



DIRECTORS GENERAL OF CIVIL AVIATION CONFERENCE ON A GLOBAL STRATEGY FOR AVIATION SAFETY

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Theme 1: The status of aviation safety today

Topic 1.3: Initiatives by States and industry

IOSA — THE IATA OPERATIONAL SAFETY AUDIT PROGRAMME

(Presented by the International Air Transport Association)

SUMMARY

The IATA Operational Safety Audit (IOSA) Programme of airlines is a key element of the IATA Six-point Safety Strategy, and has been implemented to achieve two fundamental aims: 1) improve airline operational safety; and 2) enhance efficiency. IOSA has gained great momentum, with over 160 audits completed as of early 2006. IOSA is based on the provisions of Annex 1 — *Personnel Licensing*, Annex 6 — *Operation of Aircraft* and Annex 8 — *Airworthiness of Aircraft* as well as relevant JAR/FAR provisions, and industry best practices. The IOSA audit report of an airline contains valuable information, not just for other airlines forming or continuing commercial arrangements, but also for States. All States are encouraged to make use of IOSA audit data to enhance and complement their own safety oversight capabilities.

1. INTRODUCTION

1.1 The International Air Transport Association (IATA) Operational Safety Audit (IOSA) Programme of airlines is a key element of the IATA Six-point safety strategy, and has been implemented to achieve two fundamental aims: 1) improve airline operational safety; and 2) enhance efficiency. Since the programme launch in late 2003, IOSA has gained great momentum, with over 160 airline audits completed as of early 2006. In that time, over 5 000 audit findings have been identified and rectified – a great safety victory in and of itself. IOSA is now active in all regions of the world. Following the IATA Board of Governors meeting in December 2005, IOSA is now mandated for both existing Members and any airline wanting to join IATA. It is important to note also that over 20 per cent of the IOSA audits

being conducted are done on non-Members of IATA. This clearly demonstrates that IOSA is a programme 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 is 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 Universal Safety Oversight Audit Programme (USOAP).

1.3 An IOSA audit typically involves six 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 and maintenance, cabin operations, aircraft ground handling, cargo operations and operational security.

1.4 Audits are carried out against the provisions of the IOSA Standards Manual. The principles and practices of the management of the IOSA programme are described in the IOSA Programme Manual. Guidance for IOSA auditors is provided in the IOSA Auditor Handbook. All of the IOSA documentation – Standards Manual, Programme Manual and Auditor Handbook – is available free of charge on the IOSA website – www.iata.org/iosa.

2. QUALITY MANAGEMENT

2.1 It is vital that IATA is able to guarantee the quality of the programme and its results. As of early 2006, IATA had appointed seven audit organizations (AOs), 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 Programme, IATA observes audits being conducted by all AOs, on a sampling basis; IATA also conducts annual headquarters audits for all AOs.

2.3 As a further development of the quality management process, a Continual Monitoring Programme is being established in 2006, which will provide additional independent verification of an airline's adherence to IOSA standards between recurrent audits.

2.4 The IOSA Programme Office was registered under ISO 9001:2000 in December 2005.

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 – twenty-four 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, it may make an application to view the full audit report, and thereby save itself the need to undertake its 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 early 2006, with ninety airlines on the IOSA registry (see www.iata.org/iosa/registry), already over 200 such transactions have been completed, which equates to as many redundant 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, United States Federal Aviation Administration (FAA) Transport Canada, DGAC France, Scandinavian CAA 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 2004, (A35-7) where States were encouraged to make use of all available data 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 is clear that this benefit of IOSA is starting to be recognized. Some States are already actively using IOSA audit data, others are contemplating or have already mandated IOSA for airlines in their States. This benefit of IOSA applies not only in the domestic sense, but also in the assessment of airlines applying to fly into a State; at least two States are now using IOSA data in consideration of issuing Foreign Air Operator Certificates.

5. PARTNERSHIP FOR SAFETY — ASSISTING AIRLINES

5.1 IATA recognizes that many airlines in developing nations face significant difficulties in reaching IOSA standards. Therefore, IATA has launched a practical programme, starting in Africa where the need is most apparent, but moving to other regions also in 2006. The programme consists of three main elements:

- a) week-long training awareness seminars on industry best practices in operational safety, as embodied in the IOSA standards;
- b) gap analyses (trial audits), to determine the needed areas of improvement at each airline; and
- c) guidance and support as each airline seeks the resources necessary to effect improvement.

These programme elements are being funded by IATA and are therefore offered free of charge to airlines invited to join the programme. The programme is well underway in Africa, with five seminars held already and two more to take place shortly. It is important to note that States are also invited to these seminars, such that all relevant parties are aware of the benefits that IOSA can bring. Twelve airline gap analyses/trial audits have been undertaken, and IATA has deployed additional staff to work with airlines in their improvement phase. The Partnership for Safety Programme will be extended to Latin America and the South Pacific in 2006.

6. THE FUTURE

6.1 After having fostered its development and launch, IATA's role is now to ensure the successful and consistent implementation, ongoing programme 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.

6.2 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 will be working jointly in order to better focus resources on initiatives that produce the best safety results.

6.3 For IOSA, the future is very promising. The benefits are clear, and the programme is now well set up to deliver those benefits. IATA looks forward to further cooperation with ICAO and States to ensure that both airlines and regulators can extract the most possible benefit from this programme.

7. CONCLUSION

The Conference is invited to note that IOSA safety data are available to States when performing their safety oversight functions, including assessment of foreign operators.

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