



ASSEMBLY — 42ND SESSION

EXECUTIVE COMMITTEE

Agenda Item 14: Audit Programmes – Continuous Monitoring Approach

INDUSTRY ASSESSMENT PROGRAMS

(Presented by the International Air Transport Association (IATA))

EXECUTIVE SUMMARY

This paper discusses the advancements and effects of the risk-based IOSA (IATA Operational Safety Audit) initiative and presents the benefits of complementing oversight with insights from recognized industry assessment programs.

The transformation of the IOSA Program has enhanced its business model, auditing approach, and digital capabilities. Over 200 risk-based IOSA audits have been conducted, focusing on priority areas. These audits have resulted in more effective processes and an increase in non-conformities due to their process' effectiveness. The program transformation and the results achieved have been well-received by operators and authorities

Civil aviation authorities worldwide are adopting risk-based oversight programs. Many complement their oversight programs with insights/data from recognized industry assessment programs such as IOSA. These collaborations can improve safety, standardize oversight and reduce costs. Numerous authorities cooperate with IATA to use IOSA insights, complementing their surveillance and certification activities.

<i>Strategic Goals:</i>	This working paper relates to <i>Every Flight is Safe and Secure</i> .
<i>Financial implications:</i>	Effective use of industry assessment programs can avoid cost increases in state safety oversight programs through effective allocation of scarce resources in surveillance and certification activities.
<i>References:</i>	Doc 10004, <i>2020-2022 Global Aviation Safety Plan</i> Doc 8335, <i>Manual of Procedures for Operations Inspection, Certification and Continued Surveillance</i>

1. INTRODUCTION

1.1 The *Global Aviation Safety Plan* (GASP, Doc 10004), among others, strives to enhance global civil aviation safety by taking data-driven decisions; promoting the sharing and exchange of safety information; and prioritizing actions to address operational safety risks and organizational challenges through a risk-based approach. It further stipulates that a State Safety Programme (SSP) requires the implementation of a risk-based approach to measure and monitor the safety performance of the State's civil aviation system.

1.2 The GASP goals include, among others, the implementation of effective State safety programs (Goal 3) and the aiming for the expansion of using industry assessment programs and safety information sharing networks (Goal 5). Goal 5 specifically, has the target to increase the number of service providers participating in relevant industry assessment programs. The GASP recognizes the IATA Operational Safety Audit (IOSA) as an industry safety assessment program¹. As such, IOSA delivers on the GASP Goal to expand the use of industry programs.

1.3 The *Manual of Procedures for Operations Inspection, Certification and Continued Surveillance* (Doc 8335) makes reference to the industry assessment programs such as IOSA, as a provider of audit information for review of aircraft leases, codeshare arrangements and other operators.

1.4 The IOSA Program is a globally recognized audit system that evaluates an air operator's operational management and control systems. The IOSA Program has undergone a transformation through the 'Risk-based IOSA' initiative. The transformation included, among others:

- a) the prioritization of IOSA Standards and Recommended Practices (ISARPs) on an industry level, taking into consideration industry safety performance and aggregate audit data;
- b) the tailoring of audit scopes, pertinent to an air operator's profile, audit history and recent safety performance;
- c) the introduction of a maturity assessment, evaluating an air operator's safety management system (SMS) and other safety relevant programs, such as flight crew training;
- d) the modernization of audit practices leading to effective audit outcomes and the training of some 200 IOSA auditors worldwide to deliver risk-based audits; and
- e) the launch of [IATA Connect](#). IATA Connect is an industry-wide platform, connecting operators, auditors, and in the future also civil aviation authorities. The platform houses a comprehensive resource library and the IOSA registry as well as the IATA Safety Issue Hub. IATA Connect allows operators and authorities alike,

¹ ICAO Doc 10004 Global Aviation Safety Plan, 4.2.7.2: "For the purpose of the GASP, ICAO-recognized industry assessment programmes include the following: a) Airports Council International (ACI) Airport Excellence (APEX) in Safety programme; b) Civil Air Navigation Services Organisation (CANSO) and European Organisation for the Safety of Air Navigation (EUROCONTROL) maturity assessment within the Standard of Excellence in Safety Management Systems; c) Flight Safety Foundation (FSF) Basic Aviation Risk Standard (BARS); d) International Air Transport Association (IATA) Operational Safety Audit (IOSA); e) IATA Safety Audit for Ground Operations (ISAGO); and f) International Business Aviation Council (IBAC) International Standard for Business Aircraft Operations (IS-BAO)."

exchange information with each other and to access IOSA audit reports as well as other safety and compliance relevant information.

1.5 Key regulators have since acknowledged the important evolution of IOSA through the introduction of risk-based IOSA, and support IATA Connect to complement state safety oversight.

2. DISCUSSION

2.1 To date, over 200 risk-based IOSA were delivered with outstanding assurance results. The audits are focussed on priority areas, the auditors are well informed, and the audit process is more efficient. The number of non-conformities increased due to a more effective audit process. The IOSA Program's transformation of its business model, its approach to auditing and its digital capabilities have proven successful. Operators and authorities alike, have appreciated the new approach.

2.2 Civil aviation authorities worldwide are implementing risk-based oversight programs to allow for effective resource allocation and action prioritization. The IOSA program, has been a useful tool to complement air operator surveillance and approval activities. Over 30 authorities, agencies and organizations have entered a Memorandum of Understanding (MOU) with IATA to complement oversight activities with IOSA results. Additional authorities have introduced regulatory measures to complement oversight activities with the program's insights.

2.3 Complementing state safety oversight with insights and data from recognized industry assessment programs can deliver following benefits:

- a) provide additional or missing data points to complement compliance/risk picture about individual air operators and industry;
- b) complement surveillance and certification activities where feasible (e.g. foreign operator approvals, wet leases, etc.);
- c) through additional assurance data, allow the authority to prioritize areas of activity and to assign resources effectively; and
- d) support in identifying industry trends as input to SSP and resource planning.

3. CONCLUSION

3.1 The Assembly is asked to take note of the additional safety benefits that risk-based IOSA and the IATA Connect Platform delivers and to take note of the wider utilization of the program, enabling standardization of safety oversight for the benefit of industry to deliver added safety improvements, smarter regulations and cost reductions.