

Maintenance Malfunction Information Report



Event Reporting User Manual

May 19, 2008



Event Reporting User Manual

Event Reports

An Event Report lets you track the identification, investigation, and resolution of any issues affecting your fleet or business operation. Event Reports can be an important element of your company's Quality Assurance (QA) program, Continuing Analysis And Surveillance System (CASS), reliability program, or Safety Management System. For more information about safety risk management, consult the U.S. FAA's Safety Program website (<http://faasafety.gov/>).

HAI's Event Report program is accessible through the web at www.eventreporting.org, or www.mmir.com. Registration only takes a few minutes. You can add and remove additional users to your company's account, with their own unique log-on.

An Event Report's status can be New, Open, Closed, or Rescinded. When an Event Report is initiated, its status is New. Once acknowledged by the designated management representative (via checkbox), the report's status is Open. An Open report means that an issue has been identified, brought to management's attention, and needs to be addressed. Authorized users can enter additional comments on Open reports as an investigation ensues. Once the issue has been satisfactorily resolved and documented, the Event Report should be classified as Closed. Once Closed, no further entries or amendments are possible on the Event Report.

Authorized users may also rescind a New or Open Event Report, but this option should be used sparingly. Rescinding an Event Report effectively nullifies the report without resolution. The report remains stored in your company's account for reference purposes. Refer to User Levels section to determine the capabilities of authorized users.

Event Reports are INTERNAL TO YOUR COMPANY unless specifically designated to be SHARED (see Shared Reports section). Unlike MMIR reports that you send to the FAA or the part manufacturer, your Event Reports are ONLY ACCESSIBLE TO AUTHORIZED COMPANY EMPLOYEES, unless designated as SHARED.

The information in an Event Report can easily be copied to a MMIR form, if deemed appropriate. For example, after an Event Report is filed, it may be determined that a defective part was at fault. You have the option to transfer information from the Event Report to a MMIR form, allowing for quick submission of a warranty claim or SDR. The Event Report stays permanently in your account.

These topics are explained further in this manual.

Registration

If you use MMIR, you may already have an Event Report account. Check with your company MMIR administrator. The log-on name and password will be the same for both systems.

To register a new Event Report account, go to www.eventreporting.org or www.mmir.com. and click on the “Not registered? Click here” link. Registration only takes a few minutes; simply follow the step-by-step process. You can add and remove additional users to your company’s account, each with their own unique log-on.

Event Reporting

Quick Links
About Event Reporting
HAI Home
Register for Event Reporting
Contact us
Welcome to Event Reporting!

E-Mail Not registered? Click [here](#)

Password [Forgot your password?](#)

[File Anonymous Event Report.](#) [What's this?](#)

[Event Report Guide \(0.5 MB\)](#) 
[Event Report brochure \(1.2 MB\)](#) 

Begin registration here

During registration, you will be asked for a log-on email address and a password. You will use this email / password combination to log onto the Event Reporting system. Be sure to use a real email address. You will be notified at this address whenever a new Event Report is entered into your company’s account.

You will also be asked if you want to activate “Anonymous Reporting.” This is a special feature of Event Reporting. Anonymous Reporting allows all company employees to submit a report without personal identification, hence, anonymously. Why? Employees may feel more comfortable reporting potential problems without fear of personal

retribution. Whether this fear is warranted or not, many companies have found that just having the option available to employees offers another avenue to identify and fix small issues, before they become big trouble.

Registration

There is growing understanding that to encourage the reporting of problem areas and safety-related issues by all employees, a business climate must exist in which identifying and correcting problems takes precedence over assigning blame. To address concerns workers may have about reporting observed problems, users can submit Event Reports anonymously.

Anonymous Event Reporting is entirely optional, and may be discontinued at your discretion. To allow anonymous reporting, select the "Yes" button below. If you prefer to wait before activating this option, you can do so anytime by using the "Edit Users" link on your account's Main Menu.

Once you click "Yes" for Anonymous Reporting, you will then create a password. This password should be made available to all company employees (or at least those whom you want to avail themselves of this feature), and should be different from [registered users'](#) passwords. Employees can then use this password from any Internet-connected computer to log on and submit an anonymous Event Report. Anonymous Users can only initiate Event Reports; they cannot edit or delete reports. Anonymous users have no [User Level](#) authorization.

NOTE: An employee does not have to be a registered user on MMIR or Event Reporting to use Anonymous Event Reporting.

After selecting a password, click Continue. Your account will be assigned a unique Company ID to use in conjunction with the password. You can change your company's Anonymous password as needed. You will have the opportunity to print out Anonymous Event Reporting instructions, including your access codes.

Yes, enable Anonymous Event Reporting
 No, thanks

Step 5 of 5

Enter a password
(at least 8 alphanumeric characters)

Verify password

Enter a strong password, then click Continue. A new web page will be generated. It will show your computer-generated Company ID number and your Anonymous Reporting password.

This Anonymous Reporting feature can be turned on or off as you deem appropriate. Use the "Edit Users" link on the Main Menu.

Anonymous Event Reporting

In order to encourage the reporting of problem areas and safety-related issues by all employees, a business climate must exist in which identifying and correcting problems takes precedence over assigning blame. To address concerns workers may have about personal ramifications of reporting observed problems, employees can submit a report to management anonymously using the Event Reporting system available on-line at www.mmir.com.

An Event Report can pertain to any situation affecting our business. Employees are always encouraged to report unusual, problematic, and even positive events, openly. However, if the situation warrants an anonymous report, employees have that option as well.

To submit an anonymous Event Report, visit www.mmir.com from any Internet-connected computer. From there, click on the link, "File Anonymous Event Report." A new web page will appear. Enter the following codes:

Company ID

Password

By using these codes, you cannot be identified individually. Please do not share this code with external (outside the company) parties.

After you enter the Company ID and Password, a blank Event Report form will appear. Please provide as much information as you can to adequately describe the problem. The more specific the information, the easier and likelier it is to resolve the issue.

Anonymous submitters can only initiate Event Reports. You will not be able to edit or delete the report later. Also, because there is no way of determining who submitted an anonymous report, it is impossible to notify the originator directly as to the status of problem investigation or resolution. Management reserves the right to rescind Anonymous Event Reporting at any time.

[PDF version](#)

Close

Print this page

Print and distribute

Because this is the information your employees will need to log on and submit an Anonymous Report, we suggest you use the "Print this Page" link. To get an even cleaner copy that you can post on the company bulletin board, drop in employees' mail slots, or disseminate via company email, click on the PDF Version link.

This Anonymous Event Reporting narrative page, which includes your Company ID / Password, is also accessed from the Authorized Users page.

On the Authorized Users page (click “Edit Users” from the Main Menu), you can add additional users for your Event Reporting account. Generally, this will be limited to specific employees who will be authorized to create, edit, or respond to Event Reports. Authorized users can be added, amended, or deleted anytime.

Find your company's Anonymous Report Company ID / password

Add, edit, or delete users on your company account

Enable / disable toggle button; or change password

Name	Event Report User Level	MMIR access	Auto-notification
John G Smith	Administrator	Administrator	Edit
Roger Barber	Write	Full	Edit Delete

Every additional user must have a unique email and password

Select a User Level for each user

* required field

* First Name M.I.

* Last Name

Submitter Type

* Phone

* E-mail

* Choose a password

* Verify password

Event Report User Level

Cancel Revert Submit

User Levels

There are four User Levels for Event Reporting. Higher levels retain the capabilities of lower levels:

Read allows the user to view existing Event Reports only.

Write authorizes the user to initiate a ("New") report and edit (add information and comments) existing company reports. This is an appropriate level for employees who have reason to report and/or comment on problems or observations.

Manager controls the dispensation of Event Reports; i.e., Acknowledge, Close, and Rescind. See "Working with Event Reports" for explanation.

Administrator controls other users' levels of authorization, and adds or removes users from the system. Administrators are notified via email when a new Event Report is submitted. The person who registers for the company account is automatically designated an Administrator.

Working with Event Report Forms

To start a report, log on, and from the Main Menu, select "New Event Report"

The screenshot displays the 'Event Report' web interface. At the top, a blue header reads 'Event Report'. Below this, the user is logged in as 'John Smith', an 'Account Administrator'. The interface shows '44 readable Event reports'. A central yellow box highlights the 'Event Report' section, which contains links for 'New Event Report' and 'Search Event Report'. A red arrow points to the 'New Event Report' link with the text 'Start here'. Below these links, there are two search boxes: '20 New Event Reports Go!' and '10 Open Event Reports Go!'. The left sidebar contains various navigation links: 'My Account' (Edit Registration, Upload Logo, Edit Users, Fleet, Engines, Topics, Locations), 'Address Book' (Address Book), 'User Manual' (User Manual, Index), 'Usage Agreement' (Web Use Agreement), 'Contact Us' (E-form, +1 (703) 683-4646), and 'Log out'.

Event Report Form

The Event Report form is structured to let you assign general categories pertaining to subject and urgency of resolution. You can also designate the time of the event occurrence, and if applicable, the specific aircraft and/or engine. The important point to remember is to **USE THE FORM AS YOU SEE FIT**. Unlike SDR or warranty claim forms, there are no required fields on the Event Report form. Just provide enough information to help with your operation.

Event Report

Control # Report #440
 Search and Update Operations This report is New Initiated: Anonymous 11/12/2007
 1234 Main St, Room 12 Event occurred on 11/12/2007
 Attention: A00 17100 Priority rating: Moderate

Rating

Action Type: Select the priority of resolving this issue:

Event Occurrence Date:

Event Occurrence Time:

Category

<input type="checkbox"/> During startup	<input type="checkbox"/> During shutdown	<input type="checkbox"/> Fuelling
<input type="checkbox"/> Taxi (Ground)	<input type="checkbox"/> Ground handling	<input type="checkbox"/> Taxi (Hover)
<input type="checkbox"/> In-flight	<input type="checkbox"/> Taking off	<input type="checkbox"/> Landing
<input type="checkbox"/> Climb	<input type="checkbox"/> Descent	<input type="checkbox"/> Hover at altitude
<input type="checkbox"/> Autorotation	<input type="checkbox"/> Flight Training	<input type="checkbox"/> Icing
<input checked="" type="checkbox"/> Turbulence	<input type="checkbox"/> Wake turbulence	<input type="checkbox"/> VFR to IFR
<input type="checkbox"/> Density altitude	<input type="checkbox"/> Convective activity	<input type="checkbox"/> Other weather-related
<input type="checkbox"/> Night	<input type="checkbox"/> Sched. Maintenance	<input type="checkbox"/> Unsched. Maintenance / Repair
<input type="checkbox"/> Off-base service	<input type="checkbox"/> AD compliance	<input type="checkbox"/> Maintenance Training
<input type="checkbox"/> HR	<input type="checkbox"/> Payroll	<input type="checkbox"/> Regulatory
<input type="checkbox"/> Benefits	<input type="checkbox"/> Overhead	<input type="checkbox"/> Administrative
<input type="checkbox"/> Procedural	<input type="checkbox"/> Best Practices	<input type="checkbox"/> Other

Location

Topic

Aircraft

Hours @ Occurrence: Cycles:

Engine

Engine Location: TSI: TSO:

Engine Hours @ Occurrence:

Operational Considerations

Stage of Operation: Precautionary Procedure:

Nature of Condition: Section:

Reason: \$135.415(a)(4) Exhaust system

Check here if this report is related to other Event Reports

Describe Event

Describe the event here, with details.

Check here to acknowledge this report

Reported Part

ATA/JASC Code: <input type="text"/>	Part Name: <input type="text"/>
Part Number: <input type="text"/>	Total Time on Part: <input type="text"/>
<input type="button" value="Add New"/> Vendor: <input type="text" value="Select Company"/>	
Serial Number: <input type="text"/>	TSI: <input type="text"/>
Part Location: <input type="text"/>	TSO: <input type="text"/>
Part Condition: <input type="text"/>	Cycles: <input type="text"/>
Quantity: <input type="text" value="1"/>	CSI: <input type="text"/>
Original Equipment?: <input type="text" value="UNKNOWN"/>	CSO: <input type="text"/>

Investigation & Findings

Narrative of investigation and discoveries.

Resolution

Recommendations and resolutions documenter here.

History

Report initiated by Anonymous on 11/12/2007 Related reports:

Edit by Anonymous on 11/12/2007 at 10:10:08

Edit by Anonymous on 11/12/2007 at 10:10:30

Accessed by ANO on 12/04/2007 at 15:38:59

Accessed by ANO on 12/06/2007 at 16:20:47

Edit by JQS on 12/06/2007 at 16:46:59

Accessed by ANO on 12/06/2007 at 16:47:20

Accessed by ANO on 12/06/2007 at 16:48:00

Accessed by ANO on 12/06/2007 at 17:18:50

Edit by JQS on 12/19/2007 at 17:56:51

Closure

Check here to CLOSE this report Check here to RESCIND this report

Company information, report status, overview

Ratings; occurrence date & time

Broad categories:

- Ground Operations
- Flight Operations
- Maintenance
- Administrative

Multiple subcategories

User-customizable locations

User-customizable topics

Aircraft, Engine; SDR, MIS fields (if applicable)

Check for related reports

Narrative boxes (text)

Part(s) information

Accountability record; all previous versions available for review

Once report is "Open," Manager level can "Close" report when resolved and documented; or Rescind report

Anonymous User Reports

There is growing understanding that to encourage the reporting of problem areas and safety-related issues by all employees, a business climate must exist in which identifying and correcting problems takes precedence over assigning fault and metering punishment. To work towards that goal of a “Just Culture,” Event Reporting provides the option for users to submit Event Reports anonymously. It is up to management to decide whether or not to utilize this feature, or whether to continue it. To allow anonymous reporting, the MMIR Account Administrator must select that option on the Registration form (“Edit Registration & Users” link on the Main Menu). A strong password must be selected (at least 8 alpha and 1 numeric characters), and a Company ID is automatically assigned. This Company ID / password log-on should be made available to all company employees, and not revealed outside the company. An anonymous Event Report filed using this log-on is directed to your company. Anonymous Users can only initiate Event Reports; they have no User Level authorization. NOTE: An employee does not have to be a registered user to submit an Anonymous Event Report.

Anyone with the correct Company ID / password log-on can access Anonymous Reporting at www.eventreporting.org. Just click on the “File Anonymous Event Report” link:



Event Reporting

Quick Links
About Event Reporting
HAI Home
Register for Event Reporting
Contact us
Welcome to Event Reporting!

E-Mail Not registered? Click [here](#).
Password Forgot your [password](#)?

[File Anonymous Event Report](#) [What's this?](#)
[Event Report Guide \(0.6 MB\)](#) 
[Event Report brochure \(1.2 MB\)](#) 

Start here to submit an Anonymous Report

How Event Reports are Processed

When someone initiates an Event Report, its status is New. The report remains in New status until a Manager (or higher User Level) reviews the report and checks the “Click here to acknowledge this report” box (just beneath the large Describe Event text box).

Describe Event

Write your text description of event here. Write as much or as little as necessary to describe the event.

Check here to [acknowledge](#) this report

Once the report is acknowledged, its status changes to Open. Authorized users (those with access to your company's account; i.e., Additional Users) can log on to Event Reporting anytime and review or add details to the Event Report. ANYONE WHO ACCESSES OR EDITS AN EVENT REPORT HAS THEIR INITIALS ASSIGNED TO THAT REPORT. By tracking who has accessed an Event Report, accountability is provided. This accountability trail is listed under the "History" section, including dates and times. EXCEPTION: Anonymous Users are only identified as "Anonymous."

Probably the most important features of the Event Report form are the 3 text boxes: Describe Event, Investigations & Findings, and Resolution. Here, authorized users describe in their own words what happened, keep track of findings as an investigation progresses, and document the resolution for future reference. An Event Report can be accessed and edited by authorized company users indefinitely, until the report is Closed or Rescinded.

Closed: An Event Report is designated as Closed by a Manager or higher User Level (via the checkbox at the bottom of the form) when the issue has been satisfactorily resolved and documented. Remember, someone in your company may review this form years later, so make the report detailed enough to be helpful. After checking the Closed box, you can specify the date on which the report was closed, and the initiator of the Event Report will be notified via email (unless Anonymous). Also, you will be given the option to "share" your Event Report; i.e., make it available to be read by external parties. Once Closed, the Report is reviewable, but no longer editable.

Rescinded: A Manager User Level or higher may also rescind a New or Open Event Report, but this option should be used sparingly. Rescinding an Event Report effectively nullifies the report without resolution. The report remains stored in your company's account for reference purposes.

Summarizing, you Close an Event Report when the issue has been resolved and documented. You may Rescind an Event Report if you believe the underlying issue did not warrant action. Only a Manager User Level or higher can Close or Rescind an Event Report.

Note that there is no Delete option for Event Reporting. In other words, once started, the Report will remain available indefinitely, for review. It can stay in New or Open status indefinitely as well. There is one exception:

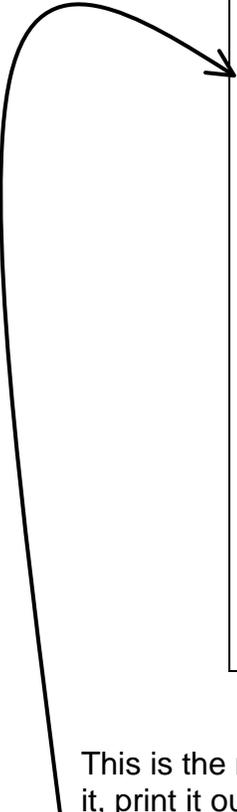
Saving Event Report

Event report # 136 has been saved
 Status: New Event occurrence date 11/10/2004
 Report initiated by JX on 11/10/2004

[Print this page](#)

Select an option

Review	Thank you for using MMIR Event Reporting.
Edit	Select an option from the column to the left.
Print	You can review, edit, or print this Event Report, or search through your other Event Reports.
Delete	
Create	You have the option to copy the information in this report to a MMIR form, if you want to file a SDR or warranty claim.
Copy to MMIR	
Search	
MMIR Main Menu	
Log off	



This is the menu you will see after you Save your Event Report. You can review it, edit it, print it out, create a new Event Report, search for existing Event Reports, go to the Main Menu, copy the data from the Event Report to a MMIR form, or log off.

IF YOU HAVE JUST INITIATED A REPORT, you have the option, just this time, to delete it. **THIS IS THE ONLY TIME YOU CAN ACTUALLY DELETE AN EVENT REPORT**; i.e., immediately after starting it. The next time any authorized user (including the initiator) accesses this report, the Delete option will be unavailable.

Remember, an Event Report “goes nowhere” unless you specifically designate it as “Shared” when you close it. If the Event Report is not shared, only authorized users on your company’s Event Report account have access to it.

Related Event Reports

Over time, you will probably create dozens or hundreds of Event Reports. Inevitably, some will overlap in some way. That is, the same or similar issue may re-appear. Wouldn’t it be useful to be able to tie these report references together? You can with Event Reporting. If there are other Event Reports, within your company of course, that might be related to the report you are working on, it’s easy to reference them. And you don’t have to rely on your memory. Simply check the box where it says, “Check here if this report is related to other Event Reports.”

A new text box will appear. If you remember the report number, type it in here. More than likely though, you’ll want to click the Search button.

Check this box if you think other reports may be relevant

The screenshot shows a web form titled "Engine" with an "Add New" button. The form is divided into sections: "Engine" (with dropdowns for "Select Engine", "Engine Location", and "1", and input fields for "TSI" and "TSO"), "Operational Considerations" (with dropdowns for "Stage of Operation", "Nature of Condition", "Precautionary Procedure", and "Section", and a "Reason" dropdown), and "Describe Event" (with a "Report Numbers" input field and a "Search" button). A checkbox labeled "Check here if this report is related to other Event Reports" is checked. Red arrows point from external text to the checkbox and the "Search" button.

Review your reports to determine relevance

A chronological list of all your company’s Event Reports appears. You can review individual reports, and check to insert their numbers into the current report if appropriate.

Search and Review Event Reports



MMIR	Event Report
New MMIR New MMIR from Copy Amend / Finish / Search MMIR Export Data	New Event Report Search Event Report
Analysis Queries By Part Number By Aircraft Model	13 New Event Reports <input type="button" value="Go!"/> 11 Open Event Reports <input <="" td="" type="button" value="Go!"/>
11 Incomplete MMIRs <input <="" td="" type="button" value="Go!"/> <td></td>	

So how do you go in and find Event Reports? Easy. From the Main Menu, select “Search Event Report.” The following search form will appear:



Search for

Company Reports
 [Shared](#) External Reports (read only)
 Company and [Shared](#) External Reports (read only)

If you want to review and edit your company’s Event Reports, just click the Submit button. If you are interested in viewing external (other companies’) Shared Event Reports, select the appropriate option, then click Submit. Searching on “Company Reports” will bring up the following search screen:

Event Report Search

Record #

Comprehensive Search

Report Status

Aircraft

Initiated by

Action

Rating

Category

Location

Topic

Occurrence Date Range From To

Last Update Range From To

You can also search reports based on keywords or phrases. Just type in a word or phrase that you think is included in any narrative section of the report.

[keyword\(s\)](#)

Search Order

If you know the record number, just enter it in the Record # box at the top and click the Go! button. Otherwise, search on any or all fields under the Comprehensive Search banner. The date range defaults to the past year, but change that to your preference. Another helpful feature is the keyword search. Let's say you remember something you wrote in one of the text fields, such as Investigation & Findings: "The pilot reported a click clack noise on shutdown." To quickly find the report, you could type a clause as you remember it; e.g., click clack. A list would appear that includes all Event Reports with that text in any of the 3 narrative text fields.

Shared Reports

What is the advantage of sharing your company's information? Depending on the nature of the event, sharing information can be positive for safety. You will have to make that determination when you Close your Event Report. You will be given the opportunity to designate the report for sharing with others. This means that external parties, even your competitors, will be able to review that specific Report, unaltered and in full.

!TIP While anyone may view a Shared Event Report, no one can amend or edit it.

HAI believes safety is enhanced when information is shared. A documented problem and its resolution could be helpful to other operators who might be experiencing similar issues, or make them aware of potential trouble. HAI recommends sharing information whenever competitive interests are not infringed. Who knows...someone else's shared Event Report may help you one day.

If you have comments about Event Reporting, contact HAI at mmir@rotor.com, or +1 (703) 683-4646.



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