



RISK MODULE

Ngày 30 tháng 10 năm 2024

- Risk Assessment

Risk Title	Operation of new route to MUC AIRPORT Technical Department		
Risk ID	R39-24	Date Identified	28 Oct 2024
Department	Technical Department	Entered by	Tran Hoang Anh-SQD
Category	Damage to Physical Assets	Next Review	28 Oct 2024
Risk Type	Operational - Technology	Risk Owner	Tran Minh Hai-Tech Director

Risk Trend

Description A comprehensive Risk Assessment Report has been developed, which identifies potential risks associated with the new airport, new service provider handling for the flight and outlines mitigation plans

Business Unit Affected	Risk Matrix Title	Current	Target	Unspecified Risk Rating	Unspecified Risk Rating
Technical Department	Primary Risk Matrix	Tolerable {6}	Acceptable {4}	Not specified	Not specified

Risk Accepted		Date	
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Mẫu biểu báo cáo New Review

Review 24/RR/1 Khai thác mở đường bay Munich			
State	In Progress	Sponsoring Manager	Tran Thi Hong Khanh-SQD
Target Start/End	10 Sep 2024 -> 17 Sep 2024	Facilitator	
Actual Start/End	10 Sep 2024 ->	Staff Allocated	Hoang Nhat-SQD (SME), Hoang Anh Tuan-SQD (Observer), Tran Thi Hong Khanh-SQD (Facilitator), Nguyen Dinh Dan-SQD (SME), Phan Quy Doc-SQD (Co-ordinator), Thach Thuy Duong-SQD (SME), Tran Hoang Anh-SQD (SME)
Department	Safety – Quality Department		
Objective <ul style="list-style-type: none">• The objective of this report is to present a strategic plan for the initiation of flight operations to Munich Airport. The report includes a comprehensive risk assessment and outlines mitigation strategies to ensure seamless and efficient operations.• This risk assessment seeks to identify, evaluate, and address risks associated with launching a new commercial flight to Munich Airport (EDDM). It involves a detailed examination of potential risks across several critical areas, including operational, technical, ground operations, and human factors. Special emphasis is placed on the principles of Risk Index (RI) and As Low as Reasonably Practicable (ALARP) to ensure risks are managed effectively and minimized to acceptable levels.			
Scope <p>All aspects, including operational, technical, and human factors, will be encompassed.</p>			
Assumptions			
Summary			
Context <p>Munich Airport serves Munich and Upper Bavaria as an international gateway. It ranks as Germany's second-busiest airport in terms of passenger traffic, following Frankfurt Airport, and is the tenth-busiest airport in Europe.</p>			
People Present <p>CCD</p>			
Stakeholders <ul style="list-style-type: none">• Flight Crew: The flight crew plays a pivotal role in flight operations. By receiving comprehensive information and timely notices, they will be equipped to operate the flight safely and efficiently.• Flight Dispatchers: Flight dispatchers will be involved in setting up and calculating the optimal flight route, employing various resources to ensure that flight safety is fully accounted for.• Additional Stakeholders: Other stakeholders, including maintenance teams, training departments, and ground staff, will be involved in various aspects of the flight. Their roles and responsibilities will be clearly defined to ensure a coordinated effort throughout the organization.			

1. Quy định chung

Tài liệu Hướng dẫn sử dụng:
<https://vhat.vietnamairlines.com>
- Thư viện > Module risk

How to use the Risk module to manage risk

TÌM KIẾM

Tìm kiếm ...



[AQD v.2020] – MODULE RISK

- Rolls-Royce SMS Solution 2018.1 Handbook – Running Reviews
- Rolls-Royce SMS Solution 2020.1 Handbook – Recording and Assessing Risks
- Rolls-Royce SMS Solution 2020.1 Manual – Risk

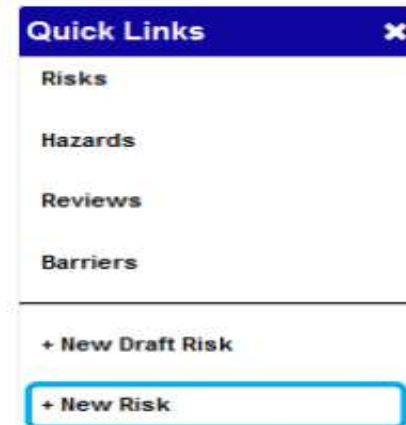
1. Quy định chung

Stt	Nội dung	Trách nhiệm
01.	Risk owner	Trưởng các CQĐV.
02.	Department	Tên CQĐV có sẵn trên hệ thống (lựa chọn) (VD: OCC, VIAGS)
03.	Facililator	CV nhập dữ liệu rủi ro của hệ thống tại CQĐV
04.	Co-ordinator	<ul style="list-style-type: none">- Điều phối, giám sát tại các CQĐV (Phụ trách ATCL của CQĐV)- Giám sát (Trưởng các Phòng chuyên viên- Ban ATCL)+ Lĩnh vực An ninh, Nhà chức trách HK: Âu Duy Linh+ Lĩnh vực KTB: Phạm Lê Long,+ Lĩnh vực KT: Nguyễn Hải Thanh,+ Lĩnh vực KTMD: Phạm Thị Thu Hương,
05.	SME (Subject Matter Experts)	CV đánh giá rủi ro tại các CQĐV
06.	Action Tracker	Chuyên viên CQĐV

3. Tạo 1 risk (creating a risk)



The screenshot shows the 'Risk Module Overview' page. The 'Risk' menu is open, displaying options: Risks, Hazards, Reviews, Barriers, + New Draft Risk, and + New Risk. The '+ New Risk' option is highlighted with a blue box. The left sidebar shows 'To Do' and 'To Review' sections, with '1 New Risks' listed under 'To Review'.



The screenshot shows the 'Quick Links' sidebar. It contains links for Risks, Hazards, Reviews, Barriers, + New Draft Risk, and + New Risk. The '+ New Risk' link is highlighted with a blue box.

A **New Risk** form will open.



The screenshot shows the 'New Draft Risk' form. It has a header bar with the title 'New Draft Risk'. Below the header, there is a 'Department' field with a search icon. The form is divided into three tabs: 'Details', 'Assess', and 'Monitor'. The 'Details' tab is active. The form fields include: Title, Date Identified (with a date picker showing 09/04/2018), Entered by, Description (a large text area), and Equipment Involved.



Risk Workflow - Initial

- Enter Risk
- Link/Add any existing Barriers and Hazards
- Enter Threats and Errors
- Assess Current level of Risk using Risk Matrix (includes assigning Consequences)
- Decide and enter Actions
- Enter Target Risk assessment
- Set future Review Date
- Set Risk to “Current” and add to Risk Register



Risk Workflow - Review

- Link occurrences/findings since last review as necessary
- Link/Add any new Barriers and Hazards, update existing
- Update Threats and Errors
- Assess Current level of Risk using Risk Matrix (includes assigning Consequences)
- Decide and enter Actions
- Enter Target Risk assessment
- Set future Review Date

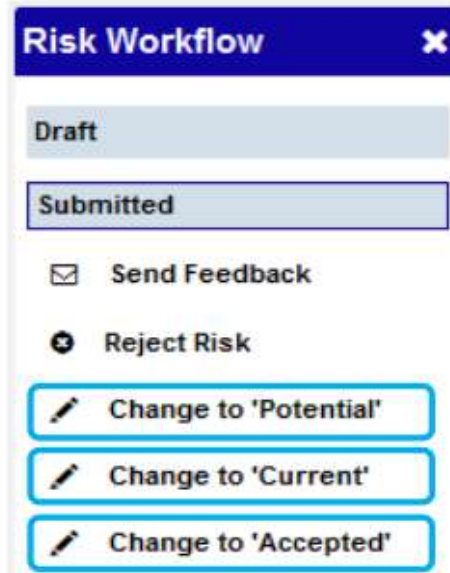


2. Tạo 1 risk (creating a risk)

2.5.2 Changing the State of a Risk

A submitted Risk can be changed to **Potential**, **Current** or **Accepted**. These options are available in the Risk Workflow.

- **Potential** – The Risk may apply to the operation at a future time (for example, if the organisation starts operating into a new airport).
- **Current** – The Risk applies to the operation and needs to be managed.
- **Accepted** – The Risk applies to the operation, but is currently at a level of ALARP (as low as reasonably practicable). No work is currently being done to mitigate the Risk, but it will be monitored to ensure the Risk level doesn't increase.



The image shows a 'Risk Workflow' window with a close button (X) in the top right corner. Inside the window, there are two state selection buttons: 'Draft' and 'Submitted'. The 'Submitted' button is currently selected and highlighted with a blue border. Below these buttons are two action buttons: 'Send Feedback' (with an envelope icon) and 'Reject Risk' (with a red X icon). At the bottom, there are three buttons to change the risk state: 'Change to 'Potential'', 'Change to 'Current'', and 'Change to 'Accepted'', each preceded by a pencil icon.



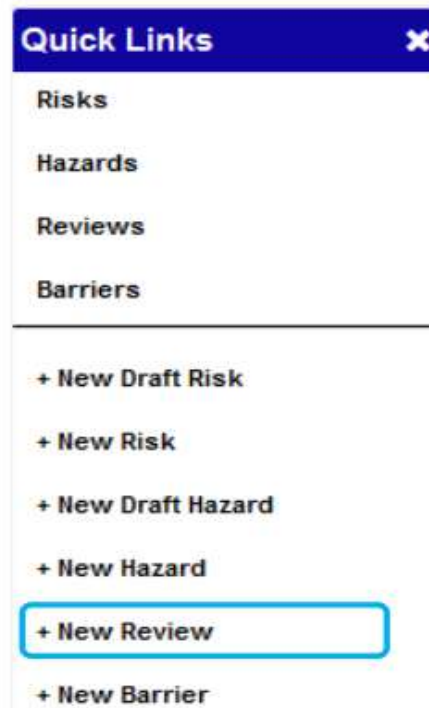
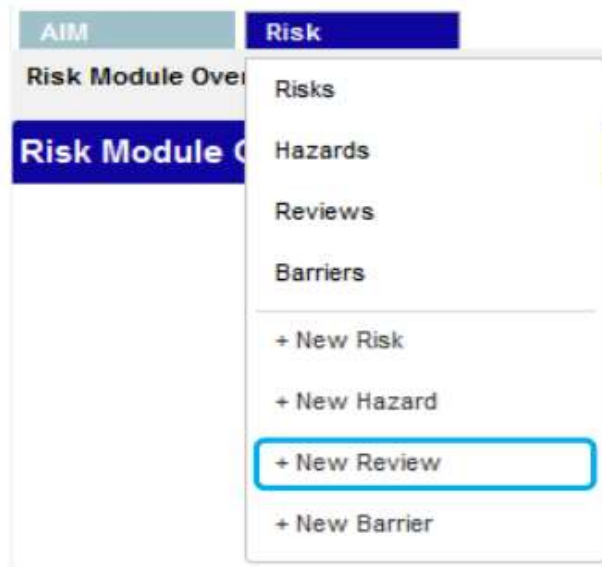
Close Risk Review (Risk Coordinator)

- Risk Coordinator writes **Synopsis** of Risk Review.
- Click **Print** and set **Layout** to 'Print Risk Review Hazard Centric' (choose whether to include an image or not).
- Choose whether to **Send as Email**.



2. Tạo 1 New review (Quản lý sự thay đổi)

1. Click **New Review** from the Risk module drop-down menu or Quick Links panel.



2. Tạo 1 New review (Quản lý sự thay đổi)

New Review

State

Opened

Department

Tên các CQĐV

Sponsoring Manager

Trưởng các CQĐV

Plan

Details

Type

Chọn Risk Review

Title

Target Start

Target End

Estimated Hours

Actual Start

Actual End

Actual Hours

People

Stakeholders

Other People Present

2. Tạo 1 New review (Quản lý sự thay đổi)

A **New Review** form will open.

New Review				
State	Opened			
Department	<input type="text"/>	Q	Sponsoring Manager	<input type="text"/>
Plan	Details			
Type	<input type="text"/>			
Title	<input type="text"/>			
Target Start	<input type="text"/>	Target End	<input type="text"/>	Estimated Hours
Actual Start	<input type="text"/>	Actual End	<input type="text"/>	Actual Hours
People				

2. Tạo 1 New review (Quản lý sự thay đổi)

24/RR/8 Bird strike

StateOpened

DepartmentSafety – Quality Department

Sponsoring Manager

Plan

Details

Review

Results

Attachments

History

TypeRisk Review

TitleBird strike

Target Start27/10/24 12:00 AM

Target End31/10/24 12:00 AM

Estimated Hours

Actual Start

Actual End

Actual Hours

People

Name	Department	Phone	Position	Roles
No data to display				

+

Review Workflow

Opened

Restrict

Assign Users

Cancel

Assigned

In Progress

Closed

Cancelled

Go to page: 1

Show rows: 10

0-0 of 0

Assigning users to the Review

1. To assign users and/or groups, on the **Plan** tab of the Review, click **+** on the **People** grid or **Assign Users** on the Review Workflow.

2. Tạo 1 New review (Quản lý sự thay đổi)

24/RR/8 Bird strike

StateAssigned

DepartmentSafety – Quality DepartmentSponsoring Manager

PlanDetailsReviewResultsAttachmentsHistory

TypeRisk Review

TitleBird strike

Target Start27/10/24 12:00 AMTarget End31/10/24 12:00 AMEstimated Hours

Actual StartActual EndActual Hours

People

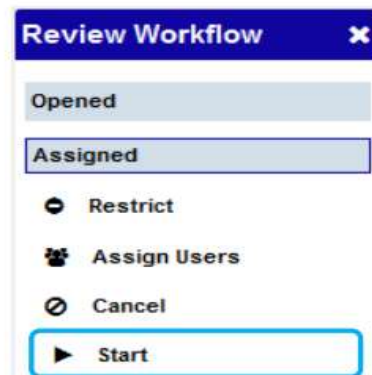
Name	Department	Phone	Position	Roles
Thach Thuy Duong-SQD	Safety – Quality Department		Executive	Observer
Luu Thi Ho Hanh-SQD	Safety – Quality Department		Executive	Co-ordinator
				SME
				Facilitator
				Observer

Go to page: 1 Show rows

2. Tạo 1 New review (Quản lý sự thay đổi)

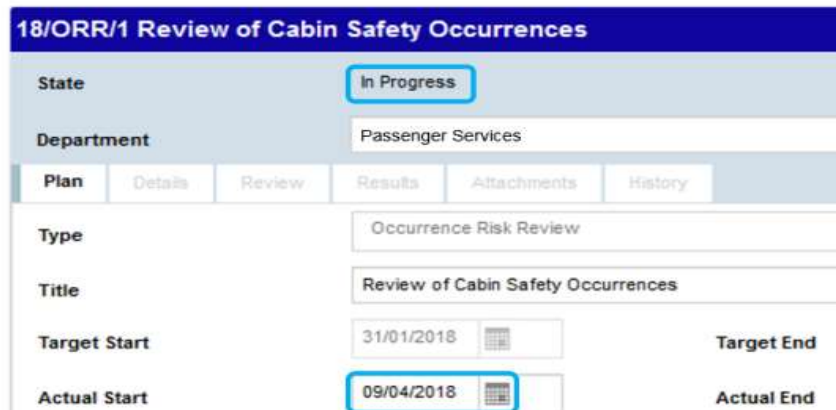
The Review can be started when in a state of **Assigned**.

1. On the Review Workflow, click **Start**.



The image shows a 'Review Workflow' modal window. It has a title bar with 'Review Workflow' and a close button. Below the title bar, there are two buttons: 'Opened' and 'Assigned'. The 'Assigned' button is highlighted with a blue border. Below these buttons, there are four icons with corresponding labels: a lock icon for 'Restrict', a group of people icon for 'Assign Users', a circle with a slash icon for 'Cancel', and a play button icon for 'Start'. The 'Start' button is highlighted with a blue border.

The state of the Review becomes **In Progress**. The **Actual Start** date is populated with the current date.



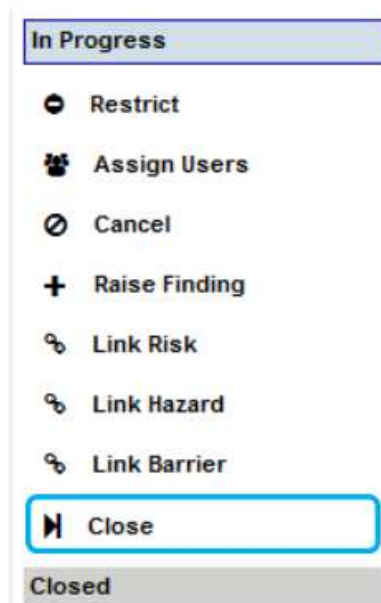
The image shows a form titled '18/ORR/1 Review of Cabin Safety Occurrences'. The form has a header bar with the title. Below the header bar, there are several fields: 'State' with a dropdown menu showing 'In Progress', 'Department' with a text input field showing 'Passenger Services', 'Type' with a dropdown menu showing 'Occurrence Risk Review', 'Title' with a text input field showing 'Review of Cabin Safety Occurrences', 'Target Start' with a date input field showing '31/01/2018', 'Actual Start' with a date input field showing '09/04/2018', 'Target End' with a date input field, and 'Actual End' with a date input field. The 'In Progress' state and the '09/04/2018' date are highlighted with blue borders.

2. Tạo 1 New review (Quản lý sự thay đổi)

5.6.1 How to Close a Review

1. When Review is ready to be closed, click **Close** on the Review Workflow.

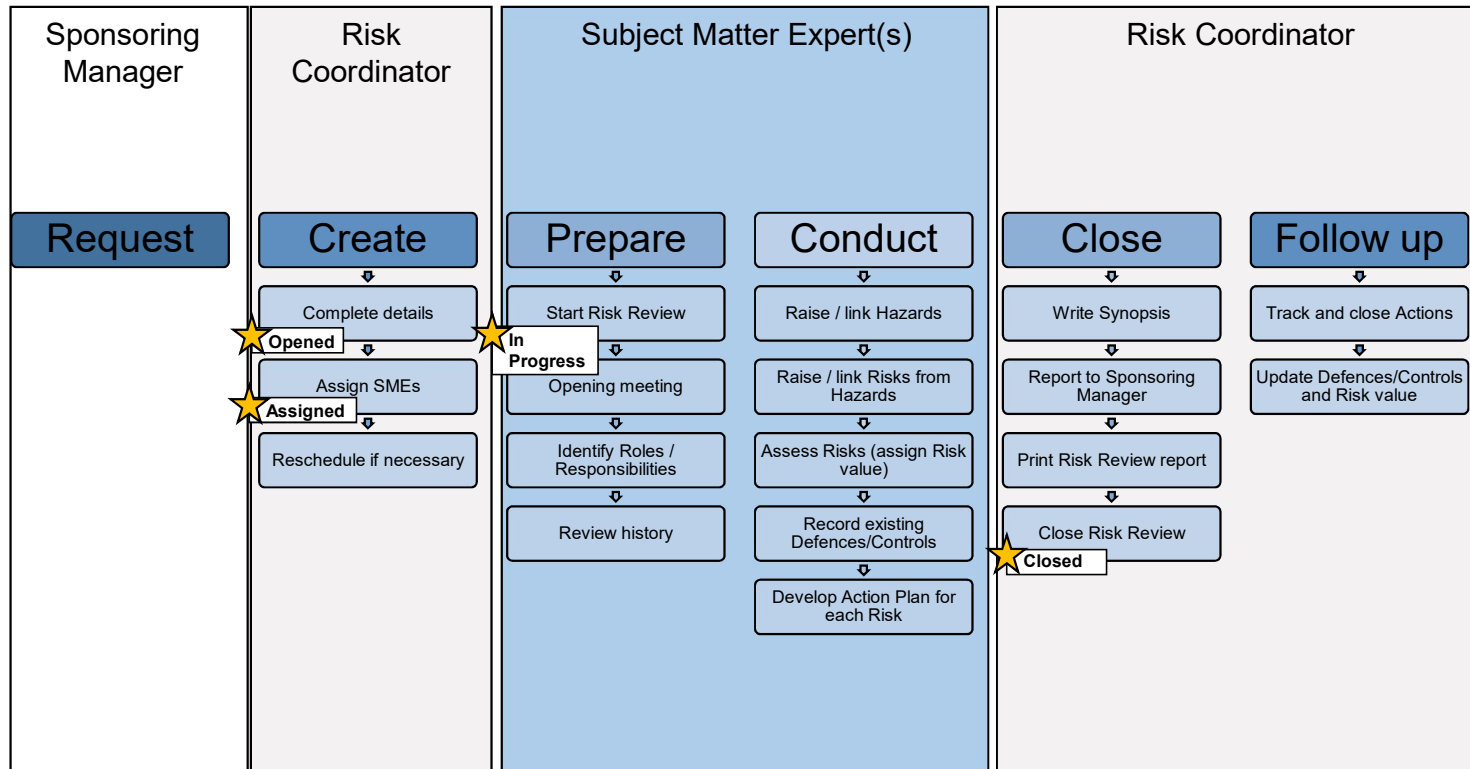
Note: A Review cannot be closed if it has not yet been started or if there are Findings created from the Review which are Draft or still awaiting a response to be finalised. Or, depending on your system configuration, you may need to close all the Findings created from the Review before the Review can be closed (this setting is available in Administration > Risk Options > Reviews > 'Require Findings created from the Review to be closed before Review can be closed'),



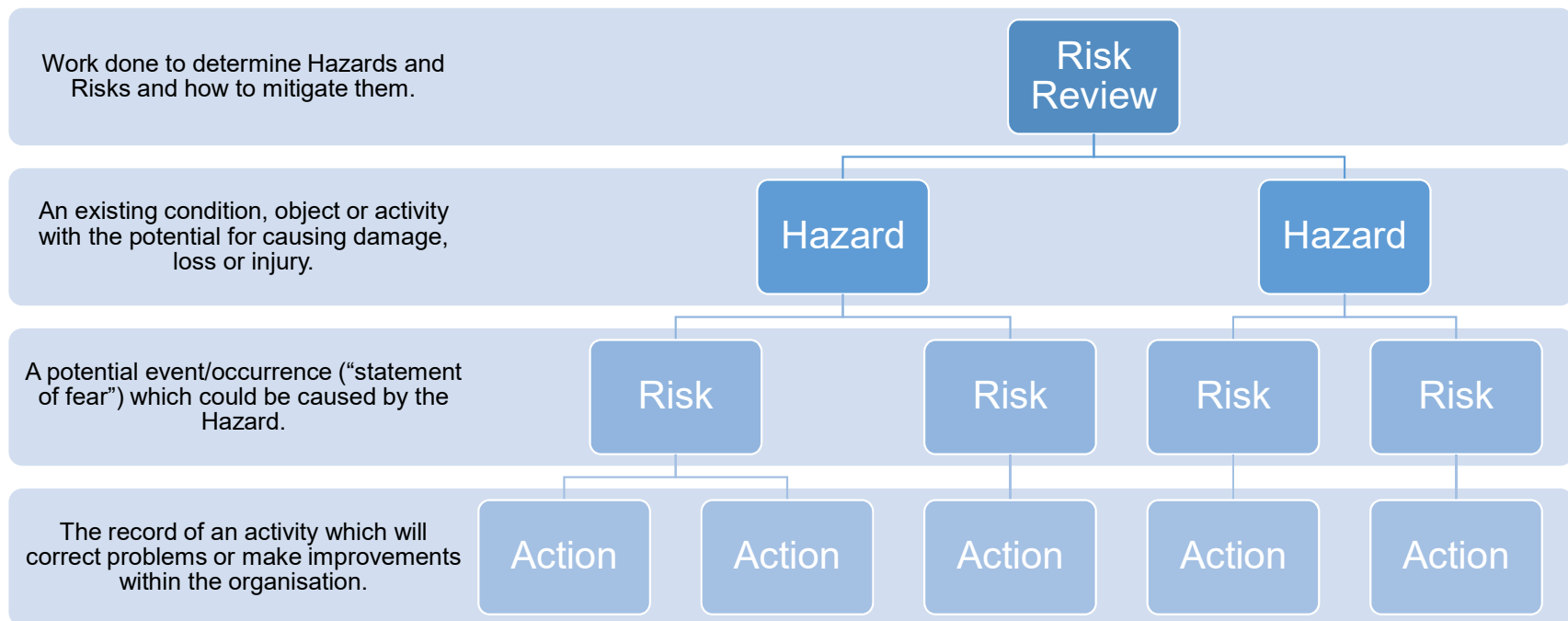
3. Tạo 1 risk (creating a risk)

- From a related record:
 - **From a Review:** Such as a Review of existing operations or change management.
 - **From a Hazard:** Such as a Hazard that could give rise to the Risk.
 - **From an Occurrence:** Such as in response to an actual Occurrence that happened.
 - **From a Finding:** In response to an actual Finding which was discovered.

Proactive Risk Review Process (with roles)



Risk Review chart



Lưu ý: Mẫu biểu báo cáo:

- A standalone **Risk**: Create a new risk
- A New Review: Change of Management

Lưu ý: Risk details

- Newly created **Draft risks**: become **Draft**
- Newly created **Risks**: become **Potential**

Exercise 1

Lớp chia làm 4 nhóm theo lĩnh vực: KTB, KT, KTMD, AN
chọn 1 risk mà hiện lĩnh vực đang quản lý:

- Tạo Risk trên hệ thống AQD với đầy đủ thông tin cần điền.
- Yêu cầu điền đầy đủ thông tin, chính xác theo quy định của VNA.
- Print bản cuối và trình chiếu pdf.

Exercise 2

Lớp chia làm 4 nhóm theo lĩnh vực: KTB, KT, KTMD, AN chọn 1 New Review mà hiện lĩnh vực đang quản lý:

- Tạo New Review trên hệ thống AQD với đầy đủ thông tin cần điền.
- Yêu cầu điền đầy đủ thông tin, chính xác theo quy định của VNA.
- Print bản cuối, và trình chiếu.

Exercise 3

Mỗi học viên tại mỗi CQĐV tại các khối (KTB, KT, KTMD, AN) tạo 1 Risk mà hiện lĩnh vực đang quản lý:

- Tạo Risk trên hệ thống AQD với đầy đủ thông tin cần điền.
- Yêu cầu điền đầy đủ thông tin, chính xác theo quy định của VNA và ĐV.
- Print bản cuối, và trình chiếu.



Thank you for your attention