**EXECUTIVE COMMITTEE**

**Agenda Item 16:**     **Improvement of safety oversight**

**IOSA - THE IATA OPERATIONAL SAFETY AUDIT PROGRAMME**

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

**SUMMARY**

The IATA Operational Safety Audit Programme (IOSA) is a key element of IATA's six-point Safety Programme. IOSA has two fundamental aims – to improve operational safety and to reduce the vast number of inter-airline audits taking place today. Launched in the second half of 2003, with the full support of the IATA Membership, all aspects of the Programme are now fully operational. The audit results can show trends and/or areas that need specific attention in order to improve operations of an airline. It can also offer benefits to States by complementing their own regulatory oversight.

1.     **BACKGROUND**

1.1          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. At the outset of planning for the project, some fundamental decisions were taken by IATA, which have guided the project to its successful implementation. These were:

➢ Development of a common set of IOSA standards, covering all aspects of an airline's operations that contribute to operational safety. *(These are embodied in the IOSA Standards Manual, which includes, inter alia, all relevant standards from respective ICAO Annexes).*

➢ Involvement of ICAO, and key Regulatory Authorities, in the standards development and in the programme generally.

➢ That IATA itself would not carry out the audits; instead, it would accredit Audit Organisations (AOs) that would meet closely defined criteria. That any auditor conducting IOSA audits meets strict experience and training criteria, the training to be conducted by an IATA Endorsed Training Organisation (ETO).

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[1] All language versions provided by IATA.

1.2            Since September 2003, twenty IOSA airline audits have been completed, representing a good start for IATA's ambitious programme to audit all of its 275 Members in the coming years.  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 Organisation and Management, Flight Operations, Operational Control/Flight Dispatch, Aircraft Engineering & Maintenance, Cabin Operations, Aircraft Ground Handling, Cargo Operations, Operational Security.

2.      **AUDIT ORGANISATIONS**

2.1            The appointment of any organisation 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.  As part of its ongoing management and quality oversight role of the IOSA Program, IATA retains the right to observe any audit being conducted by any AO.  As of June 2004, IATA had appointed six Audit Organisations, with wide geographical distribution, offering a global service to airlines.

3.      **REGISTRY**

3.1            The IOSA Registry is a list of all current 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.

4.  **ROLE OF STATE REGULATORY AUTHORITIES**

4.1            Both ICAO and some key Regulatory Authorities have been involved in IOSA development since the outset.  The US FAA, Transport Canada, EC/JAA and the Australian Civil Aviation Safety Authority have been great contributors and supporters.

4.2            For the IOSA Programme to truly succeed, Regulatory Authorities worldwide must, at the very least, be fully aware of the concept of IOSA, and what it is going to achieve.  But that is just the start.  IATA believes that States can find in IOSA an opportunity 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, and thereby to use this information as vital intelligence in the discharge of their oversight responsibilities.  In recognition of the vital role that such organisations play in the success of IOSA, the IOSA Oversight Committee (IOC) has representatives from Regulators as Members – as of June 2004: US FAA, Transport Canada, CASA Australia, DGAC France, Scandinavian CAA, CAAC China, the European Commission, and the PCA of Saudi Arabia.

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 programme management, and Quality Assurance. IATA will continue to oversee the accreditation of further Audit Organisations and Training Organisations as required, ensure continuous development of the IOSA Standards and Industry Practices, and manage the central database of IOSA audit reports.  In addition, IATA will implement effective quality assurance to ensure overall programme standardisation, as well as continually work with airlines and regulators to ensure that IOSA meets their needs.  IATA will seek ISO 9000 accreditation for IOSA as a priority item.

5.2          The audits themselves will provide extensive information that can be used firstly to improve the audit process, and the standards.  More particularly, the audit results can show trends and/or areas that need specific attention in order to improve safety.  Such data could also be examined in comparison with ICAO audit data from States.

5.3          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 States start to see IOSA as the new standard in airline operational safety auditing.

6.          **ACTION BY THE ASSEMBLY**

6.1          The Assembly is invited to recognise IOSA as a valuable international effort to enhance safety in airline operations, and one that can offer benefits to States by complementing regulatory oversight.

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