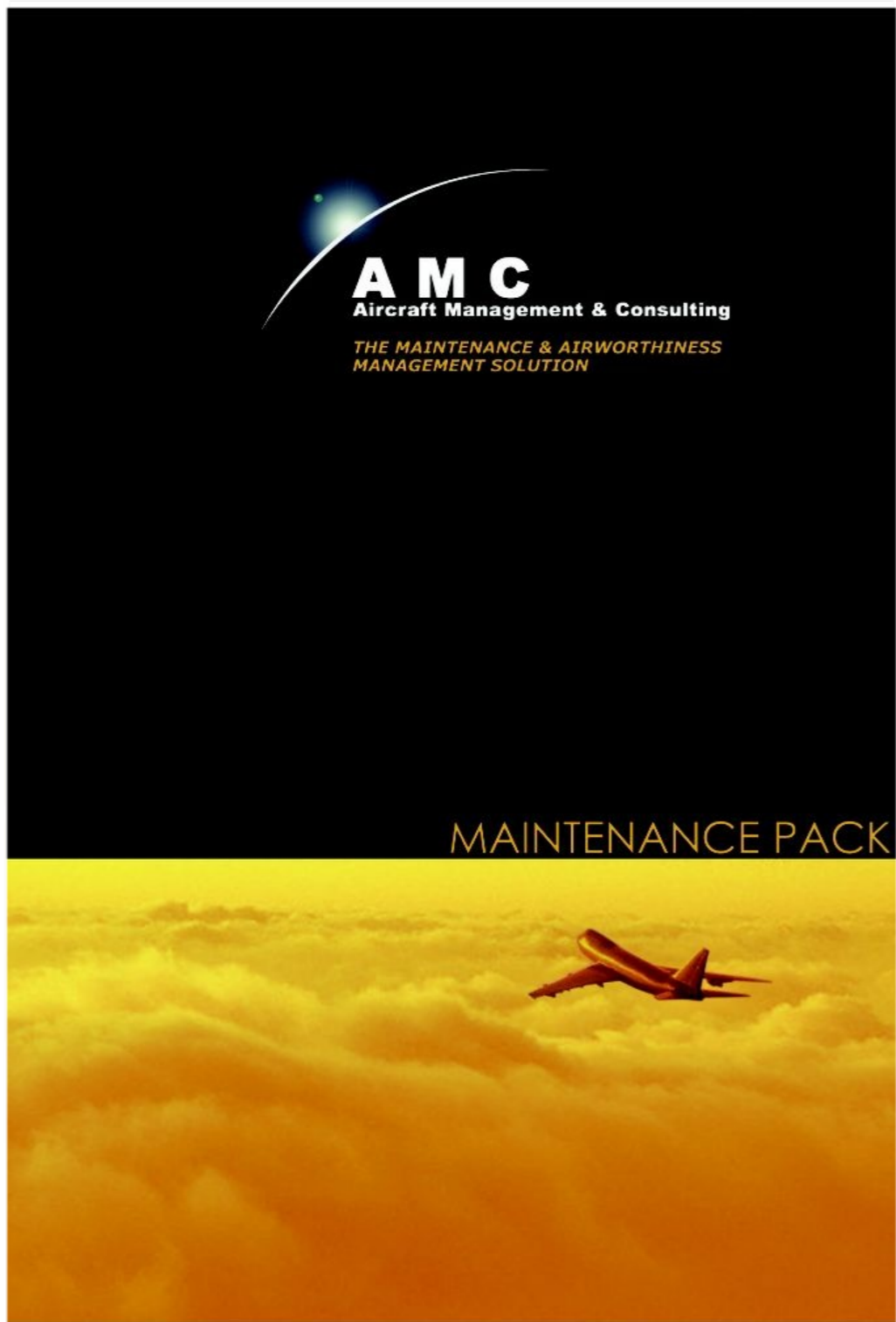# Safety Management System

Next step to safety

The ICAO SMS framework toolkit

Including Quality System

The SMS solution for value creation

Designed per the specifications of the ICAO SMS framework (and FAA / EASA SMS standards)

Client / server architecture entirely hosted in the customer's premises (no one but you can access your safety database). User's accounts and associated rights are defined at your end

Delivered in a complete package including samples and generic documents to be customized to your organization

SMS compliance

Secured

Easy & quick implementation

iCare SMS

Reliable & productive

Built in QA integration

Low operating cost

Designed by aviation specialists with proven and easily scalable technologies

Manage your QA functions (audits) using the same software to consolidate your quality and safety management departments (optional)
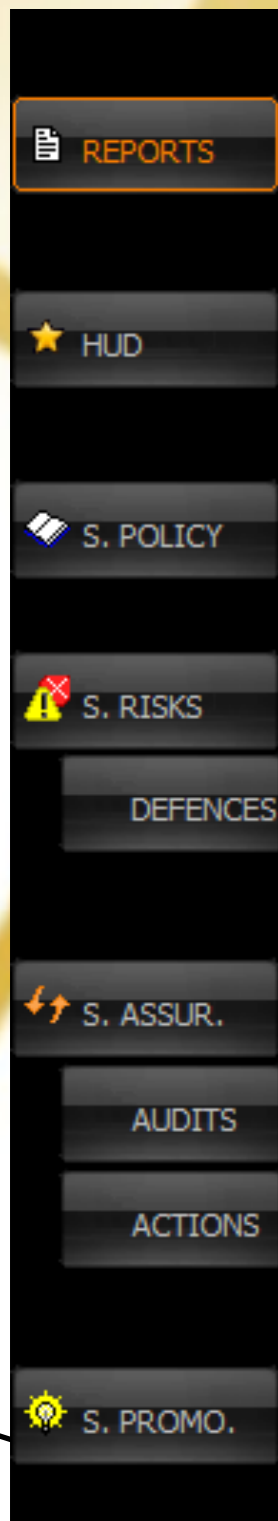
Very attractive rates without hidden costs
Negligible administration
Efficient product support

SMS compliance

iCare SMS mirrors the SMS framework

… with its 4 components   and 12 elements

REPORTS

HUD

S. POLICY ← 1. Safety policy

S. RISKS ← 2. Safety risk management

DEFENCES

S. ASSUR. ← 3. Safety Assurance

AUDITS

ACTIONS

S. PROMO. ← 4. Safety promotion

1.1 – Management commitment and responsibility

1.2 – Safety accountabilities

1.3 – Appointment of key safety personnel

1.4 – Coordination of emergency response planning

1.5 – SMS documentation

2.1 – Hazard identification

2.2 – Risk assessment and mitigation

3.1 – Safety performance monitoring and measurement

3.2 – The management of change

3.3 – Continuous improvement of the SMS

4.1 – Training and education
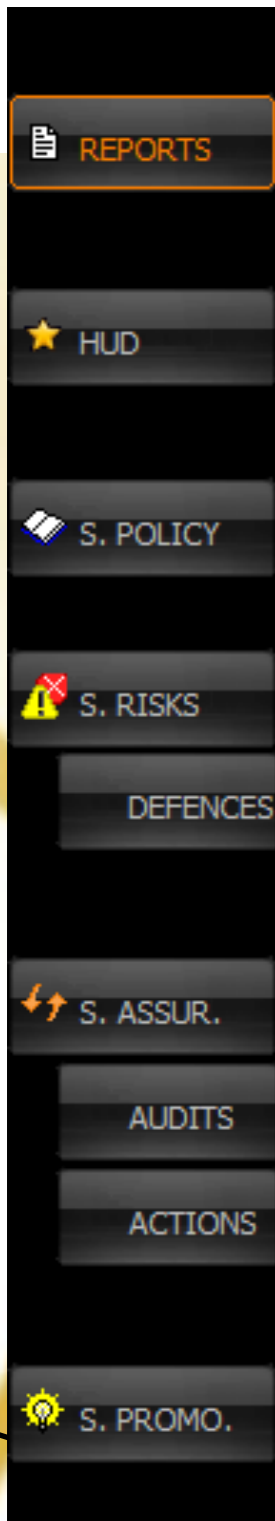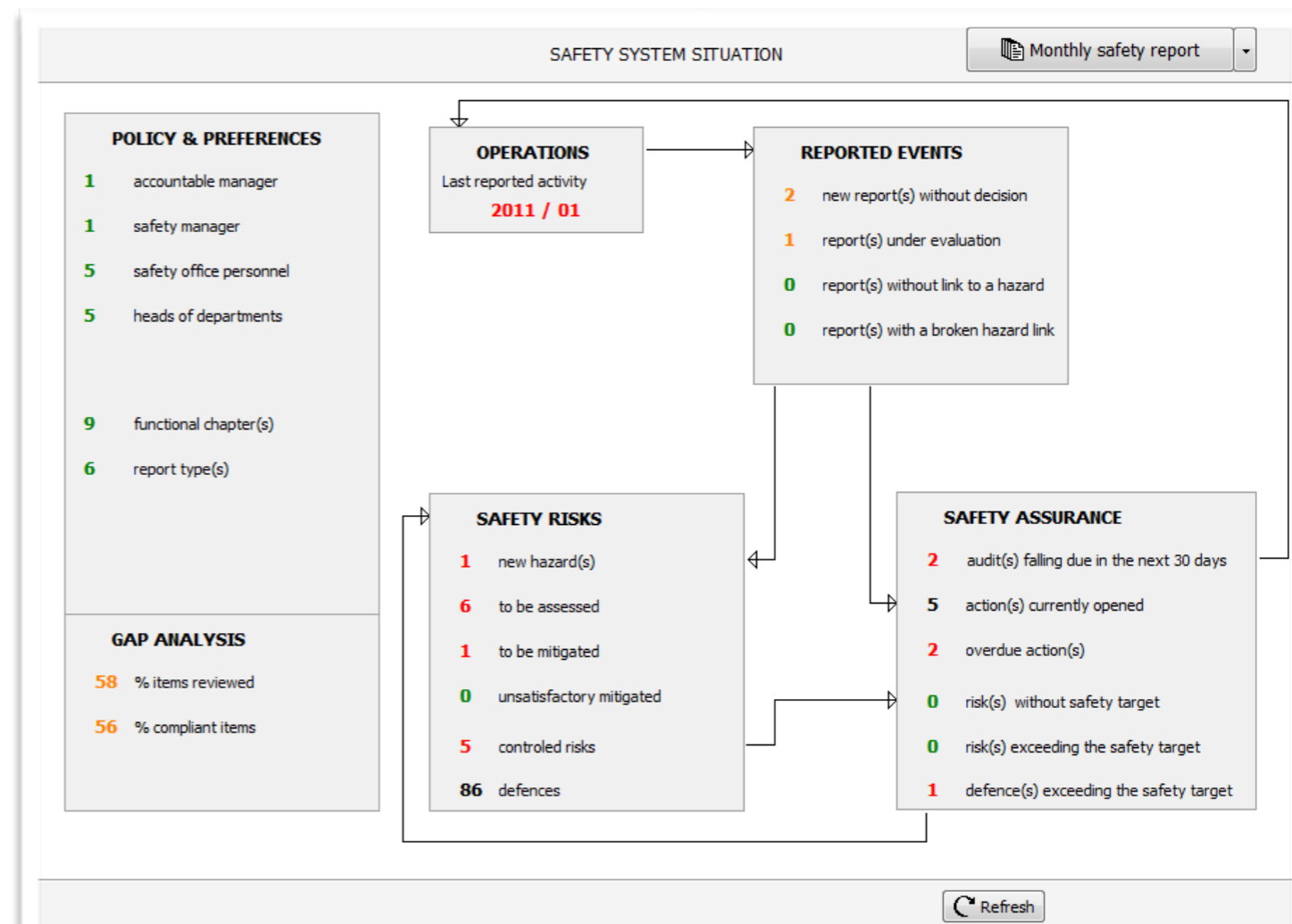
4.2 – Safety communication

iCare SMS mirrors the SMS framework

This architecture ensures that:

The SMS framework is entirely covered

Any user trained with the SMS rules immediately understand the software architecture and where to find the information

REPORTS

HUD

S. POLICY

S. RISKS

DEFENCES

S. ASSUR.

AUDITS

ACTIONS

S. PROMO.

- All SMS components are strongly interconnected to build accurate and consolidated data

SAFETY SYSTEM SITUATION — Monthly safety report

POLICY & PREFERENCES

1	accountable manager
1	safety manager
5	safety office personnel
5	heads of departments
9	functional chapter(s)
6	report type(s)

OPERATIONS

Last reported activity

2011 / 01

REPORTED EVENTS

2	new report(s) without decision
1	report(s) under evaluation
0	report(s) without link to a hazard
0	report(s) with a broken hazard link

SAFETY RISKS

1	new hazard(s)
6	to be assessed
1	to be mitigated
0	unsatisfactory mitigated
5	controled risks
86	defences

GAP ANALYSIS

58	% items reviewed
56	% compliant items

SAFETY ASSURANCE

2	audit(s) falling due in the next 30 days
5	action(s) currently opened
2	overdue action(s)
0	risk(s) without safety target
0	risk(s) exceeding the safety target
1	defence(s) exceeding the safety target

Refresh

Easy & quick implementation

A complete toolkit to implement SMS efficiently

iCare package

- the information system (software)

- the generic hazards (Basic Aviation Risk Standards)

- the generic SMS Manual based on iCare SMS

- the generic SMS implementation plan for iCare SMS users (Enterprise edition)
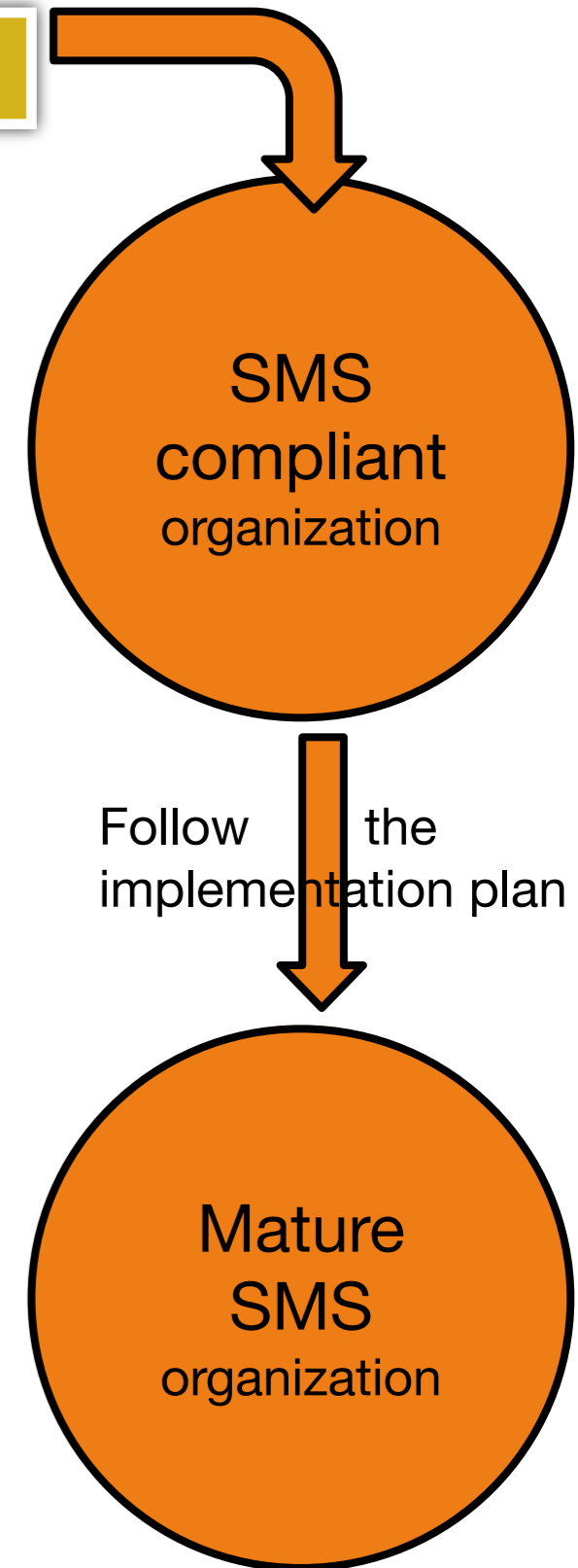
Implementation

Installation & training

(3 to 10 days depending on the size of the organization)

Customize the SMS Manual and the implementation plan before approval by the NCAA

SMS training for all operational employees (can be done in conjunction with the iCare SMS training)

Provide resources to your safety organization (including human resources and appointment of key personnel)

SMS compliant organization

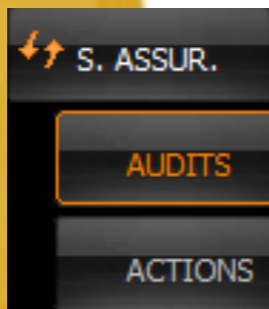Follow the implementation plan

Mature SMS organization

Built in QA integration

Quality & Safety departments

There is a natural tendency to integrate the different management and control systems like Quality & Safety (reduce duplication and therefore costs, reduce risks and increase profitability, balance potentially conflicting objectives). The Safety Assurance component of the SMS is very similar to the Quality Assurance function in that both functions are sharing the same audit & corrective action mechanism.

iCare SMS provides support for managing Safety & Quality audits and actions (corrective & preventive) in an integrated module

REF.	COMPANY	TITLE	DATE C/W	DUE	NEXT DUE
1	EXAMPLE	SMS GAP ANALYSIS		01/01/2011	
2	EXAMPLE	AAD PART145 audit		15/03/2011	14/03/2013 07:4...

S. ASSUR.

AUDITS

ACTIONS

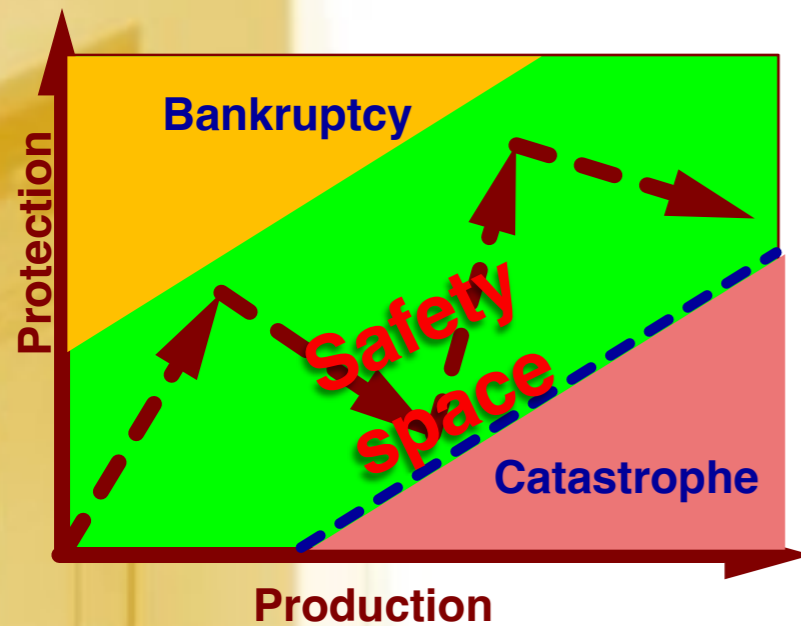| ITEM	REFERENCE DOCUMENTATION	AUDITED SUBJECT	COMMENT / FINDINGS	RESULT	ACTIONS	ASSOCIATED DOCUMENTS
8	ICAO SMM Chap 8	Is the safety policy communicated, with visible endorsement, throughout the		0-Acceptable	-	Add
9	ICAO SMM Chap 8	Is the safety policy periodically reviewed to ensure it remains relevant and appropriate to the	Periodic review of the safety policy part of the audit plan, as implemented in i-Care SMS	0-Acceptable	-	Add
10	ICAO SMM Chap 8	Is there a formal process to develop a coherent set of safety objectives?	Documented in the SMS Manual and implemented using i-Care SMS	0-Acceptable	-	Add

Low operating cost

Safety costs   vs   Profitability

SMS is a business approach to safety, always balancing costs and safety efficiency

Choosing the appropriate SMS software is the first decision to make for balancing SMS efficiency and safety operating costs.

iCare SMS is designed and marketed to minimize this cost while providing advanced safety functions:

Very attractive rates without hidden cost
(get a quote and see for yourself)
All inclusive: No additional license required (like MS SQL or ORACLE)

Negligible administration
Single point administration with very limited action required (click on a single button to install the latest release on every computers)

Efficient product support
At least 3 updates per year to introduce new functions and enhance the software

Reliable & productive

A high efficiency product serving in silence

Based on proven technologies used for critical industrial applications

Firebird SQL
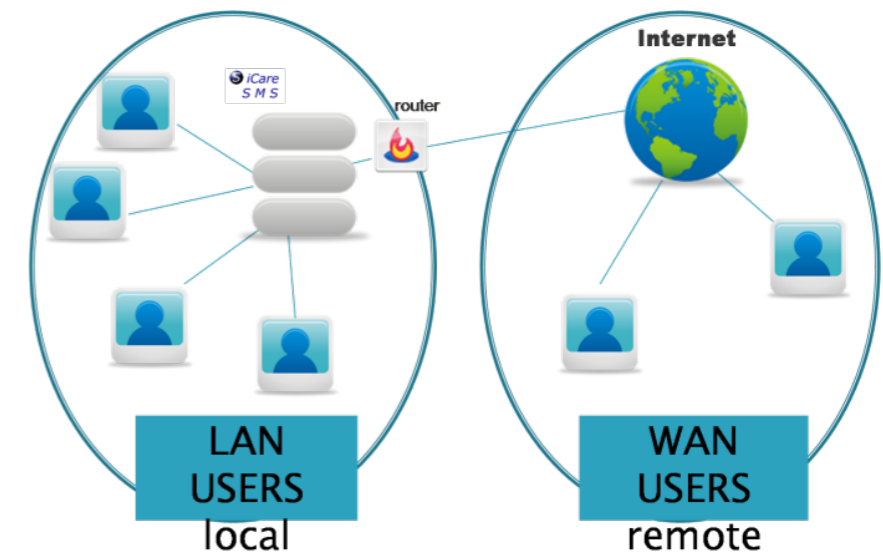Efficient and very stable SQL engine

Embarcadero Visual Studio
The most advanced industrial RAD platform

A thin client technology using a very low network bandwidth

Very fast, even when connecting from a remote location with limited internet bandwidth

Automatic database backups on a 7 days cycle
(without any human action)

Extremely reliable, no server administration

Process oriented and highly scalable data flows

Full support of graphical documents and all kind of attached files (pdf, doc, ppt, jpg, tif, etc…)

Secured

Your safety data are only yours

The safety database is located in your premises and access are directly managed by your IT department: No one but you can access your safety data.

A user account is set for each employee and determines what document can be viewed and / or modified and what function can / cannot be used. Nothing is shared over the network.

A global database password can be used if you suspect (or want to prevent) that an undefined login & password has been communicated by an employee to a third party.

Actions of each individual user are tracked and recorded. In case of doubt, the administrator can review what document was created or modified by a specified user between two dates.

Your license file is associated with your safety database. You cannot connect to another database and other companies cannot access your.

Safety Management System

Our values & code of ethics

• **Customer focused**

• **Transparency & Integrity**

• **Reactivity**

• **Confidentiality**

• **Quality focused on ICAO, FAA & EASA**

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