

Incident Reporter[™]

SMS Risk Management & Cost Tracking Software

Product Information

Version 2.1

06.24.08



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Incident Reporter v2.1 SMS Risk Management & Cost Tracking Program

1. INTRODUCTION

A. FUNCTIONAL REQUIREMENTS

Welcome to **Incident Reporter**[™], the powerful and affordable SMS software that tracks safetyrelated events and their financial costs to your company. Software guru Rich Stuart was originally commissioned to develop IR version 1 for a leading North American cargo carrier. Today, IR versions 1, 2.0 and 2.1 are in use by dozens of air carriers, charter operators and corporate flight departments, worldwide.



Incident Reporter v2.1 has been developed in accordance with aviation SMS risk management principles contained in:

- → ICAO Document 9859: Safety Management Manual
- IATA's Safety Management Systems; The Senior Airline Manager's Implementation Guide
- ✤ FAA Advisory Circular AC 120-92: Introduction to Safety Management Systems for Air Operators
- Canadian Aviation Regulations Part 1, Subpart 7: Safety Management System Requirements
- Transport Canada Advisory Circular AC-107-001: Guidance on Safety Management Systems Development

IRv2.1 meets all ICAO, Transport Canada, FAA and JAA / EASA functional requirements for risk assessment, accountability, documentation and controls.

B. POWERFUL RISK MANAGEMENT AND COST TRACKING TOOLS

Incident Reporter has been designed from the ground up to be intuitive and user-friendly. IRv2.1 is utilized in conjunction with Omni Air Group's formal written SMS Program and Online SMS Training for a complete SMS solution, or may be easily integrated into existing Safety Management Systems. It's important to note that Incident Reporter IS NOT a Safety Management System in and of itself; the program will however become the "heart" of any SMS into which it is integrated, and is a highly effective risk management tool.

Data is collected from a variety of sources. Hazards, near-accidents and other occurrences are investigated, root causes are determined, and risk analysis is performed. Corrective Action Plans (CAPs) are developed and tasks assigned to appropriate managers, with target dates for the completion of each risk control or corrective action. Monitoring the implementation of these risk controls and corrective actions helps to ensure their effectiveness, and follow-up audits confirm satisfactory results.

File Edit View Insert Format Records Scripts Window Upgrade Help!	-82
ICIDENT REPORTER DATA ENTRY	-
IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
cident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos	
ORRECTIVE ACTION PLAN (CAP)	
Replace all nylon tie-down ropes with hemp. Remove nylon rope from Stores. PERSON(S) RESPONSIBLE FOR CAP DEVELOPMENT Bill Armstrong	
DATE BY WHICH CAP (AND ALL RC/CA	
Train pilots on recognition of acceptable tie-down	
DAYS LEFT/ PAST DUE: CAP DEVELOPED: Nov-08-2007	
IST SUBSTITUTE RISKS INTRODUCED BY THE CAP RISK CONTROLS TO MITIGATE SUBSTITUTE RISKS	
eve ATR parking area is adjacent to vehicular traffic, exposing it possible damage.	
VERALL RESIDUAL RISK LEVEL AFTER CAP HAS BEEN IMPLEMENTED X ACCEPTANCE OF CAP & RESIDUAL RISK BY	
EXPOSIBE Continuously Ofen Ofen Ofen Alardy Ever Oliver	
KELIHOOD: DCertain OExtremely Likely OLnlikely ORemote	
SEVERITY: OCatastrophic OCritical Major OMinor ONegligible	
RELATIVE CALCULATED RISK OF 22 (LOW)	
MAY BE ACCEPTABLE WITHOUT FURTHER ACTION.	
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Lessons learned from managing each event are then communicated to personnel and industry, further enhancing organizational safety.

All of these activities are documented and tracked in the IR database. Upon completion of the process, records are closed and "locked" to preserve their integrity. Controls built into the program prevent the closing of a record until all associated tasks have been accomplished and follow-up audit results are satisfactory.

2. IRV2.1 EDITIONS

Incident Reporter[™] v2.1 comes in Basic, Full and Enterprise editions to suit your organization's size, needs and budget. Editions vary in terms of user accessibility (single workstation, local area network, internet), number of simultaneous users, and features. Excepting IR Basic which is PC-based, both MAC and Windows platforms are supported.

A. BASIC EDITION

IRv2.1 Basic is a desktop application. It is installed on one PC workstation, and is well-suited for small companies with a senior executive, manager or safety officer serving as program administrator. IRv2.1 Basic edition does not support multiple simultaneous users.

B. FULL EDITION

IRv2.1 Full may be installed on your company's Local Area Network (LAN) or server, and is designed for medium-sized companies with several department managers and/or more than one location. The program is hosted on FileMaker Pro and may be accessed directly on the LAN or server by five simultaneous users via provided peer-to-peer licenses. These peer-to-peer licenses permit department managers and administrators to access the full functionality of IR (including data import/export and running trend and summary reports). Four additional peer-to-peer licenses (up to nine maximum) may be purchased for a charge of \$150.00 USD per license. In addition, up to five users may access the IR database via supported web browsers for online reporting and data entry from anywhere an internet connection is available. Data may be exported and imported from .xml and ODBC data sources. Email notifications are not supported.

C. ENTERPRISE EDITION

IRv2.1 Enterprise is a server-based application, and is provided with FileMaker Server Advanced server software and FileMaker Pro client-server licenses for up to nine simultaneous users (via client-server access) and up to 100 simultaneous users (via standard web browsers) over a secure internet connection. The IRv2.1 server application installs on MS SQL Server, Oracle or MySQL servers. Server installation offers 24/7 access, automated backup capability and enhanced security options. Up to 250 additional client-server licenses (over and above the nine provided) may be purchased for an additional charge of \$150.00 USD per license. Like IR Full edition, online reporting and data entry are possible when accessing the program via a supported web browser. IR Enterprise also supports automatic email notifications. More information regarding a comparison of IRv2.1 editions may be accessed online at www.omniairgroup.com, or from your OAG sales representative.

3. FEATURES AND EASE OF USE

Using Incident Reporter (IR) is easy. Here are just a few of IR's many features:

- ✤ Incident Reporter constantly saves data while it's running so even if the power goes out or your laptop battery dies, all of your data and changes will remain intact.
- Most fields have pop-up menus and buttons, so all you have to do is click on them to enter data.
- ✤ Menu choices are user-customizable, so you can define the types of reports you use, aircraft tail numbers, stations served and other data that is unique to your operation.
- + IR easily imports up to six photos or reference files / source documents per record.
- ✤ Tooltips direct users to *reference screens*, where written guidance and examples help users through various risk management processes.

Familiarize yourself with Incident Reporter by viewing a 30-minute demonstration video:

http://oag.articulate-online.com/9064118283

4. SYSTEM REQUIREMENTS (WINDOWS AND MAC)

A. BASIC EDITION

Incident Reporter Basic edition supports Windows ® operating systems only. Minimum system requirements are:

Windows 2000 (Service Pack 4)

- → Pentium 300 MHz or higher
- ↔ 64MB of RAM
- ↔ USB flash drive
- → SVGA (800x600) or higher resolution video adapter and display

Windows XP Professional, Home (Service Pack 2)

- ✤ Pentium 300 MHz or higher
- → 128MB of RAM
- ↔ USB flash drive
- → SVGA (800x600) or higher resolution video adapter and display

Windows Vista Ultimate, Business, Home

- → 800 MHz 32-bit (x86) or higher
- ✤ 512 MB of RAM
- USB flash drive
- ✤ SVGA (800x600) or higher resolution video adapter and display

A "Mac" version of Incident Reporter Basic edition will become available in 2009. If you have a Mac and are running IR Basic using a Windows® emulation program, please contact us with any issues you may encounter.



B. FULL EDITION

Incident Reporter Full edition is hosted with FileMaker Pro. Minimum system requirements are:

Mac OS X 10.4.8

- → PowerPC G3, G4, G5 or Intel-based Mac
- → 256 MB of RAM
- ✤ CD-ROM drive
- ↔ USB flash drive

Mac OS X 10.5

- → PowerPC G4 (867MHz+), Power PC G5, or Intel-based Mac
- ✤ 512 MB of RAM
- ✤ CD-ROM drive
- + USB flash drive

Windows XP Professional, Home Edition (Service Pack 2)

- → Pentium III 500MHz or higher
- ✤ 256MB of RAM
- ✤ CD-ROM drive
- ↔ USB flash drive
- → SVGA (800 x 600) or higher resolution video adapter and display

Windows Vista Ultimate, Business, Home

- → 800 MHz 32-bit (x86) or higher
- → 512 MB of RAM
- ↔ CD-ROM drive
- ↔ USB flash drive
- ✤ SVGA (800x600) or higher resolution video adapter and display

Citrix and Terminal Server

Mac OS X Clients:

- → Citrix ICA Client version 7.00.407
- ✤ Microsoft Remote Desktop Connection Client 1.0.3 for Mac OS X

Windows Clients:

- → Citrix ICA Client version 9.200
- Microsoft Remote Desktop Connection Servers
- Citrix Presentation Server 4.0 for Windows Server 2003
- ✤ Windows Server 2003 Service Pack 1

Additional Requirements (IR Full on all platforms)

- Networking: IR Full ships with five licensed copies of FM Pro 9 software for up to five simultaneous direct-access (not via web browser) connections. See IR Enterprise (which is hosted on FileMaker Server Advanced) for increased direct-access capacity (up to 250 users). Any computer accessing the IR Full database over a network will need to have a licensed copy of FileMaker Pro.
- Online Reporting via Instant Web Publishing: A host computer with continuous access to the Internet or intranet via TCP/IP is required (IR Full is hosted on FM Pro 9 and can manage up to five simultaneous Instant Web Publishing sessions). See IR Enterprise (which is hosted on FileMaker Server 9 Advanced) for increased web-access capacity.

C. ENTERPRISE EDITION

Incident Reporter Enterprise edition is hosted with FileMaker Server 9 Advanced. Minimum system requirements are:

Requirement		Recommended	Minimum	
Hardware	CPU	Dual Core Intel	Any	
	RAM	2 GB	1 GB	
	Hard drive	80+ GB	80 GB	
Software	OS	10.4.x	10.4.x	
	Web server	Apache 1.3	Apache 1.3	
	PHP	PHP 5.2	PHP 4.3	
	Java	5.0	5.0	

Mac OS X and Mac OS X Server version 10.4.x (Intel-based Macintosh computers)

Mac OS X and Mac OS X Server version 10.4.x (PowerPC-based Macintosh computers)

Requirement		Recommended	Minimum
Hardware	CPU	Dual G5	G5
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	10.4.x	10.4.x
	Web server	Apache 1.3	Apache 1.3
	PHP	PHP 5.2	PHP 4.3
	Java	5.0	5.0

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Windows 2000 Server

Requirement		Recommended	Minimum
Hardware	CPU	Dual CPU/Core Duo	Pentium 2.4 GHz
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	Windows 2000 Server (SP4)	Windows 2000 Server (SP4)
	Web server	IIS 5.0	IIS 5.0
	PHP	PHP 5.2	PHP 4.3
	Java	6	6

Windows Server 2003

Requirement		Recommended	Minimum
Hardware	CPU	Dual CPU/Core Duo	Pentium 3.4 GHz
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	Windows Server 2003 (SP2)	Windows Server 2003 (SP2)
	Web server	IIS 6.0	IIS 6.0
	PHP	PHP 5.2	PHP 4.3
	Java	6	6

Windows XP

Requirement		Recommended	Minimum
Hardware	CPU	Dual CPU/Core Duo	Pentium 3.4 GHz
	RAM	2 GB	1 GB
	Hard drive	80+ GB	80 GB
Software	OS	Windows XP (SP2)	Windows XP (SP2)
	Web server	IIS 5.1	IIS 5.1
	PHP	PHP 5.2	PHP 4.3
	Java	6	6

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System Requirements for the FM Server Admin Console (IR Enterprise)

You can use the FileMaker Server Admin Console that comes with FileMaker Server on machines that have network access to FileMaker Server. These applications require Java Runtime Environment version 5 at a minimum. For Windows Vista, the minimum requirement is version 6. The supported platforms for these applications are:

- → Mac OS X and Mac OS X Server version 10.4.x (Intel-based and PowerPC-based)
- ✤ Windows 2000 Server
- ✤ Windows Server 2003
- Windows XP
- Windows Vista

D. WEB BROWSER REQUIREMENTS

Full & Enterprise Editions

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😪 🕸 🔡 🔹 😜 Comcast Webmail - Email I	Me 6 IR_Master_052408	×			🔄 • 🖾 - 🖶 • 🔂 Pag	e 🕶 🎯 Tools 🔹 »
ONLINE REPORTING FO	DRM	lf you d	o not want to sub	mit a report a	t this time, please	-
Record Created: Jun-02-2008 @ 1	1:42:18 AM	click	CANCEL and clos	e your Web I	prowser to log out	
			CA	NCEL	SUBMIT FORM	
DATE OF OCCURRENCE:		The section of the se	-) []			
		TIME (24h):				
TYPE OF EVENT:	•	STATION:		•		
EQUIPMENT INVOLVED (LIMIT: 4 ITEM	S)					
TAIL # MANUFACTURER	MODEL	EQUIPMENT TYPE	SERIAL #	ATA CODE		
	•			-	I	
		1				
EVENT OR HAZARD SUMMARY						
DETAILED DESCRIPTION OF EVENT AN	d Hazard					-
WAS IMMEDIATE ACTION TAKEN TO N	IITIGATE RISK?	CYes CNo C	N/A			
DESCRIBE IMMEDIATE ACTION(S) TAK	EN					
SUGGESTION(S) FOR CORRECTION						
	YOUR CONTACT INFORMA	TION (OPTIONAL)				
NAME:		(er nonne)	٦			
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IR Full and Enterprise editions support *Instant Web Publishing*. This feature allows you to set up your IR database for Online Reporting. In addition to online reporting, managers and users may also perform data entry while in the field. Access to your IR database via the internet, whether for reporting purposes or for data entry, requires a supported web browser.

Windows web users need Microsoft Internet Explorer version 6.x or Firefox 1.x on Windows.

On the Mac OS, web users need Safari 1.2.x (Mac OS X 10.3), Safari 2.0.x (Mac OS X 10.4) or Firefox 1.x only. On both platforms, some earlier versions of Microsoft Internet Explorer and Safari are blocked.

Other Mozilla family browsers are not blocked but are unsupported, and users will receive a dialog encouraging them to upgrade to a supported browser. JavaScript must be enabled in the web browser.

5. EMAIL NOTIFICATIONS

A. (ENTERPRISE EDITION ONLY)

IR Enterprise supports automatic and manual email notifications for various risk management processes throughout the program. For example, when an online report is received, an acknowledgement of receipt is sent to the reporter *if the reporter provided a valid email address in the report.* In addition, receipt-of-report notification may also be sent to up to three user-specified managers. This ensures timely notification to key managers that a report has been received.

Email notifications may also be manually sent, or set by administrators to automatically alert users of approaching due dates for various risk management processes, such as when:

- ✤ A manager is assigned to investigate an event or other safety issue
- + Results of an investigation are due
- + The development of a Corrective Action Plan (CAP) is due
- → Implementation of a Risk Control (RC) or Corrective Action (CA) is due
- ✤ A follow-up audit is due
- → A Hazard / CAP communication is due

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E-MAIL PREFERENCES	
NUMBER OF DAYS BEFORE THE DUE DATE WHEN A REMINDER E-MAIL IS SENT Investigation Due: 1 CAP Development Due: 1	
RCCA Due: 1 Follow-up Audit Due: 1 Hazard CAP/COMM Due: 1	

For all of the above events (except report acknowledgement and when assigning a manager to investigate a report) you can set the number of days in advance of the due date that an automatic e-mail will be sent.

Note: For more information regarding online reporting with IR Full and Enterprise editions, see the document titled: Online Reporting with IRv2.1.



6. IR DATA ENTRY

A. INCIDENT TAB

IR's Main Screen presents when the program launches. The main screen is customized with your organization's logo and graphics in IR Enterprise edition. Select your destination or task from the IR Main Screen; create or view an Incident Report, print summary reports, enter costs related to an incident, or print cost-related reports. Clicking on *IR Data Entry* reveals the *Incident Tab:*

Incident Reporter v2.0 File Edit View Insert Format Records Scripts Window Upgrade Help!	_ D ×
INCIDENT REPORTER DATA ENTRY IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS Value Lists	
Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos TYPE OF EVENT: Near-Accident DATE OF OCCURRENCE: 10-Jul-2007 RECORD #: IR00001 STATION: SEA DATE RECORD OPENED: 10-Jul-2007 RECORD #: IR00001 REPORTED BY: Anonymous New DELETE DELETE ACKNOWLEDGEMENT SENT? Yes on 13-Jul-2007 Isov-2007 Isov-2007 via Audit Finding Report via Audit Finding Report Isov-2007 Isov-2007	
EQUIPMENT INVOLVED TAIL # MANUFACTURER MODEL EQUIPMENT TYPE SERIAL # ATA CODE N/A N/A N/A N/A Y X *	
INCIDENT OR EVENT SUMMARY Encountered TCAS warning on final approach to LAX runway 28R. Took evasive action and avoided collision with other aircraft. Executed missed approach and returned for a normal, uneventful landing. ADMINT HAS LOGGED ON RECORD CREATED: 19-SEP-2007 AT 7-48 P.M. BY RICHSTURET	
RECORD LAST MODIFIED: 21-Nov-2007 At 2:15 A.M. BY ADMIN1	₹ F

This is the first of nine "tabs", intuitively *arranged from left to right in the order of data entry* for IR's various risk management processes. These nine tabs are used to record and track hazards, errors, safety concerns, incidents and other events. By clicking on a tab itself, users easily move from tab to tab, and blue navigation buttons near the top allow users to quickly navigate between screens. The record above indicates closed by displaying the CLOSED ON (date) and record number in green.

Users may enter data manually or import data with the *Import Records* command from an XML Data Source (such as a reporting form on your company website), from an Excel File (.xls), or from tabseparated or comma-delineated .txt files derived from electronic reporting forms created in MS WORD or in .pdf format. Data from IR may also be exported to these same formats.

NOTE:

An XML Data Source is XML code that is embedded into an HTML page. It requires the use of Microsoft's XML Data Source Object (DSO), which is a Microsoft ActiveX control built into Internet Explorer 4 and higher. Using this object, it is possible to extract content from a web-based form and import the data into IR.

B. RECORD STATUS SUMMARY SCREEN

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RECORD	STATUS	SUMMAF	۲Y					FIND	MAIN	-
	IR DATA	ENTRY	SUMMARY P	REPORTS	Cost L	DATA ENTRY	Cost Rep	DRTS	VALUE LISTS	
RECORD #	IR DATA		DATE O	F I	Cost L	RECORD	COST REPO		VALUE LISTS	
			DATE O	F I	RECORD	RECORD	CAP			
IR00001	TYPE OF EVEN		DATE O	F RENCE	RECORD	RECORD CLOSED	CAP		CEPTED BY	

Clicking on the RECORD # field name (on the *Incident Tab*) takes you to the *Record Status Summary* Screen, where administrators can quickly view the status of each record in the database. Closed records are displayed in green, and open records (those requiring action) are displayed in red. Clicking on a record number takes you to that record.

C. DETAILS TAB

On the **Details Tab** (below), a description of the event may be entered or imported from the original reporting source document. This screen also documents whether any immediate actions were taken, and if so, a description of those actions.

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INCIDENT REPORTER DATA ENTRY	A
IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos	
DESCRIPTION OF EVENT AND HAZARDS	
WAS IMMEDIATE ACTION TAKEN TO MITIGATE RISK? Yes DESCRIBE ANY IMMEDIATE ACTIONS TAKEN	
Evasive action, missed approach. Captain Greasum called the LAX tower for discussion after he closed out his flight. The tower informed Greasum that a student pilot had inadvertently entered LAX's Class B airspace without ATC authorization.	
IS FURTHER ACTION REQUIRED TO MITIGATE RISK OR PRECLUDE A SIMILAR FUTURE OCCURRENCE? No (If all hazards have been eliminated and no further action is required, record may be closed.)	
Certain incidents or events (such as the near-miss described in this sample Risk Management Record, or severe weather phenomena) may be beyond the control o your company to prevent a recurrence. In such cases the event may be recorded in a "NO" answer provided to the question above, and the record closed. No further action is required.	
75 A Browse V	- <u>-</u>
For Help, press F1	1.

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D. INVESTIGATION TAB

On the Investigation Tab, assigned investigators record investigation notes and root causes. When due dates for the completion of tasks are not met, days remaining (displayed in black) become days past due and are displayed in red as shown below. Program controls prohibit closing of records for which all required tasks have not been accomplished. Open records always display in red.

Incident Reporter v2.0	-OX
INCIDENT REPORTER DATA ENTRY	A
IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos	
INVESTIGATOR(S):	
Steve Wang, Wendy Carlos	
INVESTIGATION NOTES	
Nylon tie-down ropes were discovered on several of our tie-downs.	
One of our newer linemen didn't know that he was not supposed to use nylon rope for tying down a plane since it unravels easily. As part of his job to maintain the tie-down lines, he diligently replaced several existing, frayed (hemp-based) ropes with nylon ropes.	
Pilot interviews revealed they did not recognize unsuitable rylon ropes when they tied down their C-208s.	
INVESTIGATION DUE DATE: 20-Oct-2007 DAYS LEFT/PAST DUE: 37 INVESTIGATION COMPLETED:	
ROOT CAUSE(S)	
New Lineman did not receive adequate training.	
Some of our pilots did not recognize acceptable tie-down materials.	
Discovered nylon rope in Stores; replacement hemp tie-down rope not available in Stores.	
	*
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EXPLANATION OF ROOT CAUSES

DETERMINING ROOT CAUSE(S)

All outcomes, or effects, are the result of one or more causes. These causes may be natural or man-made, active or passive, initiating or permitting, obvious or hidden. Those causes that lead immediately to the effect or outcome are often called direct or proximate causes. Direct causes often result from another set of causes, which could be called intermediate causes, and these may be the result of still other causes. When a chain of cause-and-effect is followed from a known end-state back to an origin or starting point, root causes are discovered.

A determination of root causes is necessary to solve a problem that has actually occurred, or to prevent a less serious problem from escalating to an unacceptable level. Solving a problem by addressing root causes is ultimately more effective than merely addressing symptoms or direct causes.

Managers must ensure that actual root causes are determined, as opposed to direct causes or intermediate causes. Proper root cause analysis is critical in order to develop effective risk controls and corrective actions.

Throughout IRv2.1, r**eference** tutorials provide written guidance to users for proper accomplishment SIMPLIFIED EXAMPLE OF ROOT CAUSI of the various risk management Consider the following example using a sin sub-processes. cause a leads to effect f, with a few interme

> Here, users are assisted in their determination of root causes with a reference tutorial that explains the process and provides a basic example.

> These reference tutorials greatly speed learning and result in higher quality process outputs from all users.

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these factors is as described below:

f) aircraft will not start

d) alternator is inoperative c) alternator is beyond its designed sen

maintenance program

b) alternator was not changed in accord

maintenance records indicated the al

but work order was not incorporated

The failure, f, could be prevented by addres

example, connecting ground power to the a

probably allow the aircraft to be started. Hr

correct the undesired effect and in fact indu

e) battery is dead

a)

Press the Ent



E. RISK ANALYSIS TAB

The **Risk Analysis** tab permits entering of risk statements and calculates *Relative Calculated Risk,* a formula that rates—on a scale of 0 to 100—the risk of an accident or event happening or reoccurring based on the exposure, likelihood, and severity of the risk.

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INCIDENT F	REPORTER DAT	A ENTR	2Y			8	Θ	- 47		<u> </u>
						FIND	MAIN	REPORT		
	IR DATA ENTRY	SUMMARY	REPORTS	COST DATA ENTRY	Cost R	EPORTS	VALUE	LISTS		
Incident Detail	Investigation / Root	Causes Ri	isk Analysis	Corrective Action Plan	RC/CAs	Follow-ups	Hazard / C	AP Comm.	Photos	
RISK STATEME	ENT(S)								R00003	
	n our ramp breaking fre costly repairs, and lost		tie-downs co	ould cause substantial d	amage to o	other aircraft a	and equipn	nent, resulti	ng in 🗎	
1040 00 00	and the second		esult in noter	ntial liability to our comp	anv					
Damage to and	an owned by other en		eaut in poter	that habinly to our comp	arty.					
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EXPOSURE:	O Continuously OVe	ry Often 🏾	Often OH	lardly Ever ONever						
LIKELIHOOD:	O Certain O Extreme	ly Likely 🏾	Likely OU	Inlikely ORemote						
SEVERITY:	OCatastrophic OCr	tical 🖲 Maj	jor O Minor	ONegligible						
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For Help, press F	1								[



This reference tutorial explains how to develop risk statements.

Here, users are instructed to consider *contributing risk factors* when performing risk assessment.

Identification of contributing factors aids in accurate risk assessment and provides specific targets for corrective action.

F. CORRECTIVE ACTION PLAN TAB

Responsibility for development of a Corrective Action Plan, or CAP (with assignment of due date), is recorded here. Appropriate managers may work individually or jointly on CAP development. The program permits multi-targeted CAPs for several departments, or for a global risk control or corrective action to be applied to all stations your company serves. In addition:

- → Any substitute risks introduced by the CAP are recorded;
- + Risk controls to mitigate substitute risks are developed and documented;
- + An assessment of residual risk after CAP implementation is made;
- + The CAP and residual risk are accepted by the appropriate risk-decision authority.

🔊 Incident Reporter Trial Version - [1-12-08 Trial Master]	_ 🗆 🗙
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INCIDENT REPORTER DATA ENTRY	4
IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos	
CORRECTIVE ACTION PLAN (CAP)	
Bill Armstrong	
DATE BY WHICH CAP (AND ALL RC/CA DETAILS) MUST BE DEVELOPED: Nov-14-2007	
DAYS LEFT/ PAST DUE: CAP DEVELOPED: Nov-08-2007	
LIST SUBSTITUTE RISKS INTRODUCED BY THE CAP RISK CONTROLS TO MITIGATE SUBSTITUTE RISKS	
New ATR parking area is adjacent to vehicular traffic, exposing it to possible damage.	
OVERALL RESIDUAL RISK LEVEL AFTER CAP HAS BEEN IMPLEMENTED	
LIKELIHOOD: O Certain O Extremely Likely O Unlikely O Remote Wards O Remote	
SEVERITY: O Catastrophic O Critical Major O Minor O Negligible TITLE: Director of Safety	
RELATIVE CALCULATED RISK OF 22 (LOW)	
MAY BE ACCEPTABLE WITHOUT FURTHER ACTION.	
	T
75 ACCEPTED ON CAP STATUS	Þ
For Help, press F1	1 //.

Program controls prohibit administrators from "locking" a cap until all investigation, risk analysis and Corrective Action Plan data is entered. Residual risk must also be assessed and the name and title of the person accepting the CAP must be entered. CAP LOCK further serves as its own control:

- ✤ To preserve the integrity of all data recorded as a result of investigation, risk assessment and Corrective Action Plan development processes;
- ✤ To assure the person accepting the CAP (such as a senior accountable executive or regulator) that the plan will be followed as presented.

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Corrective Action Plan development, evaluation of substitute risks, assessment of residual risks and CAP acceptance by the appropriate risk-decision authority are not complex processes, but unless users receive adequate training and have ready access to written guidance, process outputs may lack quality.

CORRECTIVE ACTION PLAN OF ANALYZING RISK CONTROL MEASURES When developing risk controls and corrective actions managers should consider all strategies including MA OPTIONS. Apply the Preferred Order of Controls as of prioritize risk controls and corrective actions according	which comprise a CA CRO and REDUCE sescribed below, and	a quality Corrective Action Plan with the help of reference tutorials such as the one at left for
Effective risk controls and corrective actions require e actions to ensure they are effective, and that they do into a system. An effective plan for implementing risk (or both) may include more than one control or action to personnel (cautions or warnings), elimination of on possible (such as illuminating an obstruction hazard of written policy and procedures, or the design of control designing of controls into a system is one of the most risk. Investigate specific strategies and tools that redu the risk. Effective control measures reduce or eliminal components of risk: (exposure, likelihood or severity).	not introduce new controls, corrective , such as initial not e aspect of a haza on a dark ramp), ch ls into a system. Th effective ways of r uce, mitigate, or elit te one of the three	PREFERRED ORDER OF CONTROLS System Safety technology and practice has provided a preferred order of control actions that range from most to least effective. Depending on the hazard and its complexity, there may be more than one action or strategy that may be applied. Further, the controls may be applied at different times depending on the immediacy of the required action and the complexity of developing more effective controls. As noted above, it may be appropriate to post warnings while a more effective elimination of the hazard or mitigation of the risk is developed. The order of controls is shown here, from most effective to least effective: Plan or Design for Minimum Risk: Design the system to eliminate hazards. Without a hazard there is no exposure, likelihood or severity. Incorporate Safety Devices: Reduce risk through the use of design features or devices. These devices usually do not affect likelihood but reduce severity: Use of shoulder harnesses won't prevent an accident but reduces the severity of injuries:
his reference tutorial explains how referred order of controls when a dividual risk controls and/or correctinat comprise the CAP.	developing	Provide Warning Devices: Warning devices may be used to detect an undesirable condition and alert personnel. This could be in the form of a warning light, warning in an operations manual, safety bulletin, advisory or signals of the hazard; Develop Procedures and Training: Where it is impractical to eliminate hazards
REDUCE OPTIONS The following Reduce Options assist in identifying potor corrective actions: → Improve Task Design; → Engineer;	ential risk controls	<i>Macro options and reduce options</i> are also provided to assist users in their development of effective risk controls and corrective actions.
+ Guard; + Warn; + Limit Exposure;	Reject -	OPTIONS We can and should refuse to take a risk if the overall costs of the ed its operational benefits.

Reduce Effects:

- Selection of Personnel;
- + Motivate
- Rehabilitate;
- Train & Educate.

Avoid - Avoiding risk altogether requires canceling or delaying the job, task, or operation, but is an option that is rarely exercised due to the importance of tasks or operations.

Delay - It may be possible to delay a risk. If there is no time deadline or other operational benefit to speedy accomplishment of a risky task, then it is often desirable to delay the acceptance of risk. During the delay, the situation may change and the necessity to accept the risk may go away.

Transfer - Risk transference does not change likelihood or severity of the hazard, but it may decrease exposure actually experienced by the individual or organization accomplishing the activity. As a minimum, the risk to the original individual or organization is greatly decreased or eliminated because the possible losses or costs are shifted to another entity.

Spread - Risk is commonly spread out by either increasing the exposure distance or by lengthening the time between exposure

Revision: Original Date: 24 June 2008

Incident Reporter v2.1 Pg 15

IMPORTANT: Controlled page. If this page is copied or reproduced for use outside this document, its currency will expire 14 calendar days from ______ (enter date copied).

T File Edit View Insert Format Records Scripts Window For a Corrective Action Plan to be effective, it should be CAP AND RESIDUAL RISK ASSESSMENT accepted by the appropriate risk-decision authority. ACCEPTANCE OF CAP AND RESIDUAL RISK These reference tutorials explain to all users how this essential risk-management process works, when they When the appropriate risk-decision authority accepts a CAP and may accept a CAP, and when it should be elevated to a associated residual risk, that person has determined: higher level of authority. That they hold the necessary authority and have the necessary resources available to effectively implement all ris controls and corrective actions which comprise the CAP; APPROPRIATE RISK-DECISION AUTHORITY That the proposed CAP has been properly developed based The appropriate level to accept a CAP and associated overall on an investigation of the incident, event or concern, a residual risk is that which most effectively allocates resources to determination of root causes, calculated risk assessment, and reduce the risk and eliminate the hazards. This includes the a preferred order of controls; authority necessary to implement (or oversee the implementation) of risk controls and corrective actions which comprise the CAP. That substitute risks have been evaluated and risk controls proposed to mitigate any substitute risk that is deemed Typically, a department manager is the appropriate risk-decision unacceptable; authority for CAP and residual risk acceptance regarding incidents, events or safety concerns that are limited to that manager's specific department. If however a proposed or necessary control or action falls outside the authority of a department manager, the risk-decision must be elevated to a higher level.

Managers at all levels must ensure that personnel are aware of

G. RISK CONTROLS / CORRECTIVE ACTIONS TAB

Risk controls and corrective actions are automatically broken out of the CAP and populate the RC/CAs Tab as separate controls or actions (shown in blue text). Additional details are then added to each control or action and assignments made to appropriate managers (or vendor points-of-contact) for implementation.

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INCIDENT REPORTER DATA ENTRY IR DATA ENTRY SUMMARY REPORTS Incident Details Investigation / Root Causes Risk Analysis RISK CONTROLS / CORRECTIVE ACTIONS		
DESCRIPTION OF RC/CA AND PRIORITY:		
N/A	THIS RC/CA ASSIGNED TO: Charlie Hanson TITLE AND COMPANY Chief Inspector DUE DATE: Nov-23-2007 DAYS LEFT / PAST DUE COMPLETED ON: Nov-16-2007 C	
DESCRIPTION OF RC/CA AND PRIORITY:	×	
Document training received.	THIS RC/CA ASSIGNED TO: Bob Greasum TITLE AND COMPANY Chief Pilot DUE DATE: Nov-23-2007 DAYS LEFT / PAST DUE COMPLETED ON: Nov-18-2007	
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H. FOLLOW-UPS TAB

On this tab, responsibilities for monitoring of risk controls are assigned. IRv2.1 permits users to record as many risk controls and corrective actions as are necessary to effectively mitigate risk. All RC/CAs (in blue text) and associated details are again mirrored here for monitoring and follow-up.

Vendors and sub-contractors may also be assigned risk controls or corrective actions, as is necessary when a vendor audit produces unsatisfactory results. Provisions are made in IRv2.1 for recording the vendor's company name and Point-of-Contact, who is often the appropriate person to monitor a risk control that has been assigned to that vendor.

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📄 File Edit View Insert Format Records Scripts Window Upgrade Help!	8×
INCIDENT REPORTER DATA ENTRY IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	4
Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos	
MONITORING AND FOLLOW-UP AUDITS FOR EACH RC/CA	
DESCRIPTION OF RC/CA	
Replace all nylon ropes with hemp.	
RC/CA DETAILS MONITORING DESCRIPTION	
MONITORING ASSIGNED TO TITLE AND COMPANY	
Verify ropes replaced and check with Stores. DUE DATE: Nov-27-2007 DAYS LEFT / PAST DUE:	
FOLLOW-UP AUDIT BY TITLE	
Wendy Carlos Director of Safety	
AUDIT PERFORMED ON: Nov-26-2007 SATISFACTORY? Yes	
FOLLOW-UP AUDIT NOTES	
Confirmed all ropes replaced, stores ropes replaced.	
For Help, press F1	=

Follow-up audits are performed by the director of safety or trained company auditors to ensure that each risk control or corrective action has been satisfactorily performed. Audit results and notes are recorded here. Audit Finding Reports (AFRs) may also be referenced and attached to an individual record on the *Photos Tab.*

Note:

IRv2.1 contains built-in controls that prohibit closing of a record unless all tasks have been completed and all follow-up audit results have been recorded as satisfactory.

I. HAZARD / CAP COMMUNICATIONS TAB

On this tab, responsibilities for Hazard/CAP Communications are assigned, including communication methods, recipients and due dates.

Hazard/CAP communications may be part of a Corrective Action Plan to control risk, or to share lessons learned with personnel or industry. Through the sharing of information, your company's Hazard / CAP Communications may help others in their development of effective risk controls and corrective actions.

File Edit View Insert Format Records Scripts Window Upgrade Help! INCIDENT REPORTER DATA ENTRY FIND MAIN REPORT IRE DATA ENTRY Summary Exponents Cost Data Entry Encident Details Invide a Data Entry Summary Exponents Cost Data Entry Encident Details Invide Data Entry Encident Details Invide a Data CAP Contry Invide a Data CAP Contry Encident Oregan Unit Data Entry Encident Oregan Unit Data Entry Hazard / CAP communications may be part of a CAP to mitigate risk, or to share lessons learned with personnel or Industry. Assigned To: Wendy Carlos HAZARD / CAP COMMUNICATION METHOD AND MESSAGE Insue and posts a SAFETY NOTICE to all personnel regarding the ground incident, its causes and contry factors (weather, materials, ie-downs). Provide a brief overview of the Corrective Action Plan, to preclude resocurrence. Remind all personnel to remain vigilant for Elimilar hazards that could result in damage to alcraft and equipment, injury to personnel and lost revenues. Encourage all employees to DAYS LEFT / PAST DUE: OMPLETED: Nov-27-2007 DAYS LEFT / PAST DUE: Completed: Nov-26-2007 DAYS LEFT / PAST DUE: <p< th=""><th>👸 Incident Reporter Trial Version - [1-12-08 Trial Master]</th><th>- 🗆 ×</th></p<>	👸 Incident Reporter Trial Version - [1-12-08 Trial Master]	- 🗆 ×
IND MAIN REPORT ITED Details Investigation / Root Gausses Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos Hazard / CAP communications may be part of a CAP to mitigate risk, or to share lessons learned with personnel or industry. Image: Communications may be part of a CAP to mitigate risk, or to share lessons learned with personnel or industry. Image: Communications may be part of a CAP to mitigate risk, or to share lessons learned with personnel or industry. ASSIGNED TO: Wendy Carlos HAZARD / CAP COMM. RECIPIENT(S): All Personnel Image: Communication Strate Strat	🛐 File Edit View Insert Format Records Scripts Window Upgrade Help!	
ASSIGNED TO: Wendy Carlos HAZARD / CAP COMM. RECIPIENT(S): All Personnel X HAZARD/CAP COMMUNICATION METHOD AND MESSAGE Issue and post a SAFETY NOTICE to all personnel regarding the ground incident, its causes and contributing factors (weather, materials, ite-downs). Provide a brief overview of the Corrective Action Plan, to preclude reoccurrence. Remind all personnel to remain vigilant for birnilar hazards that could result in damage to alrcraft and equipment, injury to personnel and lost revenues. Encourage all employees to ASSIGNED TO: Doug Johnson HAZARD / CAP COMM. RECIPIENT(S): Flight Ops, Ramp Personnel X HAZARD/CAP COMMUNICATION METHOD AND MESSAGE Issue and post an OPERATIONS NOTICE to all operations and line personnel regarding the importance of proper tie-down materials and procedures, and of revised ATR parking arrangements and risk controls.	FIND MAIN REPORT IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos Hazard / CAP communications may be part of a CAP to mitigate risk, RM/R000003	
and contributing factors (weather, materials, tie-downs). Provide a brief overview of the Corrective Action Plan, to preclude reoccurrence. Remind all personnel to remain vigilant for bimilar hazards that could result in damage to aircraft and equipment, injury to personnel and lost revenues. Encourage all employees to ASSIGNED TO: Doug Johnson HAZARD / CAP COMM. RECIPIENT(S): Flight Ops, Ramp Personnel X HAZARD/CAP COMMUNICATION METHOD AND MESSAGE Issue and post an OPERATIONS NOTICE to all operations and line personnel regarding the importance of proper tie-down materials and procedures, and of revised ATR parking arrangements and risk controls. UNEDATE: Nov-26-2007		
HAZARD/CAP COMMUNICATION METHOD AND MESSAGE Issue and post an OPERATIONS NOTICE to all operations and line personnel regarding the importance of proper tie-down materials and procedures, and of revised ATR parking arrangements and risk controls. DUE DATE: Nov-27-2007 DAYS LEFT / PAST DUE: COMPLETED: Nov-26-2007 T	and contributing factors (weather, materials, tie-downs). Provide a brief overview of the Corrective Action Plan, to preclude reoccurrence. Remind all personnel to remain vigilant for bimilar hazards that could result in damage to aircraft and equipment, injury to personnel and lost revenues. Encourage all employees to COMPLETED: Nov-26-2007	
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For Help, press F1		• •

Submission of injury reports to OHS/OSHA, completion of voluntary disclosures to regulators and submission of comprehensive fixes, reports of suspected unapproved parts, and operational difficulty or mechanical reliability / interruption summary reports are but a few examples of communications that may be assigned and tracked in the IR database.

Operators may also choose to share lessons learned with industry trade associations or other operators of like equipment, to enhance safety not only within the company, but throughout the industry.

Hazard / CAP communications also serve to promote the company's Safety Management System by demonstrating to all personnel that the system is working and producing positive results.

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J. PHOTOS TAB

Up to six photos and/or file references may be added or linked to each record.

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INCIDENT REPORTER DATA ENTRY IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
Incident Details Investigation / Root Causes Risk Analysis Corrective Action Plan RC/CAs Follow-ups Hazard / CAP Comm. Photos	
PHOTOS AND/OR FILE REFERENCES INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT INSERT I	
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Examples of reference files that may be attached include:

- ✤ Original source documents such as reporting forms;
- → OHS / OHSA reports;
- → Audit Finding Reports;
- NASA ASRS reporting forms;
- Voluntary Disclosures;
- Mechanical Reliability / Mechanical Interruption Summary reports
- + Flight Data Monitoring / Flight Operations Quality Assurance reports
- ✤ Continuing Analysis and Surveillance reports
- Cost estimates or bids;
- Invoices for work performed;
- Insurance claim forms.

7. TREND, SUMMARY AND COST REPORTS

Clicking on *Summary Reports* from the main screen takes users to the Summary Reports Switchboard. Here, both Trend Reports and Summary Reports are available for viewing or print.

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SUMMARY REPORTS SWITCHBOARD	<u>*</u>
IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
Image: Constant of the constant	
CAP Development Status	•
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A. TREND REPORTS

One of the most powerful features of Incident Reporter v2.1 is the program's ability to identify trends by:

- ✤ Station
- Equipment type
- ✤ Manufacturer
- ✤ Model number
- ✤ Tail number
- ATA code

Shown here is the display format of a Trend Report by station, from IR's sample records.

	dent Repor		ords Scripts	Window Upgrade Help	
Preview					
915	Printed: 21-Nov	2007			
ayout: rend_x§	r inted. 2 1-1000	-2007			
				TREND REPORT (BY STATION)
	RECORD #	Еслірмент Туре	Model #	TYPE OF EVENT	Event or Hazard Summary
	GEG (1)				
age:	IR00003	Aircraft	42	Ground Strike	A strong wind gust broke Cessna 208 N51001 fre tie-downs and pushed it across the ramp and int N908FX, resulting in damage to both aircraft.
otal:					
ript: Continue					
	Preview + •				
·Help, press					NUM

B. SUMMARY REPORTS

Summary Reports provide essential management tools where administrators can see all open or all closed records, or those open or closed records within a user-defined date range.

Within open records, users can quickly see the status of various actions that need completion for either all open records, or for those open records within a user-defined date range. This includes:

- Investigation status
- → CAP Development status
- ✤ Status of individual risk controls and corrective actions (RC/CAs)
- → Status of follow-up audits
- → Hazard / CAP communications status

Rapid access to this data provides administrators and managers with a "to do" list of all of the actions and tasks necessary to close records and complete the risk management process.



C. COST REPORTS

Clicking on *Cost Reports* takes users to the Cost Reports Switchboard. Here, Cost Reports may be sorted by cost type or record number within a specific date range.

Incident Reporter v2.0	
File Edit View Insert Format Records Scripts Window Upgrade Help!	_ 8 ×
Cost Reports Switchboard	
MAIN	
IR DATA ENTRY SUMMARY REPORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
COST REPORT BY ALL ONE	
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D. COST DATA ENTRY

Costs associated with a safety-related event are entered in the Cost Data Entry screen. Management may assign user access to one or more persons in accounting, in order to enter cost data associated with incidents or other events.

Cost types are tailored to each company's accounting system with the same user-customized value lists provided for IR Data entry (see value lists below).

Costs may be categorized further as direct or indirect. indirect costs are nonquantifiable, and may be related to the company in general, а specific department, station or an individual employee. Management may want to record such information to get a better picture of the true impact of an incident or other irregularity. Examples of indirect costs might include the loss of a customer due to a failure to meet minimum performance standards, or lost productivity or wages by personnel.

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Cost Data I	Entry	DELETE DUPE NEW FIND MAIN	
	R DATA ENTRY SUMMARY REP	ORTS COST DATA ENTRY COST REPORTS VALUE LISTS	
-	TYPE / NOTES	COST CATEGORY RECORD # DATE AMOUNT	
	ctivity of Employees Lost	▼ Indirect IR00002 ▼ 01-Jul-2007 ■	
	of our lead avionics tech. for 2 weeks reeks' accrued sick leave lost by the		
2 OF 3 Aircraf	ft Repair Labor	▼ Direct IR00002 ▼ 01-Nov-2007 ■ \$456.00	
Overtii inspec		eduling difficulties with contracted avionics shop to perform in situ avionics	
3 oF 3 Aircraf	ft Repair Outsourcing	▼ Other IR00002 ▼ 05-Aug-2007 ■ \$350.00	
Re: In	voice #289959 for avionics shop to	erform in situ tests.	
75 Brows	e ↓ €		The second secon
For Help, press F1		9	

E. VALUE LISTS

To facilitate data entry into IR, most fields contain pop-up or drop-down menus. For maintenance and equipment reliability tracking, equipment data may be entered, including equipment type, manufacturer, aircraft tail numbers, model numbers, serial numbers and ATA codes.

Users may customize and add to the selections available in these drop-down menus by going to VALUE LISTS at any time. The types of reporting forms you use, the stations you serve, equipment used, names of personnel, titles, etc. are all listed here. Changes or additions to value list entries automatically change the options available for selection on pop-up and drop-down menus. Selecting "Other" from any drop-down menu permits one-time entries to be made. These features make data entry fast and easy, while reducing data entry errors.

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ALUE	LISTS DATA ENTI	5Y		NEW FIND MAIN	
	IR DATA ENTRY	SUMMARY REPORTS	COST DATA ENTRY COST	T REPORTS VALUE L	1575
UNSONT					
	TYPE OF EVENT	REPORTED VIA	REPORTED BY (NAME)	REPORTING SOURCE	STATION / LOCATION
1 of 27	Accident	N/A	N/A	N/A	N/A
2 oF 27	Apparent Hazard	Audit Finding Report	Anonymous	Auditor	COE
3 of 27	Flight-related Incident	DG Incident Report		Captain	PHX
4 of 27	Ground Incident	Erron/Damage/Occurrence		Customer	LAX
5 of 27	Injury	Flight Irregularity Report		Employee	
6 or 27	Near-Accident			Inspector	
7 of 27	Safety Concern	1		Vendor	
8 of 27	N/A				

8. ADDITIONAL RESOURCES

The following white papers and resources contain additional information regarding Incident Reporter v2.1:

- + IRv2.1 User Manual
- ✤ Compare IRv2.1 Solutions
- ✤ Online Reporting with IRv2.1
- ✤ Incident Reporter Demonstration Video

Contact us at Omni Air Group for free electronic downloads of these white papers, or visit OAG online at <u>www.omniairgroup.com</u>

9. FREQUENTLY ASKED QUESTIONS

"Why should I choose Incident Reporter as my SMS risk management software?"

Because Incident Reporter:

- → Is powerful, fast, and easy to learn;
- + Supports both MAC and Windows platforms (Full & Enterprise editions only);
- + Has built-in controls to ensure the completion and recording of all risk management activities;
- Meets all ICAO, Transport Canada, FAA and JAA / EASA functional requirements for risk assessment, accountability, documentation and controls;
- ↔ Contains reference tutorials to ensure consistent quality of risk management processes;
- ✤ Can accept imported data from electronic reporting forms and other databases;
- → Permits server-based installations for access by up to 100 users in different cities via their web browsers;
- + Allows you to include photos with your reports and track your costs as well;
- + Constantly saves your data so even if your system shuts down, your records are safe and intact;

"Is there a trial version of IRv2.1 available?"

Yes! A fully-functional 30-day trial version of IR complete with user manual and quick-launch instructions are available from: <u>http://www.omniairgroup.com/ir_home.html</u> The trial version of IR permits up to ten records to be generated, so you can get a feel for how Incident Reporter processes and presents your data. A 25-minute demonstration video may also be viewed at: <u>http://oag.articulate-online.com/9064118283</u>

"How much does Incident Reporter™ cost?"

Three IRv2.1 solutions are offered, depending on the size and needs of your company. IRv2.1 Basic (desktop edition) starts at \$1,950.00 USD. See the *Compare IRv2.1 Solutions* document at omniairgroup.com for IR Full and Enterprise edition costs and a comparison of features, or call us at 1.509.838.8121 for more information.

"What about support ... what else is included?"

- + IRv2.1 connects to a full-color User Manual (also available for download from omniairgroup.com);
- + IR Full and Enterprise editions offer additional features, remote support and customized graphics;
- ↔ Online training teaches your people fast and effective use of the program;
- ↔ Continued telephone and email support is offered for the life of all IR products.

Omni Air Group also offers a fully customized formal SMS written program and online SMS training for all personnel and managers. Call us to find out how we can help you ensure the success of your SMS.

"How is the tech support?"

Responsive. If you send an e-mail you'll receive a response back within a day; call and you'll either receive an answer on the spot or if an answer isn't readily available, we'll get one to you as soon as possible (usually within one business day). We're available by phone from 8:00 am to 5:00 pm pacific time, here on the west coast of the United States.

"What's your contact info?"

Omni Air Group 6421 South Dorset Road Spokane, WA 99224 Telephone 509.838.8121 Facsimile: 509.747.2562

Website:

www.omniairgroup.com

email: info@omniairgroup.com