

PRISM FEATURES OVERVIEW

User access levels

- 1 [Base/Company Basic User](#) (Add/view own reports and feedback)
- 2 [Base Monitoring](#) (as 1 plus view all base information, audits, meetings, trends)
- 3 [Base Post Holder](#) (as 2 plus base edit function)
- 4 [Base Custodian](#) (as 3 plus create base audit, meeting, stats, etc)
- 5 [Company Monitoring](#) (as 2 but for whole company)
- 6 [Company Post Holder](#) (as 3 but for whole company)
- 7 [Company Custodian](#) (as 4 but for whole company plus close reports, audits etc.)
- 8 [IT System Maintenance](#) (as 7 but no close facility. Control of user access levels)

Level 4 would be for QA inspectors etc, Level 7 would be Quality Manager and Safety Manager

Messaging System

The system contains both an internal (within the PRISM system) and external (Email) messaging system. When logged onto the system a user will be able to view and send messages of a safety/quality nature to relevant persons within the company, and receive information and warnings from the system. It is possible to send safety/quality bulletins to individuals or company wide.

Certain warnings are transmitted directly by email to warn relevant personnel of changing risk assessment, high risk reports, audit and corrective action information. This is dealt with in more detail under other sections.

Reports

Add new report wizard allows user to select one of the following reports:

- [Confidential](#) (system contains specific controls to ensure this report remains confidential)
- [Occurrence](#) (aircraft related and entered by Aircrew or Engineers)
- [Airprox](#)
- [Ground Occurrence](#)
- [Non Conformance](#)
- [Hazard identification](#)

The Occurrence report can also have a [Dangerous Goods](#) report attached if selected.

The Occurrence report can be upgraded to an [Accident/Incident](#) report if required

After saving the report it then appears on the list of 'Open reports' and a notification appears of a 'new report'. We are currently looking at extending the auto email function so that relevant staff are automatically emailed when a new report enters the system.

A report can now have the following actions carried out on it:

- [View](#)
- [Edit](#) (Department comments/findings etc)
- [Print Preview](#) (a .pdf file)
- [Add/View Reference and Keywords](#) (for trending)
- [Add/View attachment](#) (all documentation relevant to the report as word, pdf, photo etc)
- [Add/View CAR](#) (Corrective Action Request sent to post holder if necessary)
- [Add/View Risk Assessment](#) (Custodian level input)
- [Convert](#) (Occurrence to Accident/Incident – Custodian only)
- [Close](#) (If no open CAR's – Custodian only)

Audits

Four types can presently be entered into the system:

- [Operations](#)
- [Maintenance](#)
- [SMS/HSE](#)
- [External](#)

An additional type [Continuing Airworthiness](#) will be available shortly, as will an audit planning tool.

Each finding or recommendation from the audit is raised as a CAR (see **Corrective Action Request** later in this document), attached to that audit and sent to the relevant post holder. Attachments can be uploaded to the audit so that all relevant documentation is maintained in one place.

Meetings

Templates are included for entering meetings and meeting minutes into the system under the headings:

Safety
Quality
Management

A CAR can be raised against any element of the meeting minutes and will remain attached to those minutes. Attachments can be uploaded to the meeting so that all relevant documentation is maintained in one place.

Corrective Action Requests (CAR's)

CAR's can be raised against any report, audit or meeting.

They are raised only by QA/Safety staff and are directed at Post Holders/Managers for action to be taken. They can also be copied to other staff where necessary.

The CAR includes a Reply date, by which time the manager must acknowledge receipt, and a Due date, by which time action must be taken.

The Prism-Safety system automatically emails the originator, addressee and all copyholders of each CAR when:

- 1 There are 3 days to run to the CAR Reply date
- 2 Any changes are made to the CAR
- 3 There are three days to run to the CAR Due Date
- 4 The day the CAR becomes overdue
- 5 The CAR is closed

Reports, Audits or Meetings to which CAR's are attached cannot be closed out until all attached CAR's are closed. There is no facility to close a CAR until this criteria is met and then only the QM or nominated system custodian can close the relevant Report, Audit or Meeting.

Risk Assessment

As soon as a report is entered into the system, the **severity or consequence** is assessed by the Quality/Safety Manager or custodians designated by the company. Completion of this part of the risk assessment immediately updates the risk assessment for the relevant Location, Unit and the Company.

The system contains an automatic risk adjuster which manages both the **probability** side of the equation and carries out a 'weighted' average of the severity, therefore giving an accurate assessment of present risk. This is based on the initial company risk assessment entered into the system and subsequent reports entered.

The system continually monitors the level of risk at each individual location within the Company. If the system detects an increase in the level of risk at any location all relevant post holders for the unit concerned and Company post Holders will be informed automatically by email. The email will contain the Hazardous Event that is linked to any rise in risk and the report number that triggered the risk increase. This allows post holders to address the situation immediately and not remain oblivious to the situation and allow it to deteriorate further.

Emails are also automatically generated and sent to relevant staff if the system detects a decrease in the level of risk.

Hazardous Events Management Process

The system utilises the "Bow-Tie" model for its Hazardous Events Management Process. When a high risk issue is identified, the system indicates all "Hazards" and associated "Threats", it lists the "Threat Controls" required for each threat and gives the user the ability to add references to Company manuals to each "Threat Control". It then lists "Escalation Factors" and the "Escalation Controls" again allowing the user to enter references to company manuals for each escalation control. It is beyond the scope of this document to give a full explanation of the entire process however, if properly utilised and completed the system will allow an operator to prove that they are managing their identified high risks to ALARP (a level that is As Low As Reasonably Practical).

Overviews

The system comes with a number of output reports referred to as "Overviews". These overviews are to allow management to carry out trending on the data held in the system. Whilst there are a limited number of overview formats, due to the user defined filters available to the user on each overview the output reports are infinitely variable dependent on the filters selected prior to generating the overview or statistical report. Some of these overviews require the entering of simple data on a monthly basis which is explained below.

References and Keywords

The system allows for the adding of 'References' and 'Keywords' to all reports. This is to assist in data trending and to help track problems, which may or may not have been noticed from the report list.

Tables

Stored within the system are the companies operating bases and locations. To these are allocated staff and aircraft, which can be added or edited in the tables. Aircraft are entered by manufacturer, type, serial number, date of manufacture and registration number, then allocated to a base and location. Users are entered by name, login name, access level, pilot license number, job position and email address, then allocated to a unit with the relevant permissions. It is then possible to enter data for the units regarding aircraft and staff.

Data

By entering data into the system on a monthly basis it allows the overviews to be very accurate. By data we mean essentially [Aircraft hours](#) and [Man hours](#). Aircraft hours allows the system to give information such as Accidents/Incidents per 100,000 flying hours, Occurrences per 100,000 flying hours and many, many more. It also possible to enter information on cycles for up to 4 components on each aircraft (engines for example) and any extensions granted by the authorities. Another feature is the ability to enter 'Late Departures' and the reasons for them. The Man hours section is simplified and only requires the custodian to input the average number of personnel on site for the month (Local/Staff and Expatriate/Contractor), the system will then work out the man hours worked for the month. The system, through information gained from the [Ground Occurrence Report](#), can now give information on lost time injury frequency, days lost due to injury/illness etc. against Man hour worked.

Web Based

The system is web based and accessible by secure username and password from any computer connected to the internet. With the availability of internet connection possibilities globally, all staff can remain fully updated on the latest Safety & Quality status of the Company or their Unit from wherever they are in the world. Due to the emailing function combined with the web basing of the system, it is doubtful that anything can happen within the organisation without all relevant staff being notified almost immediately.

Regulations

The Prism-Safety & Quality Management System meets and far exceeds all regulatory requirements set by ICAO, EASA and all other known Aviation Authorities. Relevant regulations are constantly monitored and the system is upgraded to meet every change prior to it being regulated at no extra cost to our customers.

Customer Data

Prism-Safety is extremely aware of both the sensitive nature of customers data and the regulations regarding its retention. It is for this reason that all customer data is retained on a secure server site in Central Europe that is used by the Banking industry. Data is not only backed up in two separate locations, hardware is also duplicated in separate locations and continually synchronised to ensure that there can be no loss of data and minimal system downtime. All hardware is connected to high power UPS's (Uninterrupted Power Supplies) to prevent issues created by power failure.

Software Functionality.

It is well beyond the scope of this document to define the internal functionality of the Prism-Safety software. Suffice to say that it has taken four years to develop and currently is the only software system offering all the functionality indicated in this document in one package. It is not envisaged that Prism-Safety will go into offering modular systems. The current system will be developed continually and provided to our customers at no additional cost outside of the costing indicated in our Service Level Agreement.