Read & Sign

white paper

ARCONDA.systems

eControl

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1 Overview

Maintain qualifications with Read & Sign

Maintaining the level of qualifications in the event of procedural changes, additional compliance requirements or amended organisational parameters is an organisational challenge for every training effort.

eControl provides a function package to make it possible for the training department and specialist department to control the different process versions, taught during various qualification events and the resulting qualification validity periods.

On the next few pages the overall procedure is described. The implemented model in eControl is quoted along with several examples, in order to provide a secure Read & Sign operation and reliable verification of the procedure.

2 Introduction

Achieving a qualification normally involves the training of standardised process chains, which are formally documented in process descriptions or comparable documents. Process management is an integral part of an efficient qualification management system.

A change in the process description or a new version can have an impact on an employee's qualification and may create the need for refresher training.

In general the following cases should be differentiated:

- **Refresher training is necessary**
- **Independent acknowledgement of changes through Read & Sign**
- **No need for action**

In the first case, the effects of the process change are so serious for the process chain that a refresher training is necessary. Employee qualifications are no longer granted with the coming into force of new procedural instructions and therefore they expire from this point on. The eControl TQMS supports efficiently the monitoring of qualification validity periods and the performance of refresher training.

The second case is the most likely case in operational business. An incident, an audit, an investigation or another event makes a change to the process description necessary, because the process execution needs to be changed or corrected. Provided that this change is adequately described, the qualified employee can look at the new process documentation and can follow the changes on his own. This acknowledgement can be done locally and in real-time and therefore avoids the costs of refresher trainings.

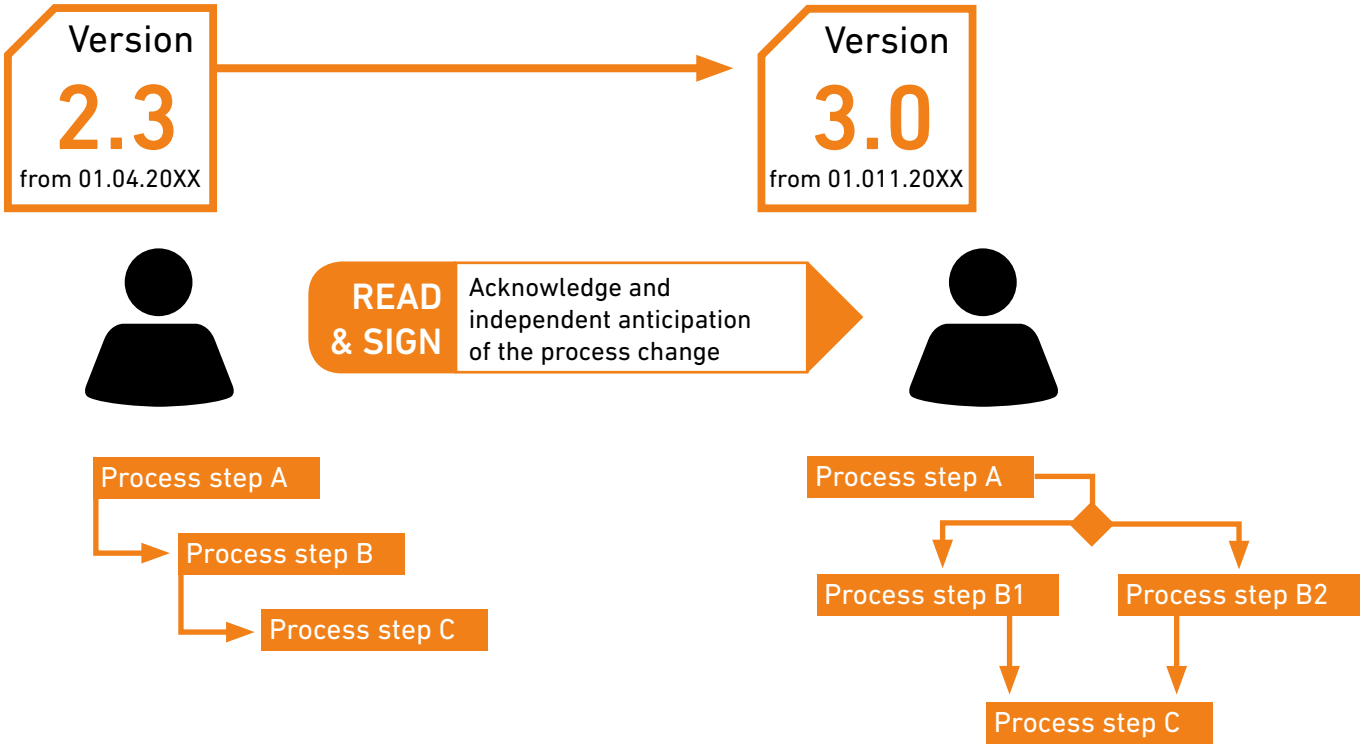
In the last case, the process change is not relevant for the procedures or is of negligible influence – the qualifications of the processes are not affected.

With Read & Sign, eControl documents the acknowledgement in line with auditing requirements through a digital signature.

Take a look at our white paper[1]:

„Qualification events"

[1]Our white paper are available as PDF files in our documents section on www.econtrol.aero


Version
2.3
from 01.04.20XX
Version
3.0
from 01.011.20XX
READ & SIGN
Acknowledge and independent anticipation of the process change
Process step A
Process step B
Process step C
Process step A
Process step B1
Process step B2
Process step C

3 Link processes and qualifications

eControl TQMS facilitates a systematic linking of processes and qualifications.

As soon as this link has been created, the TQMS determines fully automatically during a qualification event, which process version is currently in force and which versions will come into force in the future.

The TQMS assumes that the current process version and process versions that have been already released – but will only enter into force in the future – are taught within the context of qualification events. The linking is carried out in the dialogue for maintaining qualification master data. This is an administrative activity with a far-reaching organisational impact.

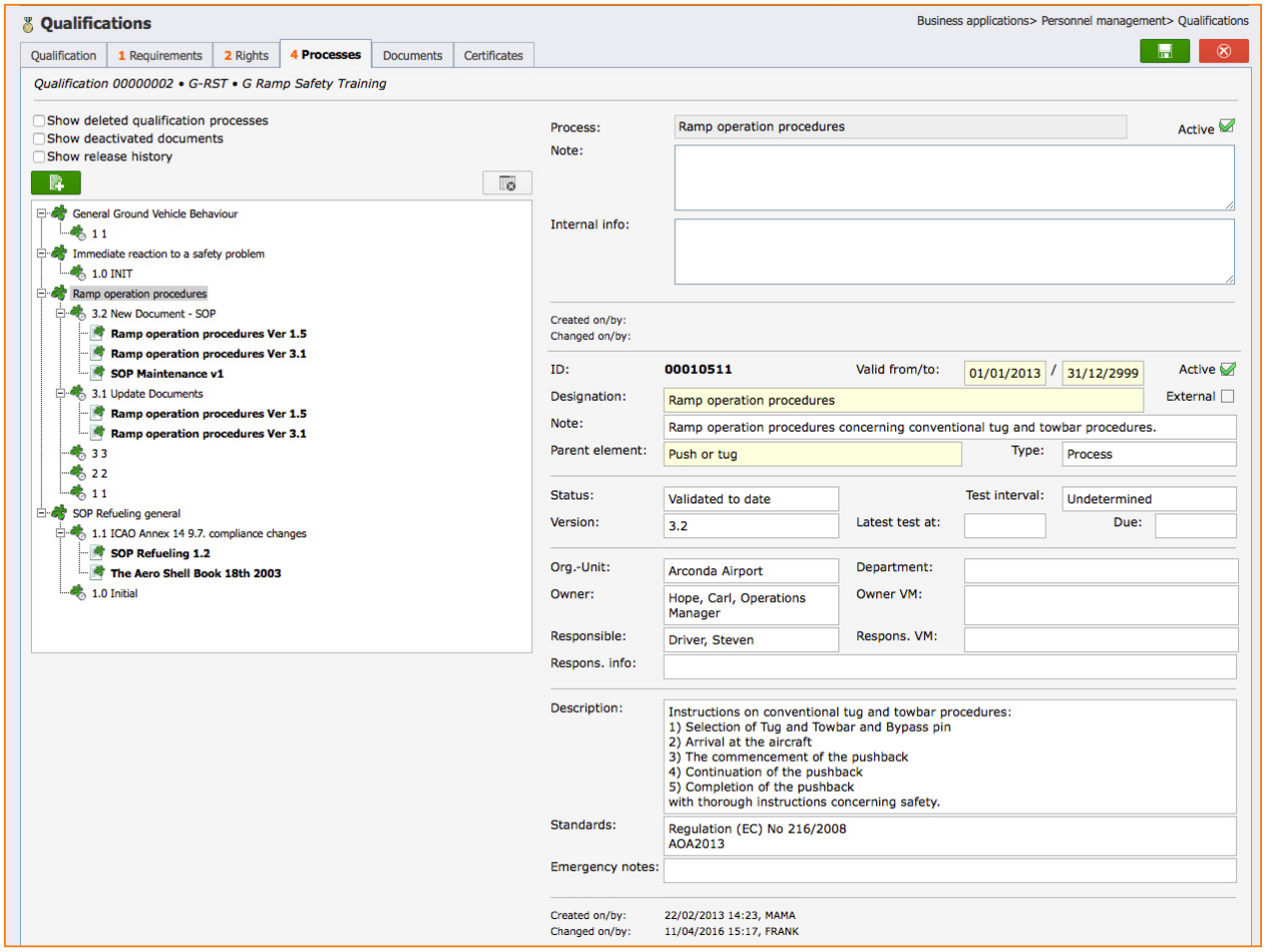
In addition to the "Personnel management" user right, a user must also be specifically authorised to maintain the master data for the respective qualification.

In the following example, the

"G Ramp Safety Training"

qualification is linked with the

processes "General Ground Vehicle Behaviour", "Immediate operation procedures", Ramp operation procedures" and "SOP Refueling general".



4 Read & Sign for all releases

Organisational (supporting) processes

In an ideal company, all processes are fully documented in process descriptions and every process deviation and change leads to a corrective process in the process chains to maintain this optimal status. In operational practice, it is mainly the processes which are particularly important from a qualitative, safety or environmental point of view that are described in detail.

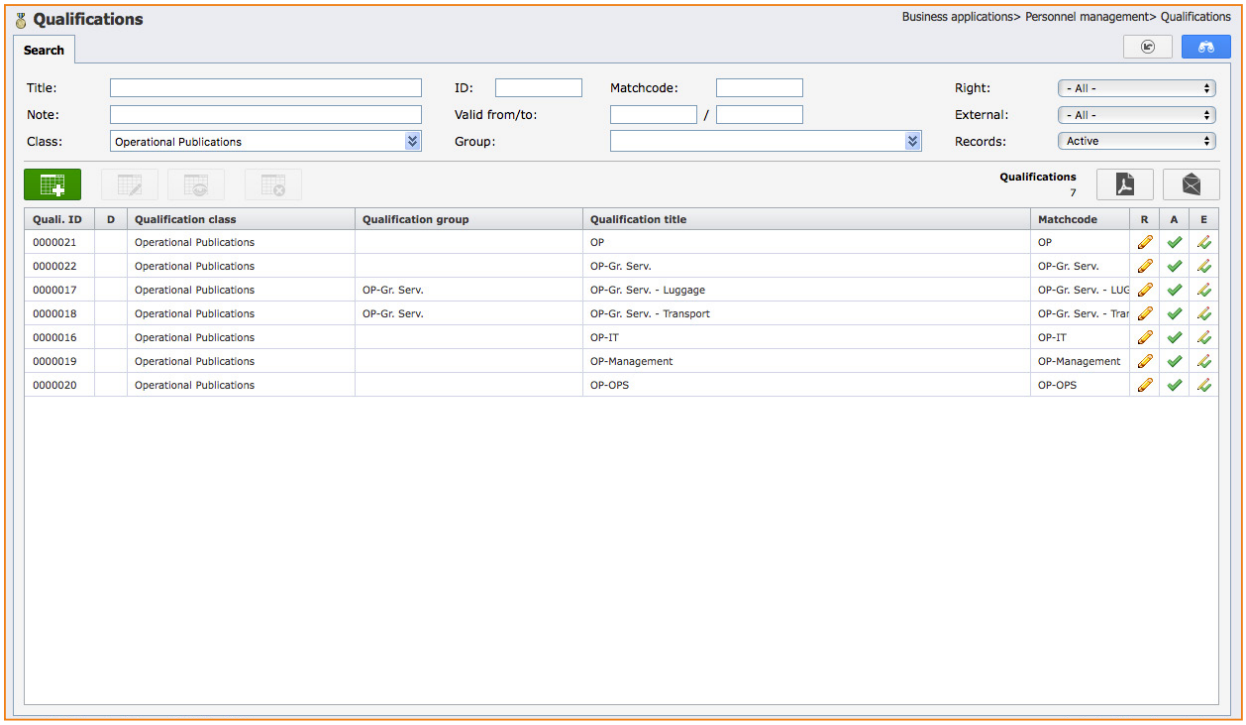
In addition to these processes there are areas that are not explicitly documented in process descriptions, but are probably subject to changes, which need to be acknowledged by employees and taken into consideration in their daily routine.

The eControl Read & Sign functionality can be used to ensure acknowledgement of any releases.
The process tree can be enlarged by various nodes, which reflect the respective organisational areas. eControl supports multi-level structured tree structures, so that every organisational requirement can be implemented.

In the following example the “999” node represents the whole company and the nodes “010”, “020”, “010”, “020”, “030” and “040 the operational areas. The operational area “020” should also be subdivided into the departments “010” (Luggage department) and “020” (Transport department). After the required enlargements have been added in, the process and system tree are expanded through the branch depicted below:

Qualifications are then to be created for the individual company areas and nodes.

The “OP” qualification represents general company-wide releases. The “OP Gr. Serv.” qualification is provided to regulate the releases that are relevant for the “Gr. Serv.”(Ground service) operational area.



The qualifications are then to be linked with the organisation-specific processes from the aforementioned process tree.

Employees in the “OP Gr. Serv.” department are now to be formally trained through participation in “Pro-Forma” qualification events for “OP” and “OP Gr. Serv.”.

Releases or documents can be subsequently assigned to the organisational processes. The Read & Sign functionality is available without restrictions when updating the respective process version.

eControl provides a standard procedure for this purpose, in order to be able to plan, implement and lawfully verify throughout the company the releases of process versions with compulsory publications and the release of any additional documents.

5 Rough planning of the Read & Sign process

The following steps can be roughly outlined for Read & Sign:

- **Step 1: Determine training status**
  Which people have been trained on which process version and for how long are the achieved qualifications valid?

- **Step 2: Update process version**
  Process changes must be assessed by the process owner – possibly in cooperation with the training department or responsible department. The scheduling of new coming into force process versions is particularly important from an organisational perspective. A sufficient period of time is to be determined for refresher training.

- **Step 3: Integrate documents into the Read & Sign process**
  The process change is to be documented in such a way that it can be reliably internalised in an autodidact procedure or with the support of line managers.

- **Step 4: Verify version management**
  The effects of the process version changes on the employee's qualification status are to be saved in a verifiable manner.

- **Step 5: Send Read & Sign notifications**
  The affected employees and possibly their superiors are to be notified of the Read & Sign requirement. The current process version, including all documents, must be available to the affected employees.

- **Step 6: Acknowledgement by personnel**
  The acknowledgement of process changes is to be saved by digital signature in line with auditing requirements.

- **Step 7: Prove acknowledgements**
  The acknowledgement process can be monitored to avoid the effects of acknowledgements not being made.

- **Step 8: Transfer of qualification status to third-party systems**
  The qualification status is to be passed on to any third party systems.

5.1 Step 1: Determine training status

„Which employees have been trained, when and in which version?“

Before the release of a new process version, the effects that the changes will have on existing qualifications must be checked. Several factors must be taken into account to determine the effect on existing qualifications:

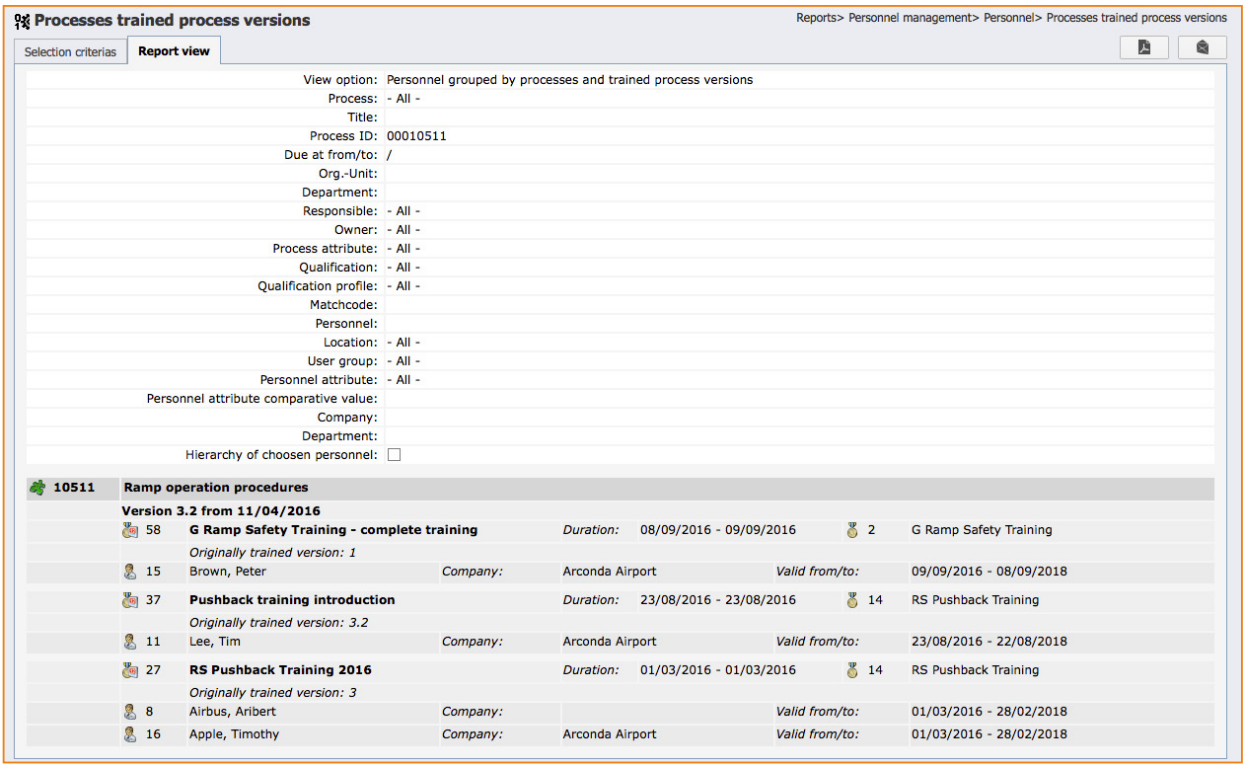
“How many currently qualified people are affected by a process change?”

The report:

„Reports > Personnel management > Personnel > Processes trained process versions“

is available to answer this question.

In the following example, it is queried which and when people have been trained in the “Ramp operation procedures” instructions. The need for refresher training to be performed by the training or technical department can then be determined, if refresher training is necessary.



Processes trained process versions

Reports> Personnel management> Personnel> Processes trained process versions

Selection criterias | **Report view**

View option:	Personnel grouped by processes and trained process versions
Process:	- All -
Title:	
Process ID:	00010511
Due at from/to:	/
Org.-Unit:	
Department:	
Responsible:	- All -
Owner:	- All -
Process attribute:	- All -
Qualification:	- All -
Qualification profile:	- All -
Matchcode:	
Personnel:	
Location:	- All -
User group:	- All -
Personnel attribute:	- All -
Personnel attribute comparative value:	
Company:	
Department:	
Hierarchy of choosen personnel:	☐

10511	**Ramp operation procedures**						
Version 3.2 from 11/04/2016							
58	**G Ramp Safety Training - complete training**		*Duration:*	08/09/2016 - 09/09/2016		2	G Ramp Safety Training
	Originally trained version: 1						
15	Brown, Peter	*Company:*	Arconda Airport		*Valid from/to:*		09/09/2016 - 08/09/2018
37	**Pushback training introduction**		*Duration:*	23/08/2016 - 23/08/2016		14	RS Pushback Training
	Originally trained version: 3.2						
11	Lee, Tim	*Company:*	Arconda Airport		*Valid from/to:*		23/08/2016 - 22/08/2018
27	**RS Pushback Training 2016**		*Duration:*	01/03/2016 - 01/03/2016		14	RS Pushback Training
	Originally trained version: 3						
8	Airbus, Aribert	*Company:*			*Valid from/to:*		01/03/2016 - 28/02/2018
16	Apple, Timothy	*Company:*	Arconda Airport		*Valid from/to:*		01/03/2016 - 28/02/2018

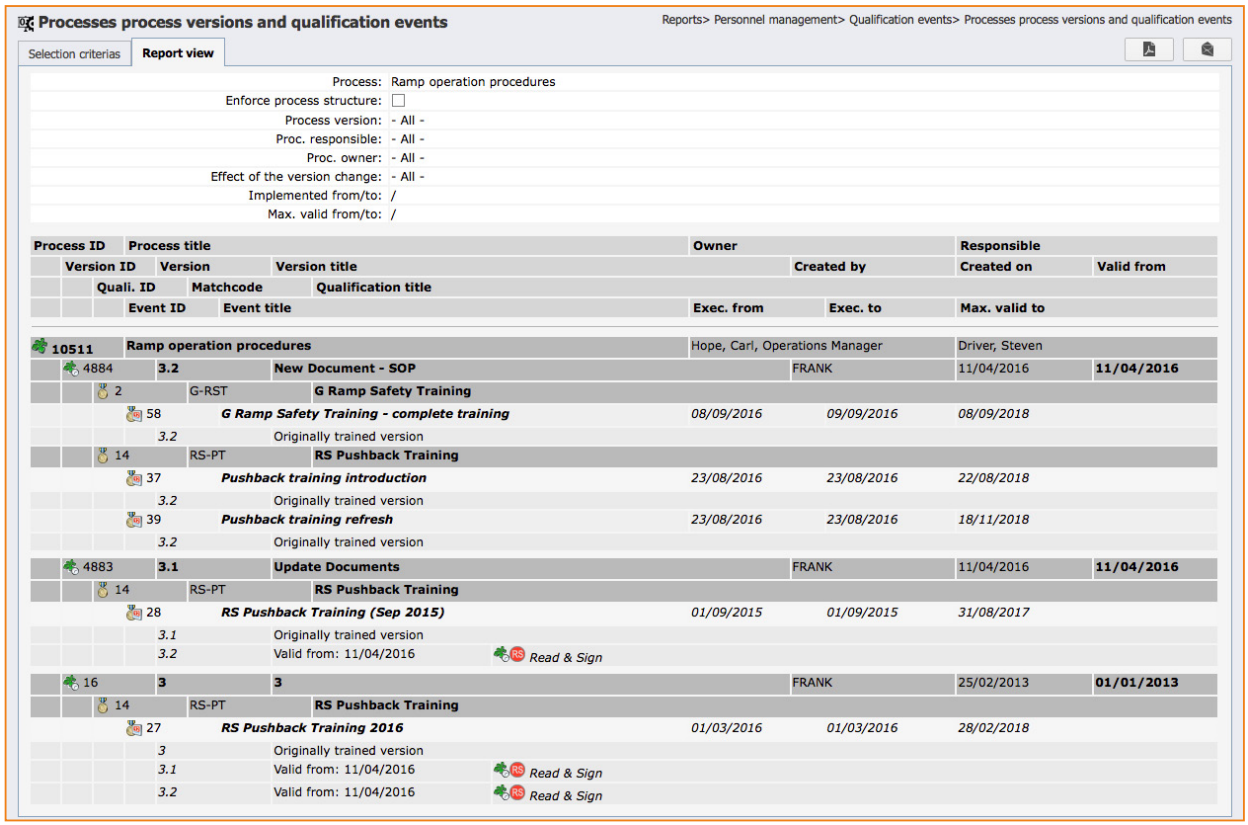
"Which process versions were originally taught?"

The current qualified people may have already acknowledged new process versions several times via the Read & Sign procedure, whereby every additional Read & Sign change increases the delta between training content and the latest process version. (Partial) refresher training may be necessary to guarantee the qualification level.

eControl TQMS makes the report

"Report > Personnel management > Qualification events > Processes process versions and qualification events"

available, in order to clearly provide the connection between the qualification event and the latest process version. The following example shows the process versions in which the people currently qualified in "RS Pushback Training" were originally trained.



Processes process versions and qualification events

Reports> Personnel management> Qualification events> Processes process versions and qualification events

Selection criterias | **Report view**

Process: Ramp operation procedures
Enforce process structure: ☐
Process version: - All -
Proc. responsible: - All -
Proc. owner: - All -
Effect of the version change: - All -
Implemented from/to: /
Max. valid from/to: /

Process ID / Version ID / Quali. ID / Event ID	Process title / Version / Matchcode / Event title	Version title / Qualification title	Owner / Created by / Exec. from	Responsible / Exec. to	Created on / Max. valid to	Valid from
10511	Ramp operation procedures		Hope, Carl, Operations Manager		Driver, Steven	
4884	3.2	New Document - SOP		FRANK	11/04/2016	11/04/2016
2	G-RST	G Ramp Safety Training				
58		*G Ramp Safety Training - complete training*	*08/09/2016*	*09/09/2016*	*08/09/2018*	
	3.2	Originally trained version				
14	RS-PT	RS Pushback Training				
37		*Pushback training introduction*	*23/08/2016*	*23/08/2016*	*22/08/2018*	
	3.2	Originally trained version				
39		*Pushback training refresh*	*23/08/2016*	*23/08/2016*	*18/11/2018*	
	3.2	Originally trained version				
4883	3.1	Update Documents		FRANK	11/04/2016	11/04/2016
14	RS-PT	RS Pushback Training				
28		*RS Pushback Training (Sep 2015)*	*01/09/2015*	*01/09/2015*	*31/08/2017*	
	3.1	Originally trained version				
	3.2	Valid from: 11/04/2016 Read & Sign				
16	3	3		FRANK	25/02/2013	01/01/2013
14	RS-PT	RS Pushback Training				
27		*RS Pushback Training 2016*	*01/03/2016*	*01/03/2016*	*28/02/2018*	
	3	Originally trained version				
	3.1	Valid from: 11/04/2016 Read & Sign				
	3.2	Valid from: 11/04/2016 Read & Sign				

"What effects do version changes have on the currently held or planned qualification events?"

When changing a process version, eControl analyses if the qualification events have already taken place. If a qualification event has not yet been completed, the person responsible for the process can determine whether the process change is relevant when updating the process version (see section „5.6 Step 6: Acknowledgement by personnel").

5.2 Step 2: Update process version

„What significance does the process version have?"

In terms of a systematic version management system, the process version is to be updated precisely when the process or its process description has been changed in terms of content. This procedure is usually to be saved in specific procedural instructions (e.g. DIN EN ISO 9001) for controlling documents and it is flexibly converted by the eControl system into the respectively desired form. The process version is of central importance from the perspective of this Read & Sign white paper. Every Read & Sign process assumes a new process version (!).

"What is the significance of the validity date of a process version for qualified employees?"

A process version is valid from the validity date - generally until the next periodic check of the process at the latest that is saved in the process master data.

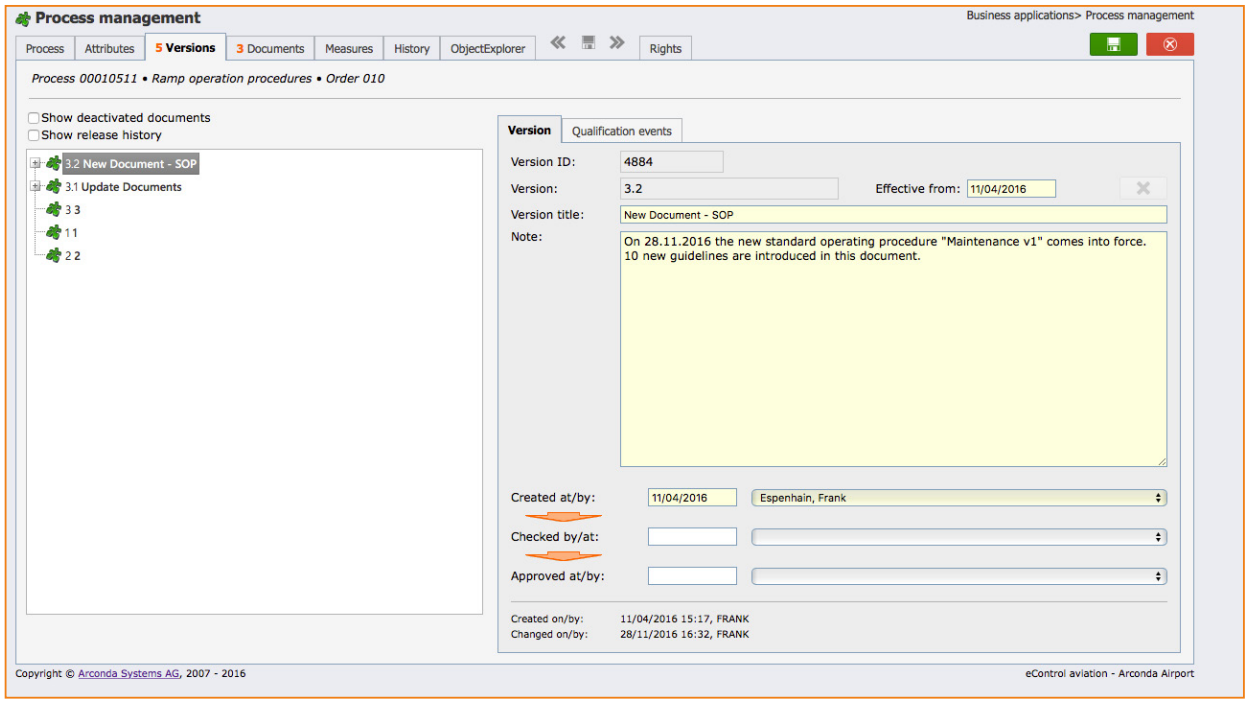
With a version change, which requires refresher training or the Read & Sign confirmation focussed on in this white paper (see section „5.1 Step 1: Determine training status"), all qualifications expire in a fully automated manner with the new coming into force process version. After the user has confirmed acknowledgement via Read & Sign, the previously reduced qualification period is restored.

"How are process changes documented?"

Process changes are primarily described in the saved process documents and process units. eControl requests that those people responsible for the process also save an indicative version title and a detailed description of the anticipated changes in the version notes.

With the help of this detailed description, the user should be able to locate and understand all changes to a process description, even if these are extensive.

In the following example a new guideline document came into force from 10.04.2016 and the relevant effects for the user are to be taken from the explanatory text:



"What impact do process changes have on qualifications?"

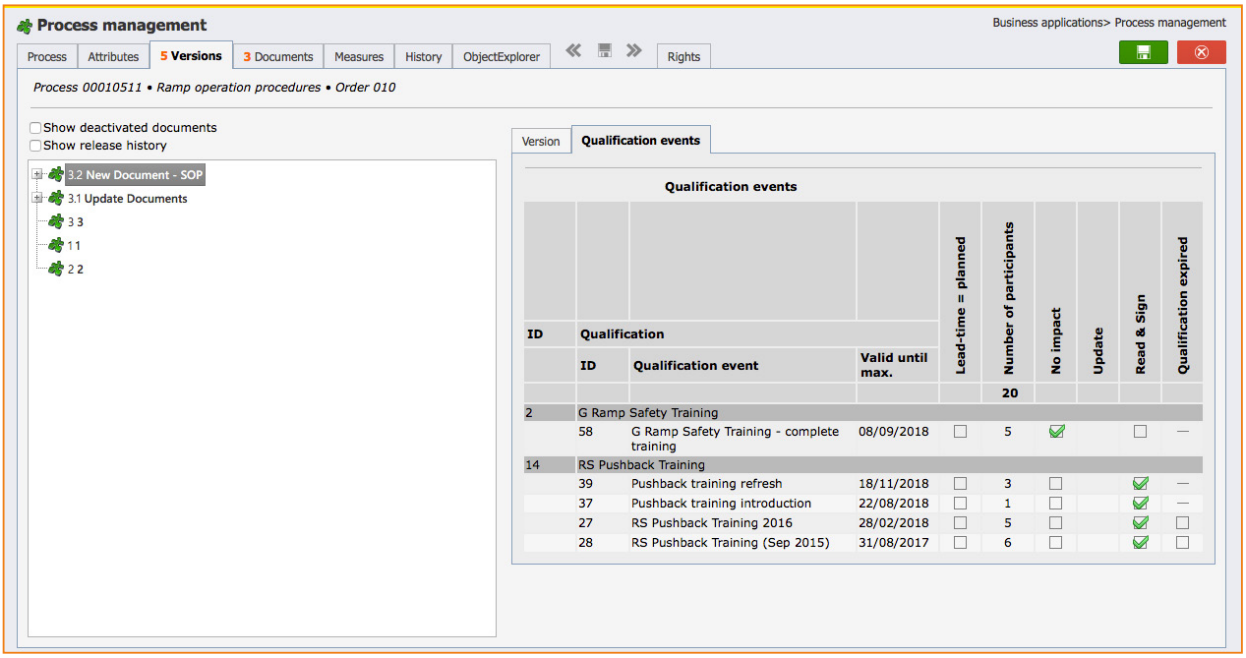
In qualification events qualifications are taught that may be linked with processes in the respective valid process version. When updating a process version qualification events are to be checked that show currently qualified personnel.

In the following example, the "Ramp operation procedures" have been changed.

The procedural instructions are linked with the "G Ramp Safety Training" and "RS Pushback training" qualifications.

The qualifications of five participants who took part in the "G Ramp Safety Training - complete training" on 08.09.2015 were affected by the "G Ramp Safety Training".

In the case of the "RS Pushback Training" qualification a total of 15 employees were affected from four training courses.



The person responsible for the process can control in a differentiated manner the effect that the version change should have for each event.

In the present case the person responsible for the process decides that the version change from Version "3.1" into Version "3.2" is not relevant (no impact) for the "G Ramp Safety Training".

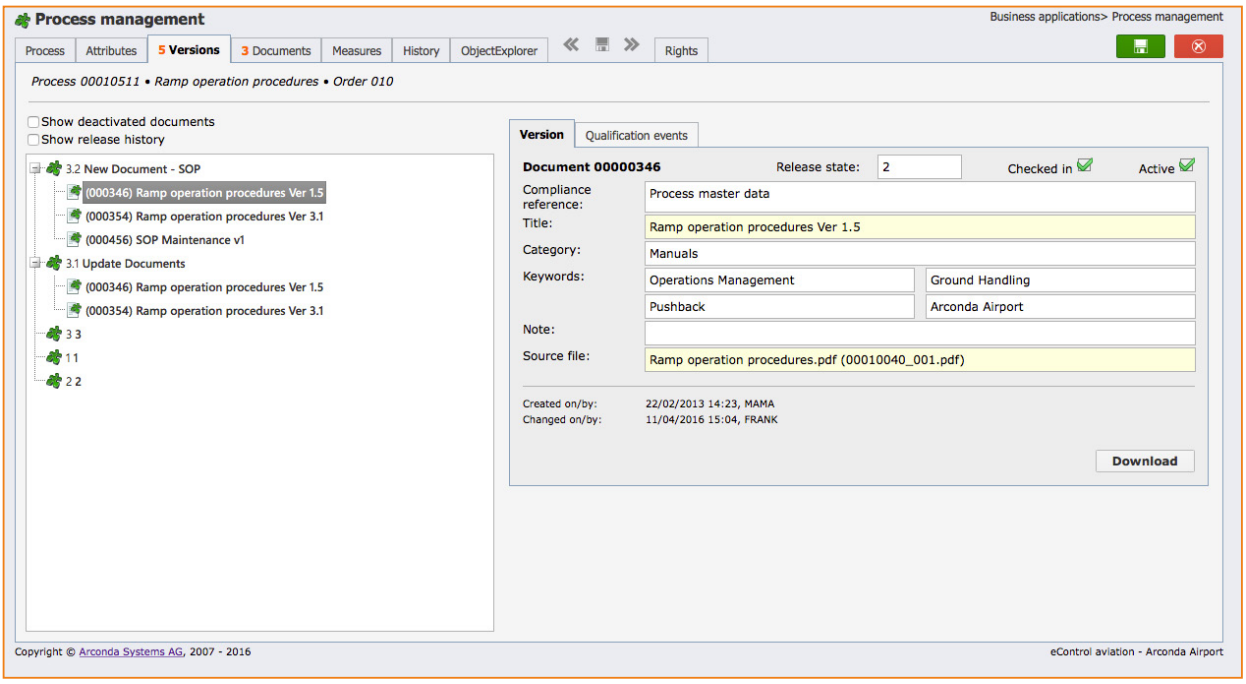
On the other hand all people qualified in "RS Pushback Training" must go through the Read & Sign process, in order to be still qualified when Version "3.2" comes into force.

5.3 Step 3: Integrate documents into the Read & Sign process

Documents are particularly important for process management, because processes are only described in detail in the saved process documents and process attachments. After the person responsible for the process has updated the process specific document archive, it must also actively update the process version, whereupon the system in turn checks which qualification events are involved.

This process corresponds exactly to the procedure described in the previous question. A peculiarity of the document archive are the versions of the individual documents. eControl manages in a fully automated manner any number of document versions for every document. The versions of the individual documents and the overriding processes are not identical. The fully automated administration relieves the user from having to consolidate the process versions and associated document versions.

The following description shows that three documents are attached to Version "3.2", whereas process version "3.1" with the title "Update Documents" only shows two attached documents. If there are no new documents attached or existing annexes are discontinued, existing annexes can be updated through new files – this is precisely when the fully automated version management for documents starts.



5.4 Step 4: Verify version management

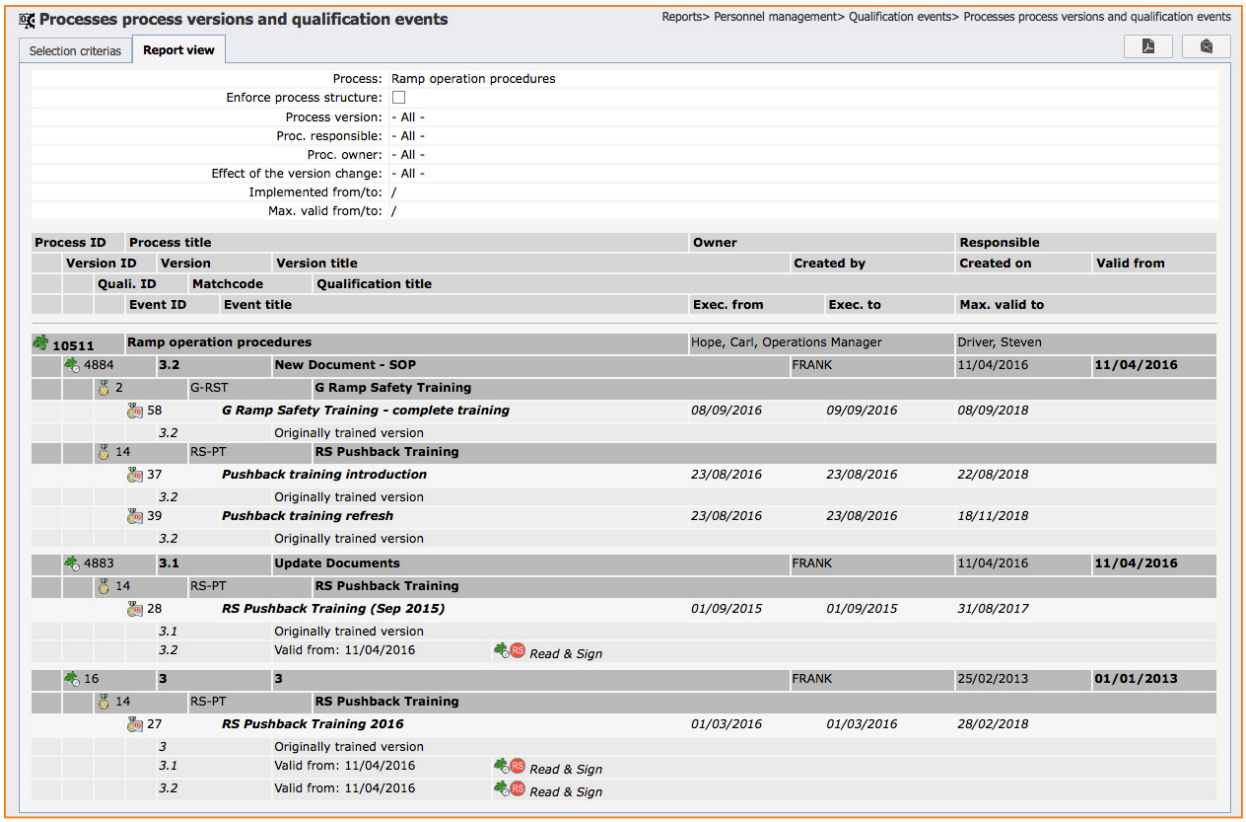
The mechanisms for projecting process versions onto the qualifications of employees must be verified in a suitable way.

A report is required that documents the effect this has on the training process for every process version.

The report:

„Reports > Personnel management > Qualification events > Processes process versions and qualification events“

documents which training is affected by the respective process versions in force.



Processes process versions and qualification events

Reports> Personnel management> Qualification events> Processes process versions and qualification events

Selection criterias | **Report view**

Process: Ramp operation procedures
Enforce process structure: ☐
Process version: - All -
Proc. responsible: - All -
Proc. owner: - All -
Effect of the version change: - All -
Implemented from/to: /
Max. valid from/to: /

Process ID	Process title	Owner	Responsible
10511	Ramp operation procedures	Hope, Carl, Operations Manager	Driver, Steven

Version ID	Version	Version title	Created by	Created on	Valid from
4884	3.2	New Document - SOP	FRANK	11/04/2016	11/04/2016
16	3	3	FRANK	25/02/2013	01/01/2013

Quali. ID	Matchcode	Qualification title
2	G-RST	G Ramp Safety Training
14	RS-PT	RS Pushback Training
14	RS-PT	RS Pushback Training
14	RS-PT	RS Pushback Training

Event ID	Event title	Exec. from	Exec. to	Max. valid to
58	*G Ramp Safety Training - complete training*	08/09/2016	09/09/2016	08/09/2018
3.2	Originally trained version			
37	*Pushback training introduction*	23/08/2016	23/08/2016	22/08/2018
3.2	Originally trained version			
39	*Pushback training refresh*	23/08/2016	23/08/2016	18/11/2018
3.2	Originally trained version			
28	*RS Pushback Training (Sep 2015)*	01/09/2015	01/09/2015	31/08/2017
3.1	Originally trained version			
3.2	Valid from: 11/04/2016 Read & Sign			
27	*RS Pushback Training 2016*	01/03/2016	01/03/2016	28/02/2018
3	Originally trained version			
3.1	Valid from: 11/04/2016 Read & Sign			
3.2	Valid from: 11/04/2016 Read & Sign			

5.5 Step 5: Send Read & Sign notifications

"How are Read & Sign notifications sent?"

The eControl TQMS sends, in a fully automated manner, Read & Sign notifications in the form of e-mails to the qualified employees and the respective hierarchical superiors.

A sample of an e-mail notification is given below:

Arconda Airport
Ben Marconi
Airport Service ()

Dear Mr. Marconi,

Due to a process change you have to familiarize yourself with the new process documentation for your qualification RS Pushback Training.
Confirm the acknowledgment by signature, in eControl under the menu item "My eControl" or directly from this email out with the following link:
[Situation -including third parties- taken due note]
(The link creates a new email in your email client. Please send the email without changes)

Your qualification expires on 17.01.2017 if you do not confirm the "Read & Sign"-Request.

Kind regards,

Training department

"When is the Read & Sign notification sent?"

The fully automated sending of e-mails occurs directly after confirmation of the Read & Sign requirement in real-time. The immediate sending is important for process changes which take immediate effect, because employees are no longer formally qualified until they have confirmed the Read & Sign acknowledgement. The faster these employees confirm the Read & Sign acknowledgements, the less this impacts upon the availability of qualified personnel.

"Who is notified?"

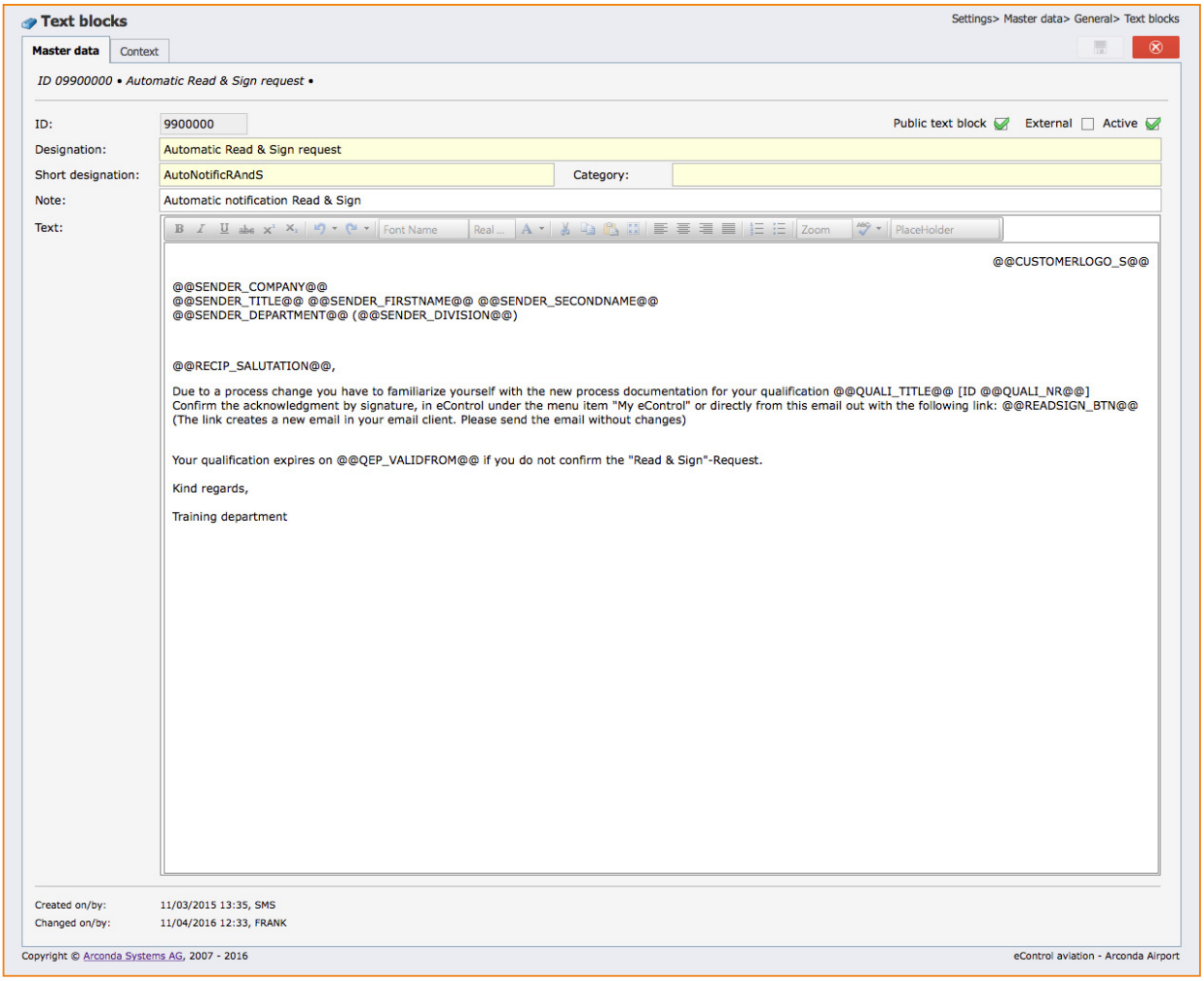
Qualified personnel are automatically notified. If employee hierarchies have been defined in eControl TQMS for the hierarchical (direct) superiors, they will also be automatically notified. The aim is to actively involve the hierarchical superiors in the Read & Sign process. This involvement can, for example, occur through group instructions or personally demanding the Read & Sign acknowledgements.

"How do qualified employees with no e-mail access receive Read & Sign notifications?"

Employees with no e-mail access can be reached via the hierarchical superiors. These hierarchical superiors must have e-mail access, as there are no plans to send Read & Sign messages by post.

How can the Read & Sign notifications be processed in terms of content?

The eControl system has text modules which can be edited and formatted by the customer for a wide variety of system messages. The "Automatic Read & Sign requirement" system text module is provided for the Read & Sign notifications, which can be adapted by the customer if necessary.



"Can Read & Sign e-mail notifications be stopped?"

The sending of e-mail messages can generally be deactivated, if this is contrary to company policy. In addition, notification by e-mail can be stopped by removing the place holder for the e-mail link from the text module.

"Can Read & Sign notifications be sent again by e-mail?"

Additional messages, such as a renewed request to fulfil the Read & Sign requirements, can be sent by the eControl post centre at any time if necessary.

5.6 Step 6: Acknowledgement by personnel

The system essentially provides three possibilities for acknowledgement:

- **By the qualified participant**
  - E-Mail-link
  - My eControl - Read & Sign
- **By the hierarchical superior**
  - My eControl - Read & Sign

Acknowledgement via eControl link

A Read & Sign notification sent by eControl TQMS usually contains a link, which allows fully automated posting of the acknowledgement by the respective e-mail recipient:

Arconda Airport
Ben Marconi
Airport Service ()

Dear Mr. Marconi,

Due to a process change you have to familiarize yourself with the new process documentation for your qualification RS Pushback Training.
Confirm the acknowledgment by signature, in eControl under the menu item "My eControl" or directly from this email out with the following link:
[**Situation -including third parties- taken due note**]
(The link creates a new email in your email client. Please send the email without changes)

Your qualification expires on 17.01.2017 if you do not confirm the "Read & Sign"-Request.

Kind regards,

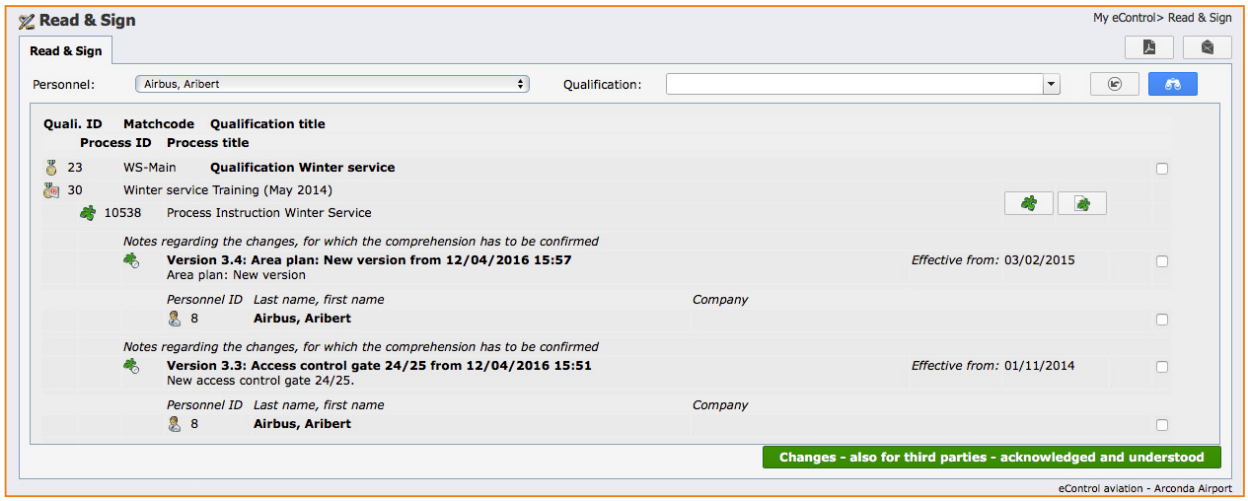
Training department

For security reasons the posting does not occur immediately by clicking on the link. This click activates the generation of a specific coded e-mail, which is to be sent by the informant without further processing and it is subsequently used by eControl TQMS for posting the Read & Sign acknowledgement.

My eControl (Qualifier)

Every eControl user can see information about their own qualifications in the My eControl menu item.

The My eControl - Read & Sign menu item is used to process Read & Sign notifications:



Grouped according to qualification events, in which "Airbus, Aribert" took part as in the aforementioned example, the changes, which need to be acknowledged, are listed for the respective qualification.

"Airbus, Aribert" should, like every other employee, confirm acknowledgement of the *"Process Instruction Winter Service"*. In this case a change to the *"Area plan" and "Access control gate"* is to be signed. Furthermore the *"W Winter service performance"* qualification can only be maintained if *"Airbus, Aribert"* also confirms the "3.3" and "3.4" version changes.

A click on the button activates an entry into the detailed process documentation. Downloading of the potentially change-relevant documents can happen here.

With a click on the button the process sheet can also be called up as a PDF.

After the acknowledgement of one or several Read & Sign requirements has taken place, this can be posted in the system in line with auditing requirements with a click on the button:

Changes - also for third parties - acknowledged and understood

My eControl (Superior)

A hierarchically superior employee can retrieve qualification information about him/herself and those who are hierarchically subordinated to him/her via the "My eControl" menu item.

This functionality supports hierarchical superiors, for example, in training groups of several persons.

This Read & Sign acknowledgement by the hierarchical superiors must also be made if employees have neither access to the eControl system nor an e-mail account.

If requested, with a click on the button a signature list for employees taking part in the group instruction can be generated.

Read&Sign

Print date: 29/11/2016
By: Frank Espenhain

Selection criterias

Personnel:
Qualification: RS Pushback Training

Quali. ID	Matchcode	Qualification title
Process ID	**Process title**	
14	RS-PT	**RS Pushback Training**
28	RS Pushback Training (Sep 2015)	
10511	Ramp operation procedures	

Notes regarding the changes, for which the comprehension has to be confirmed

Version 3.2: New Document - SOP from 11/04/2016 15:17 *Effective from:* 11/04/2016
On 28.11.2016 the new standard operating procedure "Maintenance v1" comes into force. 10 new guidelines are introduced in this document.

Personnel ID	*Last name, first name*	*Company*	
17	**Drive, Daniel**	Arconda Airport	
9	**Hope, Bob**	Arconda Airport	
11	**Lee, Tim**	Arconda Airport	
19	**Wellington, Tom**	Arconda Airport	

5.7 Step 7: Substantiate acknowledgements

The proof of acknowledgements of the Read & Sign requirements is of major significance in addition to verification of the version management.

The eControl TQMS provides the report:

"Reports > Personnel management > Personnel > Process versions status and qualification participations"

which indicates the qualification event participants affected by Read & Sign for every process version change, including the present completion status as well as any completion date.

Process versions status and qualification participations

Reports:> Personnel management:> Personnel:> Process versions status and qualification participations

Selection criterias | Report view

Process: Ramp operation procedures
Enforce process structure: ☐
Originally trained version: - All -
Responsible: - All -
Owner: - All -
Max. valid from/to: /
Personnel:
Location: - All -
User group: - All -
Personnel attribute: - All -
Personnel attribute comparative value:
Company:
Department:
Hierarchy of choosen personnel: ☐

Process ID / Version ID / Quali. ID / Event ID / Pers. ID	Process title / Originally trained version / Matchcode / Event title / Last name, first name	Qualification title / Company	Department	Location	Owner / Created by / Exec. from / Personnel type	Exec. to / Int./Ext.	Responsible / Created on / Max. valid / Valid to	Valid from / Accepted on	act. version
10511	**Ramp operation procedures**				Hope, Carl, Operations Manager		Driver, Steven		
4883	**Version 3.1: Update Documents**					FRANK	11/04/2016	**11/04/2016**	
14	RS-PT	RS Pushback Training							
28	RS Pushback Training (Sep 2015)				01/09/2015	01/09/2015	31/08/2017		
27	RS Pushback Training 2016				01/03/2016	01/03/2016	28/02/2018		
7	*Boeing, Bodo*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*Internal*	*10/04/2016*		**3.1**
8	*Airbus, Aribert*			*Arconda Airport*	*Participant*	*Internal*	*28/02/2018*	*13/04/2016*	**3.1**
15	*Brown, Peter*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*External*	*10/04/2016*		**3.1**
16	*Apple, Timothy*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*External*	*28/02/2018*	*13/04/2016*	**3.1**
20	*Bird, Tom*			*Arconda Airport*	*Participant*	*External*	*10/04/2016*		**3.1**
4884	**Version 3.2: New Document - SOP**					FRANK	11/04/2016	**11/04/2016**	
2	G-RST	G Ramp Safety Training							
58	G Ramp Safety Training - complete training				08/09/2016	09/09/2016	08/09/2018		
14	RS-PT	RS Pushback Training							
37	Pushback training introduction				23/08/2016	23/08/2016	22/08/2018		
39	Pushback training refresh				23/08/2016	23/08/2016	18/11/2018		
28	RS Pushback Training (Sep 2015)				01/09/2015	01/09/2015	31/08/2017		
6	*Maschke, Markus*	*Arconda Airport*	*IT*	*Arconda Airport*	*Participant*	*Internal*	*10/04/2016*		**3.2**
9	*Hope, Bob*	*Arconda Airport*	*OPS*	*Arconda Airport*	*Participant*	*Internal*	*10/04/2016*		**3.2**
10	*Smith, Barbara*	*Arconda Airport*	*BC*	*Arconda Airport*	*Participant*	*Internal*	*10/04/2016*		**3.2**
11	*Lee, Tim*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*Internal*	*10/04/2016*		**3.2**
17	*Drive, Daniel*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*External*	*10/04/2016*		**3.2**
19	*Wellington, Tom*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*External*	*10/04/2016*		**3.2**
27	RS Pushback Training 2016				01/03/2016	01/03/2016	28/02/2018		
7	*Boeing, Bodo*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*Internal*	*10/04/2016*		**3.2**
8	*Airbus, Aribert*			*Arconda Airport*	*Participant*	*Internal*	*28/02/2018*	*13/04/2016*	**3.2**
15	*Brown, Peter*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*External*	*10/04/2016*		**3.2**
16	*Apple, Timothy*	*Arconda Airport*	*Ramp Services*	*Arconda Airport*	*Participant*	*External*	*28/02/2018*	*13/04/2016*	**3.2**
20	*Bird, Tom*			*Arconda Airport*	*Participant*	*External*	*10/04/2016*		**3.2**

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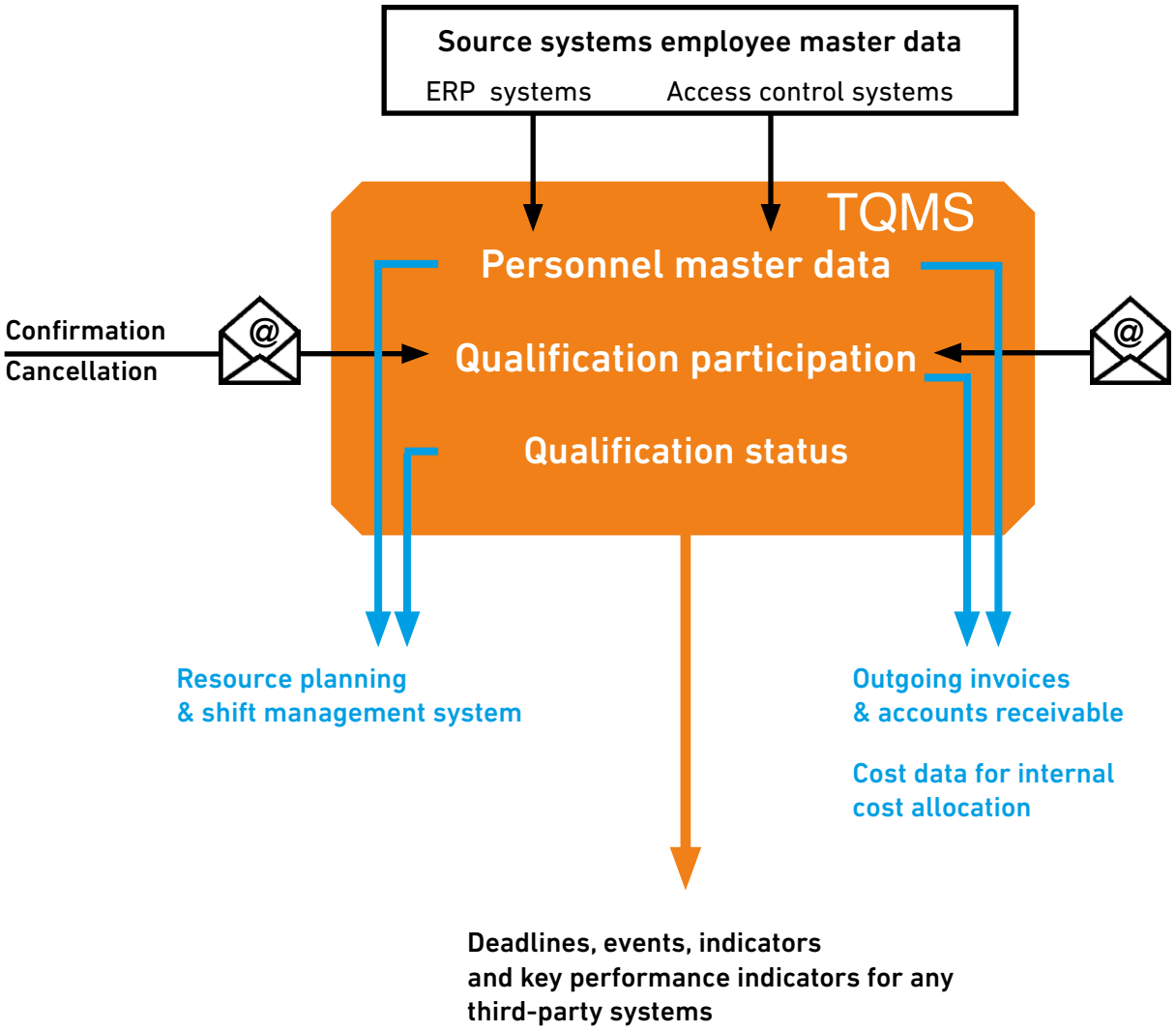
5.8 Step 8: Transfer of qualification status to third-party systems

eControl can provide downstreamed data processing systems such as access control systems or shift planning systems via system interfaces with currently qualified employees.

The use of these interface options can eliminate the risk of missing or expired qualifications going unnoticed for various processing processes.

The following diagram shows an overview of the most important external TQMS interfaces. For further information please contact our technical support.



eControl

- Process Management
- Operation Management
- Safety Management
- Audit Management
- Qualification Management
- Compliance Management
- Environmental Bird Control Management

Customers:

BADEN-AIRPARK® FLUGHAFEN KARLSRUHE / BADEN-BADEN
Flughafen Stuttgart
FBB FLUGHAFEN BERLIN BRANDENBURG
MÜNSTER OSNABRÜCK INTERNATIONAL AIRPORT
LEIPZIG·HALLE AIRPORT
ALBRECHT DÜRER AIRPORT NÜRNBERG
Beiersdorf
AIRPORT WEEZE
Dortmund Airport 21
hannover airport
Köln Bonn Airport
Schütz & Co
Da sind Sie einfach hin & weg! Allgäu Airport
DAVVL e.V.
District Government of Upper Bavaria
AIRPORT SAARBRÜCKEN SCN

Customers international:

Birmingham Airport
Administration de la Navigation Aérienne
Flughafen BERN BELP
PEOPLE'S BUSINESSAIRPORT ST.GALLEN-ALTENRHEIN
MALTA INTERNATIONAL AIRPORT

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