



SAAB



QUALITY & OPERATIONS MANAGEMENT SYSTEM FOR AIRPORTS QOMS

QOMS is a support system that helps airport personnel work efficiently and correctly, essential when running a secure and cost-effective operation.

Overview

QOMS is a process-oriented quality and operations management system, currently in use at more than fifty airports in Sweden. It assists in all operations, from the handling of Lost & Found and deviation reporting to how to conform to the Civil Aviation Authority rules and regulations.

QOMS ensures a process-oriented way of working, providing optimal conditions for running traceable and quality-assured operations like ISO-9001 certified airports.

By replacing the airport's operational handbook with a web-based handbook, changes, updates and new support functions quickly disseminate within the organisation. Several airports can share the same handbook which lowers the cost of keeping it updated.

Also the work of supplying new processes and functions is shared.

For the whole operation

QOMS functionality includes process flow charts, AI/AR document handling, quality, deviation handling and safety management as well as journal, forum, buy and sell functions and registration handling and system administration.

The process flow charts are divided into the main processes: *Airport development*, *Airport operation* and *Airport services* plus a large number of sub processes. The flow charts include instructions and advice regarding all airport activities, such as training of new personnel, security, aircraft reception, de-icing, procedures during bomb threats or aircraft incidents, etc.

As an operative support system, QOMS ensures that operations are run according to applicable directives and critical procedures are never overlooked.

It ensures continuity in operations, reducing the risk that well-functioning routines are forgotten if an employee leaves.

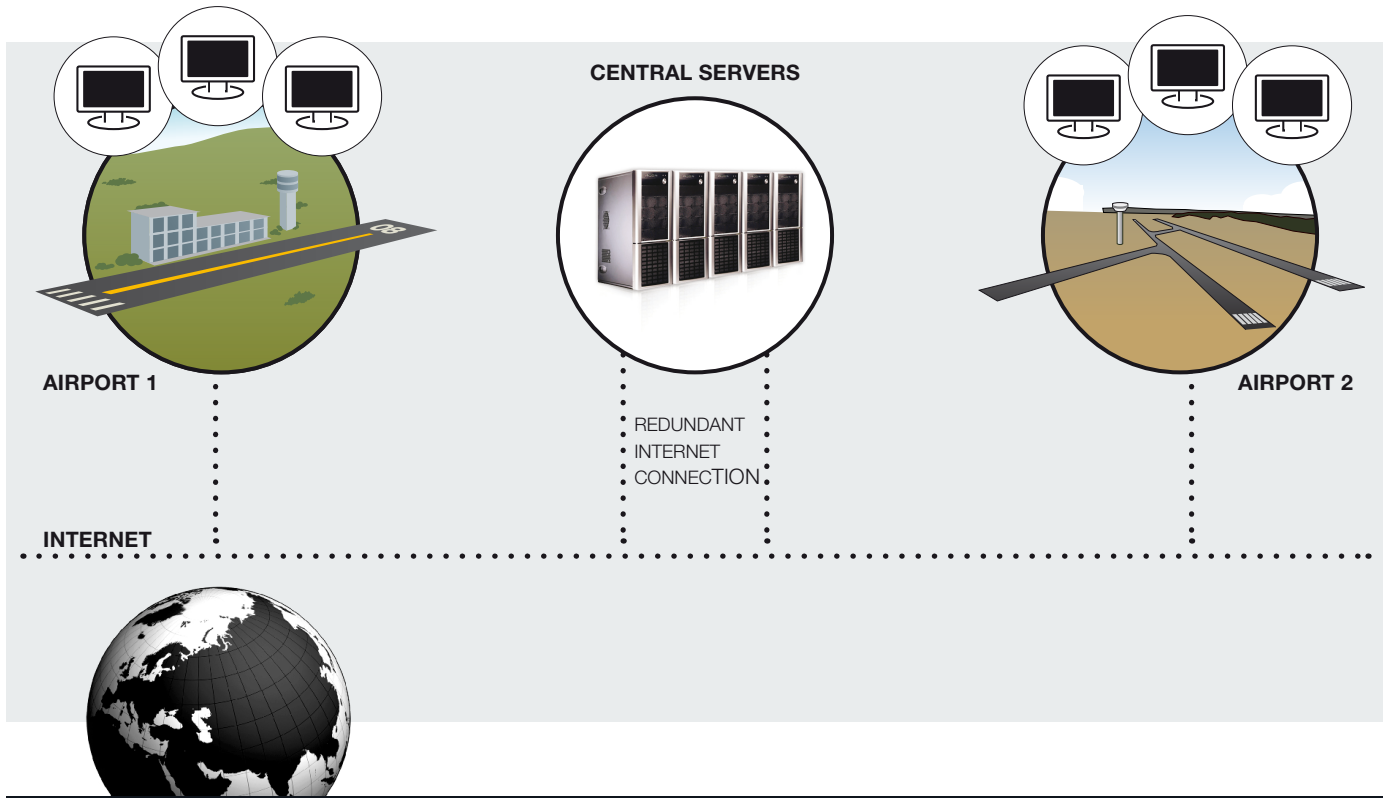
The planning functionality provides a clear overview of planned operations. Affected personnel are reminded by e-mail or SMS when an action is due to be implemented.

Knowledge-sharing

QOMS acts as a forum where connected airports can exchange experiences and use this accumulated knowledge to help solve airport-specific issues.

Based on Eurocontrol Safety Assessment Methodology, QOMS assists in how to conduct safety assessments when new activities or systems are introduced, the operation is changed, or incidents occur.

Introducing QOMS is easy thanks to its web-based design and the option of using either centralised or local servers. All in all, QOMS is a well-proven, stable and cost-effective system solution suitable for all types of airports.



TECHNOLOGY

- Web-based design
- Central or local servers with redundancy
- PHP
- VeriSigns (Information Security)
- MySQL database (Licence free)

MAIN PROCESS FLOW CHART

AIRPORT DEVELOPMENT, EXAMPLES

- Analysis of market situation
- Visions
- Strategy
- Aims
- Business plan
- Evaluation

AIRPORT MANAGEMENT, EXAMPLES

- Marketing
- Environmental follow-up
- Training for different positions

- Human Resources
- Systematical working environment work
- Develop operations, equipment, installations

AIRPORT SERVICES, EXAMPLES

- Passengers
- Baggage
- Aircraft documents
- Freight
- Refuelling
- De-icing
- Ground handling
- Rescue service
- Air Traffic Control

DEVIATION HANDLING

The deviation handling provides a clear overview of actual deviations and their status, divided into different categories of operation. Deviation reporting ensures that events/deviations at the airport are taken

care of, preventing them from occurring again. The reporting provides:

- prompt information regarding a relationship that has affected or could affect airport security or airport service
- a basis for developing procedures aimed at increasing air safety and airport efficiency
- a foundation for the development of operations and continuous improvements

CASE MANAGEMENT

Daily activities at the airport are facilitated with the handling of upcoming and planned cases. Planning can occur through periodic maintenance, inspections, study visits, etc.

QOMS reminds affected personnel by SMS or e-mail, and the employee indicates when the task has been carried out.