

Guided documents with Read & Sign

Whitepaper

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1 Guided documents

(EU) Regulation 139/2014

Version management for process-relevant documents is a complex task and a prerequisite for the smooth running of any management system.

General requirements for the documentation of airport operators are specified in (EU) regulation 139/2014:

ADR.OR.E.010 Documentation requirements

- (a) The aerodrome operator shall ensure the availability of any other documentation required and associated amendments.
- (b) The aerodrome operator shall be capable of distributing operational instructions and other information without delay.

Every process flow is described in process descriptions, work and service instructions, handbooks, legislative texts and regulations. The implementation of these guidelines by trained personnel ensures that processes can proceed without any derivation in compliance with all guidelines.

With every change of these process-relevant documents it must be ensured that all employees are informed in good time about the process changes, so that the process flow is in line with the new requirements from when the change comes into effect.

This point, which is essential for a management system, was emphasised in the permissible verification procedure and implementation instructions:

AMC1 ADR.OR.D.015(d);(e) Personnel requirements

DISTRIBUTION OF RULES AND PROCEDURES

The aerodrome operator should have a system in place to distribute the rules and procedures to personnel to exercise their duties and responsibilities.

GM1 ADR.OR.D.015(d);(e) Personnel requirements

DISTRIBUTION MEANS OF RULES AND PROCEDURES

The aerodrome operator may use electronic means, or conventional means to distribute rules and procedures to personnel. The method used should verify that the information reached the intended recipient.

Document management in the eControl aviation Training and Qualification Management (TQMS) software module guarantees implementation of these requirements in accordance with the law.

Management systems in general - DIN (EN) ISO 9001

A glance at the standard "DIN (EN) ISO 9001" reveals the following:

Section 4.2 Documentation requirements

The quality management system documentation shall include

- c) documented procedures and records required by this International Standard, and
- d) documents, including records, determined by the organization to be necessary to ensure the effective planning, operation and control of its processes.

Guided documents are, of course, also an element of a quality management system according to DIN (EN) ISO 9001.

In the context of this standard guided documents include all process-relevant documents, the current status of which must be available in the company, and for which any changes, including the release of the amended versions, must be performed in a well-regulated process.

2 Read & Sign for guided documents

The distribution of documents and document versions and the verification of the acknowledgement of these changes is an organisational necessity.

The documentation of processes and systems, including the associated documents or document versions, is a basic component of every management system. These operationally relevant documents and notifications include written documentation on the processes and systems.

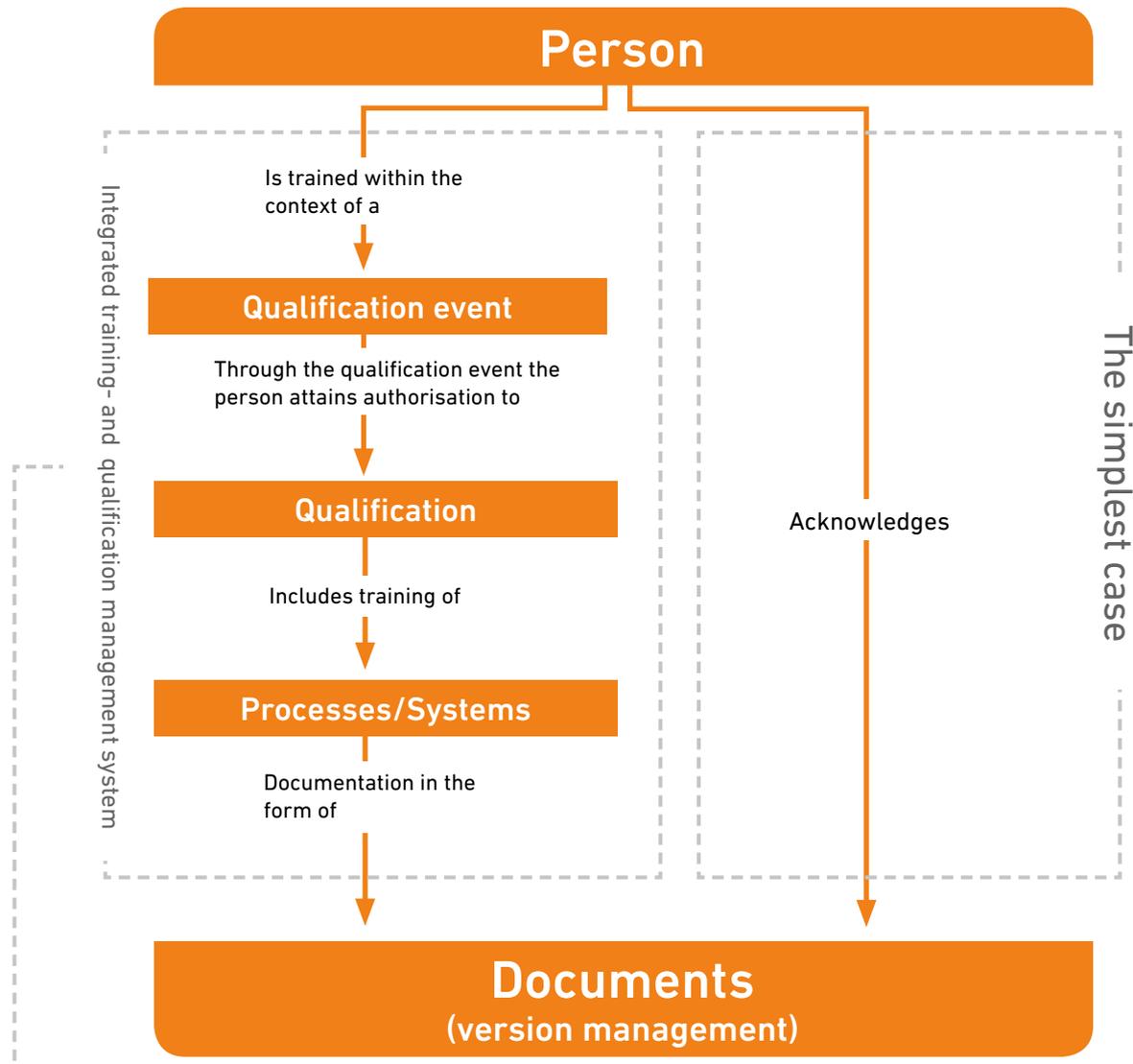
Not just EASA and ICAO but every management system requires that employees have been trained in the current process documentation and are therefore in a position to deal with the process chain correctly.

As soon as new process versions are available in the form of new documents, these must be distributed to the relevant group of people. There then needs to be acknowledgement of these amendments in line with auditing requirements, so that it can be proven to third parties at any time that all employees are working with the latest document version.

In the simplest case a distribution of document versions including the associated supporting documents can be done with eControl.

The elements "Personnel were trained on .." in the use of documents XY and "in doing so attained the qualification ABC" can be activated at any time.

A simple introduction can be made with eControl aviation, which can be gradually transferred into an integrated management system.

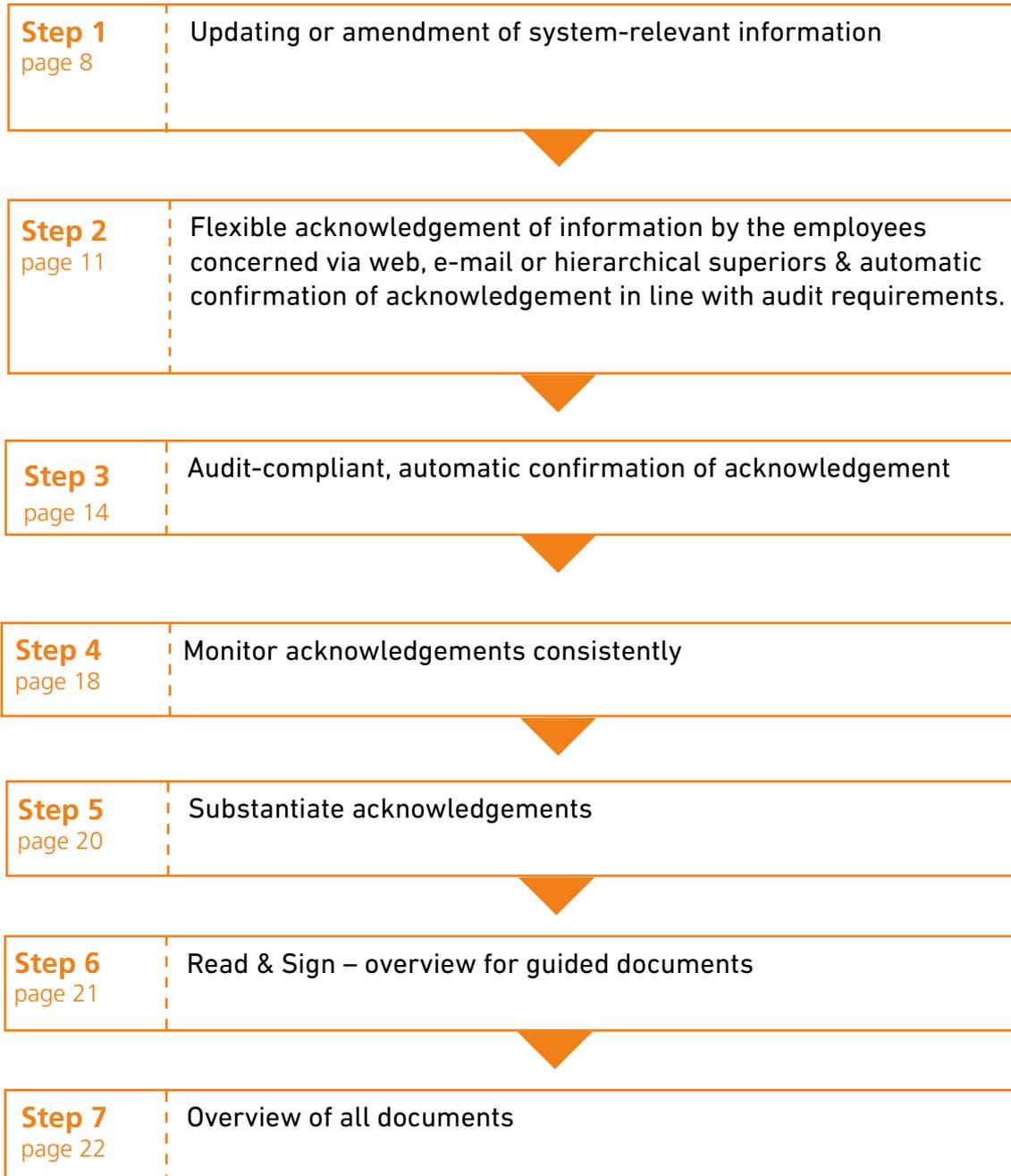


Further information about this procedure can be found in our Whitepaper: „Read & Sign“

3 Read & Sign – the simplest case

The simplest case and introduction should be highlighted in this white paper – Read & Sign for any documents.

This is the process in summary:



3.1 Step 1: Compile new documents/update document versions

Which documents and information can be included?

Which documents can be guided?

When updating system-relevant information the information content and how it is documented are not important.

The information can either be:

- **New document** (any file format)
- **Amended document** (any file format) or
- **General information text / operational publications**
(e.g. "Safety audit for the ground service area on 03.02.2017")

How are employees assigned?

Classification takes place via "Information containers". In this way it is established for which

- **Internal employees** or
- **External people**

the information is relevant.

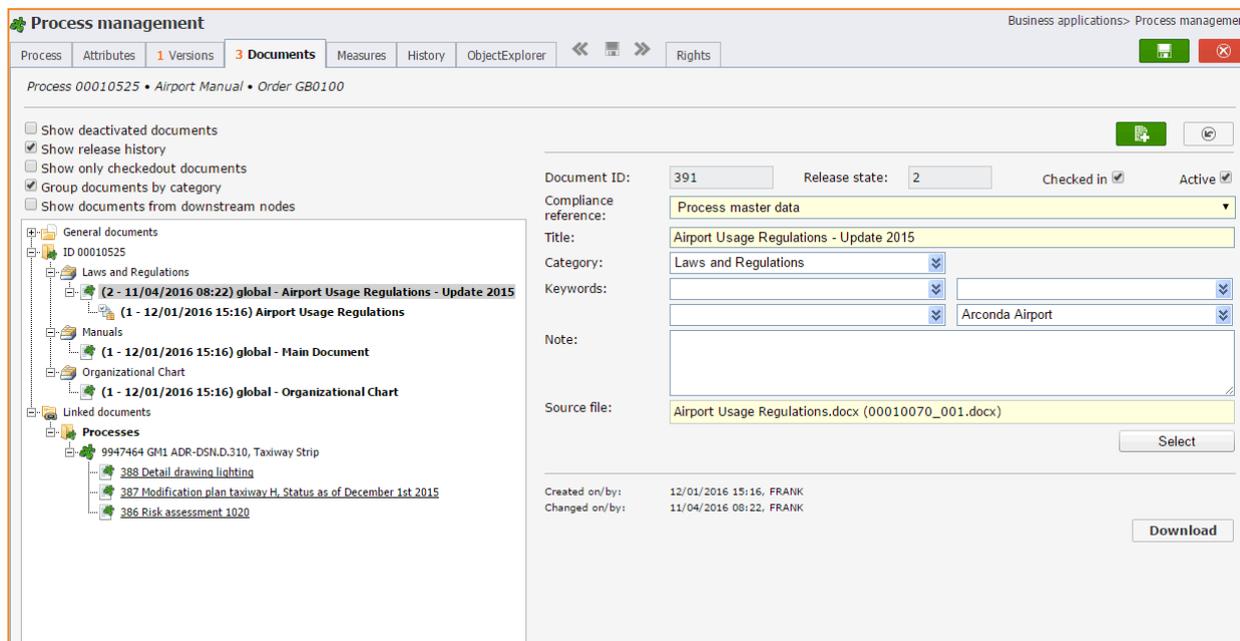
It is optional how these "Information containers" are structured:



Fully automated version management for updated documents.

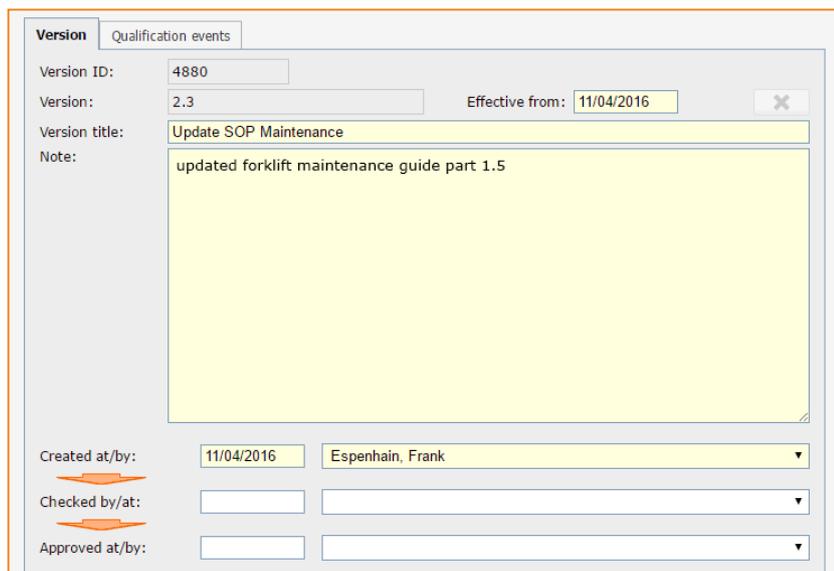
The eControl system carries out fully automated version management in the background, which ensures that old document versions can also be provided if necessary.

As soon as a new version is uploaded and saved, eControl assigns a new version number – the distribution of this new document version can then start.



How does the recipient know what has been changed?

Every Read & Sign requirement includes a title and a relevant text, which makes it easier for the recipient to fully understand the changes. This is particularly important because, from experience, the number of “guided documents” should be kept small. In practice handbooks are then produced, which specifically inform the recipient of the changes that are relevant to him/her.



How can version changes be documented without the Read & Sign requirement?

The system saves the name of the employee whose document changes activate the Read & Sign requirement. If requested it can also be documented who reviewed the change and then approved the implementation.

By doing so eControl documents which employee decided that the change does not require any special training but can be understood independently by the employees concerned.

If a new document version is released that does not contain any changes requiring acknowledgment from the employees concerned, this is also to be documented in the dialogue mentioned on the previous page.

What is to be done about changes in document versions which are not relevant to my employees?

A new version is a new version – however it does not need to be accompanied by company-wide Read & Sign if the changes are only relevant for a small number of employees.

Provided that there is appropriate structuring in place, those employees for whom the changes are relevant can be obliged to acknowledge them. In line with auditing requirements it is also recorded that no acknowledgement was required from all other employees.

3.2 Step 2: Immediate notification of employees concerned

How, when and to whom is the Read & Sign notification sent?

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

The fully automated delivery of e-mails occurs immediately after the posting of the Read & Sign requirement in real-time. The immediate sending is important for process changes/instructions – particularly if the changes/instructions come into immediate effect.

What message do employees concerned receive?

Below is an example of a Read & Sign e-mail message. The “Automatic Read & Sign requirement” system text template is provided for these Read & Sign messages and can be adapted or formatted and amended by the customer if necessary.

The text template “9900000” is available for storing these mass e-mails.

Arconda Airport
Frank Espenhain
OPS

Dear Mrs Peters,

Due to a process change you have to familiarize yourself with the new process documentation for your qualification RSafetv - Pavements, around surfaces, drainage [ID RSafetv]
Confirm the acknowledgment by signature, in eControl under the menu item "My eControl" or directly from this email out with the following link:

[Changes - also for third parties - acknowledged and understood](#)

(The link creates a new email in your email client.. Please send the email without changes)

Your qualification expires on 11/04/2016 if you do not confirm the "Read & Sign"-Request.

Kind regards,

Training department

Processed by eControl - 11 April 2016 12:26:18
|

What message do hierarchical superiors receive?

The hierarchical superior receives a summary e-mail that clearly states which employees need to acknowledge the change:

Following qualifications will expire soon:

Qualification 5, G-APR, G Accident prevention

from Quali.event 5, Accident prevention instruction July'14 (04.07.2014)

will expire on 03.07.2016; 8; Airbus, Aribert; Status: ; Expiration reason: 
will expire on 03.07.2016; 16; Apple, Timothy; 20.01.1978; Arconda Airport; Status: ; Expiration reason: 
will expire on 03.07.2016; 17; Drive, Daniel; 16.12.1965; Arconda Airport; Status: ; Expiration reason: 
will expire on 03.07.2016; 19; Wellington, Tom; Arconda Airport; Status: ; Expiration reason: 

Qualification 14, RS-PT, RS Pushback Training

from Quali.event 28, RS Pushback Training (Sep 2015) (01.09.2015)

will expire on 10.04.2016; 17; Drive, Daniel; 16.12.1965; Arconda Airport; Status: ; Expiration reason: 
will expire on 10.04.2016; 9; Hope, Bob; Arconda Airport; Status: ; Expiration reason: 
will expire on 10.04.2016; 11; Lee, Tim; Arconda Airport; Status: ; Expiration reason: 
will expire on 10.04.2016; 19; Wellington, Tom; Arconda Airport; Status: ; Expiration reason: 

from Quali.event 27, RS Pushback Training 2016 (01.03.2016)

will expire on 10.04.2016; 8; Airbus, Aribert; Status: ; Expiration reason: 
will expire on 10.04.2016; 16; Apple, Timothy; 20.01.1978; Arconda Airport; Status: ; Expiration reason: 

Key

Status

-  - Internal, eControl User
-  - Internal, no eControl User
-  - External, eControl User
-  - External, no eControl User

Expiration reason

-  - Qualification end
-  - Read & Sign

Processed by eControl TQMS Notifier 1.0.0.0 - eControl - 12 April 2016 09:29:09



How are employees without e-mail accounts included?

Employees without e-mail access can only be reached via the hierarchical superiors.

These hierarchical superiors must at least have e-mail access. There are no plans to send Read & Sign notifications by post. The posting of notifications can only take place via the signature of the employee or hierarchical superior – if neither the employee nor the hierarchical superior has e-mail or access to the system, no legally binding signature can be generated. If external companies are to be involved with employees and superiors, who have neither e-mail nor access to the system, every internal employee can assume the part of a liaison/contact.

3.3 Step 3: Flexible acknowledgements from employees

Which possibilities for acknowledgement does the system support?

By the qualified participant by

- E-mail link or
- My eControl - Read & Sign

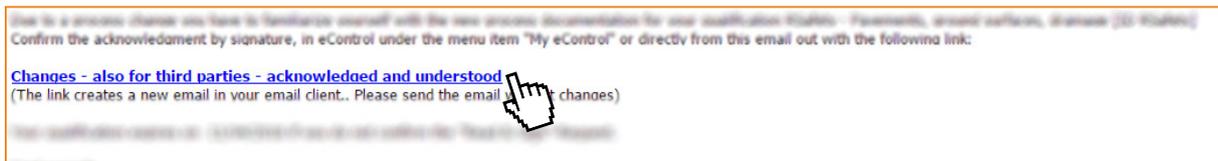
and additionally also through the hierarchical superior by

- My eControl - Read & Sign

3.3.1 Independent acknowledgement via e-mail

The employee concerned receives an e-mail containing a confirmation link. By clicking this link the employee confirms that he has acknowledged the information. The e-mail sent by the system was already explained in "Step 2".

Clicking on the link:



...activates the return of an e-mail to the system, which is automatically interpreted by the system and causes a "posting" of the acknowledgement.

3.3.2 Independent acknowledgement as an eControl user

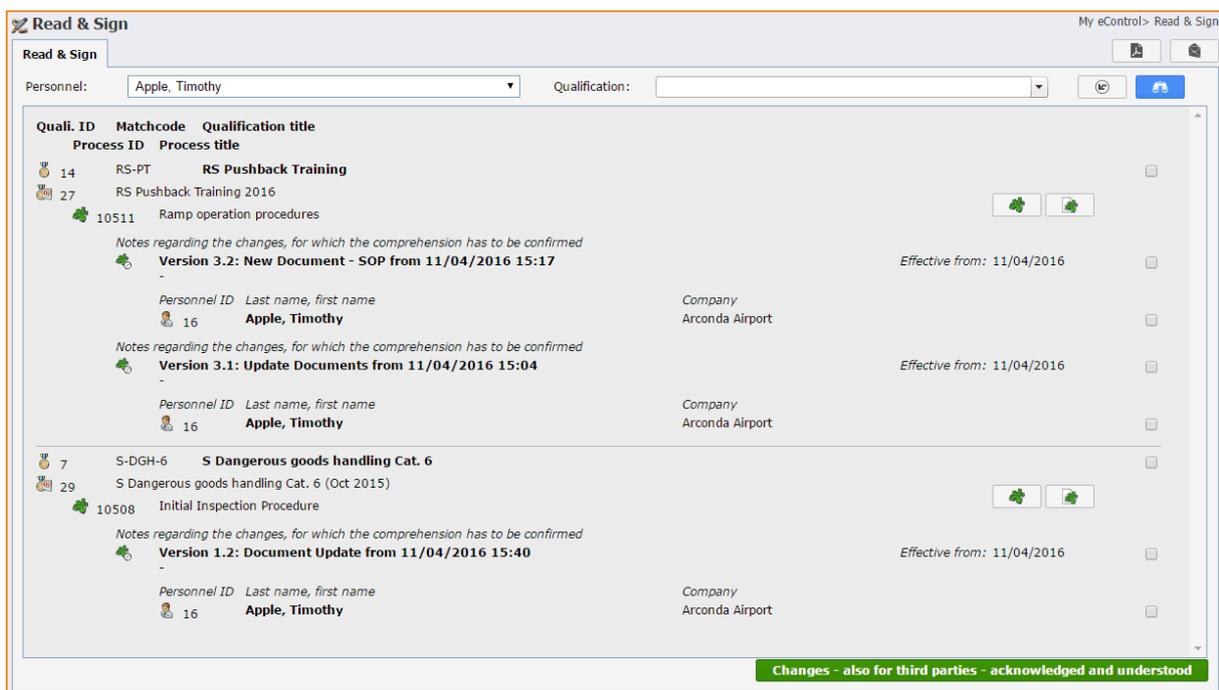
Every eControl user can independently confirm acknowledgement of new document versions via the menu option My eControl – Read & Sign.

A click on the button:



...initiates saving of the user's e-mail signature in line with auditing requirements and acknowledgement of the document version is documented with this signature.

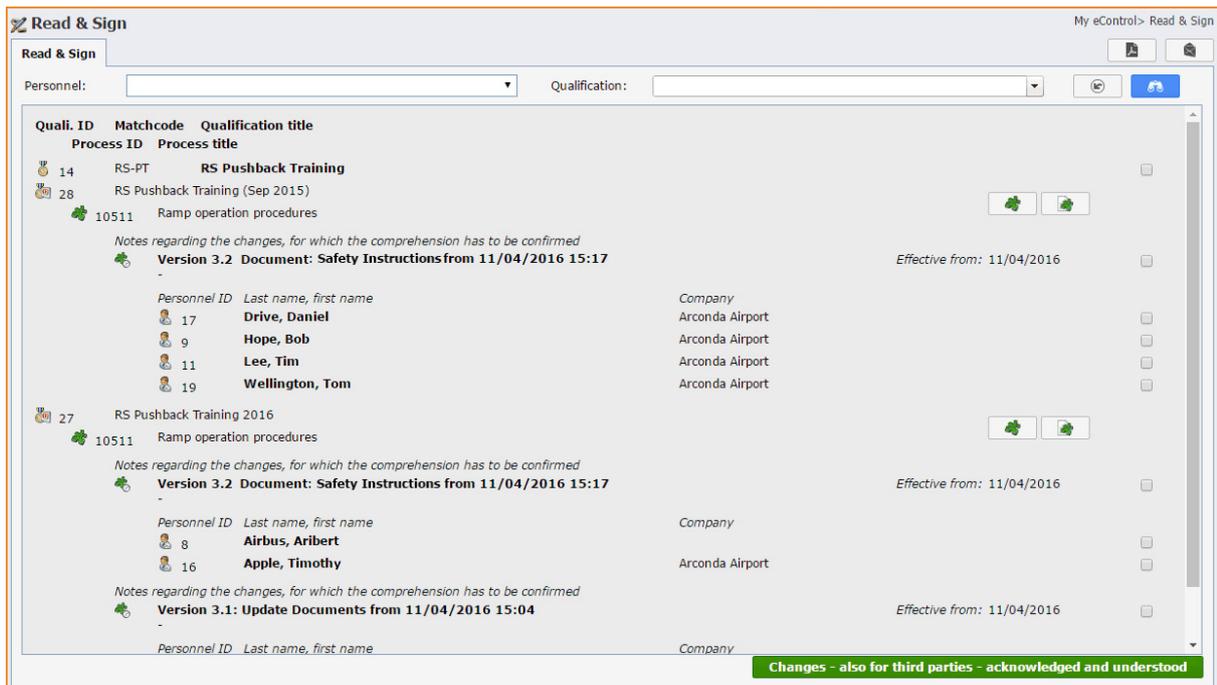
The following dialogue listed is not only suitable for posting acknowledgements but also for a well-laid out presentation of all outstanding notifications.



3.3.3 Acknowledgement by the superior

In operational practice, the acknowledgement of new document versions is often done by the hierarchical superior. The superior can, for example, carry out a group briefing of several people upon starting work or a shift.

In the following example, 4 of the logged-on superior's employees have to acknowledge receiving the "Version 3.2 Document: Safety Instructions from 11/04/2016 15:17" and the information contained therein.



The hierarchical superior can generate a signature list at the press of a button.

Upon signing, the individual employee documents acknowledgement of the changes, which he/she has compiled him/herself or which were explained to him/her within a group briefing. This "leading original document" can, of course, also be saved in the system in the form of a scanned document if requested.

Read&Sign



Print date: 11/04/2016
By: Frank Espenhain

Selection criterias

Personnel:
Qualification:

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: Document: Safety Instructions from 11/04/2016 15:17

Effective from: 11/04/2016

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

- 27 RS Pushback Training 2016
- 10511 Ramp operation procedures

Notes regarding the changes, for which the comprehension has to be confirmed
Version 3.2: Document: Safety Instructions from 11/04/2016 15:17

Effective from: 11/04/2016

Personnel ID	Last name, first name	Company
8	Airbus, Aribert	
16	Apple, Timothy	Arconda Airport

Notes regarding the changes, for which the comprehension has to be confirmed
Version 3.1: Update Documents from 11/04/2016 15:04

Effective from: 11/04/2016

Personnel ID	Last name, first name	Company
8	Airbus, Aribert	
16	Apple, Timothy	Arconda Airport

3.4 Step 4: Monitor acknowledgements consistently

eControl supports employees, superiors and those responsible for the process in ensuring acknowledgement of document versions through various automations and reports.

4a: Who has not yet confirmed acknowledgement?

Checking for overdue acknowledgements can be carried out by the employees concerned or by hierarchical superiors in the My eControl - Read & Sign dialogue listed on the previous page.

The „Guided documents and persons“ report can be specifically limited to outstanding acknowledgements and thus provides an overview of all employees who need to be motivated to confirm receipt.

Questions which this report covers:

- “Which people should know about which document in the respective valid document version?”
- “In which context have these people gained knowledge of the document version?”
- “Which people have not yet responded to the Read & Sign requirements for acknowledging receipt?”
- “Which document is familiar in its current version to which people?”

Document title (Document ID)	Last name, first name (Personnel ID)	Doc ver. & date	Status	Origin / Process	in the context of / known as
Dangerous Goods Inspectors Manual v. 1.4 (343)					
	Airbus, Aribert (8)	3 f. 11/04/2016	RS	Initial Inspection Procedure (Ver. 1.2)	
	Apple, Timothy (16)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
	Bird, Tom (20)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
	Brown, Peter (15)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
	Hope, Bob (9)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
	Lee, Tim (11)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
	Smith, Barbara (10)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
	Wellington, Tom (19)	3 f. 11/04/2016	RS	S Dangerous goods handling Cat. 6	
KCI Loading Ramps SOP v. 2.0 (350)					
	Brown, Peter (15)	2 f. 31/03/2015	RS	KCI Loading Ramps (Ver. 2.0)	
	Peters, Karin (14)	2 f. 31/03/2015	RS	RSL KCI Loading Ramps	
	Sender, Jill (18)	2 f. 31/03/2015	RS	RSL KCI Loading Ramps	
Ramp operation procedures Ver 1.5 (346)					
	Airbus, Aribert (8)	2 f. 11/04/2016	RS	Ramp operation procedures (Ver. 3.2)	
	Airbus, Aribert (8)	2 f. 11/04/2016	RS	RS Pushback Training	
	Apple, Timothy (16)	2 f. 11/04/2016	RS	RS Pushback Training	
	Apple, Timothy (16)	2 f. 11/04/2016	RS	RS Pushback Training	
	Bird, Tom (20)	2 f. 11/04/2016	RS	RS Pushback Training	
	Bird, Tom (20)	2 f. 11/04/2016	RS	RS Pushback Training	

4b: Circular e-mail for outstanding acknowledgements - automated tracking

After it has been established which people have not yet confirmed acknowledgement, they can be informed again through the eControl mail centre by circular e-mail about the failure to respond to this requirement.

Arronda Airport
Frank Espenhain
OPS ()

Dear Mrs Peters,

please confirm the acknowledgment of [....].

If you are unsure about this matter, please consult your supervisor or the respective department.

Provided you have confirmed all changes, please acknowledge them in the system or inform your supervisor.

Kind regards,

Training department

Processed by eControl - 12 April 2016 09:29:07

3.5 Step 5: Substantiate acknowledgements

With eControl it can be verified at any time via the „Guided documents verification“ report which employees acknowledged the respective document version and when.

This verification can be carried out in line with auditing requirements not only for the latest versions but also for all older document versions. The “Guided documents verification” report also includes verifications for document versions that have already been acknowledged as having been received but only come into effect in the future.

Questions which this report covers:

- “Who confirmed acknowledgement of which document version and when?”
- “In which context did the person gain knowledge of the changes to the respective document version?”
- “Which information did the employees have available to understand the changes?”
- “Were employees always informed before new document versions came into force and thus always suitably qualified?”

Document title (Document ID)	Document version	Process version	Title	Note	Last name, first name (Personnel ID, Company, Department)	Quali.event (ID)	
KCI Loading Ramps SOP v. 2.0 (350)	All versions						
<p>KCI Loading Ramps SOP v. 2.0 2.0 valid from 13/04/2015 Revision of safety relevant processes Release state: 2 With version 2 of the KCI Loading Ramps SOP some of the safety relevant processes have been reworked. This concerns chapter 7 particularly the subitems 7.3, 7.5 and 7.8.</p>							
					Apple, Timothy (16, Arconda Airport, Ramp Services)	KCI Loading Ramps training (12)	Familiarity confirmed on 11/04/2016 13:25
					Drive, Daniel (17, Arconda Airport, Ramp Services)	KCI Loading Ramps training (12)	Familiarity confirmed on 11/04/2016 13:25
					Wellington, Tom (19, Arconda Airport, Ramp Services)	KCI Loading Ramps training (12)	Familiarity confirmed on 11/04/2016 13:25
Ramp operation procedures Ver 1.5 (346)	All versions						
<p>Ramp operation procedures Ver 1.5 3.1 valid from 11/04/2016 Update Documents Release state: 2</p>							
					Drive, Daniel (17, Arconda Airport, Ramp Services)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Hope, Bob (9, Arconda Airport, OPS)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Lee, Tim (11, Arconda Airport, Ramp Services)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Maschke, Markus (6, Arconda Airport, IT)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Smith, Barbara (10, Arconda Airport, BC)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Wellington, Tom (19, Arconda Airport, Ramp Services)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
Ramp operation procedures Ver 3.1 (354)	All versions						
<p>Ramp operation procedures Ver 3.1 3.1 valid from 11/04/2016 Update Documents Release state: 2</p>							
					Drive, Daniel (17, Arconda Airport, Ramp Services)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Hope, Bob (9, Arconda Airport, OPS)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Lee, Tim (11, Arconda Airport, Ramp Services)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Maschke, Markus (6, Arconda Airport, IT)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Smith, Barbara (10, Arconda Airport, BC)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015
					Wellington, Tom (19, Arconda Airport, Ramp Services)	RS Pushback Training (Sep 2015) (28)	Instructed on since 01/09/2015

This report can also be called up by employees themselves – limited to their own notifications - or by a superior for him-/herself and his/her hierarchically subordinate employees.

3.6 Step 6: Read & Sign – overview for guided documents

The „Guided documents statistics“ report shows in overview which document versions have been acknowledged by the respective employees.

Questions which this report covers:

- “Which Read & Sign requirements are outstanding in which context?”
- “How many Read & Sign requirements have been acknowledged as having been received?”

Process version		Title		
Note				
Document version				
Qualification event	Open	Notice	Total	
1.1 valid from 01/05/2015 Safety clothing revision				
New safety clothing starting May 2015 mandates changes to the SOP. The improvements in the new clothing make wearing the wearing of additional protective masks obsolete. Further improvements can be found in the Dangerous Goods Inspectors Manual v. 1.2 chapter 3.				
Dangerous Goods Inspectors Manual v. 1.2 (343) 2 f. 31/03/2015 DGH Cat. 6 Feb. '14				
Sum total	4	2	6	
1.2 valid from 11/04/2016 Document Update				
Dangerous Goods Inspectors Manual v. 1.4 (343) 3 f. 11/04/2016 S Dangerous goods handling Cat. 6 (Oct 2015)				
Sum total	8	0	8	
3.1 valid from 11/04/2016 Update Documents				
Ramp operation procedures Ver 1.5 (346) 2 f. 11/04/2016 Ramp operation procedures Ver 3.1 (354) 2 f. 11/04/2016 RS Pushback Training 2016				
Sum total	5	0	5	
3.2 valid from 11/04/2016 New Document - SOP				
Ramp operation procedures Ver 1.5 (346) 2 f. 11/04/2016 Ramp operation procedures Ver 3.1 (354) 2 f. 11/04/2016 SOP Maintenance v1 (456) 1 f. 11/04/2016 RS Pushback Training 2016				
Sum total	5	0	5	
SOP Maintenance v1 (456) 1 f. 11/04/2016 RS Pushback Training (Sep 2015)				
Sum total	6	0	6	

3.7 Step 7: Overview of all documents

The “Guided documents” report states which documents are “guided” by the system. The “controlling” of a document means that employees must verifiably acknowledge the latest document version, if these documents are relevant to the respective employee from a process point of view.

Questions covered by this report:

- “Which documents are guided in conjunction with which processes?”
- “Which changes do the newest document version show?”
- “Which older document versions were guided previously and how have they been changed?”

Guided documents		Reports > Personnel management > Guided documents > Guided documents	
Selection criterias		Report view	
Parent element: EASA			
Document display: all versions of the guided documents			
Version details: Short representation			
Processes - Version - Document and version information			
10525	Airport Manual		
4872	INIT f. 12/01/2016 15:16 inception on 12/01/2016		
391	Rel. 1 f. 12/01/2016 15:16	Airport Usage Regulations	
392	Rel. 1 f. 12/01/2016 15:16	Main Document	
393	Rel. 1 f. 12/01/2016 15:16	Organizational Chart	
9947237	Longitudinal slopes on runway strips		
3172	1.0 f. 28/09/2015 10:54 inception on 01/07/2015		
450	Rel. 1 f. 06/04/2016 10:57	Taxiway B 1	
9947238	Longitudinal slopes on runway strips / (a)		
3173	1.0 f. 28/09/2015 10:54 inception on 01/07/2015		
449	Rel. 1 f. 06/04/2016 10:57	Longitudinal slopes on runway strips DOK	
9947239	Longitudinal slopes on runway strips / (b) (1)		
3174	1.0 f. 28/09/2015 10:54 inception on 01/07/2015		
451	Rel. 1 f. 06/04/2016 10:58	Taxiway B 2	
10528	Taxiway A		
4874	INIT f. 14/01/2016 12:25 inception on 14/01/2016		
398	Rel. 1 f. 14/01/2016 12:32	CAD Taxiway A 1:500	
399	Rel. 1 f. 14/01/2016 12:32	Data sheet Taxiway A	
10529	Taxiway B		
4875	INIT f. 14/01/2016 12:25 inception on 14/01/2016		
400	Rel. 1 f. 14/01/2016 12:35	CAD Taxiway B 1:500	
401	Rel. 1 f. 14/01/2016 12:35	Data sheet Taxiway B	
10530	Taxiway C		
4876	INIT f. 14/01/2016 12:28 inception on 14/01/2016		
396	Rel. 1 f. 14/01/2016 12:28	CAD Taxiway C 1:500	
397	Rel. 1 f. 14/01/2016 12:28	Data sheet	
9947464	Taxiway Strip		
4870	2.0 f. 12/01/2016 09:29 inception on 22/12/2015		
386	Rel. 1 f. 12/01/2016 09:13	Risk Assessment 1020	
387	Rel. 1 f. 12/01/2016 09:22	Modification plan taxiway H, Status as of December 1st 2015	
388	Rel. 1 f. 12/01/2016 09:34	Detail drawing lighting	
3397	1.0 f. 28/09/2015 10:55 inception on 01/07/2015		
386	Rel. 1 f. 12/01/2016 09:13	Risk Assessment 1020	
387	Rel. 1 f. 12/01/2016 09:22	Modification plan taxiway H, Status as of December 1st 2015	

eControl

Process Management

Operation Management

Safety Management

Audit Management

Qualification Management

Compliance Management

Environmental Bird Control Management

Customers:



Customers international:

