



IATA OPERATIONAL SAFETY AUDIT

IOSA

>> Designed for the aviation industry



THE IOSA PROGRAMME IS
ISO 9001:2000 CERTIFIED

The industry needs a common safety benchmark that crosses borders, alliances and business models. IOSA is that benchmark.

The IATA Board has mandated that all IATA Members be IOSA Registered by 2008, demonstrating our ongoing commitment to placing airline safety as IATA's number one priority.



Giovanni Bisignani | IATA's Director General & CEO





IATA

LEADING INDUSTRY CHANGE WITH IOSA

Before IOSA

Airlines were auditing one another on their ability to deliver a safe operation. The audits had varying standards with no consistency.

In 2001

To address the ever increasing costs of inter-airline audits and develop the airline industry's first set of safety standards, IATA brought together airlines and industry stakeholders to develop a global safety audit programme.

In 2003

The IOSA Programme was launched, based on over 700 safety standards and recommended practices contained in the IOSA Standards Manual (ISM).

Today

Leading airlines from all regions have incorporated the IOSA Standards into their airline operations, and IOSA is a major component of industry efforts to improve aviation safety. IOSA is recognised around the world as the benchmark safety audit programme.

01 IOSA GOALS

02 IOSA BENEFITS

03 IOSA REGISTRY

04 IOSA AUDITS

IATA OPERATIONAL SAFETY AUDIT

IOSA







>> IOSA GOALS

To improve airline operational safety through the industry's first globally accepted audit programme using internationally harmonised standards.

To improve airline efficiency by eliminating redundant audits

Continuous Safety Improvement

01

IOSA is Based on Globally Harmonised Standards.

IOSA Standards are derived from all relevant ICAO Standards, in particular Annexes 1, 6, and 8, as well as from regulations of the JAA, FAA, and industry best practices. The IOSA audit standards are based on eight areas that contribute to airline operational safety.

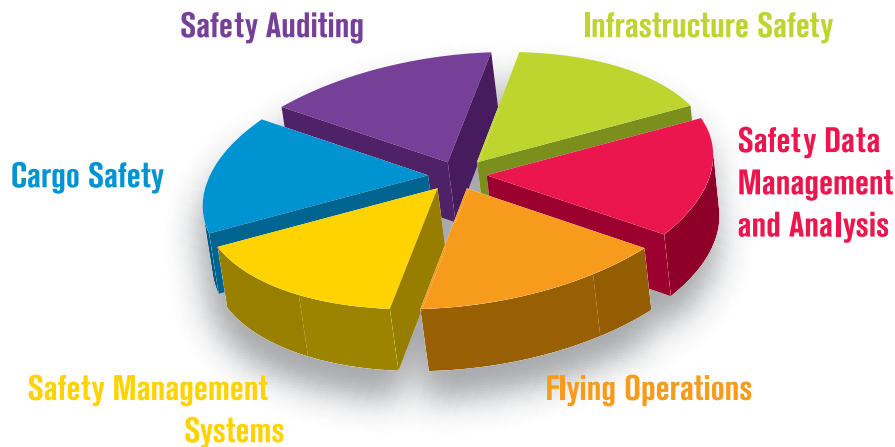
These are:

- Corporate Organisation and Management Systems (ORG)
- Flight Operations (FLT)
- Operational Control - Flight Dispatch (DSP)
- Aircraft Engineering and Maintenance (MNT)
- Cabin Operations (CAB)
- Ground Handling (GRH)
- Cargo Operations (CGO)
- Operational Security (SEC)

To help airlines prepare for IOSA, the IOSA Standards Manual and associated guidance material, are available on the IOSA website (www.iata.org/ps/services/iosa). IATA makes these standards available free of charge to all airlines, regardless of their IATA membership. IOSA Standards Task Forces, comprised of IATA and airline operations experts, refine and improve the IOSA Standards. The IOSA Standards are updated by these Task Forces to ensure currency in an ever-changing airline and regulatory environment.

IATA Uses Accredited Audit Organisations and Qualified Auditors.

IATA, through a rigorous process, accredits Audit Organisations to conduct IOSA audits. Audit Organisations use only highly qualified and experienced airline auditors on their teams. IOSA Auditors are trained by IATA Endorsed Training Organisations. The cost of the IOSA audit is borne by the Auditee airline.



Safety Auditing is an integral part of IATA's Six-Point Safety Programme

IOSA GOALS

01

IOSA BENEFITS

02

IOSA REGISTRY

03

IOSA AUDITS

04



>> IOSA BENEFITS

Safety is IATA's #1 priority. Launched in 2003, the IOSA programme has quickly established itself as **the** industry operational safety audit. IOSA provides benefits to the industry in various ways

IOSA establishes an industry safety bar
for everyone to see



Raising the “Safety Bar”

IOSA provides a common set of audit standards that are centrally managed, continuously updated, and consistently implemented by experts and industry professionals. With a quality-based programme and independent Audit Organisations accredited by IATA, IOSA is effectively raising the “Safety Bar” in the industry.

Facilitating Regulatory Oversight

IOSA is not intended as a substitute for State Regulatory Authority oversight. IOSA Audit Reports can provide valuable additional data that can assist States in risk assessment and in planning their own inspections. A growing number of governments are planning to incorporate IOSA as part of their certification process. This value of IOSA to States was highlighted in the Report of the 35th ICAO Assembly in October 2004.

Reducing Costs

Each audit shared translates to an audit being saved. In the past, airlines audited one another, sending auditor teams around the world at great expense and time. With IOSA, airlines can accept the IOSA Audit Report as an audit replacement tool, and request that each partner seek an IOSA audit. The sharing of reports facilitates code share arrangements, and saves the airlines time, professional resources, and money.

Safety Improvement from Data Analysis

Trend data flowing from IOSA Audits can be used together with data from other safety programmes in IATA to help focus industry awareness on areas in need of safety improvement.



With so much importance on IOSA, IATA has focussed significant resources to enhance the Quality Assurance of all aspects related to IOSA. IATA closely audits and observes Audit Organisations and Endorsed Training Organisations to ensure the highest degree of Quality Assurance. IATA performs onsite oversight of audits, monitors Audit Organisation performance, closely verifies each IOSA Audit Report, and manages the IOSA Programme according to the standards documented in the IOSA Programme Manual.



>> IOSA REGISTRY

Airlines that have undergone an IOSA Audit by an IATA accredited Audit Organisation and have cleared all findings, enter the IOSA Registry. The IOSA Registry is a listing of all IOSA Registered Operators and is updated on a continuous basis

www.iata.org/registry

Being on the IOSA Registry means an airline
meets the IOSA Standards

03

The IOSA Audit Report

The IOSA Audit Report is the final record of the audit. It is the document that is the official record of an audit and that contains information regarding the conduct and results of the audit, including implementation of corrective actions and closure of all findings. The IOSA Audit Report is the property of the Auditee airline, but is subject to extensive Quality Control verification by IATA.

Sharing of Audit Reports

Interested Parties wishing to view an IOSA Audit Report, can go to the IOSA Registry and request a report. IATA handles all requests in a secure and confidential manner on behalf of the Auditee airline.

Each request is verified and, prior to releasing the report, the Auditee airline must provide final approval.

What Does IOSA Registration Mean?

IOSA Registration is a confirmation of the commitment of an airline to deliver a safe operation based on the Standards contained in the IOSA Standards Manual. It is important to note that IOSA is an audit of an airline's operational procedures and documentation; it is not a physical inspection of aircraft.

To maintain their status on the IOSA Registry, airlines must undergo, and complete, an IOSA audit every two years.



The sharing of IOSA Audit Reports through the IOSA Registry has significantly reduced the number of audits in the industry.

How to Become an IOSA Registered Airline

IATA is committed to helping all airlines achieve IOSA Registration.

The following steps outline what is necessary to progress through the IOSA process.

01 IOSA Standards Integration

- Download the IOSA Standards Manual (ISM) and related checklists from the IATA Website (www.iata.org/ps/services/iosa)
- The ISM is comprised of 8 operational areas that contribute to safety, so distribute the ISM to the appropriate areas of your airline
- Ensure that all IOSA Standards are integrated into your airline operations
- Internally assess your readiness by doing internal or self-auditing against the standards

02 Audit Organisation Communication

- Contact any of the IATA accredited Audit Organisations (AOs) for information on how to schedule an IOSA Audit (www.iata.org/ps/services/iosa/accreditation)
- Discuss the need for an optional IOSA Preparation Visit which is used to assess the readiness of an airline in regards to an IOSA audit
- Obtain a quotation on the cost of an audit
- Schedule an IOSA audit date
- Download the IOSA Programme Manual for more information on the IOSA Audit, section 5 - Audit Programme

03 Contract Signing

- Obtain a copy of the tri-partite Audit Agreement from the AO or IATA
- Ensure your airline Contracts or Legal department reviews the contract
- The Audit Agreement is signed by three parties: The Auditee Airline, the Audit Organisation, and IATA

04 IOSA Audit Hosting

- An IOSA audit is comprised of IOSA Auditors on site for a minimum of 25 on-site man-days
- Based on the agreed upon date with the Audit Organisation, airline hosts audit for the defined audit period
- Auditee Airline allows IATA agreed observers to monitor performance of Audit Organisations
- Airline ensures that all senior management and necessary staff are present or available during the IOSA Audit

05 Corrective Action Phase

- Any findings determined during the on-site phase of the audit must be closed within 12 months of the Closing Meeting
- Airline works closely with AO to close findings
- Once all findings are closed, the AO recommends to IATA that the airline be placed on the IOSA Registry and the IOSA Audit Report (IAR) is submitted to IATA
- IATA performs quality control checks on the IAR to ensure consistency

06 IOSA Registration www.iata.org/registry

- Once quality checks and all findings are completed, IATA places Airline on the IOSA Registry for a period of 24 months from the date of the Closing Meeting.
- Any external communication or press release by Airline to be cleared by IATA (iosa@iata.org)
- IATA issues an IOSA Registration Certificate to Airline

IOSA - IATA Operational Safety Audit

If you have any questions, feel free to contact iosa@iata.org, or your Country/Regional IATA representative.





Did you Know?

Prior to IOSA, there were no common airline safety audit standards, and therefore no basis to compare audits. With IOSA, IATA employs independent Audit Organisations and highly qualified, experienced, and trained auditors to conduct audits to common standards, thereby facilitating the sharing of audit results. The IOSA Standards have been developed using the collective experience and best practices of airlines, ICAO, and Regulatory Authorities from around the world.

IOSA is an audit programme for ALL airlines, not only IATA members. To schedule an IOSA Audit, airlines are invited to contact any one of IATA's accredited Audit Organisations who will provide detailed information.

www.iata.org/ps/services/iosa

IATA Main Offices

IATA Montreal, 800 Place Victoria, P.O. Box 113, Montreal, Quebec, H4Z 1M1, Canada **E-mail:** iosa@iata.org **Fax:** +1 514 874 2662 **Tel.:** +1 514 874 0202

IATA Geneva, 33 Route de l'Aéroport, PO Box 416, Geneva - 15 Airport, Switzerland **E-mail:** iosa@iata.org **Fax:** +41 22 770 26 88 **Tel.:** +41 22 770 25 71

IATA Singapore, 77 Robinson Road, #05-00 SIA Building, Singapore 068896 **E-mail:** iosa@iata.org **Fax:** +65 6536 2620 **Tel.:** +65 6239 7259