



Under the High Patronage of
the Custodian of the Two Holy Mosques
King Salman Bin Abdulaziz Al Saud

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IN COLLABORATION WITH



GMA RIYADH



Global Ministerial Aviation Summit
المؤتمر الوزاري العالمي للطيران المدني

برعاية كريمة من خادم الحرمين الشريفين
الملك سلمان بن عبد العزيز آل سعود

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29 - 31 AUG 2016

The Ritz-Carlton - Riyadh,
Kingdom of Saudi Arabia

٢٩ - ٣١ أغسطس ٢٠١٦

الريتز كارلتون - الرياض،
المملكة العربية السعودية

GMA RIYADH



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Under the Theme "SAFETY & SECURITY"

تحت شعار "الأمن والسلامة"

Audit Programs



IATA Operational Safety Audit

ISAGO

IATA Safety Audit for Ground Operations

بالتعاون مع
IN COLLABORATION WITH



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IOSA Program

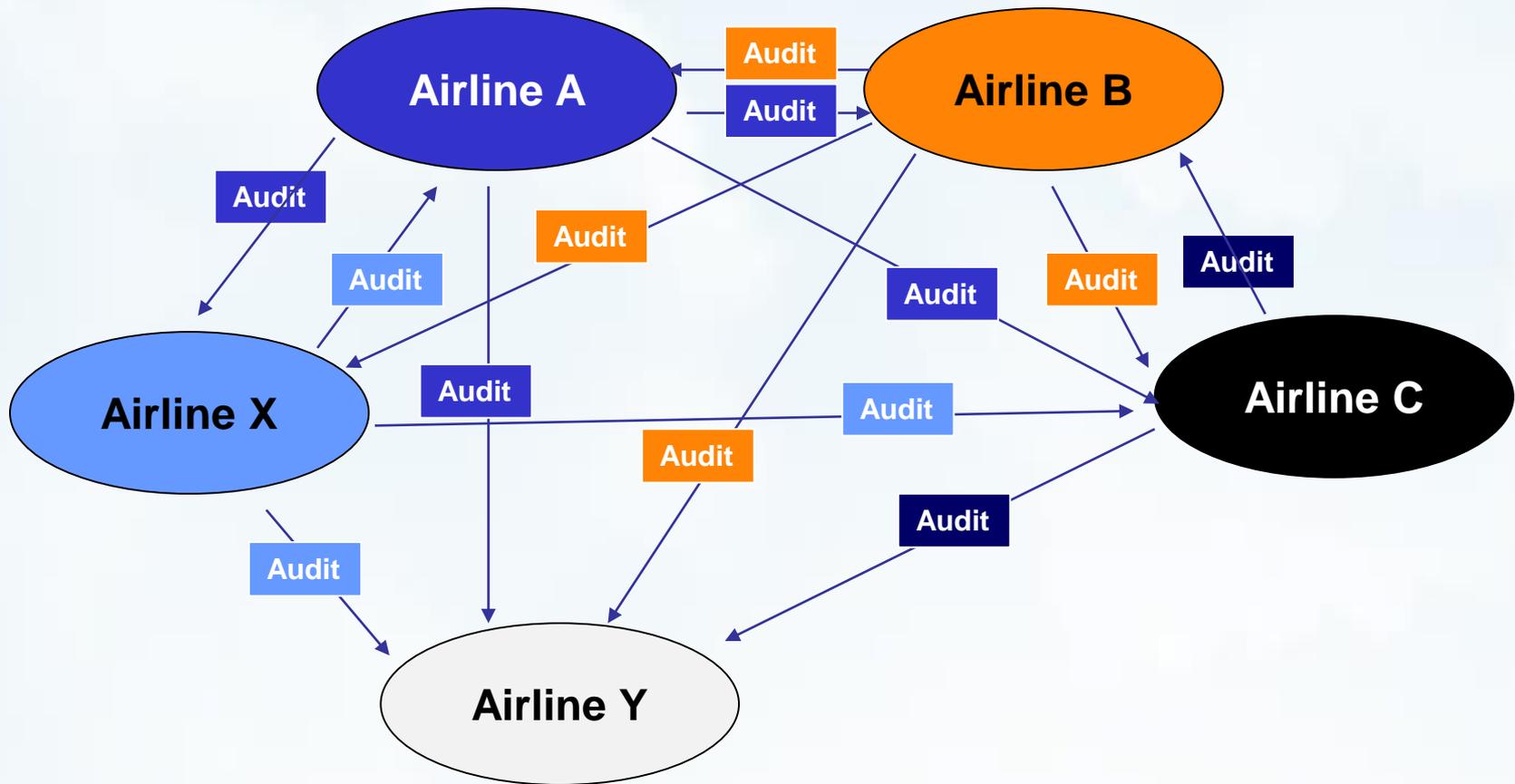
- Global Safety audit program managed and controlled by IATA
- Audit standards include ICAO safety and security provisions and industry best practices
- Available to all commercial passenger & cargo airlines

Goals

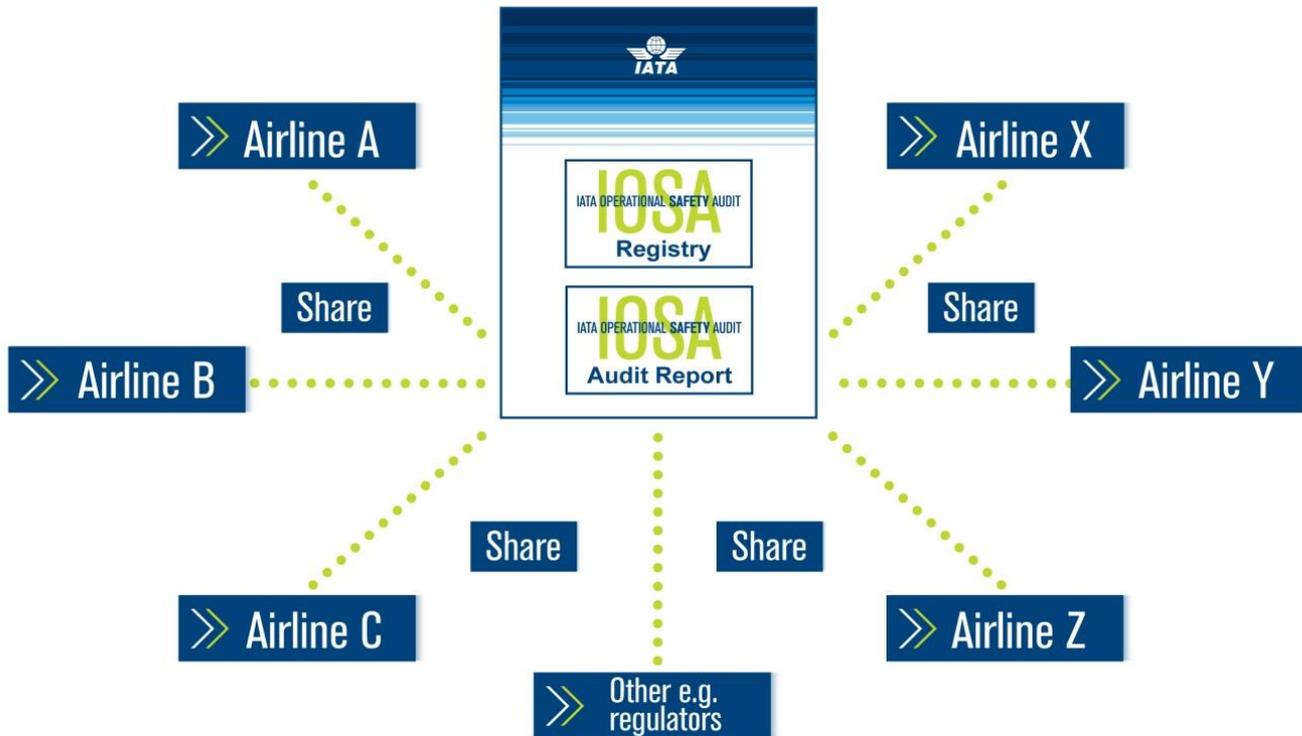
- Improve worldwide airline safety
- Reduce the number of audits

Pre-IOSA Model

No Audit Sharing – Many Audits – No consistency in auditing



IOSA Model Audit Sharing – Fewer Audits



Under IOSA

- Single audit shared by airlines using IOSA = elimination of audit redundancies
- Only 1 audit per airline every 2 years = reduced resources and costs
- Certification requires that all ISARPs are consistently “**documented**” and “**implemented**” by an Operator to ensure standardized application.
- Common safety standards built from regulations and industry best practices = consistency in audits
- ISO Certified since December 2005

IOSA Registered Airlines

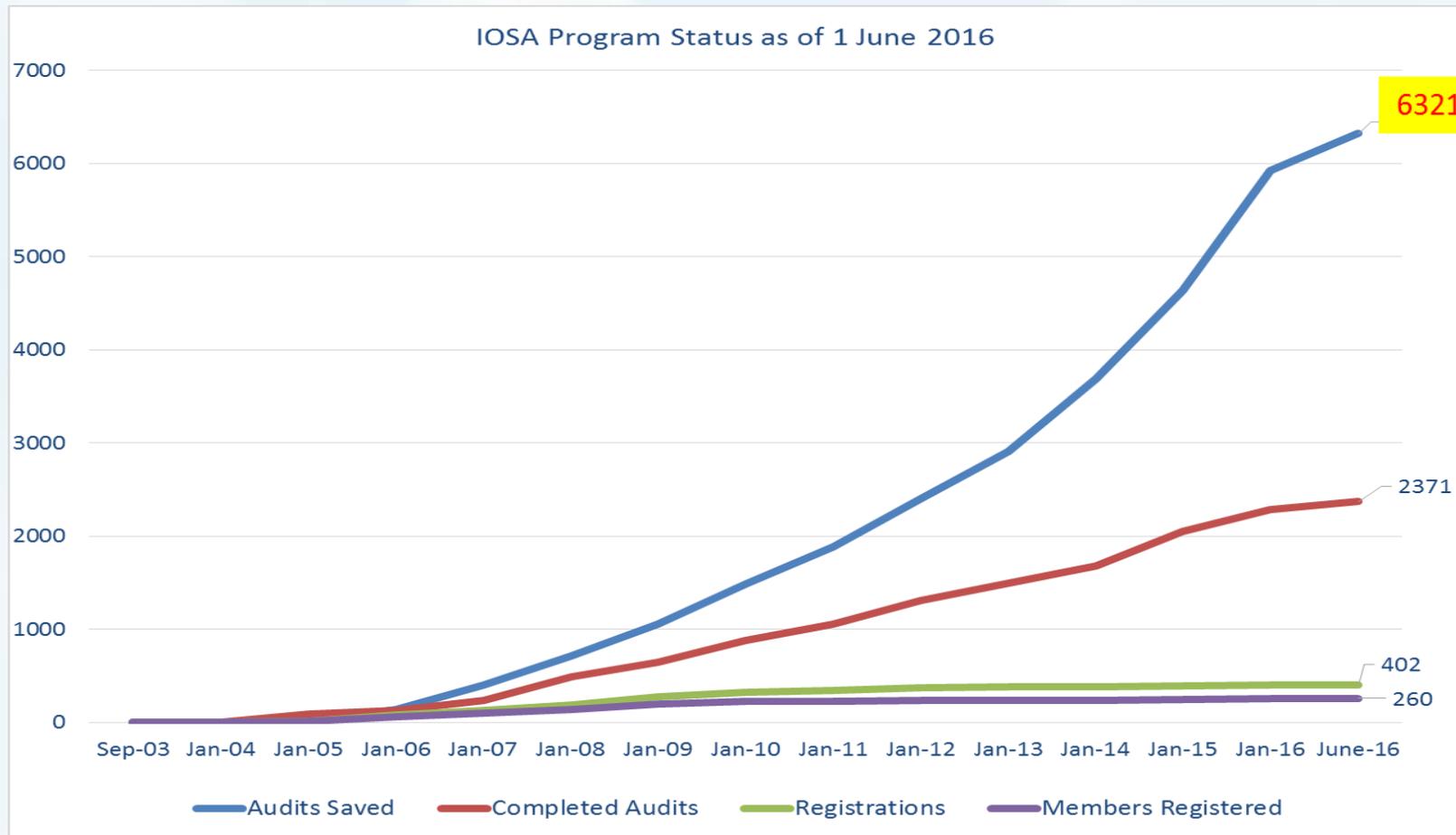
Displayed online to public (www.iata.org/iosa),



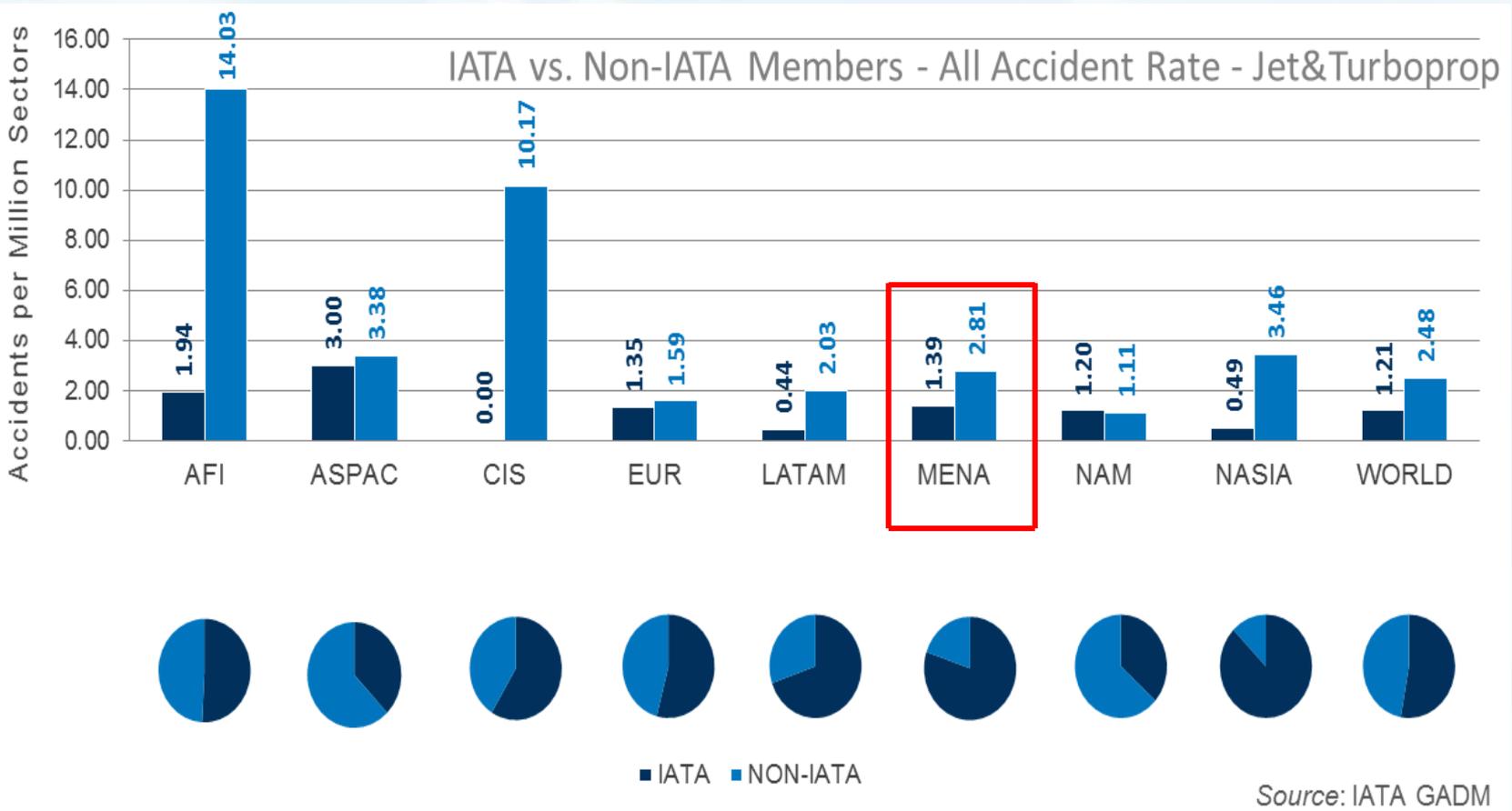
404 airlines:

265 IATA members and 139 non IATA members – July 2016

Statistics – IOSA Program/ Audit Status



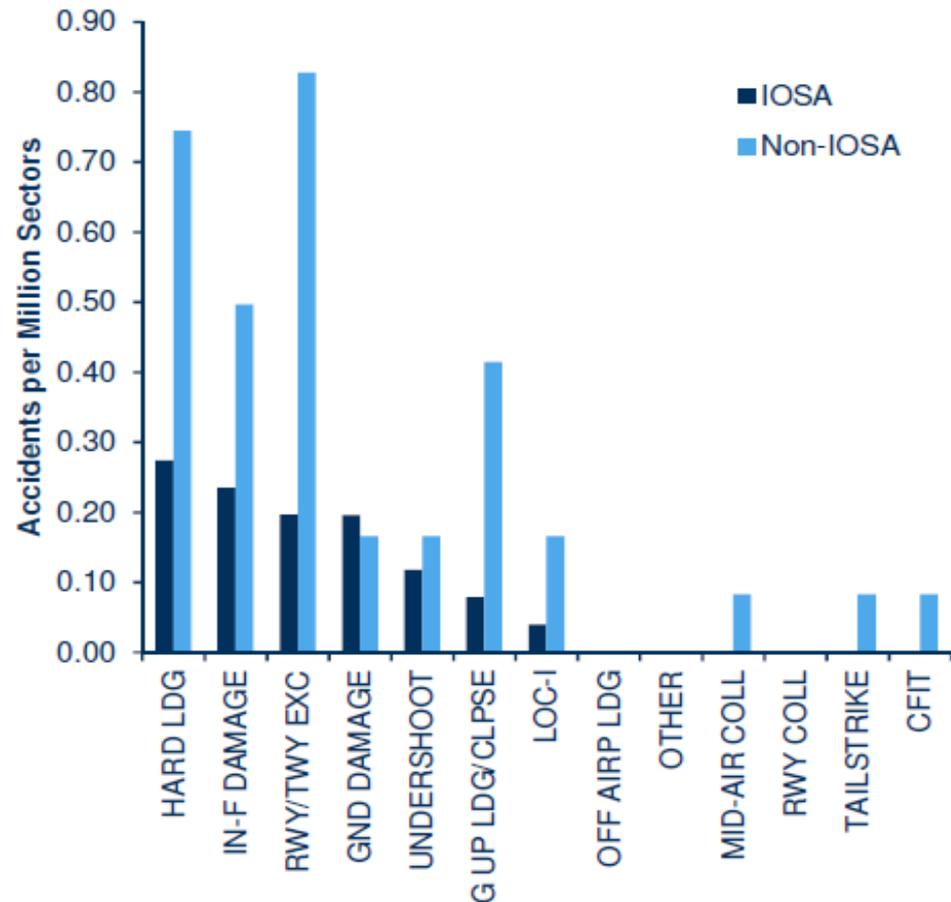
All Accident Rate for IATA Members vs. Non-Members



Safety Performance: WORLD – Accident Category

2015

	IOSA	Non IOSA
HARD LDG	0.27	0.74
IN-F DAMAGE	0.24	0.50
RWY/TWY EXC	0.20	0.83
GND DAMAGE	0.20	0.17
UNDERSHOOT	0.12	0.17
G UP LDG/CLPSE	0.08	0.41
LOC-I	0.04	0.17
OFF AIRP LDG	0.00	0.00
OTHER	0.00	0.00
MID-AIR COLL	0.00	0.08
RWY COLL	0.00	0.00
TAILSTRIKE	0.00	0.08
CFIT	0.00	0.08



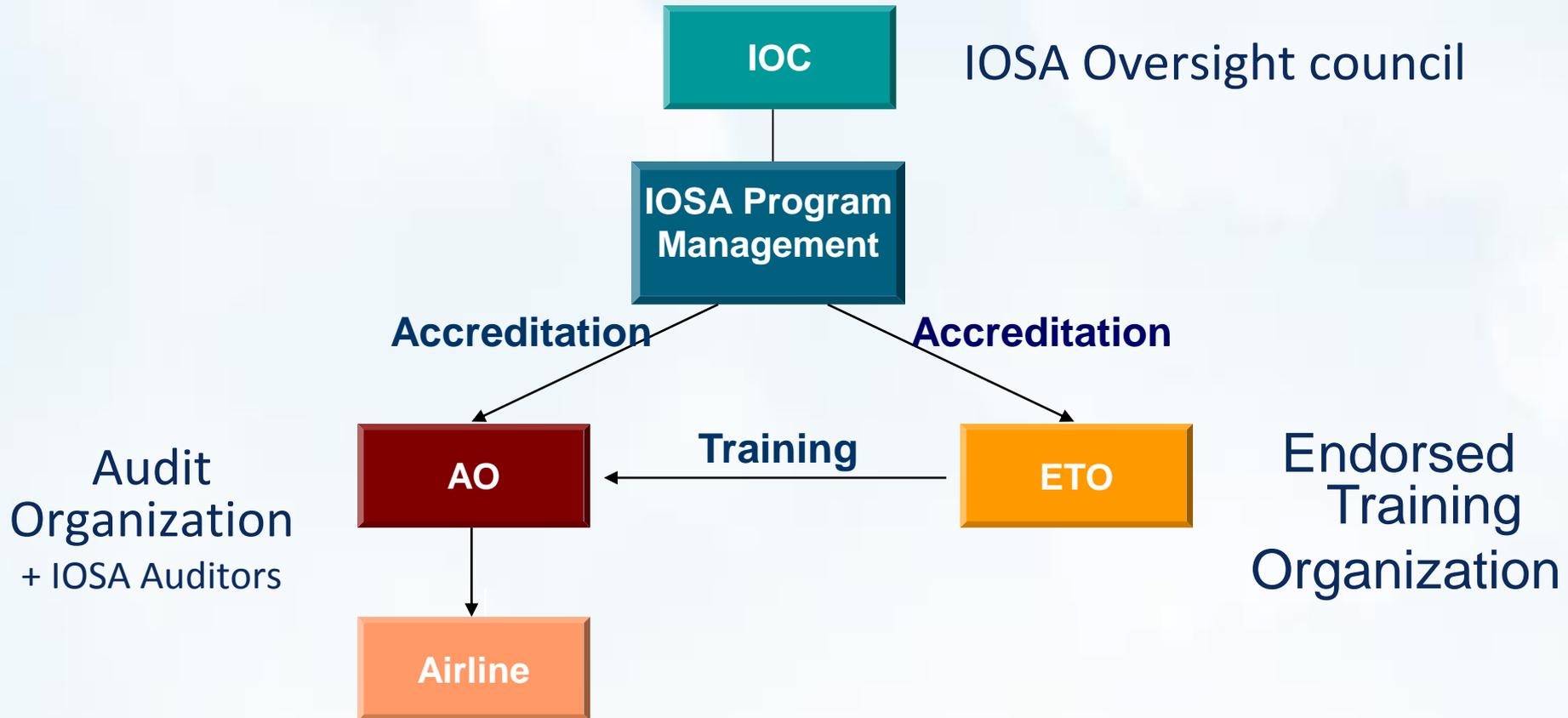
Access to IOSA Information

- All IOSA Registered airlines have a dedicated page on the IATA/IOSA Website (including any exclusions to audit scope)

<http://www.iata.org/ps/certification/iosa/Pages/registry.aspx>

- Airlines, Regulators & industry bodies can access IOSA reports after agreement by the airline
- All primary manuals are freely available on the IOSA Website

IOSA Program: structure



IOSA Standards & Recommended Practices (ISARPs)

- Approximately 1000 ISARPs Edition 10
- Focus: Management and control of operational quality/safety/security
- Meet or exceed ICAO operational safety requirements, including ICAO-mandated SMS elements
- Also use FAA/EU OPS rules and industry best practices
- Participation of regulators to build-up

The bottom line: A well-managed airline will meet IOSA Standards

IOSA Audit Scope

ORG – *Organization & Management System*

FLT – *Flight Operations*

DSP – *Operational Control and Flight Dispatch*

MNT – *Aircraft Engineering & Maintenance*

CAB – *Cabin Operations*

GRH – *Ground Handling Operations*

CGO – *Cargo Operations*

SEC – *Operational Security*

Enhanced IOSA

- Enhanced IOSA as response to industry's feedback
- Program change to focus on the implementation aspect of Standards and to ensure continuous conformity
- Implementation in transitioned approach until September 2015
- Enhanced IOSA applicable only to renewal audits



Benefits of IOSA to Authorities and airlines



Benefits for Authorities

States:

- Improved regulatory oversight
 - Access by any State to IOSA Audit Reports and data of national and foreign operators
 - Some States use IOSA as part of foreign carrier approval process (Ops Specs) or to lighten such requirements
 - Assurance that airlines follow, as a minimum, an internationally recognized set of operational standards
- Audit checklist basis for CAA audits
 - IOSA Standards are currently used by States (eg. TSB Canada) as audit checklist basis for official airline audits

Benefits for Authorities (Cont'd)

- **Regulators/Oversight Entities**
 - Provides audit data for use in continuous monitoring of operators worldwide
 - Complements existing audit programs:
 - Safety Assessment of Foreign Aircraft Program (SAFA)
 - International Aviation Safety Assessments Program (IASA)
 - Provides an audit program for code share / wet lease approval
 - Primary source of safety data for Global Aviation Data Management (GADM)

Benefits of IOSA for airlines

- Acquire ICAO based knowledge
- Effectively apply international standards for **management and control of operational quality, safety and security**
- IOSA preparation assists in structuring & reinforcing airline internal audit plan
- IOSA Standards include:
 - All ICAO Annex 1,6,8,13,17 ,18 and 19 operational safety provisions(SARPs)
 - Consolidation of primary FAA/EU OPS provisions
 - Industry best practices

IOSA and Regulations



Enhanced IOSA

*ICAO 38th Assembly
endorsed IOSA and its
elements under Enhanced
IOSA for its Global safety
benefits.*



Where does IOSA fit?

ICAO	FAA/EASA	Regulatory oversight
<ul style="list-style-type: none"> ▪ Fully complementary to ICAO USOAP ▪ IOSA Standards include all relevant ICAO Annex 1,2, 6, 8,17,18 and 19 provisions ▪ Recognized for safety benefits at ICAO 35th & 38th Assemblies and ICAO Safety conference ▪ MoC between IATA and ICAO on data sharing between IOSA and USOAP 	<ul style="list-style-type: none"> ▪ Accepted by FAA under DOT/FAA Code-share Safety Guidelines ▪ Incorporated as AMC to EASA OPS for Code-Share arrangements and as source for evaluation of TCOs 	<ul style="list-style-type: none"> ▪ Not intended to replace Regulatory Oversight ,but to complement it ▪ Bahrain, Egypt, Lebanon ,Turkey, Chile, Madagascar, Mexico, Brazil, Costa Rica, Panama , Syria etc. support IOSA ▪ China preparing AC

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ISAGO – What is it ?



Standardized and structured audit program

- Internationally recognized operational standards
- Highly trained and experienced auditors



A system for registration and sharing of audits

ISAGO – Why are we doing it ?



Interesting fact!

**Ground damage costs airlines on average
4 Billion USD a year!**

Because...



We want to **AVOID**

Redundant audits



Safety

and **INCREASE**



ISAGO concept



Pool Members



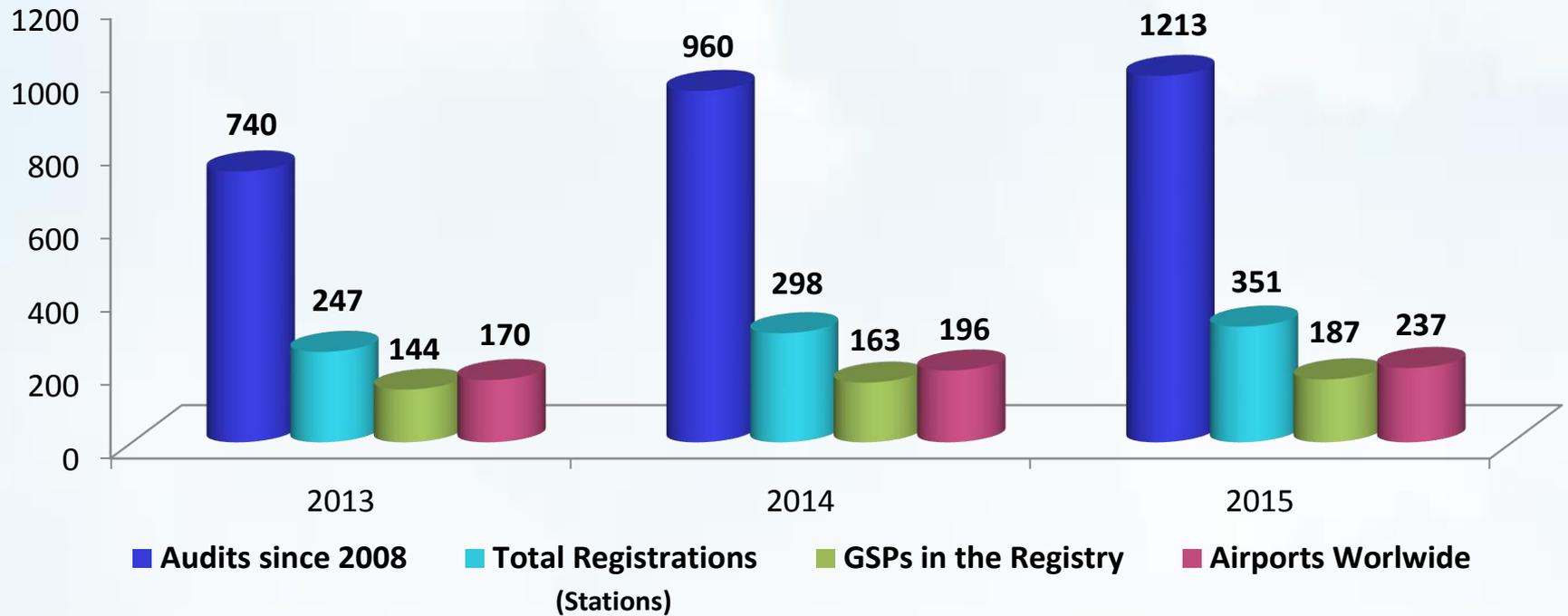
ISAGO – IATA's Role



Program promotion with Regulators and others

- Application of system Quality Assurance
- Development of standards and program standards
- Audit operations
- and audit program requirements
 - Auditor training
 - Auditor members and Oversight Council
 - Task Forces

Program Performance

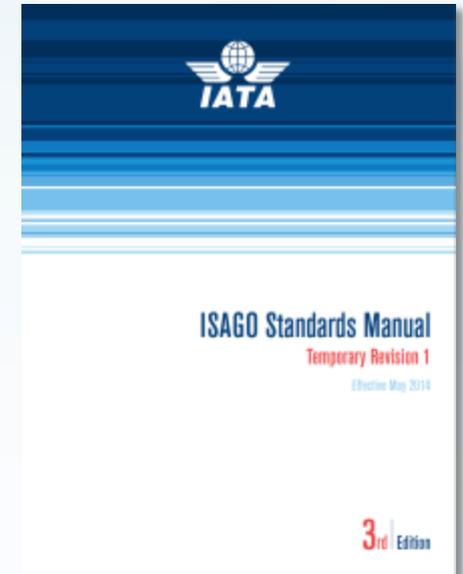


ISAGO Standards Manual (GOSM)



Auditing Sections

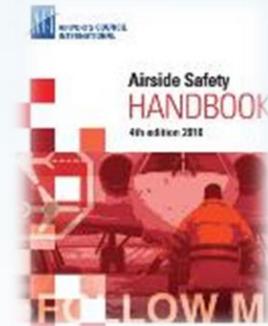
- Section 1: Organization and Management
- Section 2: Load Control
- Section 3: Passenger & Baggage Handling
- Section 4: Open
- Section 5: Aircraft Handling and Loading
- Section 6: Aircraft Ground Movement
- Section 7: Cargo and Mail Handling



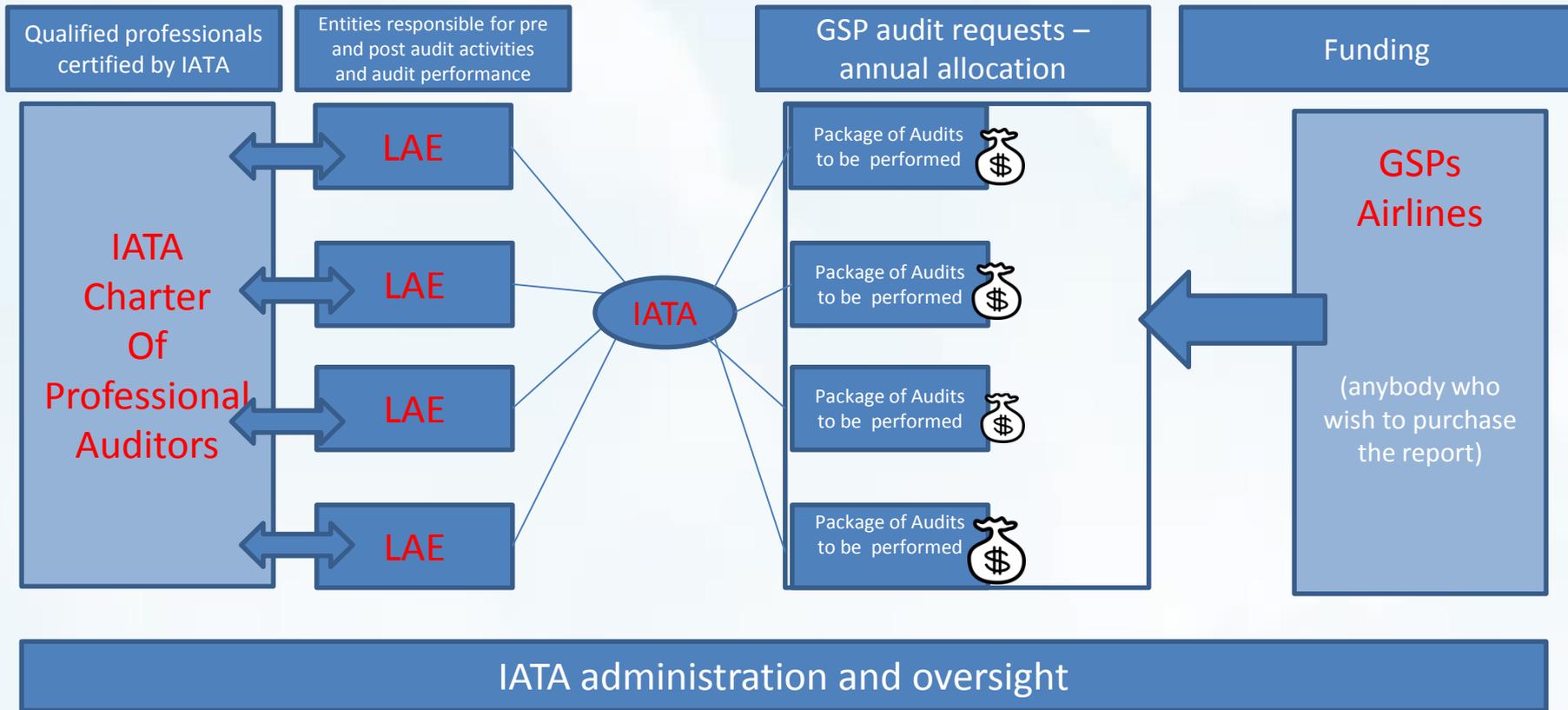
ISAGO Standards and Recommended



Practices (GOSARPs)



ISAGO New Operational Audit Model



How can you benefit?

- Observe ISAGO Audit
- Review ISAGO Report
- Discuss ISAGO with Operators/Providers and/or Airports within your jurisdiction
- Implement IGOM as a minimum standard requirements for ground operations at the airports within your country
- Consider ISAGO Registration endorsement for Providers
- Accept ISAGO as an acceptable means of compliance to Operator's oversight of outsourced Service in ground operations



ISAGO Regulatory Support





Questions ?

