Case Study: Automating the Aviation Safety Action Program for a Major Airline

Business Situation

We worked with a major U.S.-based carrier to automate its Aviation Safety Action Program (ASAP). The client serves more than 750 cities in 120 countries across six continents, with annual revenues in excess of $10 billion.

Challenge

ASAP is a critical part of every airline's safety program. It holds all information about adverse incidents or events that affect an aircraft's operation or flight path. Reports are entered by pilots, flight attendants, dispatchers and load planners. Managers review and analyze the reports before taking corrective action.

The client sought to automate information capture and trend analysis and create a method for determining the effectiveness of safety procedures. The system had to be accessible by all users 24x7, and published reports needed to be standardized for the Federal Aviation Administration.

Solution

We developed an automated, end-to-end, Web-based workflow process with a user dashboard for simplified incident/event reporting, review and analysis. Standardized reports are more easily generated, and the application is flexible, enabling administrative users to modify the user interface, taxonomy of reports and workflow or add new user groups. It also interfaces with other safety applications, including the Passenger Injury Index.

Benefits

Overall, safety is improved because the airline now has a far greater ability to analyze and act on reported incidents in real-time through a conveniently accessible single source of information. More specifically:

- Investigation has improved through the ready availability of various utilities (risk/corrective action assignment, PDF generation, email, etc.).
- Root-cause analysis has improved through faster report generation review and analysis.
- Data analysis enables the Event Review Committee to identify trends and measure the effectiveness of safety procedures.
About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services. Cognizant’s single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and more than 100,000 employees as of as of December 1, 2010, we combine a unique global delivery model infused with a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek’s Hot Growth and Top 50 Performers listings.

Start Today

For more information on how to drive your business results with Cognizant, contact us at inquiry@cognizant.com or visit our website at www.cognizant.com.