



International Civil Aviation Organization

**WORKING PAPER**

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(Information paper)

## ASSEMBLY — 36TH SESSION

### TECHNICAL COMMISSION

**Agenda Item 28: Protection of certain accident and incident records and of safety data collection and processing systems in order to improve aviation safety**

#### ***INTEGRATED AIRLINE MANAGEMENT SYSTEMS (INTEGRATED AMS)***

(Presented by the International Air Transport Association)

#### **EXECUTIVE SUMMARY**

In response to the ICAO requirement for air carriers to implement Safety Management Systems (SMS), IATA chartered a Task Force to support SMS development. Due to the complexity of contemporary airline organizations, the IATA Task Force identified the need to integrate interdependent management systems in order to ensure SMS effectiveness in mitigating risks having a potential impact on operational safety. The *integrated* Airline Management System (integrated AMS) has been developed to accomplish this objective.

**Action:** The Assembly is invited to recognize the benefits of an integrated Airline Management System through coordination of airline management systems necessary to achieve the highest possible level of safety.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective A
<i>Financial implications:</i>	Not applicable
<i>References:</i>	Not applicable

<sup>1</sup> Arabic, Chinese, French, Spanish and Russian versions provided by the International Air Transport Association

## 1. INTRODUCTION

1.1 Regulatory agencies and airline management teams have recognized that an air carrier organization is composed of a “system of systems” that are integrated and intra-supportive. As a result, the IATA Operational Safety Audit (IOSA) Requirements demand implementation of management systems for each operational function.

1.2 Accordingly, there are numerous departments within each airline organization whose activities must be closely coordinated in order to realize the full potential of an SMS. Therefore, the challenge for senior airline management in developing an effective Safety Management System, as described by the new ICAO Standard, is to integrate each of the airline’s cross-functional management systems, which must be addressed through the airline’s structure, policies and procedures.

1.3 IATA has identified the following management systems as being essential to the development of an effective airline Safety Culture: Safety Management Systems; Quality Management Systems; Risk Management Systems; Security Management Systems and Supplier Management Systems to address safety concerns resulting from an increasing trend to outsource critical airline functions. Integration of the above management systems, while not currently a regulatory requirement, has been identified as a key element in an effective SMS that consistently meets or exceeds performance standards in the achievement of an acceptable level of safety.

## 2. THE INTEGRATED AIRLINE MANAGEMENT SYSTEM

2.1 The *integrated* Airline Management System (*integrated* AMS) has been published in an interactive electronic format to provide a comprehensive overview of the relevant management systems associated with SMS implementation. Five modules have been developed, providing an overview of the *integrated* AMS as well as best practices in Safety, Quality, Security and Risk management as well as Supplier management systems.

2.2 The *integrated* AMS content is based upon the IATA Operational Safety Audit (IOSA) Requirements. In this manner, IATA is providing member airlines with comprehensive guidance material to assist in the implementation of effective Safety Management Systems that are coordinated, properly *integrated* and consistent with the framework defined by ICAO and IOSA Standards.

## 3. INTEGRATED AIRLINE MANAGEMENT SYSTEM SUPPORT

3.1 IATA has created a strategy aimed at supporting airlines in the development and implementation of Safety Management Systems, as well as the more complex *integrated* AMS. To date, the *integrated* Airline Management System reference manual has been published in electronic format, providing detailed descriptions of each of the relevant management systems as identified above, as well as a summary of the strategic issues associated with senior management’s role in implementation of the *integrated* AMS.

3.2 The integrated AMS reference manual includes a comprehensive inventory of Appendices, which provide examples of essential system elements including organizational accountabilities and structure, required documentation, risk management models and SMS project planning tools. Due to the importance of environmental issues associated with air transportation, a section on Environmental Management Systems is to be developed as an ongoing effort by the IATA Task Force, and will be included in subsequent issues of the *integrated* Airline Management System manual.

3.3 IATA will provide workshops, training as well as gap analyses to assist airlines in the development and implementation of integrated Airline Management Systems. Such efforts may be incorporated into the Partnership for Safety and other IATA Safety initiatives.

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