EMPIC NEWSLETTER

Austro Control Austria	**FOCA** Switzerland	**ITM** Hungary	**HCAA** Greece	**ILenT** The Netherlands	**SAF** Sweden	**DAC** Luxembourg	**KCAA** Kenya	**ENAC** Italy
CAA Slovenia	**Transportstyrelsen** Sweden	**IAA** Ireland	**Luftfartstilsynet** Norway	**CAA** Latvia	**BHDCA** Bosnia and Herzegovina	**MAA-NLD** The Netherlands	**FOMV** Belgium	**CASA** Australia
OSAC France	**DSAE** France	**TRAFICOM** Finland	**DGAC** France	**CCAA** Croatia	**SACAA** South Africa	**DCA** Myanmar	**NCAA** Namibia	**LBA** Germany
CASA Papua New Guinea	**2-REG** Guernsey	**CAAT** Thailand	**AFAC** Mexico	**CAA NZ** New Zealand	**NCAA** Nigeria	**CAA-OMAN** Oman	**MAA RTAF** Thailand	

EMPIC-EAP®

The Standard Software
for Aviation Regulators
Everywhere

Newsletter September 2023

Dear Readers,

Today I'd like to share a bunch of good news and success stories which summarize the year 2023 until today. EMPIC is continuously growing in terms of clients / community members: Welcome to **CAA Oman** and the Military Aviation Authority (**MAA**) of **Royal Thai Air Force (RTAF)**! Also, internally EMPIC is growing. Several new employees came on board during the last weeks and strengthen various EMPIC teams: Test, Development, Documentation, Print Templates and Business Engineering. New clients lead to the chance of getting more resources on board - as promised to our existing clients - for further enhancing the EAP standard software product: to the benefit of all clients. The user group meeting in spring counted a lot of on-site and virtual participants and showed the success of our visionary approach **built with regulators for regulators** … an approach we have been following for more than 15 years when our first user group meeting was established.

Another differentiator between EMPIC and those who want to be our competition: our regional partner To70 Aviation Consultants (Thailand) will implement the project with RTAF based on configuration of the EMPIC system to make it the national system (like most of our clients do with own resources) – because no source code modifications from EMPIC are needed!

And even more important, our clients see the benefits of using EMPIC-EAP® and can celebrate successes: **AFAC**, the CAA of Mexico, could reenter FAA Category 1 after being downgraded for 2 years. **CAA Latvia** reached FAA Category 1 for the first time and CAA Oman project implementing the first module was finished within several weeks only. Not to forget USOAP audit 1.000, made at **SACAA**, CAA of South Africa, with an EI of 92 %, also supported by running EMPIC-EAP® in Jo-burg.

News about our global activities, world-leading product and the upcoming features, see the next pages.

Enjoy reading the newsletter.

Best regards

Jörg K. Kottenbrink CEO

Welcome to Military Aviation Authority (MAA) of Royal Thai Air Force (RTAF)

Jörg K. Kottenbrink, CEO   AFAC, the CAA of Mexico   Welcome to CAA Oman

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Conferences in 2023

EMPIC, the leading provider of safety oversight management software, has been actively participating in various international aviation events, enhancing its global presence and commitment to aviation safety. The company's engagements began with the **Asia Pacific Summit for Aviation Safety** in Singapore, where EMPIC's CEO, Jörg Kottenbrink, had the chance to meet with various clients and potential clients from the region. >

Shortly thereafter, EMPIC joined the 17th meeting of the Regional Aviation Safety Group - Pan America (**RAAC 17**) as an exhibitor. The meeting, held by the International Civil Aviation Organization's (ICAO) South American (SAM) office in Santiago de Chile, brought together representatives from civil aviation authorities, airlines, airport operators, and other industry stakeholders. The themes of RAAC 17 were "Harmonizing Safety in the Pan-American Region" and "Sustainable Aviation", focusing on the implementation of the Global Aviation Safety Plan, the use of safety data for decision-making, and the integration of unmanned aircraft systems (UAS) into the airspace. The outcomes of the meeting will be used to inform future safety initiatives and policies in the region. >

The visit was highlighted by a meeting with the Flight Safety Foundation (FSF) President and CEO Dr. Hassan Shahidi

Juan Carlos Salazar, Secretary General ICAO, visiting the EMPIC booth.

Following this event, EMPIC took part in the **Global Implementation Support Symposium (GISS)** 2023 in Seoul, where the latest initiatives in aviation resilience, innovation, and sustainability were showcased.

Dennis Poetz at GISS in Seoul

EASA-FAA Safety Conference in Cologne in June was another brilliant event. Our colleague Georges Schmitz was an active participant in the panel discussions and sessions.
We also had the chance to get in touch with clients and potential clients from all over the world. >

CCCC: Cake Cutting Ceremony Croatia for 10 Years on board of EMPIC

Senior Business Engineer Georges Schmitz at the Conference

EMPIC User Group Meeting week was held in Erlangen in April 2023. 40 participants from 10 nations joined physically and about 40 to 60 participants attended the sessions virtually. Thanks also to the presenters from our clients with their success stories, the input from the user community and the EMPIC colleagues for their contributions. We celebrated 10 years community membership with the Civil Aviation Authority Croatia (CCAA), together with other CAA representatives and EMPIC staff during the user group meeting.

User Group Meeting 2023-1 participants

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Conferences in 2023

EMPIC also attended the Eleventh North American, Central American, and Caribbean Directors of Civil Aviation Meeting (**NACC/DCA/11**) in Varadero, Cuba, focusing on enhancing security culture and mitigating insider threats in aviation.

Bavarian national dress at NACC conference in Cuba >

All these conferences were also attended by the Directors General of the participating authorities, who are the first points of contact for explaining the concept and capabilities of EMPIC-EAP®. EMPIC had a chance to create many new leads while deepening the relationship to authorities that have already taken first steps!

In addition, EMPIC sponsored and exhibited at the **ICAO/Euro-Nat Director General** meeting in Paris, taking the opportunity to reconnect with clients and discuss the future of aviation regulation. After the meeting, Jörg Kottenbrink visited the **Paris Airshow**, strengthening relationships and exploring potential collaborations. We express gratitude for the inspiring talks and high interest in our software suite. These were just the conferences from the first half of the year. In the following months, EMPIC is looking forward to participating at the **DGCA conference** in Bangladesh and the **EDA conference** in Germany. Don't miss meeting us there!

Enjoy the EMPIC coffee break at ICAO Paris office >

Pioneering Aviation Safety: New Software Enhancements within EMPIC-EAP®

At EMPIC GmbH, we're excited to announce our latest plans and future roadmap, enhancing THE safety oversight management solution for aviation regulators.

By the end of 2023, we're launching an **Occurrence Reporting** module for our ICAO clients. This innovative module will manage the entire lifecycle of safety-related occurrences, streamlining the reporting and resolution process. In addition to the API for external reporting embedded in our WEB Server, this module will also receive a WEB Form option in 2024.

For our EASA clients, we're developing an interface for the ECCAIRS E2 database, set to roll out as soon as EASA publishes an API. This will ensure efficient data exchange and improved safety oversight. Our many EASA clients are impatiently awaiting this enhancement, as it will considerably increase their efficiency.

Future enhancements of our OAS module will include "**cross-domain auditing**" to enable comprehensive audits across multiple operational areas, our "**Master Surveillance Plan**" as a strategic tool to help develop a risk-based approach to safety oversight. The MSP will support three main planning components: (1.) frequency of visits (2.) distribution of available resources, and (3.) content of oversight, including focus areas.

Finally, the feature of recording the **Statement of Compliance** (SoC) per service provider will allow the regulator to create tailored oversight programs that only include the relevant elements of the regulation that are related to the specific service provider's activities!
After subject matter experts have checked the SoC for consistency, the system can align the regulatory requirements spelled out in oversight programs and checklists against it. A new version of the SoC may be required after the service provider submits a change application or if the regulation is amended, which in turn leads to a re-alignment of checklists. The system stores all reasons for adjustments in detail so that the resulting scope of surveillance is traceable throughout its lifecycle. The advantages for the regulator are faster planning, shorter checklists, and more accurate reporting, while evidence on compliance is recorded with the statement.

At EMPIC, we're committed to driving innovation in aviation safety oversight. As the industry evolves, we'll continue to deliver robust, cutting-edge software solutions to ensure the highest levels of safety and efficiency.

Christian Zwerger – Deputy Head of Development Teams

Deputy Head of Development Teams Christian Zwerger

In this newsletter we would like to introduce an employee who was on board even before EMPIC was founded. How is this possible? Continue reading!

Christian Zwerger is currently working for EMPIC as the Deputy Head of the Development Teams. These teams consist of all our developers, UX designers, testers, documentation team and software architects.

Christian started working on EMPIC's Medical solution before EMPIC was officially founded in 2001. As you might know, Medical software development started already under the wings of our parent organisation HEITEC AG. First, Christian was actively involved in the software development of the Medical solution, later he took over as its product owner and was responsible for the implementation at our customers. As EMPIC was growing, Christian participated in developing other modules as well, so today he has a deep knowledge of the structure and architecture of the software. This makes him the perfect fit for his current position where he can oversee all developments that take place in EMPIC.

Before he started working at HEITEC and later EMPIC, Christian studied electrical engineering where he also became interested in programming / coding. A happy coincidence introduced him to HEITEC: He was playing handball for Erlangen HCE, a local club sponsored by HEITEC, which is playing the highest league in Germany. Today, Christian is the interface between the different development teams, balancing customer satisfaction, quality, and available resources.

A big challenge for the future, as Christian notes, is the digital transformation at our customers, which he and his team try to support and help along to provide a smooth transition considering all the hick-ups there might be. In addition, he focuses on the well-being of our staff so that everyone can realise their complete potential while increasing intrinsic motivation and quality standards of EMPIC-EAP®. *"There is a constant loop to apply best practices from past to future projects. Just have a look from the very first Medical implementation until today. Of course, the scope and the product have evolved, but the software and the implementation process have become consistently better and smoother!",* says Christian.

In his leisure time, Christian enjoys hiking, travelling, and spending time with his family of five. At EMPIC, all employees are encouraged to also take time off to recharge their batteries, as we believe that the health of our employees is one of the most important aspects for delivering the best quality to our customers.

Christian's advice for new employees: *" Take your chance! All employees get enough space to share their ideas and bring their personal note to the product. We celebrate successes and you can participate."*

Upcoming events

UM 2023-2   Save the date, the upcoming user meeting is planned for: 6th to 10th November 2023

    DGCA conference in Dhaka, Bangladesh from 15th to 19th October 2023

    ICAO/EASA 2nd Forum on RSOOs in Nairobi, Kenya from 10th and 12th October 2023

    EDA conference in Bonn, Germany from 18th and 19th October 2023

Upcoming release

V 2023 R1   Release Date: 4th December 2023

The Last Word

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