

INTERNATIONAL CIVIL AVIATION ORGANIZATION
EIGHTH MEETING OF THE CIVIL AVIATION AUTHORITIES OF THE SAM
REGION (RAAC/8)

(Buenos Aires, Argentina, 23-25 April, 2003)

Agenda Item 8: IOSA – IATA OPERATIONAL SAFETY AUDIT

(Presented by IATA)

Summary

This working paper introduces the IATA Operational Safety Audit (IOSA), which is an internationally recognized and accepted evaluation system designed to assess the operational management and control system of an airlines. IOSA will complement the ICAO Universal Safety Oversight Audit Program.

Background

The Airline industry is subject to an ever- increasing proliferation of inspections, reviews and audits that often overlap both in the intent and content. Over the past several years the number of airline operational audits conducted has been increasing significantly, with many airlines subject to multiple audits and a wide variability of standards often producing uneven results. It has become evident to industry professionals that a considerable opportunity exists to standardize, harmonize and rationalize the audit process.

Concept

The IATA Operational Safety Audit (IOSA) Program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of an airline. IOSA will use internationally recognized quality audit principles, and will be designed so that audits are conducted in a standardized and consistent manner.

The IOSA Program must possess a degree of quality and integrity such that mutually interested airlines and regulators can all comfortably accept IOSA audit reports. At that point the industry will be in a position to achieve the benefits of cost-efficiency through a significant reduction in audit redundancy.

Industry Benefits

With the implementation and international acceptance of IOSA, airlines and regulators will achieve the following benefits:

- Establishment of the first internationally recognized operation audit standards
- Reduction of costs and audit resource requirements for airlines and regulators
- Continuous updating of standards to reflect regulatory revisions and the evolution of best practices within the industry
- A quality audit program under the continuing stewardship of IATA
- Accredited audit organizations with formally trained and qualified auditors
- Accredited training organizations with structured auditor training courses
- A structured audit methodology, including standardized checklists
- Elimination of audit redundancy through mutual acceptance of audit reports
- Development of auditor training courses for the airline industry

IATA's Role

IATA'S role will be to oversee the accreditation of Audit Organizations and Endorsed Training Organizations, ensure continuous development of the IOSA Standards and Recommended Practices and manage the central database of IOSA Audit reports. In addition, IATA will implement effective quality assurance to ensure overall program standardization, as well as continually work with airlines and regulators to ensure that IOSA meets their needs.

Regulatory Role

- Accept IOSA as the internationally recognized operational audit program
- Participate in the growth of IOSA through the IOSA Oversight committee
- Encourage airlines to seek registration

Airline Role

- Share audits under the IOSA System
- Structure operations to meet IOSA Standards
- Seek and maintain registration as an IOSA Operator
- Acquire the IOSA Standards Manual

The IOSA PROGRAM

The Official launch date for IOSA is 1 July 2003. The IOSA Program comprises several key areas.

The IOSA Oversight Committee (IOC)

In 2003, the IOSA Advisory Group (IAG) will be replaced with the IOSA Oversight Committee. This committee is an entity within the IATA governance structure that ensures:

- IOSA quality is maintained
- IATA Member airlines control the IOSA Program
- IOSA represents the global industry

The IOC will report to the IATA Operations Committee, which in turn, reports to the Board of Governors of IATA.

Audit Organizations

Audit Organizations formally accredited by IATA will conduct audits. Each organization will use approved IOSA Auditors that have all met stringent IOSA training and qualification standards. Audit Organizations will be geographically located to provide worldwide auditing coverage.

Endorsed Training Organization

The Endorsed Training Organization will provide the formal training courses that must be completed by every IOSA Auditor as part of a structured qualification process.

The IOSA Standard Manual (ISM)

The IOSA Standards Manual is the source document for the IOSA Standards and Recommended Practices and associated guidance material. A key element of the IOSA program, the ISM provides all information necessary for an airline to structure its operations in preparation for an audit.

The manual provides operational standards for an airline in these areas. It forms the major part of a suite of IOSA publications, which also includes the IOSA Program Manual and the IOSA Auditor Handbook.

- Corporate Organization & Management
- Flight Operations
- Operational Control/Flight Dispatch
- Aircraft Ground Handling
- Aircraft Engineering & Maintenance
- Cabin Operations
- Cargo Operations
- Operational Security

One important benefit of IOSA is achieved through audit sharing. IATA will be the official custodian of all IOSA Audit Reports, facilitating secure and confidential access to this information by interested and approved parties.

The IOSA Registry

The IOSA Registry is a list of all current IOSA Operators that have successfully completed an audit under IOSA. Qualification is based on closure of all audit findings, and registration has a defined validity period, typically 24 months, before another audit is required.

Suggested action

The meeting is requested to note the material presented herein and consider its contribution to improved safety.