



GENERAL CIVIL AVIATION AUTHORITY

Policy, Regulation and Planning For Safety Affairs

Q-Pulse User Manual

<<06.11.2019>>

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1. Introduction

The GCAA uses Q-Pulse for Quality Management System. The main focus is to:

- Improve the Auditing system management (scheduling, internal & external communication and processing of findings).
- Improve the analysis of all findings.
- Consolidate information on organisation performance.
- Control the manuals and other related documents.

2. Purpose

This manual contains information on how to use Q-Pulse for providing responses to the findings raised against your organisation, and request approval/acceptance of your manuals.

You will interact with Q-Pulse by using the Q-Pulse web application.

All audit findings are contained and processed in the CA/PA module. An individual will only access Audits and Findings where he has some actions assigned. E-mail notifications are sent at key points throughout the audit cycle. Some e-mails will be only informative, whilst others will require an action. Organisations' main role will be to fill the "auditee response" stage related to an audit finding; each action shall be completed and closed and appropriate evidence, when required, shall be also attached.

In addition, Q-Pulse offers the capability to apply for approval/acceptance of manual through its Document Module.

3. Your Feedback

Forward any comments or suggestions to the following address gpulse@gcaa.ae or call us directly on +971 4 2111598.

4. How to use Q-Pulse to respond to an audit

The following steps explain the process to respond to an audit.

5. Initial Notification

Once an audit has been scheduled, the following email will be received notifying the auditee of the audit details.

The screenshot shows an email from qpulse@gaelquality.com to Steven Cespedes. The subject is 'A New Audit has been Scheduled'. The email body contains a hyperlink 'Locate record in Q-Pulse Web' and a table of audit details. Three callout boxes provide instructions: one points to the hyperlink, another points to the audit details table, and a third points to the hyperlink with a warning not to click it.

Click the hyperlink to go to Q-Pulse web.

Do not click this link as you cannot connect to Q-Pulse this way. This is for GCAA Employees only.

The email will have some basic details about the audit (e.g. Type of audit (AMO), auditors' name, auditees' name)

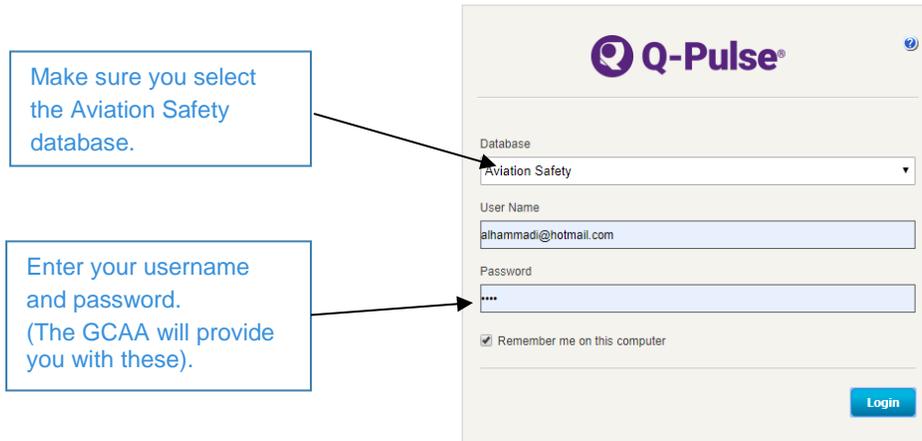
Details: The following Audit has been scheduled;	
Schedule	Airworthiness/Approved Maintenance Organisations
Number	AUD-AW-1
Title	Air Arabia - AMO
Scheduled Start Date	01/03/2010
Scheduled End Date	03/03/2010
Please check the date is convenient.	
Lead Auditor	al shamali, mohammad moosa
Auditors	
Person Name	al shamali, mohammad moosa
Auditees	
Person Name	Cespedes, Steven

Note: No findings will be raised at this point, as this is only a notification that an audit has been scheduled. Do not respond directly to this e-mail. Should you wish to change the date, contact the Lead Auditor via e-mail, providing justification for the date change request.

If available at the time of notification, additional information concerning the audit would be displayed in the email body

6. View the Audit

- 1- You will be directed to the following page once you have clicked on the web hyperlink, where you should enter your credentials.

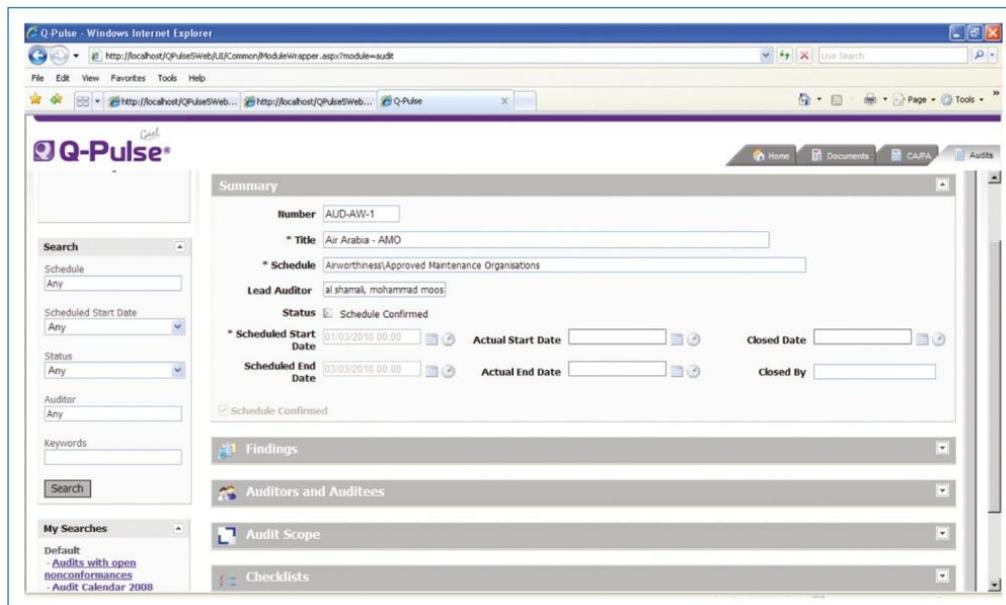


Make sure you select the Aviation Safety database.

Enter your username and password. (The GCAA will provide you with these).

Note: if credentials are forgotten, contact Q-Pulse administrator by email as stated in section 3

- 2- Once logged in, you will be directed to the audit report. You will not be able to change anything





7. Respond to Findings

7.1. Respond a finding

Once the report is raised in Q Pulse, the findings which were agreed with the Auditor at the end of the actual audit, will be sent by Q-Pulse email notification informing you that the audit has been completed. This means that findings have been created in Q-Pulse and can be responded to.

- 1- By clicking the link in the email, Login to Q-Pulse and click on the **Findings** tab to view the audit summary and the findings.

The screenshot shows the 'Findings' section of the Q-Pulse system. At the top, there are date fields for 'Scheduled End Date' (03/03/2010 00:00) and 'Actual End Date' (03/03/2010 00:00), along with a 'Closed By' field. A 'Schedule Confirmed' checkbox is checked. Below this is a 'Findings' tab. The 'Summary' section contains a text box with the text: 'The audit identified 2 findings, both were level 2 thus this organisation is still approved, however these findings need to be resolved in a timely manner.' Below the summary is a table of findings:

Number	Details	Type	Status
AF-12-1	The registration document was missing, a electronic copy was found, but the original could not be found	Non-Conformance	Open
AF-12-2	One of the engineers license had expired, he was due on a renewal course but he missed it due to illness.	Non-Conformance	Open

At the bottom, there is an 'Accepted By' field with the name 'Cespedes, Steven', an 'Accepted Target Date' field, and an 'On' field with the date '03/03/2010 00:00'.

Click on the hyperlink to open the Finding.

3- Click on a particular finding to view and/or action it.

Details about the Finding

There are a minimum of 3 stages that need to be processed before the finding can be closed by the GCAA auditor

4- Each finding has a minimum of 3 actions, you must complete them all:

- a- Corrective Action
- b- Root Cause
- c- Preventive Action

You can't edit these fields

To open and/or complete an action, click on the blue hyperlink or select the green

Note: The owner of the finding is entered by the GCAA, and he is the only person able to action the finding within the mentioned target date. To change the owner, contact the Lead Auditor.



5- Once you click on an action, provide your response:

The 'Action Details' dialog box contains the following fields:

- Action Number:** 1
- Target Date:** 05/12/2012 12:00 AM
- Closed Date:** 30/11/2012 12:00 AM
- Owner:** al shamali, mohammad moosa
- Action Details:** Corrective Action - (this field is for GCAA only, use "action response" box below)
- Action Response:** Documentation update the new revision distributed to all copy holders.

Callouts from the image:

- "You MUST enter a closed date" points to the Closed Date field.
- "You MUST put your name into the owner field" points to the Owner dropdown.
- "You MUST enter an action response and provide evidence where needed" points to the Action Response text area.
- "This field is for GCAA use only; use the below box to provide your response" points to the Action Details dropdown.

6- Verify that each action is completed as described above:

Auditees response (3)

Owner: Cespedes, Steven | Completed By: | Target Date: 07/04/2011 12:00 AM | Closed Date: |

Details: Please record the immediate corrective action, root cause and preventive action within the list below. (to complete an action: 1- double click each action to open 2- write your response 3- enter close date 4- select Owner (optional). Repeat the above for each action)

Number	Owner	Details	Response	Target Date	Completed Date
1	Cespedes, Steven	Corrective Action	We immediately scheduled the lapsed maintenance tasks to be done, please see attached maintenance completion records.	07/04/2010	03/04/2011
2	Cespedes, Steven	Root Cause	The root cause was that there was no maintenance scheduled for this aircraft	07/04/2010	04/04/2011
3	Cespedes, Steven	Preventive Action	A new change control process has been created to ensure that all new aircraft have maintenance planned before operating	07/04/2010	04/04/2011

7- Click on **save** to submit your final completed response.



Note: once all actions are completed, an email notification will be sent to the lead auditor requesting his review. The auditor may add additional actions if required or close the finding.

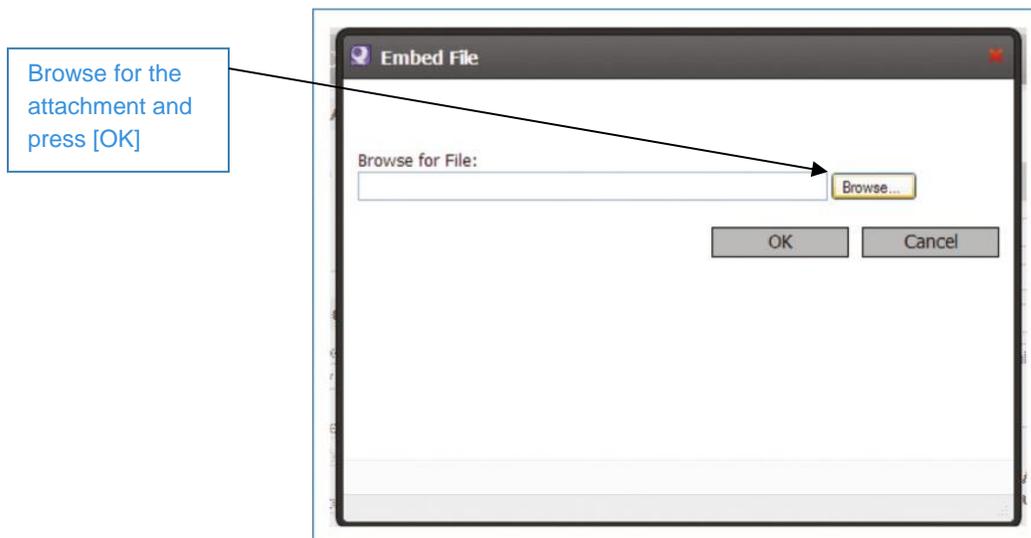
7.2. Attach Supporting Evidence

To facilitate the review and closure of a finding, you may need to supply supporting documents as evidences of actions taken to correct and/ or prevent a finding:

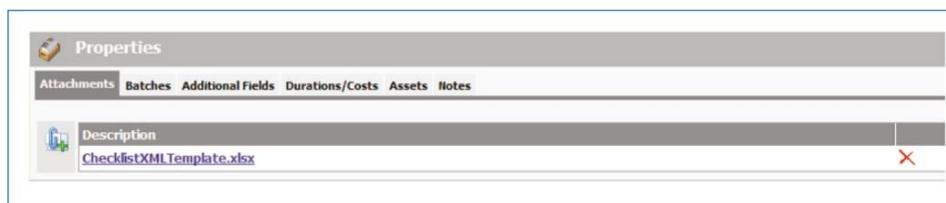
- 1- Click on **Properties** section at the bottom of the finding page.
- 2- Click on the attachment icon.



- 3- Browse for the document to attach:



- 4- Attach as many as documents as deemed necessary and check that they appear in the Properties section





8. Manual Approval

To submit new manual for approval then, the organisation shall send an email to its principal inspector stating the following details of the manual that requires review, approval and/ or upload in the system:

- Manual title
- Revision number
- Organisation name
- Manual owner (name, email, position and phone number)

- The principal inspector shall process the request internally for review, approval and / or upload in the system.

- The internal processing requires a file to be created by the GCAA for the initial manual.

- The principal inspector shall request the organisation to raise a Change Request (CR) against the created file (refer to point 8.1). Once CR, together with the manual, is submitted, the inspector shall start review, approval and / or upload process.

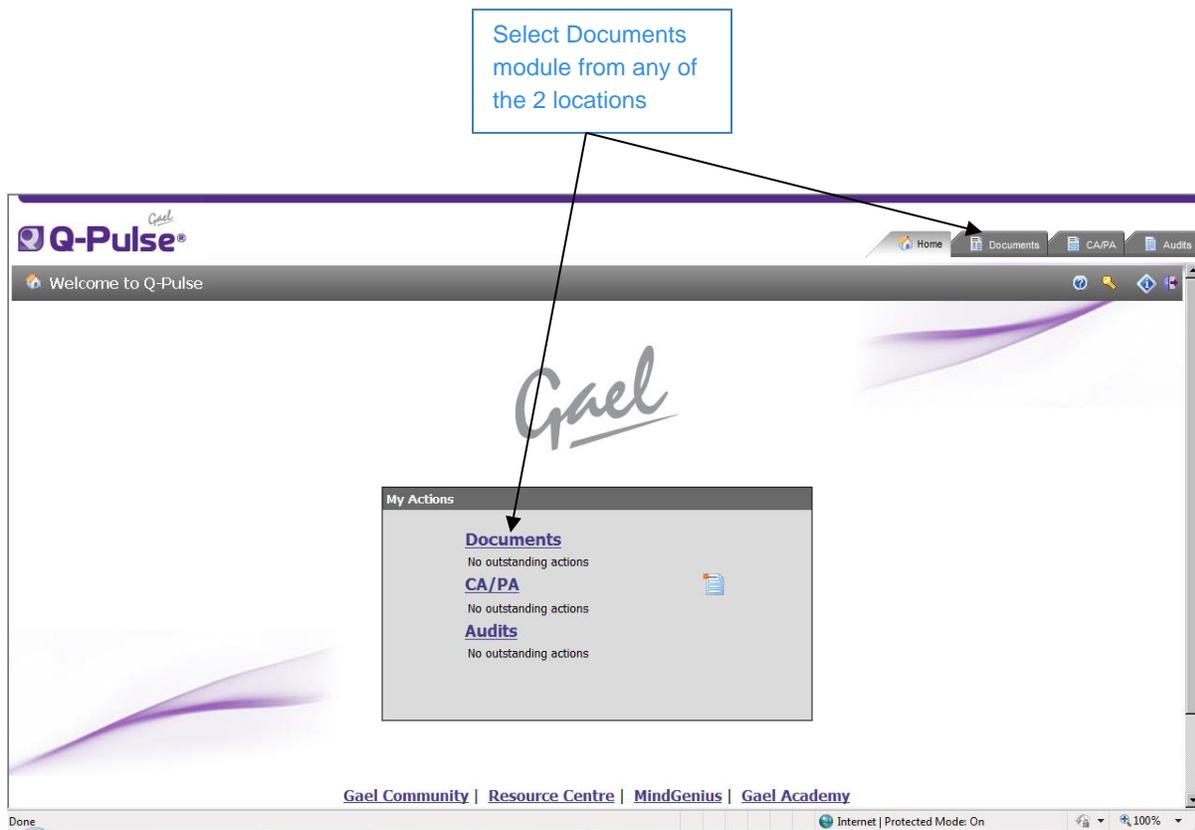
Note: in case there is no principal inspector assigned to the organisation, the email request shall be sent to the concerned department, section or manager.

Note: The created file shall be given revision "Initial" by Q-Pulse administrator. During activation of the manual by the inspector, the inspector shall replace the revision number to Revision 0 (Revision zero) in the system.

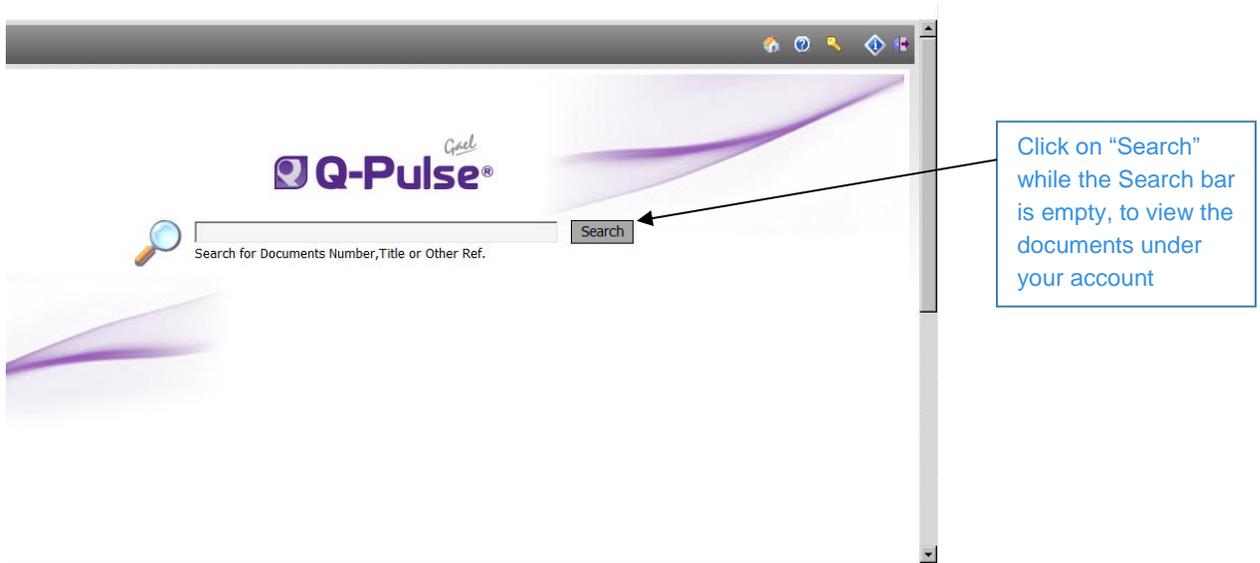
8.1. Apply for revision to manuals available under Q-Pulse Documents Repository

Note: If your organisation is approved for submission of Temporary Revision (TR) to specific manuals, then submit it as a Change Request. No declaration of approval/acceptance will be issued for it as the manual won't change revision. If the TR is accepted/approved, the email notification generated by Q-Pulse shall suffice as evidence.

1- Login to Q-Pulse, click on the **Documents** Module



2- Click on **Search**:

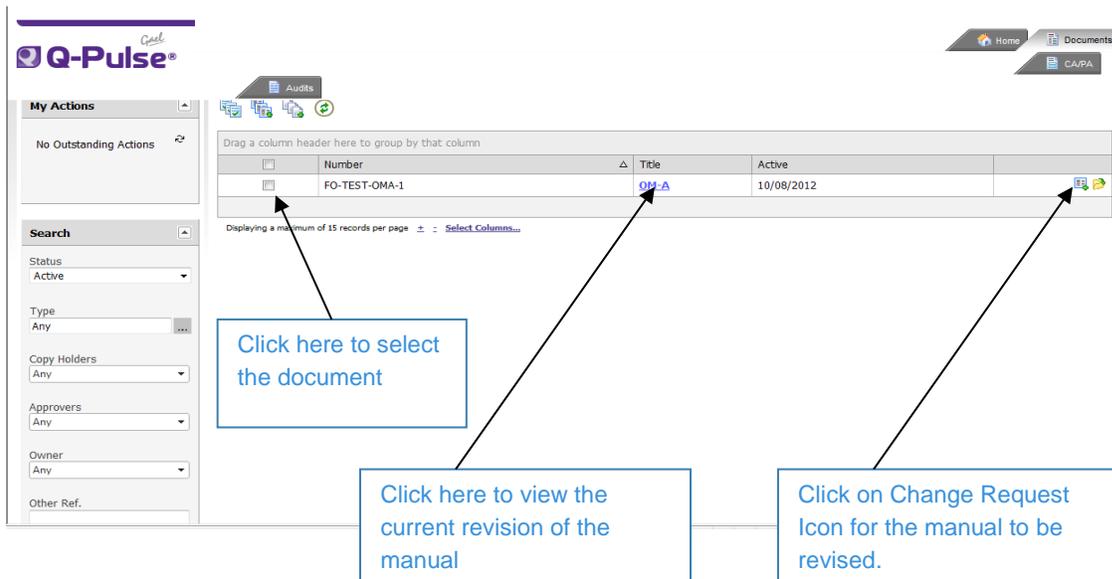


3- All the documents under your name will be listed.

Note: If the document to be revised is not listed, verify with the Principal Inspector (as it may have been assigned to another person within your organisation). If required, submit the document as initial please send email to inspector with all information to create a new document.

In order to access any manual under your organisation, the manual owner within your organisation should raise a request to the Principal Inspector to create Q-Pulse account for his organisation staff member(s) who need to view the manual, including full staff information and which manual the staff should be viewing.

4- Select the document to be revised, and click on **Change Request** icon.



- 5- Enter the reason for revision/details of the new revision and browse for the new revision document (**Searchable PDF File**):

Note: Do not change the “Raised By” and “Raised Date” field.

- 6- Once completed, click “OK”

Notes:

- 1- An email notification for successful submission will be generated.
- 2- The Change Request may be either accepted or rejected, an email notification providing the status of the Change Request will be sent. If accepted, another e-mail notification will be generated informing all concerned that the new revision has been activated. If rejected, the organisation must consider and address the concerns expressed by the Principal Inspector and resubmit a new Change Request.
- 3- For each manual, an approval/acceptance control page will be issued and made available in the Document Repository of Q-Pulse.

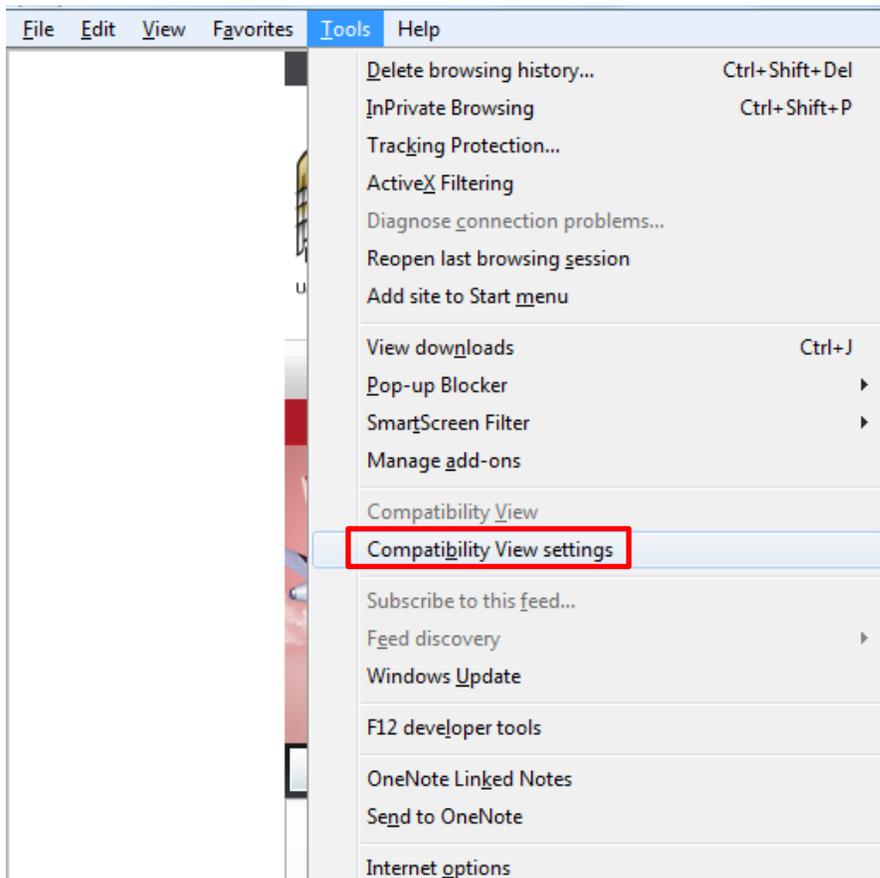
9. FAQ

Recommended browser is internet explorer version 9 and below. If you are using other version and you get this message:

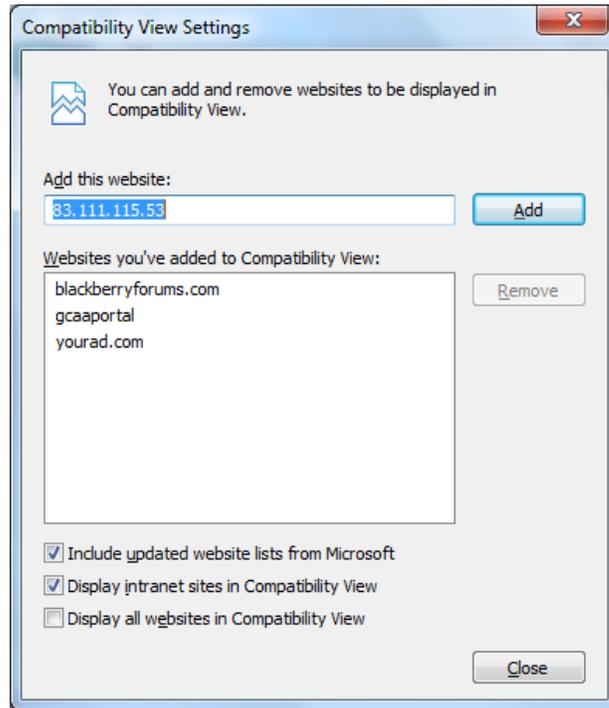


Please follow these steps:

If you are using IE10 or IE11, additional settings are required as follows:



Go to Tools >> Compatibility View settings



Then add the sites: 83.111.115.53, gcaa.ae and eaudit.gcaa.ae