

Logout

Reportable Events

- Flight Occurrence
- Cabin Item
- Flight Safety Issue

Reports Statistic

Monthly Safety Report	Ju1 2009	Detail	None	
Safety Report vom	07.06.2009	to	07.07.2009	
Flight Data Monitoring from	Ju1 2009	to	Ju1 2009	
Other report 2				

emanual

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Detailed Report (Excel Format)



IT Based Reporting System - Detail Analysis for Oktober 2007

Category	Open	Pending	Done	Completed	Closed	Archived	Total
Technical Occurrences		3					3
Flight Operations		1					1
Ground Operations		7					7
Dispatch		2					2
Crew		1			1		2
Course Feedback / Training		1		6	3		10
Inspections & Audits					5		5

Technical Occurrences	Open	Pending	Done	Completed	Closed	Archived	Total
Aircraft Damage		3					3

Flight Operations	Open	Pending	Done	Completed	Closed	Archived	Total
General Remark		1					1

Ground Operations	Open	Pending	Done	Completed	Closed	Archived	Total
General Remark		1					1
Ground Handling Services		4					4
Duty/ Rest Time		2					2

Dispatch	Open	Pending	Done	Completed	Closed	Archived	Total
General Remark		2					2

Crew	Open	Pending	Done	Completed	Closed	Archived	Total
Transport / Accommodation					1		1
Uniform		1					1

Course Feedback / Training	Open	Pending	Done	Completed	Closed	Archived	Total
General Remark		1		6	3		10

Inspections & Audits	Open	Pending	Done	Completed	Closed	Archived	Total
SAFA Or SASA					4		4