

ZSA Database

v2.1

User Manual

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Introduction

The Safety ZSA database centralizes and manages all ZSA Query Sheets which can be issued during DMU or Physical reviews (from MG3 to Type Certification) for those airbus programs managed by the tool (currently A320P2F, A350, GMF, LR, NEO, SA, WB).

The aim of the following document is to explain the use of the Safety ZSA Database.

1 Basics

In this chapter we will discuss how to connect to the application and the basic layout of the database.

1.1 Connecting to the ZSA Database

Access to the ZSA portal is in Single Sign On mode via the url:
<http://fr0-vst070-p01.eu.airbus.corp:8070/ZSA>

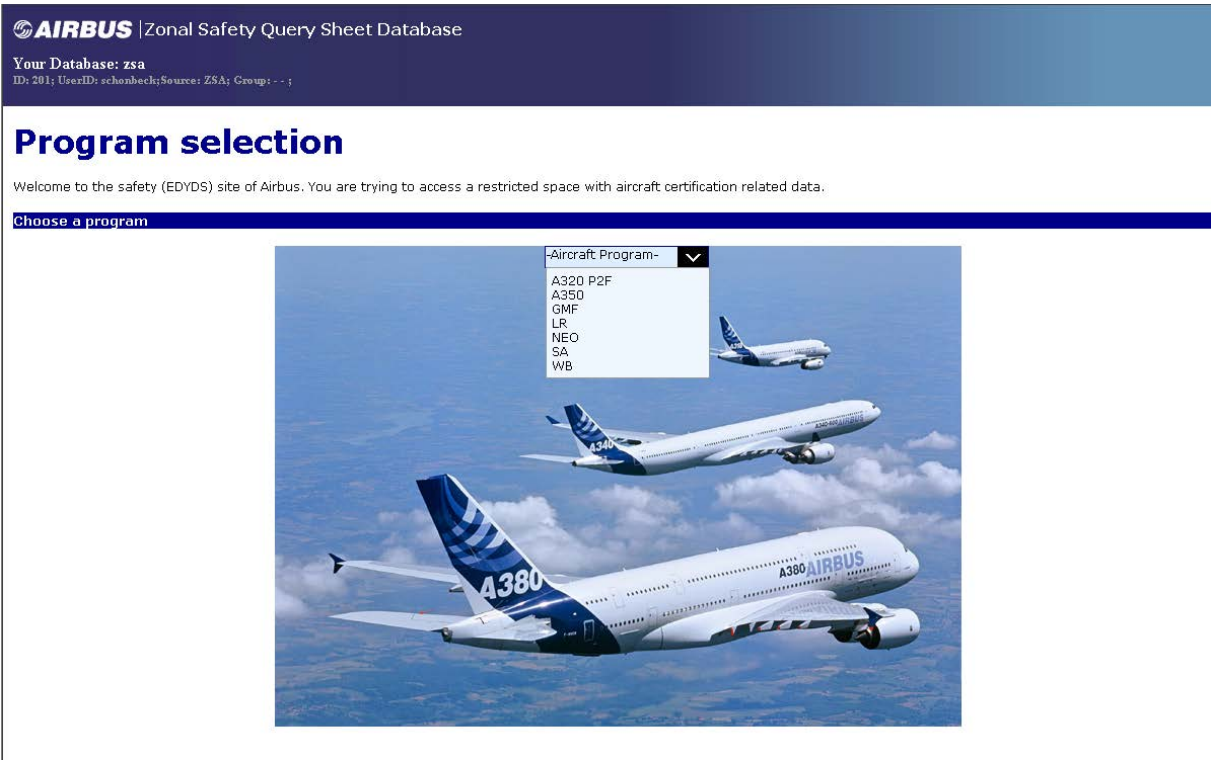


Fig. 1-1: ZSA Portal

You can then select the aircraft program you wish to work on from the list available (according to your rights).

Requesting Access

Access requests should be sent to the following address: support_zsa@sopra.com

1.2 Access Rights & Groups

When you have chosen an aircraft program, the page you are going to see and the options available to you, will depend on your access rights.

Possible Rights

The following table sums up the possible rights you can have.

Table 1-1: Rights (note that rights are inherited from top to bottom)

Abbrev.	Rights	Comments
R	read	The typical level for observers only
C	+ comment	If you come from TDD, design etc.; also allows you to upload files, pictures and similar and edit / delete your own comments.
W	+ write & delete own	Allows you to create your own QS and edit these; you can also flag your own QS for deletion.
A	+ edit & delete all	You can edit & flag for deletion all QS in the database, irrespectively of the author.
Followed by additional administrator levels		

You can see your own rights in the header of the page (more on that in [chapter 2.1](#)), as shown in the following picture (encircled in red):

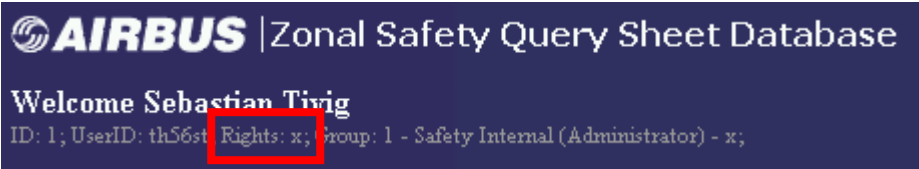


Fig. 1-2: Right information in header

In case you are not happy with your rights or see the necessity to change your rights, you can send an e-mail to support_zsa@sopra.com.

Aircraft Limitation

The database today can hold QS for all a/c programs that Airbus (and the safety department) is working on. However, due to security and legal constraints, you will most probably not be able to see all of them, but will be limited to a single a/c program. The database will automatically adapt your views accordingly and will filter as such. If you have been restricted but want to see other a/c programs, contact support_zsa@sopra.com.

2 Basic Interface

Whenever you work with the database, you will use the main interface, which gives you the possibility to link into all parts of the site. It is explained in the following chapters. Figure 2-1 shows the main parts



Fig. 2-1: General page overview with three sections.

The main page is composed of three main areas: the header on top, the navigational page on the left and the main page in the middle. The first regroupes static information and links to the not changing information, the nav page links you to various pages and may change depending on your rights, while the main (middle) part will show the actual web pages to you. This is discussed in the following in more detail.

2.1 The Head Frame

The head frame regroupes two sets of information / activities: your personal information on the left (name, rights, etc.) and the quick links on the right.

Personal Information

Here you will see your name and access rights as well as your user ID. This helps you to quickly answer questions from admins and allows you to quickly assess your possibilities. For a more detailed discussion on rights, see [chapter 1.2](#).

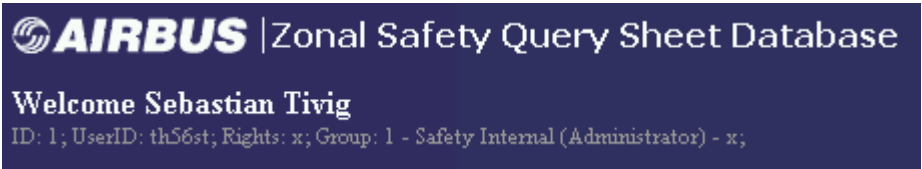


Fig. 2-2: Detailed user info in the head frame.

Quick Links

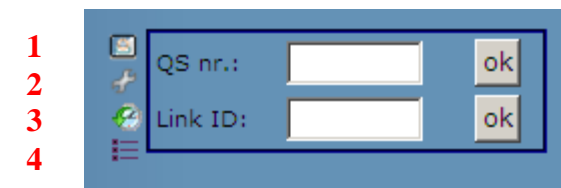


Fig. 2-3: Quick Links on the right side

You will notice that here again are two parts: on the right, in the blue frame, is the direct link to the QS, either by entering a QS number or by entering the link ID. No further explanation needs to be given.

On the left side, there is a row of four buttons, which effectively hold your user options and possibilities.

Table 2-1: User button meaning in head section

Button	Meaning	Description
1	Requests	Allows you to place requests with admins and to see the status of your open requests, as well as a list of closed requests. Note: This is no longer used. Request to admin can be sent by mail to support_zsa@sopra.com
2	User Options	Calls a page where you can set options on the exterior aspect of the database as well as configure the main database display.
3	My history	Calls a list of the most recent visits and the QS visited
4	My Info	Calls an exhaustive list of all QS you wrote, all comments you wrote, your latest QS changes and your uploaded data. For admins, this also checks the admin tables in the database.

We suggest you experiment a bit with the settings and options, as they can greatly enhance your experience when working with the database.

2.2 The Nav Frame

Here you will find links to the rest of the database. These are explained shortly. Also note, that by default pop-up help is displayed when accessing any item in the nav page. You can disable this in your user options.

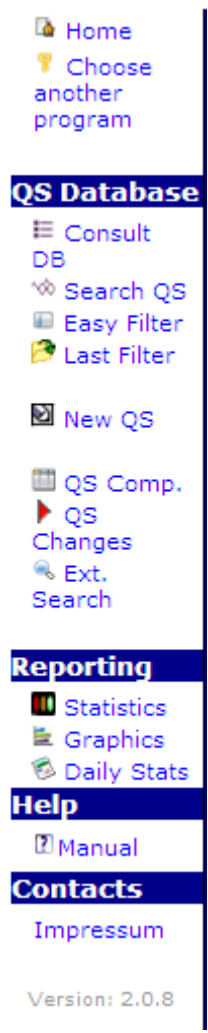


Fig. 2-4: NavFrame Looks

The details of this nav frame are detailed in the following, section by section. Please note that if you are a more powerful user (the example is with rights “w”) you will have additional options, but these are not discussed here (see the admins guide for more info).

2.2.1 First Options

Uncategorized, there are two possible links: Home and Choose another program. The latter is self-descriptive: it will bring you back to the portal in order to choose a different aircraft program to work on.

The other link, Home, will lead you to your home page, where you will find an overview of the database and of your open actions, items to be closed and similar. As an admin, it will also give you an overview of the database state. Finally, you can see the latest 5 news entries on this page.

2.2.2 QS Database

In this section all links pertaining to database interaction (writing, editing, searching, etc.) are located. Again, the content is depending on your rights. Here is a quick explanation of the content:

Consult DB

Shows an extract of the database (by default unfiltered). What you see and how many of the database items you see is dependent on your user options, where you can configure this display to a great extent.

As this is the main view of the database, you can also filter for nearly every parameter, choose the output type (special prints for inspections are available), sorting and more; normally all these options are closed, so you don't see them (in order to ease viewing); the next option (see below) allows you to open this search pane directly.

Search QS

Effectively opens the same page as above, however with the filter pane already opened.

Easy Filter

Allows you to filter the display for the primary parameters (shown below) in a few simple clicks:

Deck			Section			ATA Chapter			Priority			Status		
LD	MD	Bilge	14	13	17	92	25	21	a	b	c	Closed	Open	Proposed for validation
Click To Select			Click To Select			Click To Select			Click To Select			Click To Select		

Last Filter

The database saves the last filter you chose in the database (see above). This filter is stored and can be re-called by clicking on this button.

New QS

Allows you to add a QS to the database. You need at least “w” rights to see that option. Note that if you add a QS and forget to add or enter information, do not despair: you can simply edit the QS and enter the rest of the information, add pictures and similar; this page also features an extensive error checking and content validation procedure.

QS Comp

Allow the comparison of up to four QS.

QS Changes

This page allows you to see the major changes in the QS in the last days (you can set the date from which to see). It gives you an overview of the status changes for QS with closure requests mainly and can be used to easily track down your closure requests.

Ext. Searches

In case you really don't find something, you might want to search each and every field in each and every table for a certain keyword. Be aware, that this is a very extensive search, which might take time.

While you can select a bit in which tables you wish to search, you are almost guaranteed to find what you are searching for; in addition, the extended search uses the mySQL "LIKE" clause, which means that it is not looking specifically for what you entered, but will also return approximate results. Please use this functionality with discretion.

2.2.3 Reporting

This section offers written and graphical statistics for the database, as well as some quick links to filtered DB output.

Statistics

The basic page, shows statistics on open / closed etc. QS for various criteria (as sorted by deck, section, etc.). Also has quick-links to the DB overview (see previous chapter) in order to see the QS appearing in the statistic.

By section	
	GMF
11/12	5
(o / pfv / c)	(3 / 0 / 2)
13	98
(o / pfv / c)	(16 / 0 / 82)
14	170
(o / pfv / c)	(29 / 0 / 141)
15	1
(o / pfv / c)	(1 / 0 / 0)
16	58
(o / pfv / c)	(16 / 0 / 42)
17	141
(o / pfv / c)	(16 / 0 / 125)
18	25
(o / pfv / c)	(2 / 0 / 23)
19	0
(o / pfv / c)	
Aft	1
(o / pfv / c)	(0 / 0 / 1)
FAF	1
(o / pfv / c)	(1 / 0 / 0)
Forwd	7
(o / pfv / c)	(2 / 0 / 5)

Fig. 2-5: Example of statistics for a given user

The above example is typical on what you will see (most users are restricted to a single a/c program). You see the total number of QS for a given section and the number of open / proposed for validation / closed QS for each of this sections.

Graphics

Essentially the same as above, but in a graphical version. As always, please note that generating these graphics is not as easy on the CPU load of the server as the tables, so please use with discretion.

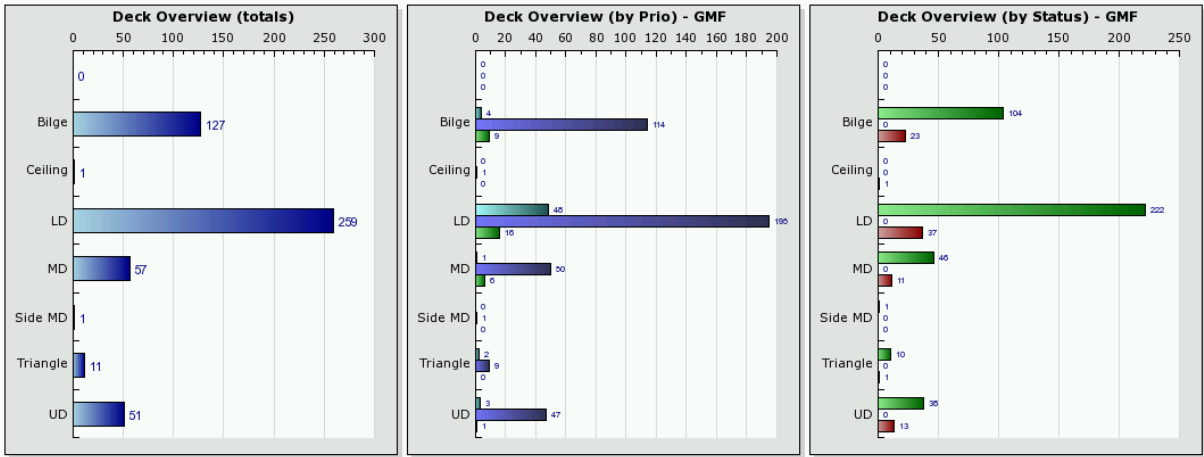


Fig. 2-6: Sample graphical statistics.

For nearly every part three graphs appear: total QS per category, then number of QS per category and sorted by priority (from top to bottom: a, b, c) and finally QS per category and then by status (closed – green, proposed for validation – yellow, open – red).

Daily Stats

If you are interested in trends and the daily work done (for instance for supplier management or performance evaluation), you can use this part. It shows two things: one image with the total evolution of open / pfv / closed QS numbers and a table listing daily activity.

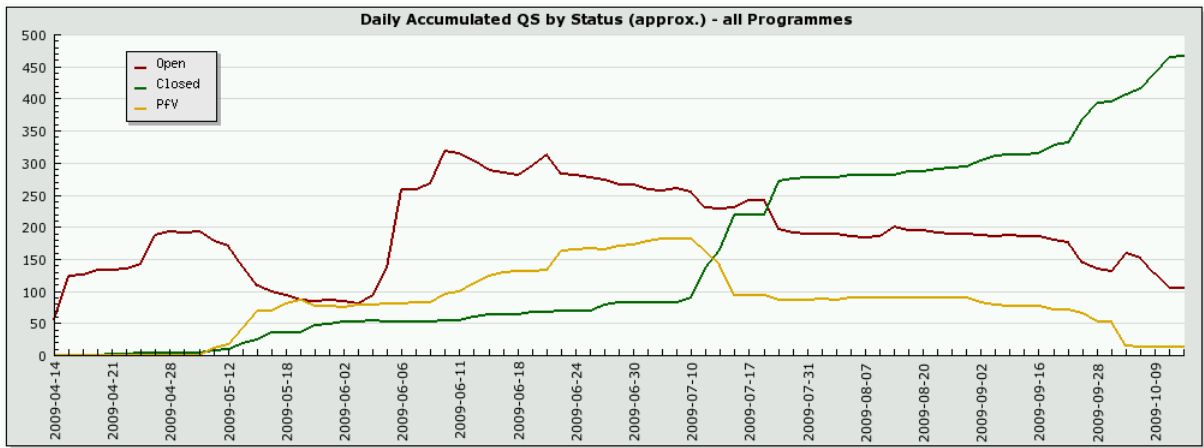


Fig. 2-7: Daily statistical graph (accumulated QS population by status).

As you can see above, this is handy to see how quick the QS have been closed and roughly how many open QS remain (for reaction times, administrators have better tools, please contact them directly).

2.2.4 Help

In this section you will be able to access this User Manual document.

2.2.5 Contacts

Here you can send an e-mail to the tool administrator.

2.3 General Concepts

There are some general concepts followed throughout this database with respect to images, colours and similar. These are explained in the following.

Action Feedback

Whenever you perform any action in the database (from editing a QS, to adding a comment, etc.) you will receive a notification about the success of this action. Three colours are distinguished (in good Airbus tradition): green, amber and red. All this information is invariably displayed on top of the page either before or after the main title and before the main content of the page. Warnings (amber) and errors (red) are also registered in the internal error log of the database.

In case you get a **green box** after an action, with a green arrow and some green text, usually all is well, and at least the main part of your action has succeeded. The database will split some actions (such as editing a QS) into multiple sub-parts (editing the QS database entry, registering the change and so on); in this case you will receive a green box only for the main action. Any sub-sequent sub-actions will be ok if you see nothing.











Amber boxes are warnings, which mean that something has not worked, but do not necessarily point to an error in the database. However, in most cases either your entire action has failed, or some part (e.g. registering a change after you edited a QS) has failed. The overall data integrity etc. is not compromised.

Red messages mean that an error has occurred within the database. If you just tried to acquire data, nothing happened, but if such a message comes after you edited data, simply assume that whatever you did has been lost for good. If this occurs more than twice in a row, make sure to contact an administrator, though they will find evidence of this issue in the database logs.

Universal Signs

Throughout the database you will find that certain signs always have the same meaning, which can ease your understanding of it and speed your work. In the following is a list of the most used signs.

Table 2-2: Common signs and their meaning

Sign	Meaning	Description
	Delete	Deletes the item (typically a filter or similar); in general this means permanent delete, though important data (e.g. a QS) is always backed up and cannot be physically deleted.
	Done	If you see this sign, it means that an action has completed successfully.
	Edit	Edits whatever you are seeing (e.g. a QS).
	Error	Only displayed if an error occurred (see previous chapter).
	Find (similar)	Starts a search inside the database (normally for a QS) with similar meaning / content as the item you are looking it.
	Help	Opens a help dialogue for the topic left of the sign.
	User Info	Opens a small window with information on the user ID next to the sign.
	List	Gives a list of possible or used options (e.g. list of used ATAs in the QS when seen in the filter form).
	Minimize / Hide	Will close a certain part of the window, sometimes minimizing it, sometimes hiding it. These parts can either be enabled directly on the page again or in your user options.
	Warning	Only displayed if a light error occurred (see previous chapter).

In addition to these signs, a variety of other symbols is being used, but their meaning is sometimes context dependent, respectively they are seldom seen and as such not further explained here.

2.4 Detailed Page Discussion

Now that you have an overview of what you can find where from the previous chapter, it is time to delve a bit more deeply into the various pages that are offered to you by the database. As a general hint: you can click on any images / links etc., to open them in an enlarged version in a new window.

2.4.1 Database Overview

The database overview window offers you a listing of all available QS pertaining to certain filter criteria that you can specify (or leave empty for a full database print). It allows you to get a quick and customizable overview of the database content and to get a large number of QS in a printable, portable, 1-page variant, for instance for inspections.

The general layout of the page is shown in the following figure.

Consult QS Database

In the following please find all entries of the Query Sheet Database. You can filter on the top, if you would like.

Filter form

Show Filter
Reset filter (show all)
Save Filter

Filter Settings

A filter has been set. This filter has the following settings:

Database listing - Filtered (507 items)

The following is an extract from the database. 100 items (of 507 filtered) are shown per page. If you wish to change the columns you see or the number of QS per page, please head to your [User Settings](#) and set the relevant options there.

1
2
3
4
5
6
Next

Page 1 of 6
Alw. show all
Print List
Export

ID	LinkID	Author	Programme	Priority	Status	Title	Section	Zone	ATA	ActionTo
13	1	thb4j1	GMF	b	Open	Connector bracket in contact with primary insulation	14	253	53	Stefan Kloke
14	2	thb4j1	GMF	c	Open	Improvement of drip loop on CH lamp	14	233	92	Ralph Grieger
15	241	ts89x7	GMF	b	Closed	attachment point is missing	13	0	92	Ralph Grieger
16	239	thb4j1	GMF	b	Closed	Chafing on structure	14	134	92	Ralf Grieger
17	240	ts89x7	GMF	c	Closed	chafing with structure	14	0	92	Ralph Grieger
18	242	ts89x7	GMF	b	Closed	chafing with structure	13	0	92	Ralph Grieger
19	243	ts89x7	GMF	b	Open	chafing with structure	13	0	92	Ralph Grieger
20	244	ts89x7	GMF	b	Closed	chafing with structure	13	0	92	Ralph Grieger
21	245	ts89x7	GMF	b	Closed	chafing with structure	13	0	92	Ralph Grieger
22	246	ts89x7	GMF	b	Closed	chafing with structure	13	0	92	Ralph Grieger
23	247	ts89x7	GMF	b	Closed	inter - wire chafing	13	0	92	Ralph Grieger
24	248	ts89x7	GMF	b	Closed	insufficient support	14	0	92	Ralph Grieger

Fig. 2-8: Database consulting overview.

The detailed functionality is explained in the following.

Filtering

The most important work part will be correct filtering. Below is an image of the opened filter form.

Filter form

Hide Filter
1 - Open only
Load Filter

Compact Mode

In the following you can select the filter criteria for the database. If you wish to reset them, you will find the appropriate button at the end of the form. If you do not wish to see this filter form then use the link above

You can use wildcards (%) if you wish.

Status	=		?
Priority	=		
Section			Select a section, or type in section numbers (no names) yourself, separated by a ",". Valid input f.e. is: "12,13,14" but not "fwd, aft" or similar. A selection always takes precedence over your input. Section number typing ONLY concerns fuselage area.
ATA			Select an ATA chapter, or type in ATA chapter numbers (no names) yourself, separated by a ",". Valid input f.e. is: "21,92,38" but not "water, air". A selection always takes precedence over your input.
Inspection Type			
Author			Please enter a user number ID; separate multiple user-numbers by a semicolon (;).
MSN			Use regular Airbus MSN numbering, including leading zeroes. Do not include the a/c customer, this can be selected in a specific field. Only enter one single MSN number.
A/C customer	(Original)		The list presents all a/c customers which are in the database, i.e. for which a QS appears.
Action To			Free text, this is not the user ID.
Action Holder			Action holder. You may enter a single user ID, do not enter multiple user IDs!
Workpackage			You can specify to search for a specific workpackage from the list.
PDT			
Link ID			LinkIDs are not unique, so you can filter for them.
Deck			Note that a few of the entries take into account multiple decks (these are then shown). Deck selection ONLY concerns fuselage sections.
DS/CI	%		Enter the complete or partly the number of the HTZ. Do not use wildcards at the beginning or the end, these are added automatically. You can still use wildcards in the middle.
Ref. Document			You can search here for anything inside the referenced documents. Use wildcards (%) if you wish to broaden your search.
Description	%		Do not put % at the end or rear of the text (it is automatically done). Searches the entire QS description for the exact text part you enter. You can use % as a wildcard in your text.
Review Date		YYYY-mm-dd	Please use format YYYY-MM-DD.

Fig. 2-9: Filter options, part 1.

Creation Date	<input type="text"/> YYYY-mm-dd	Please use format YYYY-MM-DD. (Only takes dates after the one you entered)
Selected Items	<input type="text"/>	Type a list of QS you want to see, separated by a ",", e.g. "120,140,150".
Misc. Options	<input type="checkbox"/> Request for Closure active <input type="checkbox"/> I have an action on QS	
QS Status	<input type="text"/>	A number of additional options which can be selected.
Frames (min /max)	<input type="text"/> / <input type="text"/>	You can also only enter a minimum or maximum. If you wish to search for a specific frame field, enter the same number in min and max field. Frame selection ONLY concerns fuselage sections.
Rib (min /max)	<input type="text"/> / <input type="text"/>	You can also only enter a minimum or maximum. If you wish to search for a specific Rib field, enter the same number in min and max field
Side	(Original) <input type="text"/>	The list presents all possible entries which are in the database (i.e. QS exist for each of the entries in the list).
Zone	<input type="text"/>	It is recommended not to search for one zone only (usually the zones are not correctly entered into the database) but rather use wildcards (%) to search for zone groups, such as 1% for instance.
Closure Ref.	% <input type="text"/> %	Allows to search for closure references; wild cards are used automatically and the search looks for anything similar to the text (or any combination of characters) you enter.
Source	<input type="text"/>	Allows to search for closure references; wild cards are used automatically and the search looks for anything similar to the text (or any combination of characters) you enter.

Display type: Standard

Sort by:

QSID
Descending

Limited Show: All

Filter

Fig. 2-10: Filter options, part 2.

As you can immediately see, the extent of the filtering options is quite vast. As always you will find help buttons and direct help for each item. However, there are some quirks to be kept in mind and which are explained in the following.

First, the filter takes of course all fields into account, meaning that you might end up with no results when you specify conflicting filter options (e.g. frame 12 and section 16). There will be no warning, so you need to check yourself for the logic of your filtering options.

Second, not all options are saved in your last filter / saved filters. Anything below the blue line is not saved. Everything above, is.

Saving a Filter

Quite often you will probably want to have a range of filters that you use often saved and labelled, so that you can call on them easily. In order to save a filter, first call the filter form, set a filter and then click on “Filter”. The page reloads, with a filtered view of the database. Enter a name for your filter and then click “Save Filter” – done.

Filter form

Show Filter

Reset Filter

Save Filter

1 - Open only

Load Filter

Fig. 2-11: Save Filter option.

For renaming a filter, follow these instructions.

Renaming a Filter

Naming a filter is easy and can be done directly when you save it. If you wish to change the name of a filter, head to your user options page, scroll to the bottom and set the name there.

Simply enter the name in the appropriate box next to the filter and then click on “Save Filter Names”.

Your Saved Filter

Filters can be saved on the overview page. In order to do so, simply set a filter, send it via the "filter" will store your filter but not name it; in order to name it, please come back here and enter a name for

Filter Name	Filter String
<div><div></div><div>Print List</div></div>	prog=GMF&status=&prio=&§ion=&ata=&itype=&author=&msn=&accstm=&
<div><div></div><div>GMF prio A</div></div>	prog=GMF&status=Open&prio=a&§ion=&ata=&itype=&author=&msn=&acc

Save Filter Names


Fig. 2-12: Renaming a saved filter.

Deleting a Filter

You can delete any (or all) filter from the user options. In order to do so, scroll to the bottom and then click on the little red cross on the left of the filter naming box (see the previous figure for an example). This cannot be undone.

Data Export

Since version 2.1 it is possible to export data to file (.xls or .csv format) via the export button:

 This button is present on all screens displaying a list of QS (Consult DB screen, After a Search QS, Easy Filter screen)

When you click on this button, the following pop-up appears allowing you to choose the fields to be exported and the format of the file to be created:

A second pop-up allows you to open or save the file:

File Download

Do you want to open or save this file?

Name: 28_11_2013_17_22.xls

Type: Microsoft Excel 97-2003 Worksheet

From: fr0-vst070-p01.eu.airbus.corp

Open

Save

Cancel

☒ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

Fig. 2-13: Open or save pop-up

Select fields to export

All ☐

QSID ☐

Title ☐

Priority ☐

Status ☐

Inspec Type ☐

Customer ☐

MSN ☐

Deck ☐

Zone ☐

ATA ☐

Section ☐

Frame ☐

Rib ☐

Side ☐

Action To ☐

Act Holder ☐

DS/CI ☐

Description ☐

Author ☐

Review Date ☐

Workpackage ☐

PDT ☐

LinkID ☐

Creation Date ☐

Closure requests ☐

Closure Ref. ☐

Extension : xls

OK

Cancel

Fig. 2-14: Export pop-up

AIRBUS

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Configuring Display

When you first start the database standard settings are applied as to the number of QS shown per page and the columns that you see. You might want to customize this appearance. This can be done via your user options page.

Table Overview Display

This section allows you to set which columns you want to show in the database overview tab. It only influ (which have another format anyway).

Column Display

<input checked="" type="checkbox"/> countId	<input checked="" type="checkbox"/> LinkID	<input checked="" type="checkbox"/> Author	<input checked="" type="checkbox"/> Priority	<input checked="" type="checkbox"/> Status	<input checked="" type="checkbox"/> Title	
<input type="checkbox"/> MSN	<input checked="" type="checkbox"/> Section	<input type="checkbox"/> Deck	<input checked="" type="checkbox"/> Zone	<input checked="" type="checkbox"/> ATA	<input checked="" type="checkbox"/> Review Date	<input checked="" type="checkbox"/> Creation
<input type="checkbox"/> ActionTo	<input type="checkbox"/> ActionHolder	<input type="checkbox"/> crequest	<input type="checkbox"/> Closure	<input type="checkbox"/> Closerref	<input type="checkbox"/> InspecType	<input type="checkbox"/> accstm
<input type="checkbox"/> Description	<input type="checkbox"/> LastChange	<input type="checkbox"/> DS/CI	<input checked="" type="checkbox"/> Frame	<input checked="" type="checkbox"/> Side	<input type="checkbox"/> lastchg	<input type="checkbox"/> type
<input type="checkbox"/> refdoc	<input type="checkbox"/> views	<input type="checkbox"/> supplim	<input type="checkbox"/> options	<input type="checkbox"/> subata	<input type="checkbox"/> wp	<input type="checkbox"/> pdt
<input type="checkbox"/> Requirement	<input type="checkbox"/> source	<input type="checkbox"/> IntStat	<input type="checkbox"/> actpopup	<input checked="" type="checkbox"/> Rib		

Accept Column Display

Display Options

Items per page

50

QS shown per page on the overview page; only applies to list view, doe: unlimited amount of QS (but this might take a lot of time!).

Accept Options

Fig. 2-15: DB overview customization options.

All the columns which exist in the table are listed with their name in the database. In general this is self-explanatory. *crequest* means “Request for Closure” and is set to 1 if the particular QS has been flagged as RfC.

If you always want to see the entire DB, set the “items per page” options to 0. This might take some time to load the DB overview then, though, so use with discretion.

Display Selection (Print Types)

Apart from allowing you to filter and display summaries, the DB overview also allows you to get different types of prints. There are today 3 available kinds: Standard, Printable list and Printable list w/ pictures. The middle one is seldom used and not discussed here. The standard print is the list print you are familiar with. So the following focuses on the printable list with pictures.

One important note, though: all the print types use the filters and options you set, including the sorting and similar. Certain filters ignore your settings on column selection, though.

Printable List with Pictures

What this will do is ignore your settings on columns, etc., and yield a printable list of the QS according to your filter, complete with all the information of the QS, on a landscape page, ready for you to print before you go to an inspection.



Fig. 2-16: Print-types, close-up view with options.

The output you will get is already pre-formatted, such that when printing a page break is inserted after each page. However, make sure that you select landscape when printing. The easiest way (with internet explorer) to get a correct print is the following.

- Make your output with all the selected filters.
- Select the “Print Preview” option from the internet explorer print menu.
- Set to only print selected frame.
- Set page format to landscape.
- Print.

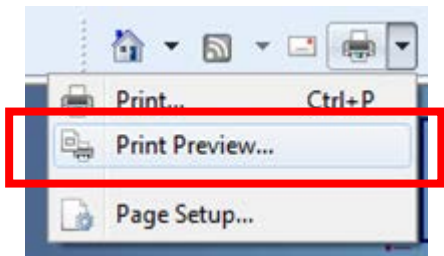


Fig. 2-17: Select print preview from the file menu.

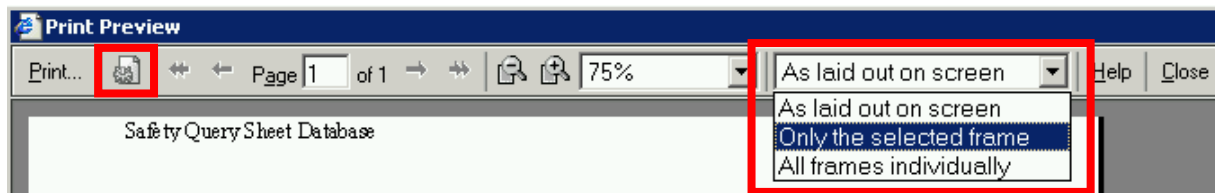


Fig. 2-18: Set to only use selected frame, then go to page setup.

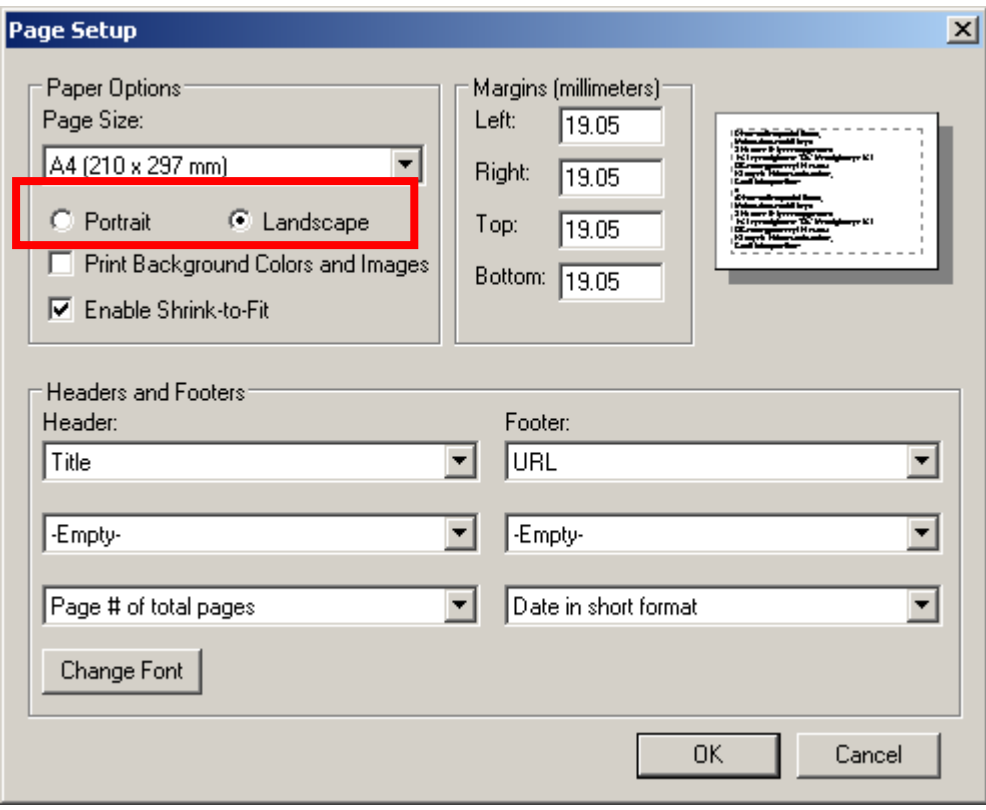


Fig. 2-19: Set page format to landscape.

2.4.2 Detailed QS View

One of the pages you will probably use most is the detailed QS view, where you can see the QS itself, as well as edit it, if you have the rights, comments, pictures and similar.

The page itself is divided into three distinct parts: the main QS information, including the QS, the QS pictures. The comments and comment pictures, as well as attachment. And finally the list of changes. Depending on your rights you might also see an administrative section in-between.

You can get to the detailed QS view either by entering a QS number on the top right of the page, in the header, or by any direct link, e.g. from the database overview page. In case you give a wrong number, there is error checking (see in the following).

QS Header

The QS header regroupes some basic information about the QS, the query used to find it (i.e. if any filters have been used), the total number of QS with that filter that exist, and the buttons to control QS actions. As always, the number of buttons that you see will depend on your rights.

Individual QS Display - Nr. 45

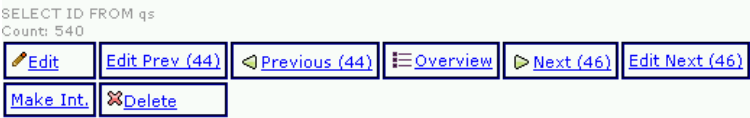


Fig. 2-20: Individual QS display, main part.

First and foremost, you see that the QS number is displayed already in the title. Following is in light grey the query used to retrieve the QS, i.e. if a filter is active, you will see it here. Below, also in light grey, the total number of QS fulfilling the criteria of your query, which are in the database. And finally the action buttons. These are explained in the following.

Edit, Edit Previous, Edit Next

These three buttons basically put you into editing mode (see [chapter 3.2](#) for more information). The first for the actual QS, the others for the previous / next QS. Be warned though – clicking any of these buttons does not save your actual QS, but will discard any changes you have made!

If you have a filter active, next and previous will jump you one QS forward / backward, respecting the filter you have set.

Previous, Next

Will display the previous / next QS which corresponds to your search criteria, i.e. filter. If you are at the beginning / end of the database, these buttons will not be shown.

Overview

Loads the database overview window, **with the last filter active**. Since you probably came from there anyway, the database just assumes that you'd wish for the last filter to be loaded, so that you see the same selection again.

Make Int., Delete, Make norm (not shown)

Available for only certain rights, these buttons allow you to flag the status of the QS; internal QS are not displayed normally, while deleted QS remain in the database but do not appear in statistics, overviews, listings or similar. In case the QS is already flagged, you will see a button which allows you to un-flag the QS. It is impossible to physically delete a QS.

QS Information

The main QS information regroups the “body” of the QS, i.e.: the pictures uploaded with the QS, illustrating the issue; the description in text form; the location; other important information.



Fig. 2-21: Main QS description / body.

The window is separated into three parts; on the left, you see the written information. Depending on your screen size, you see in the middle a enlarged version of the main picture. On the right side you see a list of pictures associated with the QS, as well as the possibility to upload an additional picture (as always depending on rights).

Figure 2-22 shows an example of such a QS description. In the first column is the description of the data you see, the second column holds the actual data. In the third column, you see glasses, which allow you to search for any QS having the same criteria (more on that later). In the fourth column finally, help icons are displayed, if available.

Depending whether or not the QS is closed or not you will see two additional rows, which are “Closure Ref.” and “Closure Date”. If the QS is not yet closed, you will not see these rows (as they have no meaning).

QS In Same Area Search

One important feature is the possibility to find other QS in the same area. this is accomplished by simply clicking on the glasses next to the “Area” field, encircled in red in figure 2-22. This will load a filter with the following criteria:

- QS within +/- 5 frames of the frame given; if an interval is given, the first and last frames are used respectively.
- Same side of the a/c (left / right).
- Same deck.
- Same section (this might actually limit the frames that are searched).

QSID	44 (ZSA)		
Link ID	not specified		?
Title	Risk of chafing between the harness and the edges of structure		
Review Date	not specified		
Supplier limit	0		
Closure Ref.	not specified		
Priority	a	~	?
Status	Closed	~	?
Closure Date	2012-12-14 11:08:31		
Inspec. Type	Physical ZSA	~	?
Customer	not specified		
MSN	1	~	?
Area	S11/12, LH, C10	~	
Deck	MD	~	
Zone	not specified		
ATA	92 - Wiring (D/E/F/UK)	~	
Action To	not specified		
Act. Holder	👤 - st21303	~	
DS / CI	not specified		
Add. Info.	not specified		
Description	RH and LH - Risk of chafing between the harnesses and the edges of structure. Ensure a better maintain of harness		

Fig. 2-22: Example of QS description. Highlighted the area search button.

All the fields should be self explanatory and will not be commented further; in addition you have help items for most of them.

Picture Options

Taking a closer look at the picture options and section in figure 2-21 shows the following:

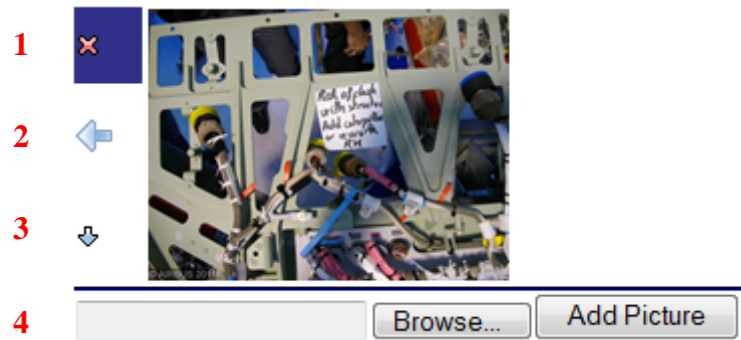


Fig. 2-23: Picture details and possible options.

There are 4 possible actions that you can undertake:

1. **Delete the picture**; you will be asked for confirmation, then the image will be physically deleted from the database and from the server's hard drive, with no possibility for restoration.
2. **Make primary picture**; the primary picture is the one shown enlarged when the screen is big enough. You can control which one that should be simply by clicking on the blue arrow pointing to the left.
3. **Make comment picture**; if the picture has been wrongly allocated to the QS, but is in effect a comment picture, you can re-assign this picture to the comments section. There is also a corresponding button there, with which you can re-assign the picture to the QS.
4. **Add a new picture**; simply browse for any new picture format and upload it; it will then be displayed in the QS' picture part.

Finally, also note that when hovering your mouse over the picture, you will see the picture's path and filename, as well as its size, in the tool tip that will pop up.

Comments

Anyone with rights above "r" (so from "c" onwards, see [chapter 1.2](#)), can add a comment to a QS. As detailed in [chapter 3.3](#) and [3.4](#), this is the main possibility for communication between the QS owner and the solution finding team.



Fig. 2-24: Comment part of the QS

As always, you have the possible actions in the first row. Similar to the QS you have then the QS text on the left, ordered chronologically, with the latest comment at the bottom and the oldest at the top. In the middle an enlarged version of the first comment picture, if your screen is big enough. And finally on the right the list of pictures and the possibility to quickly add another picture. As always, clicking on any picture, will open a new window, showing the picture.

Action Buttons

These are pretty self explanatory; the details of how to use them are discussed in the next chapter, but a short overview is given here.

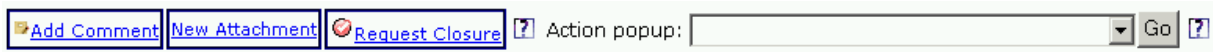


Fig. 2-25: Comment action buttons.

The first two options are easy: they allow you to either add a comment (possibly with pictures attached), respectively to add a single (or multiple) files with attachments (PDFs, BMs, etc.), which cannot be readily displayed.

The third option (“Request Closure”) flags the QS as having sufficient information to be closed and thus pops-up with people of sufficient rights (“c” and above) as having to be treated. QS team members have then the possibility to quickly accept or deny this request. It is recommended that you always use this button for closure requests, as detailed in [chapter 3.4](#).

Finally, the action pop-up allows you to mark the QS for your personal attention. When you log into the database, this QS will then show up on your main page. Note however, that **only one person at a time can have the action pop-up**. Thus, if someone else has already set it for him, and you set it to you, you would delete it for the previous person. This option can be very useful prior to an inspection, to mark your QS of particular interest.

Comment Details

The comment is always displayed in the same way: two options (edit and delete), followed by the unique ID of the comment in the database, followed by the name of the author and their company.

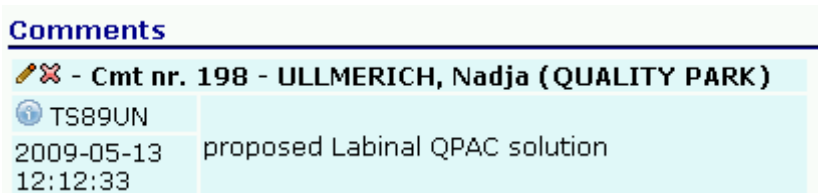


Fig. 2-26: Detailed look on a comment

Below on the left is the user ID of the author together with a quick link to the user description; below the date and time of the comment’s creation. This is not the last time the comment has been edited!

Finally on the lower right, the text of the comment. As explained in [chapter 3.3](#), when adding a comment, please make sure that your comments are as complete and pertaining as possible.

Changes

In order to have full transparency, all changes in the database pertaining to any QS are logged, even if it is just the editing of a comment, or the change of a picture status. A sample change log can look like the following.

Changes of the query sheets				
Chg. Nr.	Author	Change Date	Change	Type
4396	th56st Tivig, S.	2009-07-14 13:21:19	A total of 2 changes: 1 Status Proposed for validation <u>Closed</u> 2 Closereref D901976.A	1
1784	TS89UN ULLMERICH, N.	2009-05-13 00:00:00	Added comment (evt. w/ files): proposed Labinal QPAC solution	7
1785	TS89UN ULLMERICH, N.	2009-05-13 00:00:00	Added picture as comment: zsapics/qs45-pic388.jpg	0
1786	TS89UN ULLMERICH, N.	2009-05-13 00:00:00	Added picture as comment: zsapics/qs45-pic388.jpg	0
1787	TS89UN ULLMERICH, N.	2009-05-13 00:00:00	Closure requested.	3
1868	th56st Tivig, S.	2009-05-13 00:00:00	Closure request has been accepted (QS will be closed).	1
1869	th56st Tivig, S.	2009-05-13 00:00:00	Status Open <u>Proposed for validation</u>	2
1870	th56st Tivig, S.	2009-05-13 00:00:00	Added comment (evt. w/ files): Accepted.	7
1586	th56st Tivig, S.	2009-05-12 00:00:00	htz F928-95833 <u>F928-95822</u>	0
1343	TS89UN ULLMERICH, N.	2009-04-30 00:00:00	htz F928-95822 <u>F928-95833</u>	0
1290	ts89x7 GEISSLER, R.	2009-04-29 00:00:00	A total of 3 changes: 1 accstm fon 2 Description C20-23; Y1200-Y1200; <u>5705VB/1S is to strong in tense and distance to ATA29 is too small (C21)</u> 3 htz <u>F928-95822</u>	0
1059	th56st Tivig, S.	2009-04-26 00:00:00	Side <u>LH</u>	0
623	th56st Tivig, S.	2009-04-24 00:00:00	Deck <u>Bilge</u>	0
219	ts89x7 GEISSLER, R.	2009-04-23 00:00:00	Picture added: zsapics/qs45-pic246.jpg	0

Fig. 2-27: Example of QS change log.

The change log is sorted in reverse chronological order, i.e. the newest change is on top, the oldest one on the bottom. The individual rows are always built-up in the same manner: the unique ID of the change in the database; the user ID and abbreviated name of the author; the date and time the change has been inserted; the change description; and finally (depending on your rights), the type of the change.

Note that the time has only been registered as of version 1.3, so older items have no time stamp saved.

In case that a text has been modified, you will always see the field name that has been changed (note that this is the field name from the mySQL table, not the written name from the QS body); in green and underlined you will see new entries. In red and stroked out the deleted parts.

2.4.3 Statistics

Statistics are not only for PMOs, but can also help you in order to quickly see where you need to work and give you quick access to filters. There are three main statistics: the regular one, in table and graphical format, and the daily stats with total QS amount evolution diagrams.

Please keep in mind that images need time to generate; as such, use graphical statistics with discretion.

Regular Statistics (Table Form)

This page provides the total amount of QS for the a/c program you are working on, together with the amount of open / pfv / closed QS for each category.

All number are linked, i.e. you can click on any of them and will be re-directed to the database overview page with a filter set according to the statistics criteria. As an example, in the following figure, for section 13, there are 98 QS for the GMF. By clicking on the 98 you will go to the database overview with the following filter: *program=GMF, section=13*. Likewise, below the 98, there is the number of open / proposed for validation / closed QS; you can also click on the 16 (open QS) for instance and will get the filter *program=GMF, section=13, status=Open*.

By section	
	GMF
11/12	5
(o / pfv / c)	(3 / 0 / 2)
13	98
(o / pfv / c)	(16 / 0 / 82)
14	170
(o / pfv / c)	(29 / 0 / 141)
15	1
(o / pfv / c)	(1 / 0 / 0)
16	58
(o / pfv / c)	(16 / 0 / 42)
17	141
(o / pfv / c)	(16 / 0 / 125)
18	25
(o / pfv / c)	(2 / 0 / 23)
19	0
Aft	1
(o / pfv / c)	(0 / 0 / 1)
FAF	1
(o / pfv / c)	(1 / 0 / 0)
Forwd	7
(o / pfv / c)	(2 / 0 / 5)

Fig. 2-28: Example of statistics, by section.

Statistics are real-time and not cached, so you always see the latest status of the database.

Regular Statistics (Graphical)

The information contained is roughly the same as in the tables of the regular statistics, but with a breakdown per priority.

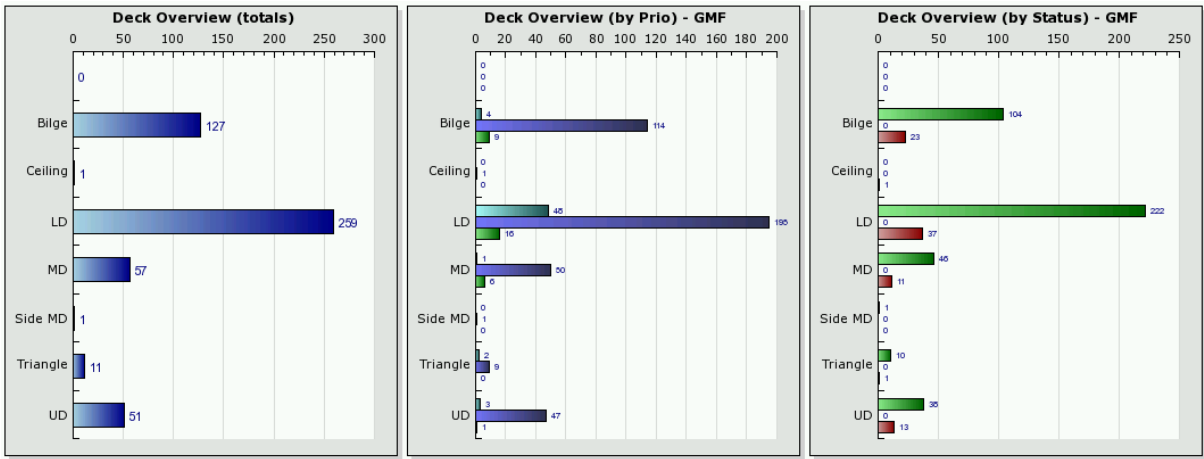


Fig. 2-29: Graphical statistics.

The statistics are for the a/c program you are working on. There are no quick-link possibilities with this option.

Daily Statistics

These are mainly used for performance and work left-over estimation, as well as PMOs. The really interesting part is the first picture, which shows the accumulated number of QS in the database, depending on status, per day, since the inception of the database.

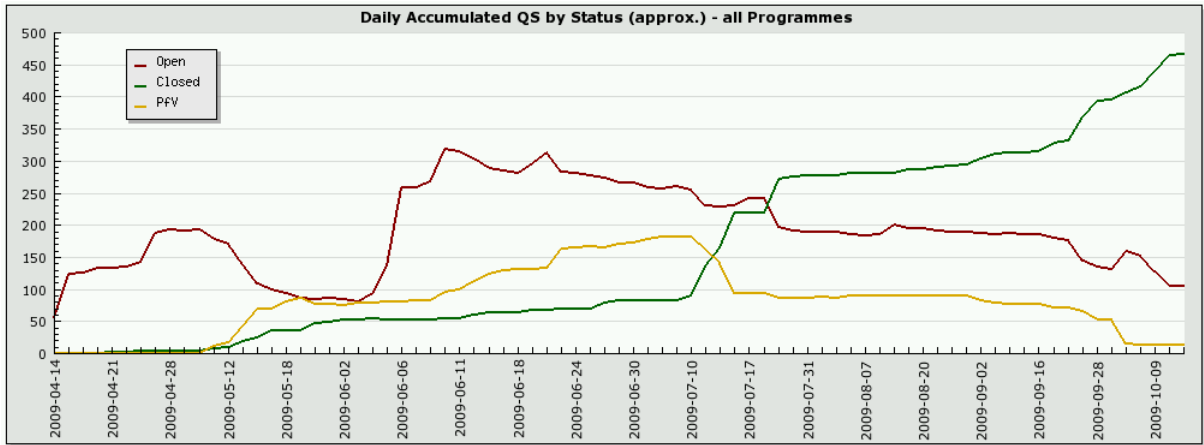


Fig. 2-30: Daily statistics (accumulated QS per status per day).

These figures concern the a/c program you are working on.

Below the figure is the table, which is limited to the last 15 days and shows the evaluation of key numbers (QS opened etc.) per day. Note that days on which nothing occurred are not shown, in order to ease the table.

Date	QS Created	QS PfV	QS Closed	Closure Requests	Closure denied	Re-opened
2009-10-13	0	0	1	0	0	0
2009-10-12	0	0	26	0	13	2
2009-10-09	0	0	27	0	0	1
2009-10-08	0	0	0	5	0	0
2009-10-07	0	0	0	2	0	0
2009-10-06	0	0	0	13	0	0
2009-10-05	0	0	0	14	0	0
2009-10-02	0	0	9	14	0	0
2009-09-30	0	1	12	0	11	37
2009-09-29	0	0	3	0	0	0
2009-09-28	0	0	25	0	3	2
2009-09-25	0	0	39	0	2	1
2009-09-22	0	0	3	0	0	0
2009-09-21	0	0	14	4	0	0
2009-09-16	0	0	1	24	0	0

Fig. 2-31: Daily statistics sample table.

2.4.4 Requests

Note: The best way to make a request to the tool administrator is by sending a mail to Support_zsa@sopra.com

2.4.5 Home Page

Under normal circumstances (i.e. when you have not set any other options yourself), the database will automatically start on the home page, which allows you to gain an overview over the actual status of the database, as well as your actions and similar. For information on how to set the start page, see [chapter 4.2](#).

The look of the home page vary significantly with the options you have set and with the various activities to which you are entitled and which you have performed in the last few days. More on configuring the looks of this page can be found in [chapter 4.2](#).

Essentially, the home page can be broken up into two distinct parts: on the upper part you see various reports, status information and similar; on the lower part you see the last 5 news entries. Keep an eye on them, there might be interesting information for you in there.

Status Reports

If you have all status reports engaged and sufficient rights, you will see the changes on the one hand and on the other hand closure requests, your personal closure requests, and the status of the QS for which you are the action holder.

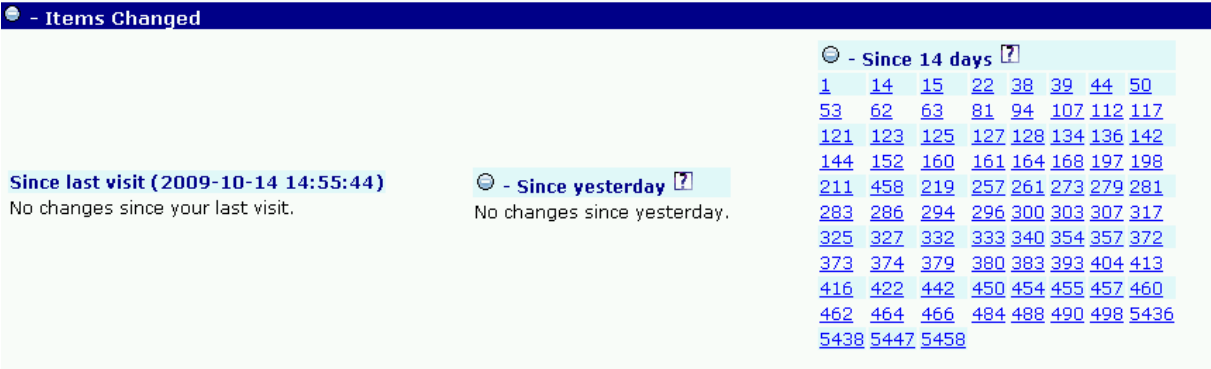


Fig. 2-32: View of changed QS

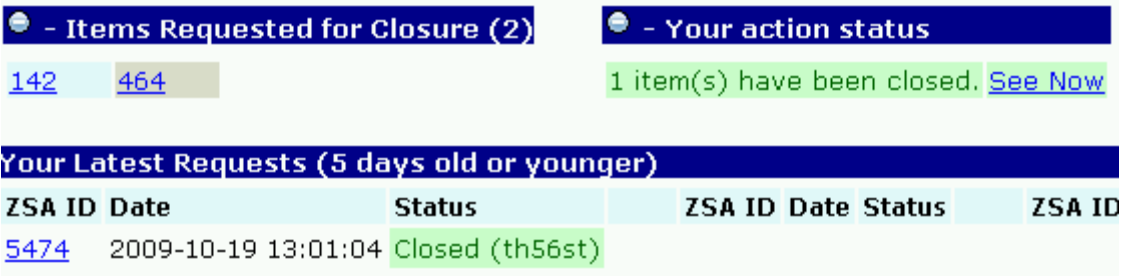


Fig. 2-33: Action status, RfC status and RfC list.

As always, you can close the various parts of the page by clicking on the small blue circles with the white stripe in them. Note also, that these status reports change depending on the status of the various actions, see the next figures.

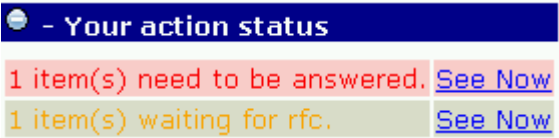


Fig. 2-34: Open items with waiting RfC.

You can always just click on “See Now”, which will bring you to an overview of the database, with a pre-set filter (your userID as action holder and the status of the QS (e.g. open, closed, rfc etc.) as second parameter), so that you can easily see the affected QS. Also, you can always hover your mouse over the various QS IDs and you will see a pop-up help, showing the QS picture and some additional information.

3 QS Activities

This chapter gives instructions and useful hints on how to perform actions on your QS, e.g. adding a new QS, editing an existing QS, commenting and similar.

3.1 Adding a New QS

In order to add a new QS to the database you need at least the rights “w”. Given that, it is a simple matter of calling the page “New QS” from the navigational pane (as can be seen on the right) and then follow the instructions. Additional help is provided for critical items.

Try to be complete as you can! This is very important and will save lots of time and discussions between you and the solution finding team. Include a maximum of useful information, diligently fill out the location with exact frames, section and deck, as these are the main filter locations.

In the QS text, make sure to include a detailed yet concise description of the problem. Do not just state “insufficient clearance”. Always state the actual state (e.g. “20 mm”) the should-be and according regulations (e.g. “25 mm according to TDD 92A001V §3.3.3”), also take care to correctly identify any and all contributors to the issue (e.g. “Frame, 1M (1615VB) and 2M (2331VB)”). The more exact your explanation is, the quicker and better the answer to your issue will be. Also check the “[Good Comment Writing](#)” section for more info.

Finally, you can add pictures and attachments directly in this step; if you forget to do so, this is not an issue, as you can add pictures and attachments also at a later date (see the following two chapters).

Also, in case you enter wrong information you can always edit and correct it (see next chapter). Keep in mind that once in the database, the QS will not be able to be deleted physically but will forever remain in the database.

Home

Choose another program

QS Database

Consult DB

Search QS

Easy Filter

Last Filter

New QS

QS Comp.

QS Changes

Ext. Search

DB Changes

Reporting

Statistics

Graphics

Daily Stats

Help

Manual

Contacts

Mail Admin

Version: 2.1.2

3.2 Editing an Existing QS

If you have sufficient rights (“w” or above) you can edit any QS directly from the detailed QS view. Load the QS of your choice and then press the “Edit” button. This will reload the QS

detailed view in the editing mode. Note that if you do anything else except clicking on the “Accept Changes” button afterwards you will discard your changes.

Individual QS Display - Nr. 45



Fig. 3-1: Edit button for QS editing.

The QS will then be opened in editing mode, which is nearly the same as the “New QS” mode, just that the old entries are already in there. What you cannot change is the QS number, as this is unique and automatically attributed.

3.3 Commenting a QS

The main form of communication between the QS team and the solution team is the comment function. Everyone with rights of at least “c” is able to comment all QS and thus also add pictures or attachments to the QS. In fact, commenting is not limited to text, but can also include pictures or common files, such as power point presentations, PDFs and similar.

Comments are displayed for every QS in the detailed view. For more information, [check chapter 2.4.1](#).

Good Comment Writing

When writing comments, please make sure to follow the following guidelines. This will help everyone to quickly understand what you mean and will ease the workload and help avoid misunderstandings.

- **Be concise**; everyone has too much to do and not enough time: keep your comments as short as possible but as long as required.
- **Be clear**; use simple language and avoid exotic abbreviations. Make sure that you and anyone else will understand the comment also in a year or more.
- **Be complete**; include all important information in your comment and avoid too many cross-references.
- **Reference & reproduce**; when you talk about official documentation (such as TDD or similar), be sure to include references to the applicable paragraphs. Also reproduce in one word or measurement the content of the TDD.

Finally, keep in mind that you can add [HTML code](#) to your comments in order to organize them better or to make them better readable.

Attaching Files & Pictures

In general, the database is generous when it comes to picture or attachment upload. However, if the file's size is too high or if it belongs to forbidden formats, your file will not be uploaded. As a general rule of thumb, files should be under **5 MB** for attachments and **1 MB** for pictures. Also try to keep the total amount of uploaded files below 10 MB for a QS and delete older files (if you have the rights) when uploading new ones. Picture files between 1MB and 3MB will be automatically compressed. If necessary, larger pictures can be compressed using tools such as Microsoft Office Picture Manager.

You can either attach a picture directly from the comment adding dialogue (see next section) or you can use the quick access. Simply use the “Browse” and “Add Cmt. Pic” buttons below the pictures. Deletion is done from the little cross left of each picture.

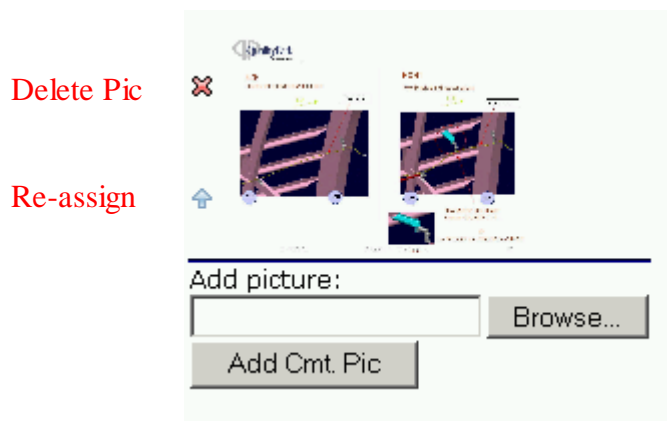


Fig. 3-3: Comment picture details.

You can also re-attribute a comment picture to the QS, if it is wrongly allocated to the comment. In that case simply press the little blue arrow pointing upwards and the image will be re-assigned.

How To Add a Comment

Now for the practical part. In order to add a comment, load any QS and scroll down to the comment part (which is just below the body part). There, click on the button “add comment” which is on the leftmost just below the header.

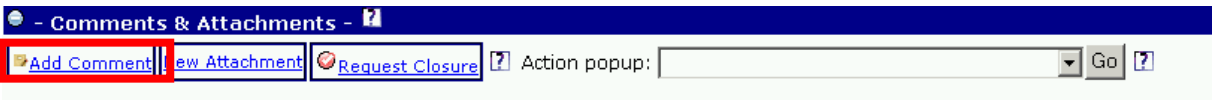


Fig. 3-4: Comment head line with “add comment” button highlighted.

The page will then reload and you will be scrolled directly down to the comment entry form. You will be able to enter your comment description, as well as adding up to three pictures (if you so want). You will also see any existing comments above your entry form. If you do not want to add a picture, simply leave the field empty. You can also add pictures without adding a comment at any later date, provided you have the rights for it.

- Comments & Attachments -

New Attachment

Request Closure

Action popup:

Go

Comments

Add New Comment

Description

Add your comment here.

Picture 1

Browse...

Picture 2

Browse...

Picture 3

Browse...

Add Comment

You may enter a picture here; leave any fields you are not interested in empty.

Fig. 3-5: Adding a comment – data entry form.

When you’re done simply press the “Add Comment” button and the database takes care of the rest, also automatically registering your action in the QS’ change log. You can, at a later date, also edit or delete your comment, depending on your rights.

Editing a Comment

You can at any moment edit your own comments (if you still have sufficient rights). This is accomplished easily by clicking on the “edit” button next to a comment, as seen in the next figure:

Comments	
<div><div></div></div>	- Cmt nr. 198 - ULLMERICH, Nadja (QUALITY PARK)
<div><div><div>TS89UN</div><div>2009-05-13 12:12:33</div></div></div>	proposed Labinal QPAC solution

Fig. 3-6: Comment detail with edit / delete button

When you click, you will then get the comment editing dialogue, as shown below. The old text will be displayed in the edit field and you can change this text as you wish. Note that HTML code will again be deciphered and shown as HTML code. When you’re done, simply click on “Edit Comment” and you’re done.

Fig. 3-7: Comment editing picture

You cannot add or delete pictures via this dialogue. This is performed via the direct picture commands, as can be seen in the [previous chapters](#).

3.4 Request for Closure (RfC) Process

The following process has been put in place in order to facilitate communication between the QS team and the solution finders. The old issue was that excel lists with QS closure requests were passed between the solution finding team and the QS team; in order to ease this, a quicker process was put into place.

What this process does, is that the solution finding team flags a QS as “requested for closure” and the QS team then answers by either denying the closure, setting the QS to “proposed for validation” or by closing the QS.

When to Request for Closure

The first thing to check is, whether a QS is really ready to be closed. Closing a QS only happens under very specific conditions, make sure that at least one of them is fulfilled, before requesting for closure.

- A BM in status 3 exists, which provides a clear and understandable solution for the problem.
- An NC has been opened and has been corrected & closed.
- The BU has been actualized and is released in a correct version.
- A deviation exists for the issue and has been signed by safety, TDD and other applicable stakeholders.

A BB is not sufficient to close a QS! It can be used in order to change the status to “proposed for validation”, but will not be sufficient for closure.

So, when should you place a request for closure? When any one of the following conditions is fulfilled:

- If the necessary documentation (see above) is available and you deem it's quality high enough.
- When you have temporary solutions (e.g. a BB) and you are working on the BM, but want to make sure that the BB is sufficient; in this case the maximum you will get though is a "proposed for validation".

Good BM Documentation

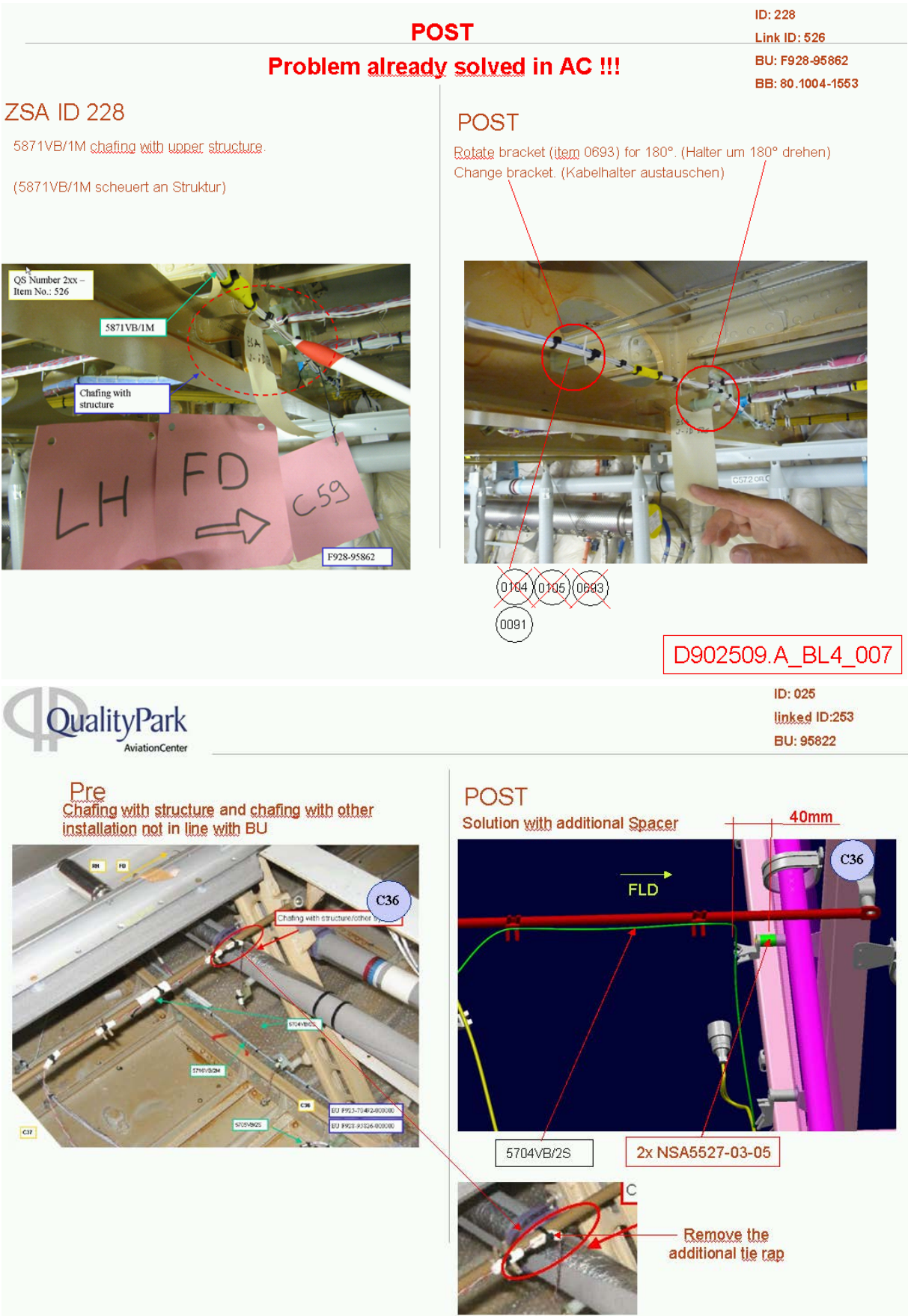
In order to be able to close a QS, good documentation is needed. The only instance deciding whether the documentation quality is sufficient or not is the QS team. But what does that mean?

A good (useable) BM shall fulfil all of the following criteria.

- There shall be a clear reference to the QS number.
- There shall be a plain-text easily understandable and complete written description of the change that is being made (though it may be as short as wished, as long it is clear).
- There shall be a pre- and a post-image (though could be made by hand).
- There shall be the change of items used (ideally directly in the picture).
- The BU should be listed.
- If the issue was due to missing clearance, the new distance shall be listed (acceptable measurements are only native CATIA or physically in a/c).

In the following you will find two good examples of BMs. Here is a short description why they are good:

- They list the Qs ID (upper right side)
- They list the BU number (upper right side)
- They have a pre and a post picture (with pre directly from the QS database, which helps in recognizing the point)
- In the post, the text defines what has been done; it is concise but sufficient.
- There is a bill of material, both of what is suppressed and of what is newly installed.
- The post pictures are easily understandable and are either sufficiently similar to the old one to be able to position oneself or feature frame indications.



If you do not follow these guidelines / requirements, chances are very good that the BM will be refused and the QS will not be closed. Also, bear in mind that measurements are only acceptable if they are native CATIA measurements or physical measurements in the a/c. Power point added distances are not valid.

Finally, we must remind you that you are responsible for the content of your BM and that there are legal responsibilities engaged in the QS process; accident investigations and similar can come back on the content. In case of proven attempt of fraud, imprisonment is a possibility.

After the Request

Once you are sure about the quality of your answer and you have placed your request, it is popping up with the solution finding team. You can then only wait for the response, but average response times are between the same day and one week, depending on many factors.

In any case, there are 3 possible responses that you will get:

- **Denied;** the answer given was not sufficient. Either the principle in itself did not fulfil the requirements or it was not understandable.
- **Proposed for Validation;** the document was insufficient, but the principle was understood and seems acceptable. Under the assumption that your description is correct and that your measurements are valid, you can use that solution in the BM and closing the point is only a formality once the references have been added.
- **Closed;** your answer was sufficient and understandable, the QS is now closed.

In any case, the QS team will leave you a message in a comment in case your point has not been closed. This comment will contain the reasons for not accepting the QS (or only using PfV) as well as the tasks you have to undertake in order to close the QS.

Good Answering Practice (QS Team)

Just as there are good and bad BMs, so can you, as the person responsible for answering a QS closure request, give good or bad feedbacks and thus speed or slow the process. As a general rule, please observe the following guidelines:

- **Be concise;** no one has much time, so break your answer down to the essentials.
- **Be complete;** make sure that you list all your concerns.
- **Be clear;** you and the others will want to understand your answers also in a year or two; make sure all information is in your post and that you are clear about the why you took your decision.
- **List tasks;** when you need specific information, list it. Make sure the solution team knows exactly what they need to do to get better.

In general, the better your answer is to the RfC you received, the quicker and better can the solution team improve and come back to you.

Examples of bad answers are:

- **Problem not solved, denied;** how is it that the problem is not solved? Where would you like to see clarification, what do you need? Rather use a phrase such as: “Solution principle not understood: there seems to be no change in the situation”.
- **New problem created, denied;** what new problem has been created? Rather use a phrase such as “By turning clearance to upper beam ok, but clearance to lower beam now too low”.

3.5 Closing a QS

A QS can only be closed by anyone having rights at level “w” or higher (see [chapter 1.2](#) for rights). You can only close a QS if you receive an answer that conforms to the requirements set forth in the [previous chapter](#).

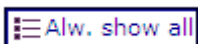
In general, when closing a QS, also keep in mind that you are automatically responsible (also from a civil rights perspective) for the QS closure. If you are unsure about whether the situation is really improved or if you are pressured by someone else to close the QS, do not do so. Refuse. It is your responsibility and your duty to ensure the a/c is safe.

4 User Options & Customization

Under this headline you will find all information concerning the more administrative side of your work with the database, i.e. setting your own options and customizing the way you are greeted and your pages look like.

4.1 Options

First off, it is important to note that all options can be set on the user options page. However, some options might also appear in other pages, if you wish to quickly set them – this can be for instance the option to always show all entries in the database when on the database overview page using the button.



This part does not deal with the customization of how the database looks (which is in the [next chapter](#)), but only with the options related to the behaviour of the database and mechanics (i.e. filters and similar).

Other Options

The first section gives a resume of your current rights. In the second section are the customization options, treated in [chapter 4.2](#); the third section contains the database overview options, as detailed in [chapter 2.4.1](#). And the fourth header finally holds the filter options, as detailed in [chapter 2.4.1](#), too.

4.2 Customization

The database offers you some degree of customization, especially with respect to how the various pages are displayed and the content of the main page. These options are explained in detail in the following.

Configuring the home page

By default, the entry point into the database is the home page. You can change this, as shown in the [next section](#). However, the main page allows you to get a good overview of the database, the changes since your last entry, news, and other important information.

Basic Appearance

First off, let us discuss the elements of the main page: on top you will find the list of RfC items and your personal action (that is, unless you have disabled them):

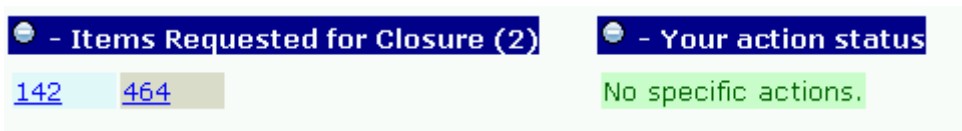


Fig. 4-1: RfC and action example.

As you can see, there are blue circles with a white strip on the left side of each of those headers. Clicking on any of them will make these parts disappear from your first page.

Below the RfC and action status items, you will find the list of changes, which in turn is composed of three columns, which show the changes in different time intervals: since last login, since yesterday and since another time span, to be defined by you.

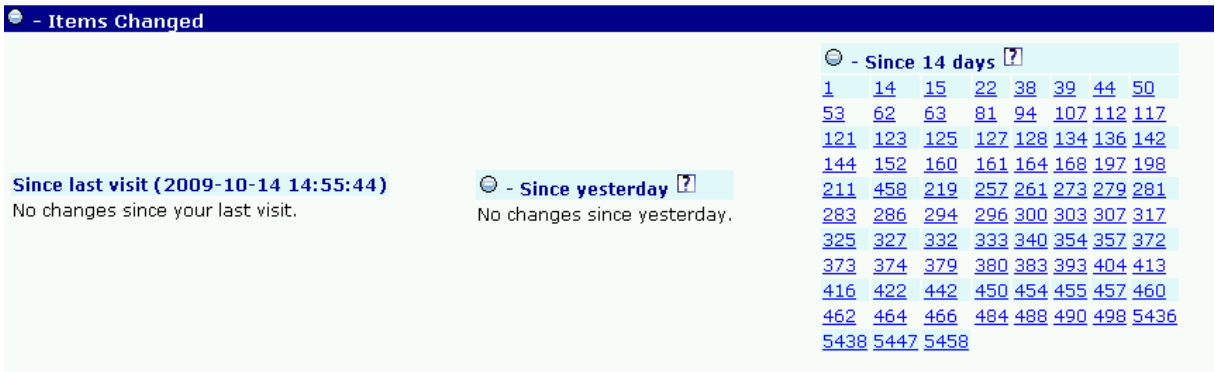


Fig. 4-2: Changed item view.

Again, you have the little blue circles to either hide the last two columns, or to hide the entire block at the same time (which is the little blue circle next to the “Items Changed” in the header).

Changing Appearance

You can change this appearance (and re-enable blocks that you have disabled) via your user options. The following is an example of how the option page could look like.

Options and Information

Last opp=%3D&prog=GMF&ops=%3D&status=Open&oppr=%3D&filter=3D&prio=3&ion=13&ata=&itype=&author=&msn=&acstn=&actto=&acthold=&LinkID=&Deck=&htz=&bb=&f

In the following you can set some display options and similar.

Display	Full View	Controls how you see the database and how many options you see. Choose from: <ul style="list-style-type: none">Standard view (as you know it)Full view (takes longer to load, with lots of pop-up help etc.)Enhanced view (more options, but takes more space and sometimes more time to load)
Chg. Summary Interval	Off (do not show)	You can set the interval in which you wish to see changes on the main numbers and no other values.
Chg. Summary 2nd column	Never show	Allows you to set how the 2nd column from the changed items on the main shows when the results would differ from the last login. You can also set it to show only the first column.
Chg (all)	Never show any changes	Switching the change view completely off here means that all three columns will be shown. This means that you cannot hide the 1st column but you can hide the 2nd and 3rd.
Show Pop-Ups	Disable Pop-Up Help	This function switches on or off the pop-up help. Other pop-ups (from the database) will still be shown.
Show Act. Info	Show status on your actions.	If you have at least comment rights you can see on the first page how many actions you have taken. This can help you quickly identify whether or not you still have something to do.
Show PFC Info	Show PFC information	If you have at least comment rights you can see all items that are on the PFC. Here you can switch this off and configure it.
Start Page	Overview of database traffic. - dev_traffic	

Save Options

Fig. 4-3: User options menu example.

Let's go through these options in a bit more detail.

First off, the **Display Type**, which allows for a number of possible pop-up helps and similar. The higher you set it, the more pop-up help you will receive, which looks like the following:

- Since 14 days ?

1	14	15	22	38	39	44	50
53	62	63	81	94	107	112	117
121	123	125	127	128	134	136	142
144	152	160	161	164	168	197	198
211	458	219	257	261	273	279	281
283	286	294	296	300	303	307	317
325	327	332	333	340	354	357	372
373	374	379	380	383	393	404	413
416	422	442	450	454	455	457	460
462	464	466	484	488	490	498	5436
5438	5447	5458					

Last Change: 2009-10-09 15:06:59

A total of 2 changes:

1 Status ~~Open~~Closed

2 Closeref Statement by Andre Jülich, 9.10.2009 (see comment and attached document)

Fig. 4-4: Changes window with pop-up help.

In the case of the changes, you will find the last change that has been operated on the QS, so that you can quickly see, if you are interested or not. However, this also controls the way that other pages are shown, for instance the db overview page, where you can get the image of the QS as pop-up.

	ID	LinkID	Programme	Priority	Status	Title	Section	Deck
1	0	A350	a	Open		S18-C84-RH: Possible contamination of IPCU's in case of water leakage	18	
						Possible contamination of electrical connector	18	
						Possible contamination of electronic rack	18	
						Possible contamination of ATA21 valve in case of kage	18	
						9-AC: Possible contamination of outflow valve in case age	13	
						Possible contamination of cargo lights in case of	13	
						Possible contamination of electric connector by e/condensation	13	
						Possible contamination of electric box in case of	13	

Fig. 4-5: Database overview with pop-up help.

This can be very handy for a quick assessment of the QS. When assessing to what level to set this option, we recommend setting it as high as possible and then adjusting downwards, if page loading takes too long for you.

Second, the **Chg. Summary Interval** controls whether or not the third column of the change view shall be displayed and the changes from how many days or weeks shall be taken into account. If the change view is turned off (see two paragraphs below), this setting is effectively override.

Third, the **Chg. Summary 2nd Column** controls whether or not the second column is shown and whether you always want to see it, or only if it is different from the first column (last login). This can be useful in order to eliminate doubling the information. As above, this setting is overridden if the change view is turned off altogether (see below).

Fourth, the **Chg. (all)** option: It effectively controls whether or not any of the changes is shown. If turned on, the first column (changes since last login) is automatically shown; you cannot switch that column off alone. If turned off, the two options above are overridden, and no change is shown.

The fifth option, **Show Pop-Ups**, controls not all the pop-ups, but only whether or not to show pop-up help, for instance in the navigational pane. Casual users might need it, but a regular user surely not.

Sixth, **Show Act. Info**, controls whether or not to show the information on your actions.

Finally and seventh, **Show PfC Info**, controls whether or not to show the list of items which are proposed for validation. Note that also here you have additional pop-information on the main page, if your view is at least set to “Full View”.



Fig. 4-6: Request for Closure item with pop-up help (set display type in options to “Full View”).

For version 1.4, these are all options pertaining to the main page. The last entry configures your starting page, which is shown in the following chapter, just below.

Configuring your start page

Depending on your rights, you have a choice of where you want to start your session, i.e. which page to load. This does not influence where the “home” button will lead you, but where the login screen sends you after the choice of aircraft program.

To change your settings, go to the user options; on the lower part of the user options, you will find the choice. Note that you can change at any time to which page you want to be pointed.

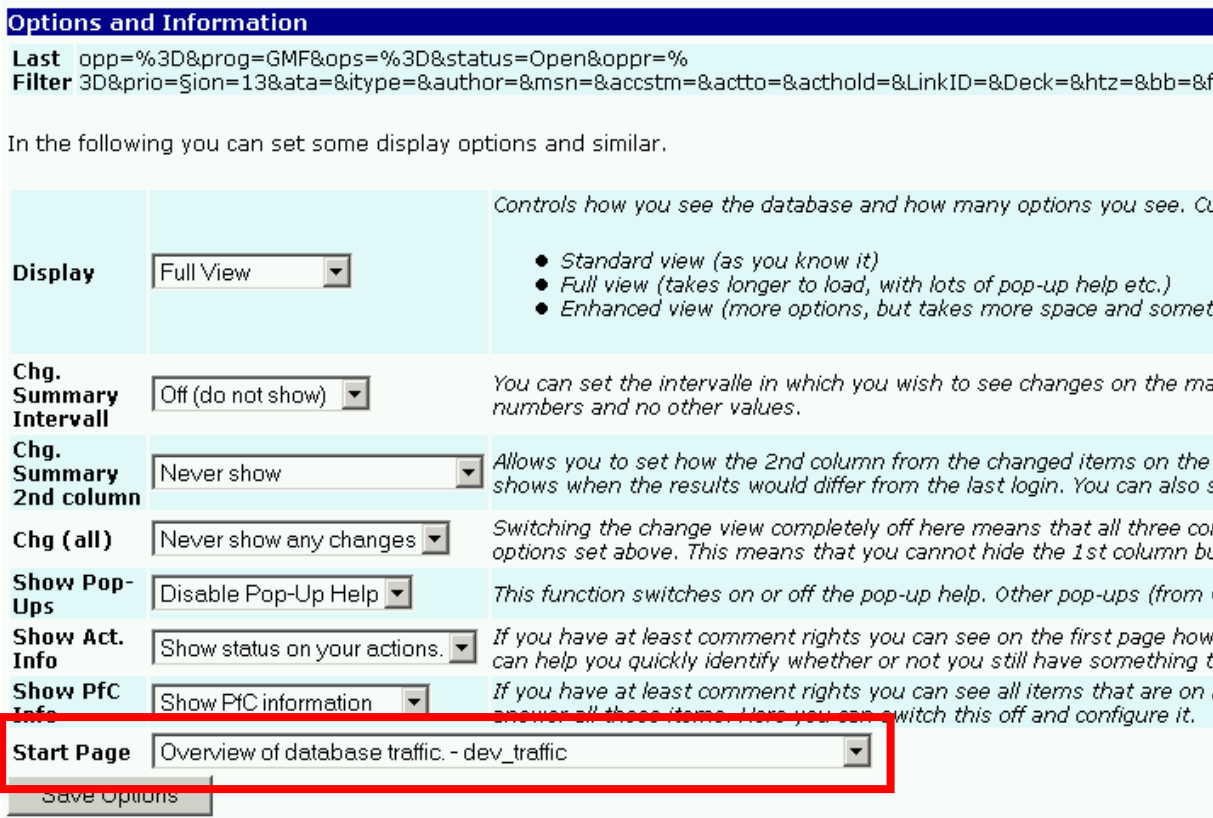


Fig. 4-7: Location of starting page settings

5 How To ...

This section only covers what has already been written in other sections, and will mostly re-target you to other chapters. However, in the following a question will be asked and an answer given, for your quick reference. The questions are in alphabetical order, and the how to ... has been omitted for easier reading.

In parenthesis the required rights.

Add a QS (w)

The link is directly in the nav frame. See [chapter 3.1](#) for more information.

Change my group membership (admin)

You cannot do it yourself, an admin needs to do it for you. You can place a request however. See [chapter 2.4.4](#).

Change my rights (admin)

You cannot do it yourself, an admin needs to do it for you. You can place a request however. See [chapter 2.4.4](#).

Change the appearance of the first page

Very easy in the [user options](#), see [chapter 4.2](#) for that.

Change the appearance of the database overview (incl. columns shown)

Can be done in the [user options](#), see [chapter 2.4.1](#). and [4.1](#).

Change the first page after login

Can be done in the [user options](#), see [chapter 4.2](#).

Comment a QS (c)

Load a QS in the detailed view, then under header of the “Comments & Attachments” header you will find a button “Add Comment”. Details in [chapter 3.3](#).

Edit a QS (w)

Load a QS in the detailed view, then press the “Edit” button. Details in [chapter 3.2](#).

Enable & Disable the pop-up information

Two different kinds: pop-up help and the very helpful and comprehensive information pop-ups. Can be done in [user options](#), details in [chapter 4.2](#).

Filter the database overview

Is done via the database overview (“Consult DB” in the nav pane), then click on “Show Filter”. Or directly from the nav pane via “Search QS”.

Request for a QS closure (c)

In the detailed QS view, click on “Request for Closure”. Please read [chapter 3.4](#) for the entire process and what to take into account.

Set user options

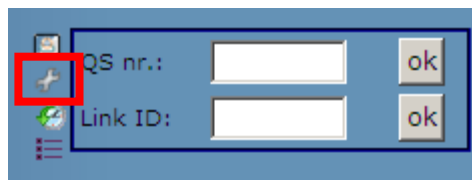
Simple, in the [user options](#) page. See chapters [4.1](#) and [4.2](#) for more information.

Statistics

Yes, they exist. See [chapter 2.4.3](#) for more information. Since version 1.4 you also have [graphical statistics](#).

Where are my user options??

In the header, on the upper right side. See the image on the right.

**What is the QS closure process?**

The process to follow when wanting to close a QS. You need at least “c” rights. Please read [chapter 3.4](#) for the entire process and what to take into account.

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