

# Q-Pulse Case Study

**Company:** European Air Transport  
**Industry Sector:** Aviation  
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## Summary

*As the largest independent intra-European cargo carrier, European Air Transport (EAT) required to implement an electronic quality management system (eQMS), in order to ensure continued compliance with increasing management standard requirements and increase efficiencies in audit control and management review.*

*In addition to enabling efficiencies throughout the audit process, within EAT Q-Pulse provides a complete system overview that facilitates the analysis of stored data and the identification of underlying trends. Following its implementation, Q-Pulse has enabled an effective method of quality monitoring control, which facilitates EAT's continued compliance with JAR-145.*

## Background

Established in 1971 as a two-craft air-taxi service and acquired by DHL Worldwide Express in 1985, Belgium-based European Air Transport (EAT) is currently the largest independent intra-European cargo carrier and operates a European air network in support of DHL's intra-European and African traffic.

EAT have a dedicated 'quiet neighbour' policy due to restrictive noise limitations during night operations and in 2000, in conjunction with DHL, EAT introduced one of the quietest and most reliable aircraft available into service, the Boeing 757-200. EAT were also the first airline to operate the Boeing 757-200 Special Freighter in response to the needs of the growing cargo market, and are continuing to expand their fleet of aircraft as part of their ongoing commitment to excellence.

Having achieved compliance with JAR-145 in 1993 and ISO 14001 in 2001, EAT also comply with both JAR-OPS1 and the Belgian CAA Airworthiness Division standard.

## The Challenge

In order to satisfy the aviation industry's increasing requirements for standard compliance and to ensure continued compliance to several standards including JAR-145 and ISO 14001, EAT required to replace their existing paper-based Quality Management System with an electronic quality management system (eQMS).

Long established within the aviation industry as the market-leading eQMS, Q-Pulse has been implemented by aviation organisations in over 30 countries worldwide in managing standard compliance and safety auditing, including KLM, easyJet and BAE Systems.

In evaluating comparative eQMS, including Q-Pulse, management at EAT selected Q-Pulse as facilitating management standard compliance, enabling improvements in audit control and management review and offering a comprehensive overview for control. Following a visit to BAE Systems' facility in Filton, England to observe Q-Pulse in operation, EAT purchased Q-Pulse at the beginning of 2001.

## The Solution

By enabling access to comprehensive QMS information, Q-Pulse's implementation has facilitated improvements in quality control within EAT. The system's ease of use encourages a high standard of record entry, which has improved audit control and subsequent follow-up and has enabled management to make increases in efficiency throughout the audit process. In addition, analyses and reports enable the availability of information post audit and the identification of continuous improvement opportunities within the company.

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Q-Pulse's Workload module enables management to analyse stored data and identify underlying trends by providing a complete overview of the system. The Workload module also facilitates the annual Management Review Board meeting, enabling the continuous alignment of aims and objectives in order to achieve further improvements in efficiency throughout the company.

### Conclusion

Since the system's implementation, EAT have increased their use of Q-Pulse to include the Equipment module for recording tool calibration reports. The company also envisions developing their use of the system further in order to maintain their commitment to excellence and meet both the needs of the expanding cargo market and increased management standards requirements.

Within EAT, Q-Pulse has enabled an effective method of quality monitoring control, which facilitates their continued compliance with JAR-145. In addition to those management standards already held by the company, EAT are using Q-Pulse both to achieve compliance to JAR-OPS1, when applicable to Belgium, and to satisfy the European Civil Aviation Requirements for Maintenance (ECAR-M).

*"Q-Pulse brings into focus areas that require particular attention at an early stage."*

**Martyn Hughes, Lead Auditor, European Air Transport, Brussels site**