



“Setting the Standard” – windream in Flight Inspection Services

Document management at FCS Flight Calibration Services GmbH, Braunschweig

On behalf of European Air Navigation Service Providers and airports, FCS Flight Calibration Services GmbH, situated in Braunschweig (Germany), calibrates navigation and surveillance facilities for Air Traffic Control (ATC). This business requires highest precision and communicative interaction. The use of a modern and powerful document management system is an important tool which efficiently supports FCS in reaching their objectives. The administration of the company's business-related information also requires precise and effective work.

FCS Flight Calibration Services GmbH – the company

The mission of FCS Flight Calibration Services GmbH is to carry out safe and cost-effective flight inspections for the Federal Republic of Germany and other European countries with the utmost precision and reliability. Flight inspection, i. e. the calibration of navigation and surveillance systems as well as validation of procedures, is an essential link in the safety chain in air transport. For this purpose, FCS operates two Raytheon Beechcraft Super King Air 350 aircraft equip-

ped with a complex flight inspection systems (FIS). FCS also carries out radar flight inspec-



Flight Calibration Services in Braunschweig

tions with additional Learjet aircrafts. During flight inspection (e. g. of Instrument Landing

Systems installed at all major airports) the flight inspection system evaluates the ground system's radio frequency in-space performance in real time. At the same time, the



flight inspector aboard the FCS aircraft is in constant radio contact with the ground technicians. He then issues a report evaluating the air traffic control facilities' performance after completion of the inspection.

Like all other commercial aviation operators, FCS Flight Calibration Services GmbH runs

its business in a strongly regulated sector. A variety of national and international regulations must be observed, these being checked for compliance by the Luftfahrt-Bundesamt (LBA, the German Air Traffic Authority) or EASA. Further regulations exist for the flight inspection process itself. Theoretically, these are standardized by the International Civil Aviation Organisation (ICAO) in Montreal, however many differing national regulations exist.

The internal calibration process of FCS is also of prime importance –the calibration status of the FCS flight inspection systems is documented for any date in the past ten years. FCS is certified according to the European norm DIN EN ISO 9001:2000; regular audits being conducted as part of the quality management system.

In order to focus all company data and to reduce the immense quantity of paper resulting both from the company mission and stringent regulatory requirements, FCS Flight Calibration Services GmbH opted for the windream document management system already in 2003.

The DMS project

Prior to introducing windream, the FCS Flight Calibration Services GmbH specified their specific requirements, and various document management systems available on the market were evaluated.

The main criteria in favour of windream were the small introduction risk due to the system's full Windows integration, fulfillment of FCS re-



quirements including the support of existing document filing structures and a favorable cost/performance ratio.

Key facts:

- Structured canalisation of all business-related information
- Reduction of paper volumes
- Exact compliance with the regulated business sectors of FCS
- Integration into the existing finance software solution via script programming
- Efficient and quick retrieval in the complete document volume

Since its introduction, FCS Flight Calibration Services GmbH now uses windream to manage a large part of the company's documents and information. For this purpose,



all paper-based correspondence with customers, authorities and suppliers is scanned, stored in windream and distributed electronically via email links to the responsible FCS staff. All digitized documents as well as incoming electronic documents (e. g. commercially relevant e-mails) are accessible to all authorized FCS staff via index or full text retrieval. Internal manuals and procedures as well as QM documentation are archived and configuration controlled by windream. Flight inspection reports can now be retrieved in seconds. Beyond archiving important external and internal documents (e.g. training documentation and presentations) windream is also used to implement an image database as a digital asset management system.

Efficient workflow by simple script programming

In response to FCS requirements, windream GmbH designed a small, seamlessly integrated workflow module for authorization and release of several thousand incoming invoices every year. This workflow module was implemented by simple script programming

and did not require any additional workflow software. The application includes an interface to the accounting package where supplier data is updated. FCS Flight Calibration Services GmbH also uses this module to process travel expense accounts. As FCS also handles quality audit and deviation reports with windream, there was no need to invest in additional software for audit management.

High degree of acceptance

Windream enjoys a high degree of acceptance by FCS staff. Known working habits do not need to be changed and only a few new functions must be learned to use the DMS, mainly for the fast document retrieval. No changes to the system environment were required except installing a faster server two years after system introduction, as a Microsoft SQL server was already in use for the accounting system.

Efficiency Gains through Transparency and Fast Retrieval

Through the consequent electronic archiving of commercial and technical documents as



well as correspondence, including commercially relevant e-mails, in one integrated company-wide windream DMS, a high degree of transparency and fast distribution of corporate information is achieved. Achieved

productivity gains in administration and technical departments have increased efficiency and reduced cost, thus contributing to staying competitive. Furthermore, the DMS constitutes a very sound basis to fulfill all legal "Compliance" requirements.

Immediate Productivity with Minimal Risk

The quick implementation of the DMS project by FCS Flight Calibration Services GmbH proves the fact that also smaller and medium-sized companies (SME) can profit from the undisputed advantages of a modern and effective document management system such as windream. With windream, complex and risky IT projects are finally a matter of the past.

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