



IOSA

IATA Operational Safety Audit

Presented by:

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IATA's Mission

**To promote safe,
secure, efficient and
economical air transport**

232 Members, 93% of scheduled international traffic

- **The IOSA Program**
- IOSA Progress
- IOSA Quality



IOSA Program

IOSA Program

Concept

- **Global audit program** managed and controlled by IATA
- **Audit standards** that include ICAO safety and security requirements, as well as industry best practices
- **Internationally-accepted evaluation system** with consistent implementation

Primary Goal

- **Improve Worldwide Airline Safety**

IOSA Audit Standards

Overview

- Approximately 900 IOSA standards and recommended practices (ISARPs)
- Focus: Management and control of operational quality/safety/security
- Meet or exceed ICAO operational safety requirements
- Include ICAO-mandated SMS elements
- Applicable for audits only; *not* regulations

***Bottom line: A well managed
airline will meet IOSA Standards***

IOSA Audit Scope

ORG – <i>Organization & Management System</i>
FLT – <i>Flight Operations</i>
DSP – <i>Operational Control and Flight Dispatch</i>
MNT – <i>Aircraft Engineering & Maintenance</i>
CAB – <i>Cabin Operations</i>
GRH – <i>Ground Handling Operations</i>
CGO – <i>Cargo Operations</i>
SEC – <i>Operational Security</i>

IOSA Audit Standards

Development and Maintenance

➤ IOSA Task Forces

- Regionally diverse membership
- Comprise experts in airline operational safety and security
- Mission: Continual update and improvement of the IOSA standards

➤ SMS in ISARPs

- Elements of ICAO Framework for SMS are incorporated (ICAO Annex 6, Amendment 33A)
- Conformity with the IOSA standards *and* SMS recommended practices will show implementation of a “basic” SMS in accordance with the ICAO Framework for SMS

Audits and Auditor Qualification

Overview

- Audits
 - Conducted by commercial Audit Organisations (AOs) accredited by IATA
- Auditors
 - Approved by IATA in accordance with experience and training standards
- Auditor Initial Training
 - Conducted by commercial training organisations accredited by IATA
 - Delivered in accordance with a common IOSA course curriculum
- Auditor Continuing Qualification
 - Recurrent training
 - Performance assessments
 - Audit currency requirements

IOSA Benefits

Overview

➤ Airlines

- Drives worldwide implementation of proven safety/security practices
- Significantly reduces the number of industry audits conducted

➤ ICAO

- Complements Universal Safety Oversight Audit Program (USOAP)

➤ States

- Offers possibilities to complement regulatory oversight (access to audit reports)
- Examples:
 - FAA accepts airline use of IOSA under DOT/FAA Code-share Safety Guidelines
 - Some States use IOSA in foreign carrier AOC approval process
 - Some States mandate IOSA for all operators

↗ The IOSA Program

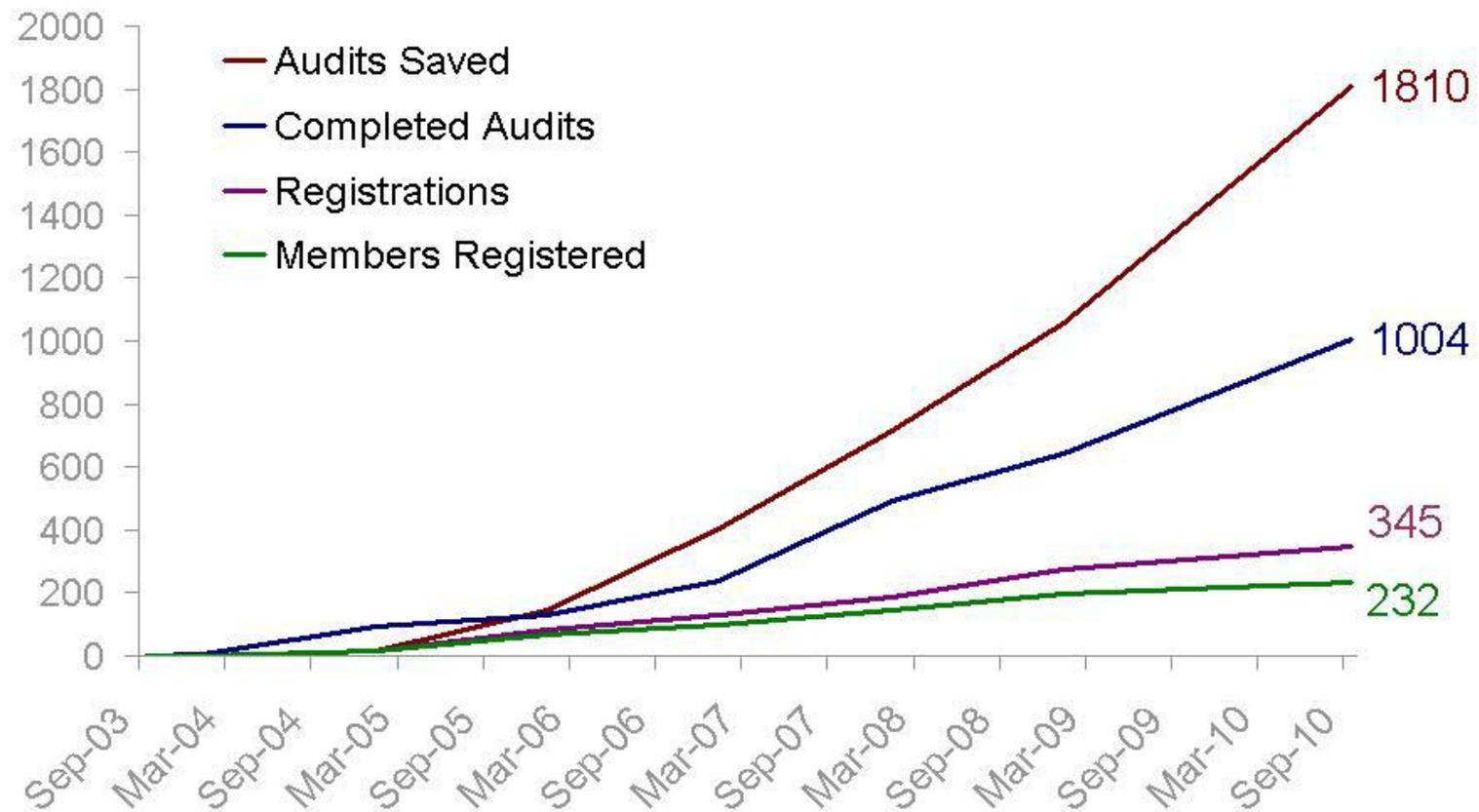
↗ **IOSA Progress**

↗ IOSA Quality



IOSA Progress

IOSA Programme Status as of 30 September 2010



- The IOSA Program
- IOSA Progress
- **IOSA Quality**



IOSA Quality

IOSA Quality Assurance Program

Focus Areas

- Audit Organizations
 - Accreditation by IATA; continuing quality evaluation
 - Periodic headquarters audits
- Audit Process
 - Periodic on-site audit observation and evaluation
 - User feedback mechanisms for continual improvement
- IOSA Standards
 - Formal revision/change management processes
- Auditors
 - Approval by IATA; continuing quality evaluation
 - Auditor training instructor approval by IATA; continuing quality evaluation
- Audit Reports
 - Rigorous quality control processes



Conclusion

- IOSA is a global audit program targeted at improving the operational safety performance of airlines
- IOSA is managed and controlled by IATA under strict quality guidelines to ensure consistency and reliability of auditing and audit results
- IOSA Standards are updated/upgraded continually
- IOSA includes production of a comprehensive IOSA Audit Report

Thank you

IOSA - IATA Operational Safety Audit

If you have any questions, feel free to contact iosa@iata.org,
or your Country/Regional IATA representative.

