International Civil Aviation Organization

ICAO

Ninth Meeting of the ICAO Asia/Pacific Search and Rescue Working Group (APSAR/WG/9)

Bangkok, Thailand, 07 – 10 May 2024

Agenda Item 4: Asia/Pacific and inter-regional SAR planning, coordination and cooperation

ENHANCING MALAYSIA'S SEARCH AND RESCUE SAFETY OVERSIGHT: TRANSITIONING TO A DIGITAL AUDIT MANAGEMENT SYSTEM

(Presented by Malaysia)

SUMMARY

This paper presents the digitalization process of search and rescue safety oversight activity in Malaysia.

1.   INTRODUCTION

1.1   The Malaysia Safety Oversight Programme has long been committed to ensuring the highest safety standards across various sectors, including safety oversight activity for search and rescue. The programme is evolving its methodologies from traditional paper-based processes to more efficient and streamlined digital solutions to achieve this goal. This transition involves migrating from the conventional protocol questionnaires to utilising compliance questionnaires through Google Workspace, ultimately integrating into a web-based audit management system. This information paper explains this transformation's rationale, benefits, and roadmap.

2.   DISCUSSION

The Rationale for Transition:

2.1   Enhanced Efficiency: Traditional paper-based processes are time-consuming and prone to errors. Digital solutions offer automation, reducing administrative burdens and facilitating quicker response times.

2.2   Improved Accessibility: Moving to digital platforms enables stakeholders to access and submit information remotely, fostering collaboration and participation.

2.3   Data Security: Digital systems provide robust security measures, safeguarding sensitive information and ensuring compliance with data protection regulations.

2.4   Analytics and Insights: Digital platforms offer analytical capabilities, enabling better tracking, analysis, and reporting of audit data, leading to informed decision-making.

Transition Phases:

2.5   Pilot Phase: Select a sample sector or department to pilot the use of compliance questionnaires through Google Workspace. Evaluate usability, identify challenges, and gather feedback for refinement.

2.6   Rollout Phase: Gradually transition all sectors or departments to utilize compliance questionnaires digitally. Conduct training sessions to familiarize stakeholders with the new system and address any concerns.

2.7   Integration Phase: Integrate compliance questionnaires into a comprehensive web-based audit management system. Ensure seamless data transfer and compatibility with existing processes.

2.8   Optimization Phase: Continuously monitor and optimize the system based on user feedback and evolving requirements. Implement updates and improvements to enhance usability and functionality.

Benefits of Digitalization:

2.9   Time and Cost Savings: Reduced administrative burden and streamlined processes lead to cost and time savings.

2.10   Enhanced Accuracy: Digital systems minimize errors associated with manual data entry and processing.

2.11   Improved Compliance: Standardized compliance questionnaires ensure consistency and adherence to regulatory requirements.

2.12   Real-time Reporting: Access to real-time data enables prompt decision-making and proactive risk management.

2.13   Scalability: Digital systems can easily accommodate growth and expansion without significant infrastructure investments.

Challenges and Mitigation:

2.14   Resistance to Change: Address resistance through comprehensive communication, training, and involvement of stakeholders in the transition process.

2.15   Technical Issues: Anticipate and address technical challenges through thorough testing and collaboration with IT experts.

2.16   Data Security Concerns: Implement robust security measures and ensure compliance with relevant data protection regulations to mitigate security risks.

Conclusion

2.17   The transition from traditional paper-based processes to digital audit management systems marks a significant step forward for the Malaysia Search and Rescue Safety Oversight Programme. By leveraging technology, the programme aims to enhance efficiency, accessibility, and data security while enabling better compliance monitoring and decision-making. With careful planning, collaboration, and continuous improvement, this transition promises to further strengthen safety oversight across various sectors, ultimately contributing to the well-being and prosperity of Malaysia.

2.18   This information paper serves as a guiding document for interested parties in the transition process, providing clarity on the rationale, benefits, and roadmap for embracing digitalization in safety oversight.

3.   ACTION BY THE MEETING

3.1   The meeting is invited to:

      a) note the information contained in this paper; and

      b) discuss any relevant matters as appropriate.

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