



International Civil Aviation Organization

CAR/SAM Regional Planning and Implementation Group (GREPECAS)

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Agenda Item 2: Flight Safety and RASG-PA activities

IOSA – THE IATA OPERATIONAL SAFETY AUDIT PROGRAMME

(Note presented by IATA)

SUMMARY

The IATA Operational Safety Audit (IOSA) program is a key element of the IATA Six-point Safety Strategy, and has been implemented to achieve two fundamental goals – improve airline operational safety, and enhance efficiency. IOSA is now a well consolidated and mature program, with over 1000 audits conducted, and 353 airlines registered as of February 2011, 49 of which belong to the CAR/SAM region.

IOSA is based on the provisions of ICAO Annexes 1, 6 and 8, as well as relevant JAR/FAR provisions, and industry best practices. In 2010, IOSA was updated to incorporate SMS compliance into its standards.

The IOSA Audit Report of an airline contains valuable information, not just for other airlines forming or continuing commercial arrangements, but also for States. At the 36th ICAO Assembly, States were encouraged to make use of IOSA Audit results, to assist them in their Safety Oversight role. All States are encouraged to make use of IOSA audit data to enhance and complement their own Safety Oversight capabilities.

In 2010, IOSA registered Airlines worldwide had an accident rate more than 4 times lower than non-IOSA registered airlines. In the CAR/SAM region IOSA registered airlines had 0 accidents. Based on the demonstrated positive results of the IOSA registered airlines and benefits, IATA wants to work with all the CAR/SAM States to make IOSA mandatory to issue Air Operator Certificates.

1. BACKGROUND

The IATA Operational Safety Audit (IOSA) program for airlines is a key element of the IATA Six-point Safety Strategy, and has been implemented to achieve two fundamental goals – improve airline operational safety, and enhance efficiency. Since program launch in late 2003, IOSA has gained great momentum, with 353 airlines registered as of February 2011, 49 of which belong to the CAR/SAM

region. Since IATA AGM in mid-2006, IOSA is mandated for both existing Members, and any airline wanting to join IATA. Over 1000 initial and recurrent audits have been performed.

1.1 IOSA is also available to non IATA member airlines. In the CAR/SAM region, 23 IOSA registered airlines and worldwide over 20% of the IOSA audits conducted are not IATA members. This clearly demonstrates that IOSA is a program for all airlines.

1.2 IOSA is an internationally accepted and recognized evaluation system designed to assess the operational management and control systems of an airline. IOSA uses internationally recognized quality audit principles, and are designed so that audits are conducted in a standardized and consistent manner. IOSA audits of airlines are fully complementary to ICAO audits of States under the USOAP program.

1.3 An IOSA Audit typically involves five auditors on site for five days, auditing the following areas which are key indicators of an airline's ability to deliver operational safety: Corporate Organization and Management, Flight Operations, Operational Control/Flight Dispatch, Aircraft Engineering & Maintenance, Cabin Operations, Aircraft Ground Handling, Cargo Operations, Operational Security.

1.4 The development of IOSA Program is reviewed by the IOSA Oversight Committee (IOC), which is comprised of representatives from twenty-five Member Airlines and Regulatory Authorities. In 2010, IOSA SMS provisions were incorporated to the IOSA standards.

1.5 At the conclusion of the audit, there might be findings. When these findings are fully corrected and verified as such, the airline then goes on the IOSA Registry – a public listing of all airlines that have completed the IOSA process. Recurrent IOSA audits must take place every two years.

1.6 Audits are carried out against the provisions of the IOSA Standards Manual. The principles and practices of the management of the IOSA program are described in the IOSA Program Manual. Guidance for IOSA Auditors is provided in the IOSA Auditor Handbook. The Standards Manual and Program Manual– are available free of charge on the IOSA website – www.iata.org/iosa

1.7 The eight Audit Organizations accredited by IATA to conduct IOSA Audits are established in commercial competition and operators can opt for the AO of their choosing, however, as of 2008 an Auditor Organization can only perform two consecutive audits on any given airline. The fixed cost of an audit is US\$55,000 plus an administrative charge of US \$2,000 for IATA members and US \$ 5,000 for non-members. All variable costs are negotiated between the operator and the audit organization.

2. **QUALITY MANAGEMENT**

2.1 It is vital that IATA is able to guarantee the quality of the program and its results. As of mid 2006, there were eight IATA approved Audit Organizations with wide geographical distribution, offering a global service to airlines. The appointment of any organization to undertake IOSA audits follows a rigorous process. A comprehensive – and consistent – examination of the capabilities of each candidate company is undertaken. Technical, legal, financial and other issues are examined, with the aim being to ensure that all AOs meet the very high standards established.

2.2 As part of its ongoing management and quality oversight role of the IOSA Program, IATA observes audits being conducted by all AOs, on a sampling basis; IATA also conducts annual HQ audits for all AOs.

2.3 The IOSA Program is ISO 9001:2000 certified.

3. **REGISTRY – SHARING OF AUDIT DATA**

3.1 The IOSA Registry is a list of all airlines that have successfully completed an audit under IOSA. Entry to the Registry is based on closure of all audit findings, and registration has a defined validity period – 24 months – before another IOSA audit is required. Any airline that would normally audit another airline for, e.g., code-sharing purposes, can check the publicly-accessible IOSA Registry listing to determine if that other airline has been audited under IOSA. If so, they may make an application to view the full audit report, and thereby save themselves the need to undertake their own audit. Although the audit report is held by IATA, the audited airline remains at all times the owner of the report, the contents of which will be released only on the specific agreement of the audited airline. As of February 10, 2011, there are 353 airlines (Appendix A) on the IOSA Registry (see www.iata.org/iosa/registry), and over 1000 audits conducted – each of which represents many other audits avoided.

4. **OPPORTUNITIES FOR STATE REGULATORY AUTHORITIES**

4.1 Both ICAO and some key Regulatory Authorities have been involved in IOSA development since the outset. In particular The Australian Civil Aviation Safety Authority, US FAA, Transport Canada, DGAC France, Scandinavian CAA, US Department of Defense and EC/JAA, have been great contributors and supporters.

4.2 The growing awareness of the benefits to States of IOSA was well recognized at the ICAO Assembly in late 2007, where States were encouraged (under the Assembly Resolution on Safety Oversight) to make use of all available data, including that from IOSA audits, to assist them in their oversight role. IOSA data provides an opportunity for States to enhance and extend their oversight capability, as well as to better focus their limited resources. Regulators are able to access the IOSA Audit Reports, at no cost, and thereby to use this information as vital intelligence in the discharge of their oversight responsibilities.

4.3 In our discussions with States, it's clear that this benefit of IOSA is starting to be recognized. Some States are already actively using IOSA audit data, and others have even mandated IOSA for airlines in their States, and flying into their States (Brazil, Chile, Mexico, Costa Rica and Panama in the CAR/SAM region). Additionally, some States are now using IOSA data in consideration of issuing Foreign Air Operator Certificates.

4.4 In 2010, IOSA registered Airlines worldwide had an accident rate more than 4 times lower than non-IOSA registered Airlines. IOSA registered airlines had 0.28 hull losses per million flights; whereas the world average remained fairly static at 0.66. And, of course, that global average rate includes the influence of the IATA carriers' performance. In the CAR/SAM region IOSA registered airlines had 0 accidents.

4.5 IATA wants to work with states to make IOSA a valuable and complementary tool for their oversight, making it mandatory for issuing Air Operator Certificates to airlines flying multi-engine aircraft that have a maximum certificated takeoff mass in excess of 5,700 kg (12,566 lb) for the conduct of commercial passenger and/or cargo operations.

5. **THE FUTURE**

5.1 After having fostered its development and launch, IATA's role is now to ensure the successful and consistent implementation, ongoing program management, and Quality Assurance. IATA will continue to oversee the accreditation of further Audit Organizations and Training Organizations as required, ensure continuous development of the IOSA Standards and Industry Practices, and manage the central database of IOSA audit reports. In addition, IATA continues to work intensely with airlines and regulators to ensure that IOSA meets their needs and evolves as needed.

5.2 The audits themselves are providing extensive information that is being used firstly to improve the audit process, and the standards. More particularly, the audit results are showing trends and/or areas that need specific attention in order to improve safety. Such data must also be examined in comparison with ICAO audit data from States, and ICAO and IATA have recently concluded a Memorandum of Cooperation to this effect.

5.3 For IOSA, the future is very promising. The benefits are clear, and the program is now well set up to deliver those benefits.

5.4 During the ALTA Annual General Meeting (AGM), the CEOs of the LATAM/CAR airlines voiced that IOSA had improved the safety culture, standards and process within their organizations and thus the improvement in the accident rates. They encourage all States to mandate IOSA for all airlines operating into the region by 2014.

6. **ACTION**

States are invited to use IOSA as a tool to complement the DGAC's regulatory oversight and join other states in using it as a mandate to issue Air Operator Certificates.

— END —

APPENDIX A**IOSA Registry**

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

Latin America & Caribbean

- [ABSA Cargo Airline](#)
- [Aero República S.A.](#)
- [AeroGal Aerolíneas Galápagos](#)
- [Aerolíneas Argentinas S.A.](#)
- [Aerolitoral, S. A. de C. V. d/b/a Aeromexico Connect](#)
- [Aerovías de Mexico, S.A. de C.V.](#)
- [Air Jamaica, Limited](#)
- [Andes Lineas Aéreas S.A.](#)
- [Austral Líneas Aéreas - Cielos del Sur S.A.](#)
- [Avianca](#)
- [Bahamasair Holdings Ltd.](#)
- [Caribbean Airlines Ltd.](#)
- [Compañía Boliviana De Transporte Aereo Privado S.A. - Aerosur S.A.](#)
- [Concesionaria Vuela Compañía de Aviación, S.A. de C.V., dba Volaris](#)
- [COPA Airlines](#)
- [Cubana de Aviacion](#)
- [Estafeta Carga Aérea S.A. de C.V.](#)
- [Interjet](#)
- [LAN Airlines S.A.](#)
- [Lan Argentina S.A.](#)
- [LAN Cargo](#)
- [Lan Ecuador ®](#)
- [LAN Express](#)
- [LAN Perú](#)
- [LIAT \(1974\) Ltd.](#)

- [Líneas Aéreas Costarricenses, S.A. \(LACSA\)](#)
- [MasAir, Aerotransportes Mas de Carga, S.A. de C.V.](#)
- [Oceanair Linhas Aereas Ltda](#)
- [Pluna Líneas Aéreas Uruguayas S.A.](#)
- [SAM S.A.](#)
- [Santa Barbara Airlines, C.A.](#)
- [Surinam Airways Ltd.](#)
- [TACA International Airlines S.A.](#)
- [TAM Linhas Aéreas S.A.](#)
- [TAM Mercosur](#)
- [TAME](#)
- [Trans American Airlines d.b.a. Taca Perú](#)
- [Transportes Aeromar, S.A. de C.V.](#)
- [VRG Linhas Aéreas S/A – Grupo GOL](#)