

# 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

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Passion for building stronger businesses

### World Headquarters

500 Frank W. Burr Blvd.  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277  
Email: [inquiry@cognizant.com](mailto:inquiry@cognizant.com)

### European Headquarters

Haymarket House  
28-29 Haymarket  
London SW1Y 4SP UK  
Phone: +44 (0) 20 7321 4888  
Fax: +44 (0) 20 7321 4890  
Email: [infouk@cognizant.com](mailto:infouk@cognizant.com)

### India Operations Headquarters

#5/535, Old Mahabalipuram Road  
Okkiyam Pettai, Thoraiipakkam  
Chennai, 600 096 India  
Phone: +91 (0) 44 4209 6000  
Fax: +91 (0) 44 4209 6060  
Email: [inquiryindia@cognizant.com](mailto:inquiryindia@cognizant.com)