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# IATA IN BRIEF

Global trade association for the world's airlines

240 passenger and cargo carriers

84% of global air traffic

Meeting our members' needs

our mission is to represent, lead and serve the airline industry

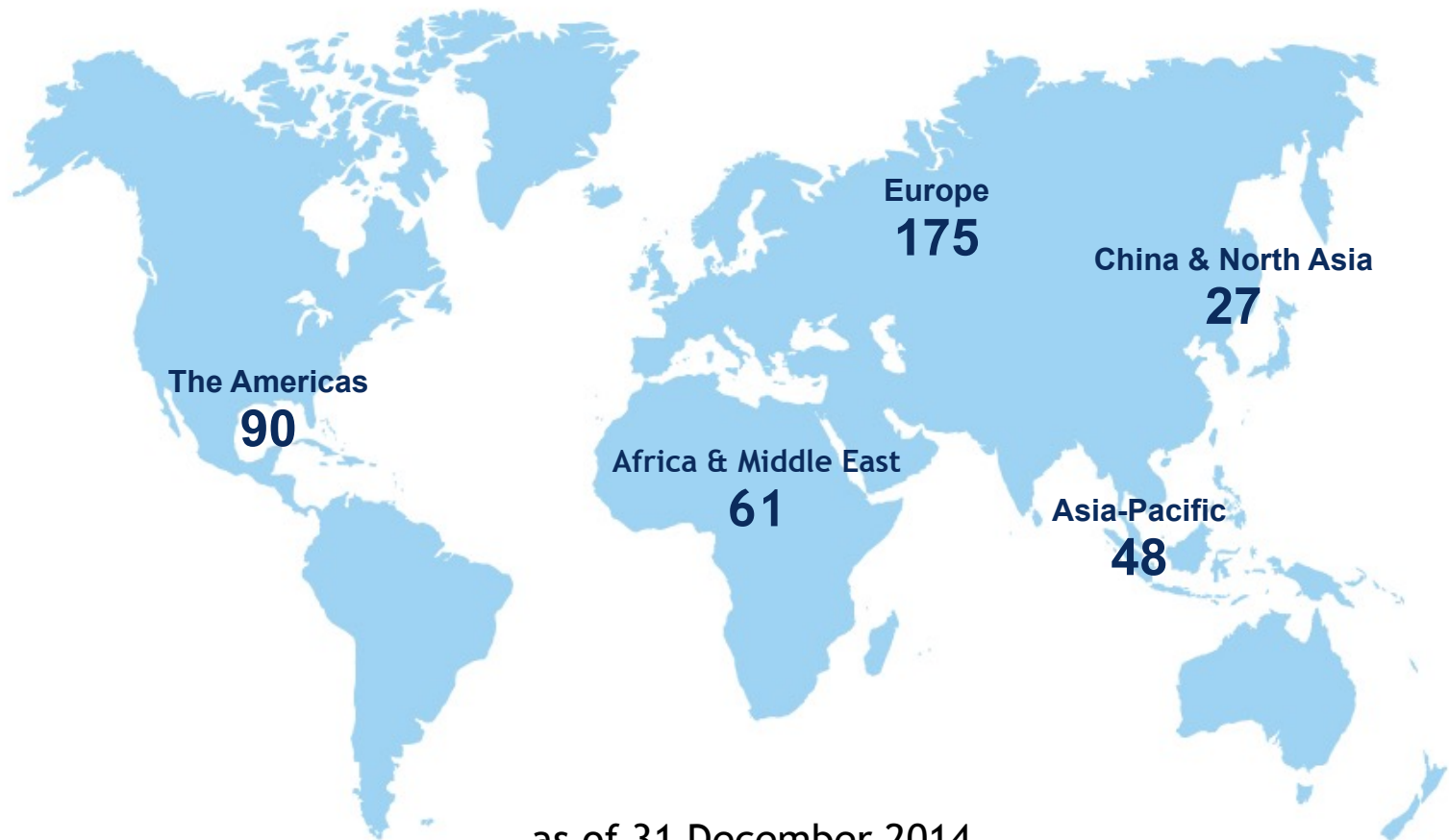


# IOSA Program - Overview

- Global Safety audit program managed and controlled by IATA
- Audit standards include ICAO safety and security provisions and industry best practices
- **Goals** available to all commercial passenger & cargo airlines
  - ä Improve worldwide airline safety
  - ä Reduce the number of audits

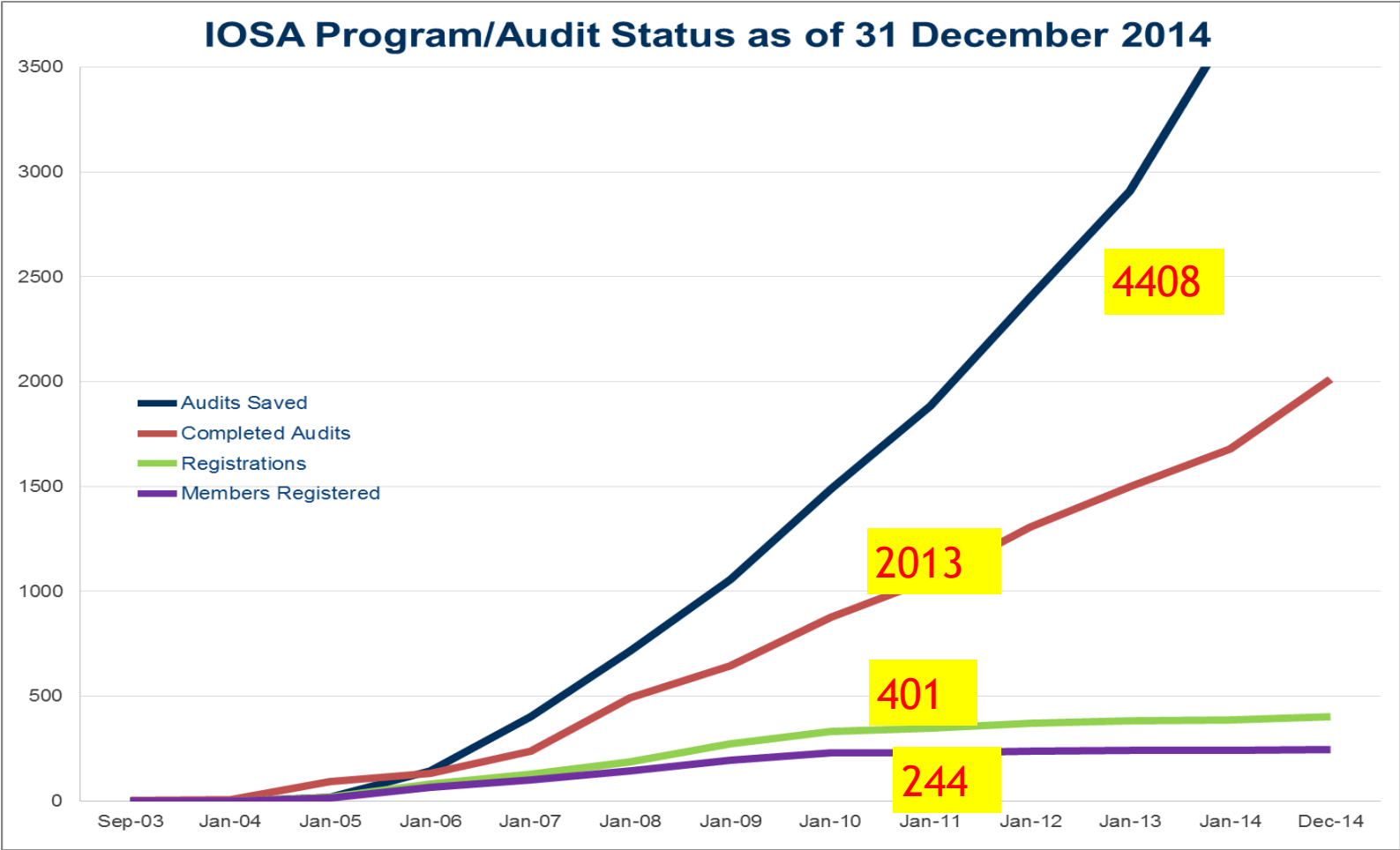


# IOSA Registered Airlines



as of 31 December 2014

# Audits Completed and Saved



# **Enhanced IOSA Introduction**

# Enhanced IOSA

## Background

- ä Enhanced IOSA as response to industry's feedback
- ä Program change to focus on the implementation aspect of Standards and to ensure continuous conformity
- ä Implementation in transitioned approach until September 2015
- ä Enhanced IOSA applicable only to renewal audits



# Enhanced IOSA

## Priority

- ä In June 2013, IATA Board of Governors mandated E-IOSA for all IOSA Registered Airlines
- ä IATA provides support for airlines in incorporating the IOSA assessment process into internal QA programs
- ä As of 1 September 2015, all IOSA Registered Airlines must have fully incorporated Enhanced IOSA for their renewal audits



# Enhanced IOSA

*ICAO 38th Assembly  
endorsed IOSA and its  
elements under Enhanced  
IOSA for its Global safety  
benefits.*



# Enhanced IOSA

## Four Pillars

The Enhanced IOSA is designed to ensure the four pillars.

**Continuous  
Conformity with  
IOSA Standards**

**Focus on  
Implementation of  
IOSA Standards**

**Reliability of  
Airline's Quality  
Assurance  
Functions**

**Auditing  
Standardization**

# Enhanced IOSA Pillars

## 1. Continuous Conformity

- The Operator will conduct internal audits against ISARPs under their quality assurance program during the 24 month period between the two renewal audits
- Shortly before the recurrent audit, the operator will submit a Conformance Report (CR) to the AO, as a record of internal assessments
- The CR is a “live document” that is continually updated to reflect the current status of conformity of the Operator

# Enhanced IOSA Elements

## 2. Focus on Implementation

- Through the CR, IOSA auditors will have additional information to confirm implementation
- Use of Auditor Actions will support the assessment of implementation
- Mandatory observations will be linked with specific ISARPs

# Enhanced IOSA Elements

## 3. Reliability of Quality Assurance

- Operator will strengthen its quality assurance through continuous internal assessments using the ISARPs
- AO will validate the internal audit result as part of the assessment of the operator's QA program
- Operator will qualify internal auditors to assess IOSA Standards

# Enhanced IOSA Elements

## 4. Auditing Standardization

- Increased level of standardization of airline internal QA auditing through use of:
  - Standardized online training for all airline internal auditors
  - Standardized auditing techniques throughout all operators including use of Auditor Actions

# IATA Assistance and Support

- IOSA Audit Handbook for Airlines
- Two Information sessions available online for airline auditors
- Nine Workshops held in all IATA regions (additional workshop in planning during IGHC Istanbul in 2015)
- Introduction of “Partnership for Quality” (PFQ) project, to provide support services to airline Quality Assurance Programs

# Enhanced IOSA Elements

## Other Elements

- Regulatory cross-reference lists under development to map out the references between the ISARPs and applicable provisions from ICAO Annexes, EASA and FAA regulations
- Conduct of 4 regulator seminars in Europe with all ECAC member states



# E-IOSA

## Benefits for Operators

- Increased reliability of QA Program
- Improved auditing skills
- Continuous conformity with ISARPs and ICAO SARPs

# Enhanced IOSA - Voluntary Audits

- E-IOSA ISARPs are Recommended Practices until September 2015
- Before then, E-IOSA has no risk to the airlines
- Undergoing E-IOSA before September 2015 can only be beneficial to incorporating ISARPs in internal QA

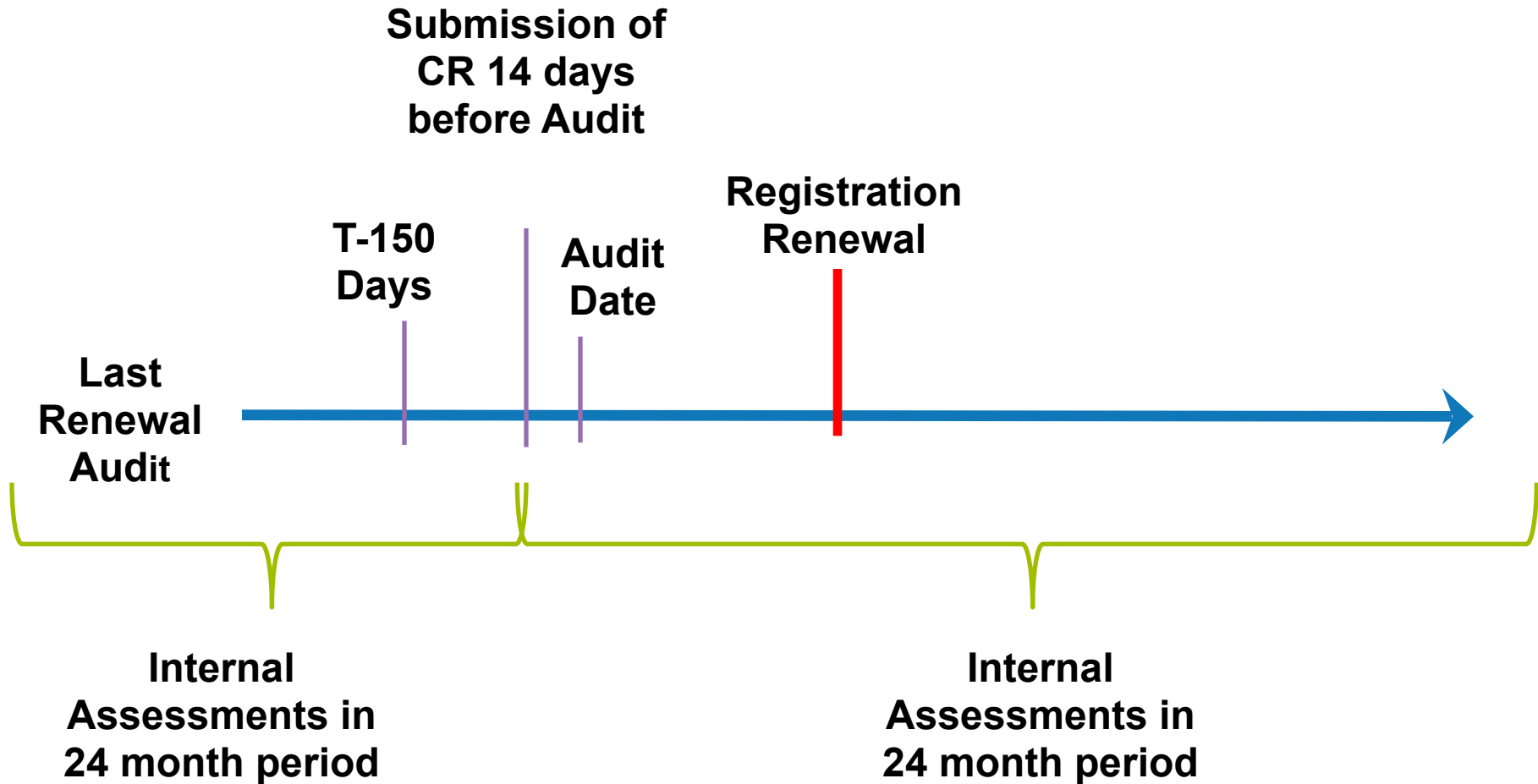
# Enhanced IOSA

## Benefits for Regulators

- Standardized self-assessment of operators against ISARPs
- Increased continuity of conformity with ISARPs
- Transparent auditing procedures and techniques
- Focus on the assessment of implementation by Audit Organization

# Enhanced IOSA Process

# Enhanced IOSA Process



# Audit Organization's Responsibilities

- AO reviews CR prior to Audit
- During the Audit, IOSA Auditors will assess the CR contents using selection of ISARPs
- IOSA Auditors will try to understand, how the operator assessed the ISARPs

# Audit Organization's Responsibilities

- No Change to Audit Methodology for IOSA Audits
- Mandatory observations will be completed as usual
- AO makes final assessment of ISARPs under IOSA Audit
- If AO assesses ISARP as nonconformity, the conventional corrective action process follows  
(close findings not later than 1 month prior to expiry date)

# Airline's Role Under E-IOSA

- Train Internal Auditors to audit against ISARPs
- Internally assess all ISARPs at least once in registration period (24 months)
- Obtain signed declaration of respective Senior Manager
- Produce and Submit Conformance Report to AO 2 weeks prior to IOSA Renewal Audits
- Make internal auditors available during IOSA Audit



# IOSA Audit Handbook for Airlines

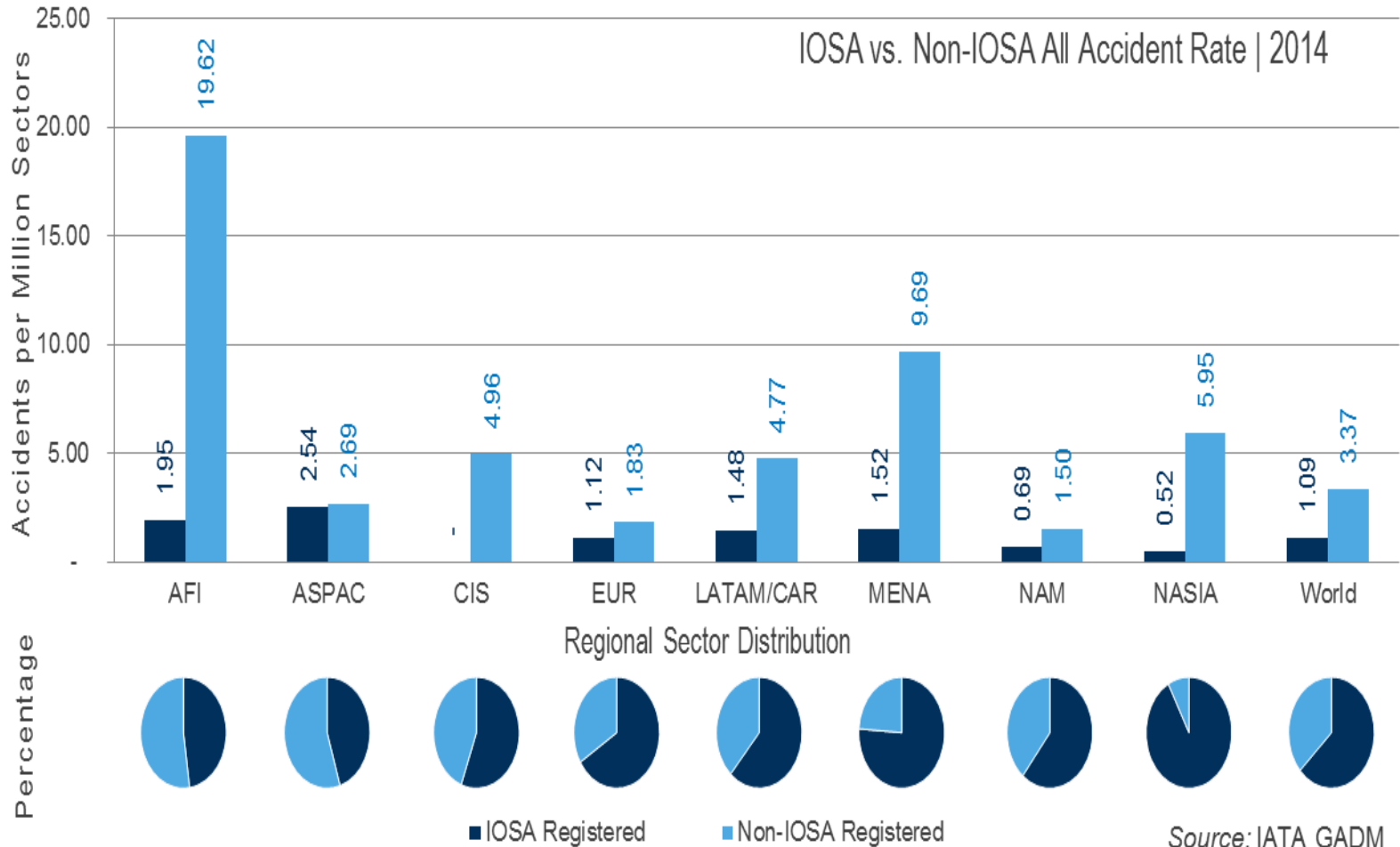
- Published on [www.iata.org/iosa](http://www.iata.org/iosa)
- Outlines all relevant procedures and guidance for airlines to undergo E-IOSA

## 5 Sections :

1. IOSA Overview
2. Internal Audit Program Management
3. Audit Methodology
4. Conformance Report
5. Audit Procedures

# All Accident Rate for IOSA Operators vs. Non-IOSA

(includes Jet & Turboprop aircraft)



# SAFETY

## Audit Programs



**401** on registry  
**244** members + **157** non  
members

**316** on registry  
**172** GSPs in **203** Airports

**Regional Aviation Safety Group performance target →  
all MID states to recognize IOSA and ISAGO as  
acceptable means of compliance**

# IATA Standard Safety Assessment (ISSA)

# ISSA Program

## Background

- Many operators are technically not eligible for an IOSA Audit because of:
  - Operating aircraft below 5,700Kg MTOW
  - Business model does not allow for conformity with IOSA requirements
- Because of vast amount of those operators, IATA decided to develop a new evaluation program for the industry called “IATA Standard Safety Assessment”

# ISSA Program

## Benefits

- Measuring operator's conformity with relevant ICAO Requirements and Industry Practices
- Gradual Implementation of SMS Elements
- Assessment completion provides eligibility for entry on ISSA Registry
- Improved marketing and commercial advantages



# ISSA Program

## Eligibility

- Commercial passenger and/or cargo operations
- Aircraft with one or more turbine powered and/or multiple reciprocating engines
- Single and/or Two-pilot operations
- IFR and/or VFR operations
- Aircraft with MTOW below 5700Kg
- Aircraft with MTOW above 5700Kg will be allowed on ISSA Registry for one term, after that need to go for IOSA

# ISSA Program

## Scope Exclusions

- Aircraft with single reciprocating engines
- Helicopters/ Seaplanes
- Any operator that is currently on the IOSA Registry
- Operators with no aircraft on the AOC (only wet-lease operations)



# ISSA Program

## Audit and Program Standards

- Audit Standards derived directly from all IOSA disciplines; emphasis on the Organization Management System
- Verification of both documentation and implementation required
- Approximately 116 Standards and Recommended Practices (subject to change)



# ISSA Program

## Assessment Program

- Initial assessment, followed by biennial renewal assessments
- Assessments conducted by two Auditors for two days
- Assessment follow-up (closure of findings) and registration period in alignment with IOSA
- Not linked, associated or conditional on IATA membership
- Priced to suit the intended market

# ISSA Program

## Cooperation and Audit Organizations

- Assessments will be performed by independent Audit Organizations
- 5 Beta-test assessments completed in 2014
- Program operational in early 2015



# Questions?

>> IATA  
LEADING INDUSTRY  
CHANGE WITH IOSA