

## Success Story

**Organisation:**

Air Austral

**Sector:**

Aviation, Wet Lease Operator

**Solution:**

Q-Pulse, Quality Assurance and Safety Reporting

**Success:**

Improved safety and quality auditing and reporting



*“It was clearly the correct choice in allowing Gael Ltd to perform our system upgrade and user training.”*

**Gael Brain**  
Quality Manager  
Air Austral

## Air Austral consolidates quality, safety and security with Gael's help

**For airlines around the world, managing multiple quality and safety standards without a centralised and standardised framework is extremely difficult. In consolidating a systematic and holistic approach to quality and safety, professional services from Gael Ltd enabled French airline Air Austral to upgrade their Q-Pulse system efficiently and effectively.**

Based in St Denis, Réunion, Air Austral operates scheduled and non-scheduled services from Réunion, transporting more than 700,000 customers each year, and was recently voted fifth in a list of global airlines by readers of the French magazine 'Que Choisir'.

In complying with EU-OPS 1, EASA Part-145, JAR-FCL, Part M and IOSA at its base in Roland Garros Airport, St Denis, Air Austral overhauled their quality and safety system through Q-Pulse, including implementation and training from the solution's developers, Scottish software company Gael Ltd.

“Thanks to the services provided by Gael, we had a really smooth transition to the latest version of Q-Pulse,” explains Gael Brain, Air Austral's Quality Manager. “At first, we had planned to do everything by ourselves, but it was clearly the correct choice in allowing Gael Ltd to perform our system upgrade and user training.”

“With the system now customised to the specific needs of an airline, we are really pleased with the way Q-Pulse is working. Safety, Quality and Security have been integrated into one system and almost every event in the daily life of our airline is going through Q-Pulse's CA/PA and Incidents module, from audit findings, Flight Data Monitoring, security and maintenance quality control, to Air Safety Reports, Technical Incidents, non-conformances raised by CAA and SAFA inspections...”

Having been certified to IOSA (IATA Operational Safety Audit), Air Austral have now rapidly adopted Q-Pulse to manage Safety, Quality and Security systems in all departments. Q-Pulse has helped to significantly reduce administrative paperwork, and offers a simple and efficient way to have a system compliant with all CAA requirements, such as EU OPS, Part-145 and M and JAR FCL, as well as IOSA.

Gael added: “For Air Austral, Q-Pulse played a large part in our IOSA certification: it made things easy for us while minimising the impact of this project on our resources. There are many IOSA standards with which it can be difficult to comply if you do not have a system like Q-Pulse, especially for airlines putting a Quality system in place for the first time.”

For more information, email us now at [info@gaelquality.com](mailto:info@gaelquality.com) and let us start taking the work out of your implementation today