



Newsletter September 2022

Digitalisation and Decarbonisation

Digitalisation, digitalisation, and once more digitalisation. This mega trend blows like a fresh wind into all businesses of the world, including aviation authorities. And it got a huge push during the pandemic.

Decarbonisation is another mega trend. At least the aviation regulators – in their own area of responsibility – will have to follow this trend as well. In this domain, digitalisation can support decarbonisation at the regulators. Not only does digitalisation enable office work from home, but also remote oversight of the industry and of the regulators themselves. This saves paper and travel – a major contribution to decarbonisation. Digital licences - see separate article about EMPIC's participation in the ICAO workgroup - add a lot of flexibility to the production and distribution process, even while the license officer works from home.

We currently see a lot of interest in our solution, in spite – or rather because – of the pandemic. We see how regulators sometimes search for very, very specific solutions and how proposals are made. Our hint: be flexible to embrace a configurable standard software solution and don't pre-define too many details. By the way: configurability means you as the regulator can set up new certificates, licences, workflows or case management structures on your own and you are neither dependant on source code changes nor on support from the solution provider. A configurable standard software approach is not a dead end like many tailor-made solutions – and it's more cost-effective. Our clients enjoy the update stability of their configurations and can easily switch to newer releases. If this is not possible, the regulator is trapped with a specific solution and continues to pay up for all future enhancements – quite different from the EMPIC world where clients benefit from new features and changes via maintenance contract.

I have invested in further staff resources to manage additional clients and product features to be developed. Some areas for future development are occurrence reporting, a new interface to ECCAIRS 2.0 (E2) and

Enjoy reading, stay safe, and see you soon

Jörg K. Kottenbrink CEO



Jörg K. Kottenbrink CEO

EMPIC welcomes the Civil Aviation Authority of Nigeria to the EMPIC community

We are happy to announce that NCAA, CAA of Nigeria, decided to start their digitalisation journey with a bunch of EMPIC-EAP® modules and an implementation project to bring our system step-by-step into production. EMPIC will deliver the PEL and MED modules incl. an e-examination solution for the theoretical examination of pilots and air traffic controllers. In addition, NCAA ordered the Type Certificate, Aircraft Register, and the Organisation Approval and Surveillance modules. Most of the just mentioned modules use our integrated workflow and case management engine. Case Management has a very structured hierarchical checklist approach for the ICAO 5 phases/gates. Audits can also be performed offline on a tablet using the mobileSL client while the connection to the main system stays secure with multiple security layers paired. In addition, user authentication will be supported by a mobile phone-based 2-factor approach for all users. Query Synthesizer (QS), the integrated query tool, will then support automated reminders, statistics, and reports. QS is also the ideal tool to create ad-hoc queries for the management and inspectors. NCAA will track the experience and knowledge of their staff in our competency management module. EMPIC will assist project and change managers of NCAA during the project. The future super users will be trained in workshops and a support budget is also available to transfer knowledge to NCAA. This gives NCAA the flexibility to operate the system on their own and configure the data and processes of the EMPIC modules to their local requirements.



EMPIC at AFI week in Abuja, Nigeria: Jörg Kottenbrink, Senator Hadi Abubakar Sirika, the Minister of Aviation (2nd from left), Captain Musa Shuaibu Nuhu (4th from left)

As host of the recent AFI week in Abuja, Nigeria, Captain Musa Shuaibu Nuhu, the Director General of the Nigerian Civil Aviation Authority, expressed his commitment to EMPIC and shared his thoughts with ICAO Secretary General Juan Carlos Salazar that future ICAO USOAP audits will result in much higher scores, or, as he was joking, that ICAO doesn't even have to come anymore for auditing as soon as EMPIC-EAP® is implemented in Nigeria.

There is a grain of truth in this joke, because in principle, ICAO could do remote oversight in the future by logging into the EMPIC-EAP® system and checking the data and processes remotely. This would decrease costs and increase the efficiency of USOAP audits.

Jörg Kottenbrink thanked Captain Musa Shuaibu Nuhu for his invitation to the congress and the trust expressed in EMPIC-EAP®.



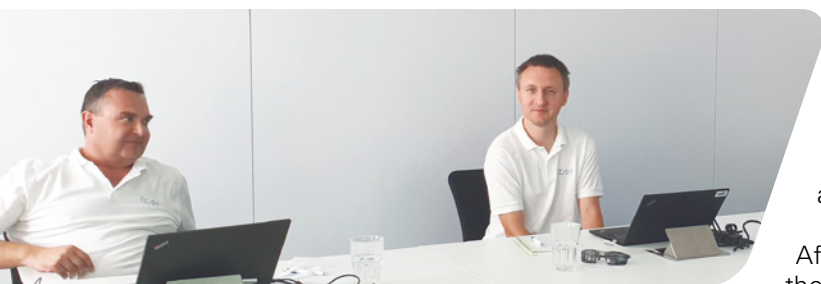
Hosting the world at EMPIC

Several teams of users visited the EMPIC headquarters in Erlangen this year for trainings and workshops.

First, we welcomed a team of 10 participants from **DSAE**, France, most of them airworthiness inspectors. They spent two days in our office to become familiar with our software and the related processes.

Two experts from the Croatian Civil Aviation Authority **CCAA** came to Erlangen for one week to expand their knowledge about certificate templates in OAS, checklist and report templates, and various related issues.

After travel restrictions were lifted, expert staff from **SACAA**, the South African Civil Aviation Authority spent two weeks in July at EMPIC headquarters for training sessions on various topics (templates, deployments, ...) and modules (AR, OAS, ...).





EMPIC around the World 2022

Finally, EMPIC had the chance again to exhibit at several great conferences around the world in 2022. It has been a busy year so far, as aviation is recovering fast and all aviation conferences which had been postponed took place this year or will take place until the end of the year. The first conference was the **AFI Week** hosted in Abuja, Nigeria. EMPIC was asked to join this event with a personal invitation from the Civil Aviation Authority of Nigeria. After a couple of weeks back in Erlangen, Jörg Kottenbrink and Dennis Poetz started their three-week tour to Martinique to exhibit at the **NACC 10** where several delegates from North American and Caribbean countries joined and discussed the current and upcoming challenges in aviation. ICAO expressed that it is very important to focus on the Caribbean countries and strengthen their aviation sector. As a result, a lot of interest for EMPIC's industry-leading product EMPIC-EAP® was established and follow-up meetings had been scheduled.

Right after the amazing NACC Congress in Martinique, Jörg Kottenbrink and Dennis Poetz continued their journey to the **ICAO GISS** with over 916 registrations from all over the world coming to Istanbul from 27 to 30 June. EMPIC had the opportunity to meet clients and talk to interested parties about future EMPIC implementations. It was possible to establish new contacts to aviation regulators and highlight the importance of a solid safety oversight management system which is future-proof and the world's leading standard software.

One day after the ICAO GISS 2022 conference, EMPIC's itinerary continued to Incheon (Seoul) to attend the **57th DGCA** conference of the ICAO Asian Pacific office. The conference took place from 4 to 8 July. This regional safety conference for the Asian Pacific region was full of meetings and inspiring talks too. We had the chance to meet several people who are new on board with our clients and made contact to interested parties visiting the EMPIC booth or during the gatherings.

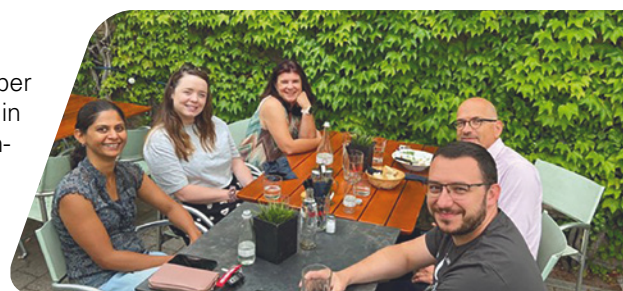
The biggest event is still to come: The last and final conference for this year (so far scheduled) is the **41st ICAO General Assembly** in Montreal, Canada. The assembly convenes every three years for two weeks hosting delegates from 193 member states from all over the globe. EMPIC is exhibiting at this important event. Come and find us at booth number 9 right in front of the entrance to the Grand Hall. On 29 September, 14:15 EMPIC will have a presentation at **"Sky Talk"**. We are looking forward to meeting you all - don't forget to pick up your personal surprise gift (codeword "hello EMPIC").

Kiwi goes EMPIC

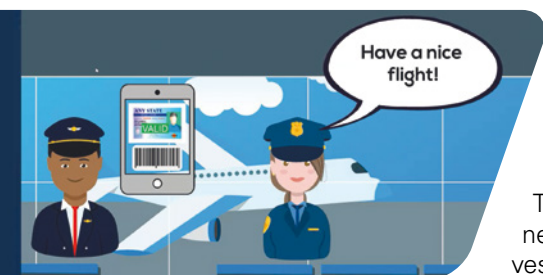
For the first time since CAA New Zealand joined the EMPIC community in November 2021, one of the project managers from the New Zealand team came to EMPIC in Erlangen. Yasmine visited to discuss the roadmap for the upcoming module implementation and to meet the other colleagues involved in the project in person. EMPIC and CAA New Zealand signed the contract in the midst of the COVID-19 pandemic, so it was not possible to travel outside of New Zealand until now.

Apart from the session discussions on work topics, EMPIC invited the colleagues to enjoy Franconian specialties and beautiful sights.

As EMPIC is like a family and every single customer matters to us, the responsible EMPIC project manager took our visitor to the Munich International Airport when it was time to say good-bye again. We wish Yasmine a safe trip home and hope to see her again at the User Meeting in November 2022.



Taking a break in the "EMPIC company canteen"



EMPIC contributes to the ICAO EPL taskforce

EMPIC is assisting as a "Technical Advisor" for one of our clients in the very small ICAO workgroup to establish **Electronic Personal Licenses (EPLs)** as a worldwide standard.

This includes topics like "guidance material" and "technical specifications". The benefits to all our customers and those who will join are obvious. This assignment gives EMPIC the opportunity to actively participate in the decision on a technical solution as well as gain all the relevant information for developing a perfectly fitting solution for EMPIC-EAP® and its clients from day one. This again brings EMPIC-EAP® another step ahead of other "comparable" solutions. The focus of the EPL solution is on a digital format for the license assuring the authenticity of the data on the license.

We are grateful for this important assignment and reciprocate with a compatible solution for EMPIC-EAP®.



Michael Riemer - EMPIC Quality Management Officer and Software Quality Assurance Engineer

In this newsletter we would like to introduce another important employee of EMPIC. Michael Riemer might not be known to our customers so far, since he mainly works in the background, although he has a very critical job within EMPIC. It is our pleasure to introduce him today to all our customers.

Michael joined EMPIC in 2017. His constant pursuit of quality led him to take over a combined role within the organisation. On the one hand, he works as "Quality Management Officer", developing new processes and guidance as well as maintaining and approving such, so that employees of EMPIC have standardized processes in their daily work to assure the best quality for EMPIC-EAP® and EMPIC® MED. On the other hand, he works as "Quality Assurance Engineer" in Esther's Quality Assurance Team which we have introduced in our previous newsletter. In this role, he takes care of the automation of test use cases for existing features which can be executed overnight so that the team is able to focus on the testing of new software features. During his job interview he said that he always wants to achieve a better quality than the week before, so we knew early on that he was meant for these important positions.

EMPIC is ISO 9001-certified. This certification is not only essential for the standards and processes for quality assurance within EMPIC, it is an important commitment to all of our customers and the whole aviation regulator market. More and more potential clients would like to see a software provider with such certification. Michael oversees the applied rules and regulation of this framework, so that EMPIC can fulfil the demanding requirements which come up with an ISO 9001 certification.

When Michael is not working for EMPIC, he is taking care of his family, house, and garden. This way he can relax and be focused for the next challenge at EMPIC. In our interview he said: "Improving quality is my passion. No matter if it is in my personal life or at EMPIC: "Every day we face new challenges we have to master and sometimes quality assurance can be annoying since everyone has to work and deliver solutions fast, although quality is the most important topic if you want to be successful in the long run. And to make sure that we deliver a software meeting the highest quality standards, I sometimes slow down the process so that the aviation regulator receives the best software there is in the market." Michael advised new employees to not only focus on the goal itself, but also to reflect on the steps needed to reach this goal. With this in mind, we can improve our way of working and produce better output day by day.

10-Year Membership in the EMPIC Community

We happily count Traficom amongst our clients. The Finnish authority has been working with a wide range of EMPIC-EAP® modules like PEL, MEDICAL, Type Certification, Aircraft Register and Organisation Approval and Surveillance so far and continues to expand their EMPIC-EAP® portfolio for the safety oversight of Finnish aviation.



Upcoming events



ICAO General Assembly (A41)
Montreal, Canada 27 September – 3 October 2022

UM 2022-2

Save the date, the upcoming user meeting is planned for:
07 - 11 November 2022

Upcoming release

2022 R2

Release Date: 19 December 2022

The Last Word

Any suggestions for topics you think would be of interest to our readers can be notified to: office@empic.aero

