IOSA

IATA Operational Safety Audit Programme

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- **The IOSA Programme**
- IOSA Progress
- IOSA – Assisting Airlines
- IOSA QA Programme
- IOSA Benefits

IOSA Programme

IOSA Programme

Concept

- ***Global programme***, built on ICAO standards and industry best practices;
- ***Internationally recognized*** and accepted evaluation system implemented consistently

Goal

- ***Improve Safety worldwide***
- ***Reduce Number of audits***

Audit Model

One Audit per Airline (24-month interval)

Audit Sharing Model

Through Audit reports sharing

What are the IOSA Audit Standards?

- Approximately 900 published operational standards and recommended practices
- Focus: operational quality/safety management and oversight
- Applicable to audits only; not regulations
- Include requirements from ICAO, DoD; also industry best practices

Bottom line: A well managed airline will meet IOSA Standards

- Audit Scope

IOSA
ORG – *Organization & Management System*
FLT – *Flight Operations*
DSP – *Flight Dispatch*
MNT – *A/C Engineering & Maintenance*
CAB – *Cabin Operations*
GRH – *Ground Handling*
CGO – *Cargo Operations*
SEC – *Operational Security*

Audits and Auditor Training

Who conducts them?

Audits	Auditor Training
↗ **Audit Organizations** (AOs) accredited by IATA -AOs must meet **strict accreditation standards** -Auditors must meet **qualification** and **training standards** -Seven (7) AOs are currently accredited	↗ Auditor training is conducted by: -**Endorsed Training Organizations** (ETOs) accredited by IATA -Three (3) ETOs are currently accredited.

Audit Organizations (AOs)

Who are they?

- In order of accreditation:
  - Aviation Quality Services GmbH - Germany
  - ARG/US Pros – USA
  - Aviation Compliance Solutions Pty Ltd. – Australia
  - Wake (QA) Ltd. – UK
  - SH&E – USA
  - Morton Beyer & Agnew Inc – USA
  - Quali-audit – France

- All AOs offer a **global service**

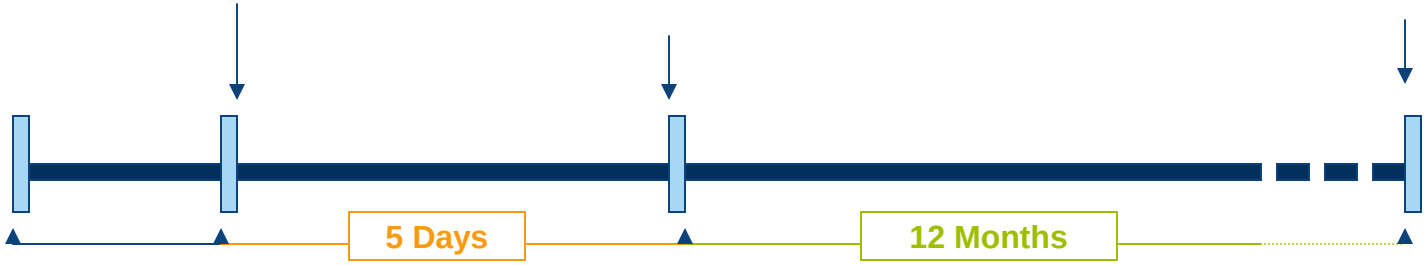
IOSA Audits

What do they look like?

On-site audit
commences

Conclusion of the audit
A list of findings and observations is created

When all the findings are corrected, the airline is placed on the IOSA Registry



Pre Audit visit
To check for preparedness

Audit
-6 experienced Auditorrs
-Audits include line and sim observations
-Auditors use simple Checklists which have The text of the standard Embedded within

Corrective active Plan
-Address the findings
-The airline has up to 1 year to correct the findings

IOSA Audits

Cost of an audit

Then	Now (From January 1st, 2008)
↗ From programme launch, IATA has under-written the cost of IOSA -All manuals and checklists free -No fees charged by IATA ↗ Only cost that airlines paid was to an AO for the actual audit	↗ The IATA Board has decided that IATA will **fund the cost of IOSA audits** of its Member Airlines

Oversight Committee

- Up to **15 member airlines** and **10 regulatory authorities**
- Interested observers
- Participants include:
  - Airlines
  - US DoD
  - US FAA
  - Scandinavian CAA
  - ICAO
  - UK CAA
  - Transport Canada
  - CASA Australia
  - DGAC France
  - CAAC

Where does IOSA fit?

ICAO	FAA	Regulatory oversight
↗ **Fully complementary** to USOAP Recognized for safety benefits at ICAO 35th Assembly and ICAO Safety conference ↗ MoC on data sharing between IOSA and USOAP	↗ Accepted by FAA under **DOT/FAA Code-share Safety Guidelines**	↗ **Not intended** to replace Regulatory Oversight ↗ Can most definitely **complement it**

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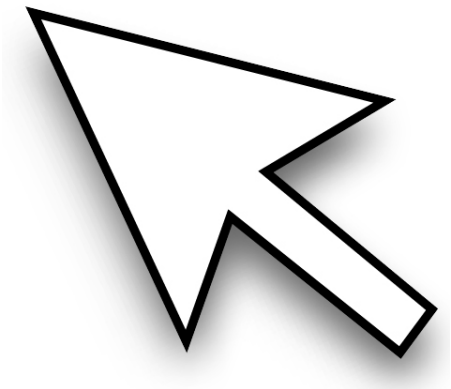
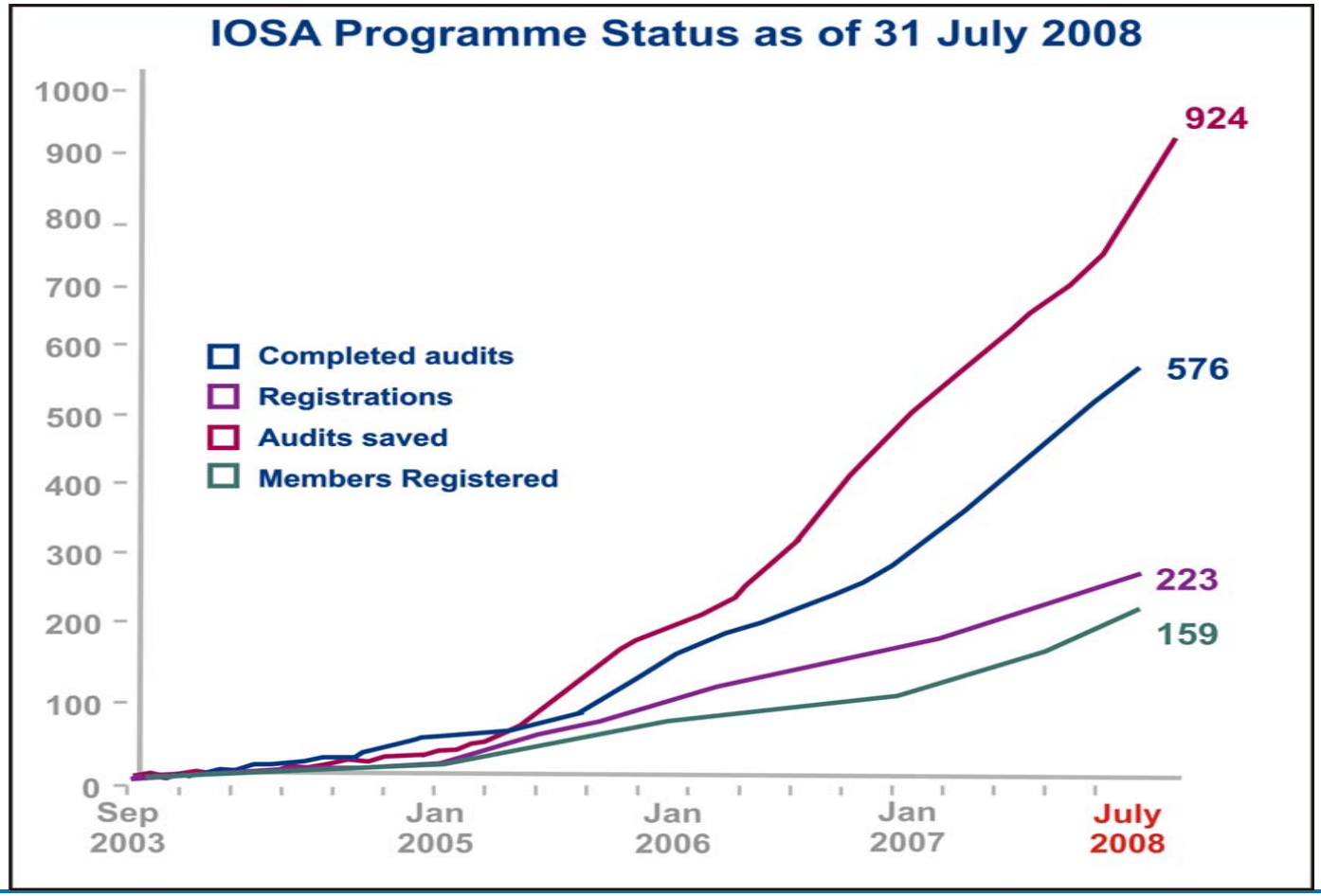


IOSA Progress

Audits completed and saved



IATA Board decision

IATA as a Quality Association

- Any airline wanting to join IATA must **first become IOSA Registered**
- All existing Members must:
  - Have **committed to an IOSA audit** by **end 2006**
    (6 IATA members did not meet this deadline)
  - Carry out their **IOSA audit** by **end 2007**
    (3 IATA members did not meet this deadline
  - Complete any corrective action and **be registered by end 2008**
  - **Maintain IOSA Registration** by being successfully audited biennially

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IOSA
Assisting Airlines

Partnership for Safety(PfS) 2005-2007

Main elements

- **Training – Practical IOSA awareness seminars**

2005 / 2006 (17 seminars)		2007 (9 seminars)		
AFI	Russia / CIS	Beijing	Amman	Dubai
LATAM	Asia / Pacific	Sofia	Chile	Jakarta
MENA		Luanda	Columbia	Costa Rica

- **Gap Analysis**
  - Provide an assessment of the airline (7 done in 2005, 26 in 2006, 40 in 2007)
- **Implementation**
  - IATA members in developing regions
    (Started in AFI, expanded into LATAM, Russia /CIS, MENA, Asia Pacific)
  - IATA financing plus matching funds
    - Pratt & Whitney sponsored 8 Safety Courses in 2006
    - Boeing financed 4 gaps in AFI in 2006

Partnership for Safety Plus (PfS Plus) 2008

Helping Airlines in developing nations to meet IOSA

- **Mission**
  - Help Airlines close findings in due time
  - Prepare for the renewal IOSA audits
- **Strategy**
  - Apply differentiated assistance depending on the status of each airline
- **Implementation**
  - Continuous individual visits from IATA regional offices
  - IOSA CARs closing courses offered on individual basis
  - Specialised training courses depending on particular needs
  - SMS workshops to teach how to build SMS and QMS system
- **Deliverables**
  - 7 IOSA CARs closing courses conducted in various locations (Thailand, Iran, Tanzania, South Africa, Azerbaijan, Malawi, Nigeria)
  - 1 SMS Workshop conducted in Antigua
  - 1 Course on Documentation course conducted in Algeria for regional airlines

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IOSA QA Programmes

Enhancing QA

IOSA QA

- A standardised global airline safety audit programme
- Airlines and other agencies (such as Regulators) use IOSA Audit Reports;
- Feedback from AOs, airlines, and other programme participants is incorporated

Internal QA

- AO and ETO Accreditation;
- Control of the IOSA Registry and management of IOSA Audit Reports
- Standards and Change revision management;
- AO Master Auditor Lists;
- IAR Quality Control (QC) data management;

External QA

- AOs – IATA Staff plus airline representatives observing actual audit interviews
- AO and ETO HQ Audits
- AO Management of IAR's
- ETO Training Course Observations

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IOSA Benefits

Benefits from IOSA

For Airlines & States

Airlines	States
↗ Capability for safer operations	↗ States can access IOSA Audit reports
↗ Improved internal efficiency	-Enhance and focus their own oversight activities
↗ Reduced number of audits	-Use IOSA in Foreign AOC
↗ Codeshare and wet-lease opportunities	-Use IOSA in wet-lease determinations
	↗ Some states are mandating IOSA
	-Turkey, Chile, Madagascar, Mexico, Brazil, Costa Rica, Panama
	-Other STATES

Extending IOSA

- Extending IOSA to the airline industry generally
  - All-cargo operators – now being audited
  - Low Cost Carriers, Charters – now being audited
  - Non-Members – now being audited

- Other IOSA-style audits
  - Ground Handlers – ISAGO programme launch in 2008
  - MROs – programme under study

IOSA

Future Benefits

- IOSA as a global benchmark
- Increased State Recognition
- Reduced Insurance Premiums

IATA
LEADING INDUSTRY
CHANGE WITH IOSA

Thank you for your attention.