IATA Operational Audit Programs
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To represent, lead and serve the airline industry

### IOSA Journey

- **2003:**
  - First IOSA Audit
  - FAA support

- **2004:**
  - ICAO recognizes value of IOSA

- **2008:**
  - IOSA mandatory for IATA Members

- **2010:**
  - Addition of all-cargo flights;
    - SMS incorporated into ISM

- **2011:**
  - Enhanced IOSA Project Launch

- **2013:**
  - IOSA SMS Strategy released

- **2016:**
  - EASA Assessment of IOSA
  - Full SMS required under IOSA

- **2017:**
  - Digital Transformation Project Launch

- **2018:**
  - IOSA 15 years
IOSA by the Numbers

- IOSA Audits Conducted: 2588
- Number of Airlines in the IOSA Registry: 438
- IATA Members in the Registry: 291
- Number of Audits Saved Since 2003: 8720

Safety Performance: IOSA vs Non-IOSA

Source: Accident Analysis IOSA Report (July 2018)
Regional Breakdown

Source: Accident Analysis - IOSA Report (July 2018)

IOSA – Summary of Benefits

- Regulators/Oversight Entities
  - Provides audit data for use in continuous monitoring of operators
  - Complements existing audit programmes (USOAP, SAFA)
  - Provides an AMC for code share approval
  - Primary safety data source for Global Aviation Data Management (GADM)
IOSA and Regulators

ICAO Endorsement

35th Session of ICAO Assembly:

“recognized value of IOSA as complementary measure to the regulatory oversight activities of States.”

and stated that IOSA

“.. will need the continued support of regulatory authorities worldwide..”

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IOSA and Regulators

**ICAO**

- Fully complementary to USOAP
- Recognized for safety benefits at ICAO 38th Assembly and Safety conference

**EASA/ FAA**

- Accepted by FAA under DOT/FAA Code-share Safety Guidelines
- Incorporated as AMC to EASA OPS for Code-Share arrangements and as source for evaluation of TCOs

**Regulatory Oversight**

- Not intended to replace Regulatory Oversight, but to complement it
- Australia, China, Turkey, Chile, Madagascar, Mexico, Brazil, Costa Rica, Panama, etc.
IATA Standard Safety Audit

- Global Safety Standard for commercial operators not covered by existing programs

- Program Scope:
  - Aircraft with one or more turbine powered and/or multiple reciprocating engines
  - Single or Two-pilot operations
  - IFR and/or VFR operations
  - Aircraft below 5,700Kg MTOW

ISAGO by the Numbers

- ISAGO Audits Conducted Since 2008: 1938
- Audits Conduct in 2018: 254
- Number of Registrations: 408
- GSPs Registered: 224
- Airports Covered: 309
ISAGO – Initial facts and figures

AUDITS TREND

AUDITS VS FINDINGS (AS OF AUGUST, 2018)

IATA Ground Operations Integrated Solution

Regulatory Environment and Framework
- Standards
- Policies

Operational Procedures
- Procedures
- Job cards

AHM

IGOM

GDD/GADM

ISAGO

Verification
- Audit

Hazard Identification
- Data analysis
- Feedback
Audit Organization Oversight

- Oversights on Audit Organizations (AO)
  - Headquarter audits every 2 years
  - Reaccreditation review every year
  - AO Quality Performance Monitoring Program

Auditor Oversight

- Oversights on Auditors and Audit Process
  - Covering 270+ IOSA auditors
  - Quarterly review on the performance for each auditor
  - Actions to address performance issues
  - Onsite evaluations on auditors and audit process
  - Monitoring the performance trend of the auditors
Reasons for Digital Transformation

- Keep pace with Technological Advancements
- Industry’s increasing need to exchange information
- Industry demand for IOSA to be more effective
- Remain Relevant
- ICAO cooperation on DNA project

Thank you