



Is IATA Operational Safety Audit (IOSA) beneficial for carriers to join international destinations?

A F C S CONFERENCE - 2 0 2 1

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Challenges in early 2000

- A challenge to create a single audit program that everyone can accept.
- A challenge to generate consensus for:
 - Internationally operational standards;
 - Standard audit procedures;
 - Auditor qualification requirements;
 - Data management system.
- A challenge to assure standardization and consistency of all audits.
- A challenge to share audits, which result in lower costs.

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IOSA – History

- IATA has started its **IATA Operational Safety Audit (IOSA) Program** since 2003:
 - IOSA is an **internationally recognized and accepted** evaluation system (as of Oct 2020 438 airlines are IOSA-registered);
 - IOSA is designed to assess the **operational management and control systems of an airline**.
- The IOSA audit creates a standard that is comparable on a world-wide basis, enabling and maximizing the joint use of audit reports.
- The IOSA Program has saved the industry over 6,400 redundant audits and continues to lead to extensive cost-savings for IOSA participating airlines.
- Since 2003, over **2,751 IOSA Audits** have been completed and over **12,504 IOSA audit report requests** have been made to IATA for audit sharing.

Source: Factsheet IATA Safety Audit Programs, Oct 2020

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IOSA Model

- IOSA model is Audit Sharing.
- It is a process whereby an Interested Party can utilize the third-party audit of an Operator to satisfy its own needs for an audit of the same Operator.
- IOSA Program has been developed in cooperation with regulatory bodies including Australia's Civil Aviation Safety Authority (CASA), European Union Aviation Safety Agency (EASA), US Federal Aviation Administration (FAA) and Transport Canada.
- It compliments the ICAO's Universal Safety Oversight Audit Program (USOAP).
- It satisfies safety requirements applicable to an Operator from ICAO Annexes 1, 6, 8, 17, 18 and 19.

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IOSA – Development

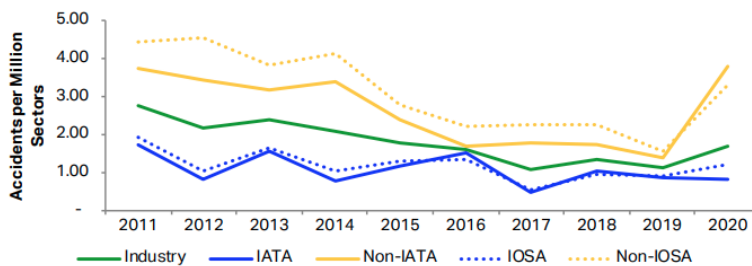
- At the 2006 IATA Annual General Meeting, IOSA was made a condition of IATA membership. At present, **all IATA members are IOSA registered** and must remain IOSA-registered to maintain IATA membership.
- As of 20 October 2020, 141 among 438 IOSA-registered airlines are non-IATA member airlines.
- In mid-2020, the all-accident rate for IOSA-registered airlines was considerably better than the rate for non-IOSA airlines (0.92 vs 1.82 accidents per million sectors flown).

Source: Factsheet IATA Safety Audit Programs, Oct 2020

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Accidents through Years

Jet & Turboprop Aircraft



Source: IATA Safety Report 2020

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IOSA Benefits

- Quality audit program under stewardship of IATA.
- Continuously updating standards to reflect regulatory revisions and best industry practices.
- Elimination of audit redundancy, reducing costs and audit resource requirements.
- Accredited Audit Organizations (AO) with formally trained and qualified auditors.
- Endorsed Training Organizations (ETO) with auditor training courses.
- Structured audit methodologies and techniques with standardized checklists.

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Regulators use IOSA as an Oversight Tool

- The FAA uses IOSA in the approval process of non-US code-share operators.
- IOSA is used by the EASA (spanning 28 EU Member States) in the Third Country Operator Authorization process. IOSA is an acceptable means of complying with third country code-share safety monitoring and for risk-based regulatory safety oversight.
- Civil Aviation Administration of China (CAAC) has embedded IOSA in their Advisory Circular for code-share safety audits of non-Chinese code-share operators.
- Since the beginning of 2018, IATA has signed Memorandum of Understandings (MoU) with several Civil Aviation Authorities (CAA): Argentina, Australia, Brazil, China, Egypt, Estonia, Finland, Georgia, Germany, Hong Kong SAR, Jordan, Kuwait, Macao SAR, Moldova, Mongolia, Mozambique, Netherlands, Lebanon, Poland, Rwanda, Spain, Singapore and Thailand. The number of MoUs continues to increase.

Source: Factsheet IATA Safety Audit Programs, Oct 2020

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IOSA Registration

Validity of an IOSA Registration:

- An IOSA will be conducted in 5 days by 5 qualified auditors.
- IOSA Registration will be two (2) years from the on-site Closing Meeting, provided that the Operator shall close all Findings raised during the Audit:
 - ➔ within 12 months for the **initial audit**;
 - ➔ 15 days prior to the IOSA Registration Expiry Date for the **renewal audit**.

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IOSA Content (1)

Onsite Audit:

- An IOSA is conducted in 5 days by 5 auditors of the IATA-accredited Audit Organization (AO). Currently, there are six (6) AOs.
- IOSA Auditors will check both Documentation and Implementation areas of approximately 1,000 IOSA Standards and Recommended Practices (ISARPs) printed in the IOSA Standards Manual (ISM) (Currently ISM has gone through review and upgrading with 14 editions).
- IOSA Auditors will examine eight (8) disciplines:
 - ➔ Organization and Management System (ORG)
 - ➔ Flight Operations (FLT)
 - ➔ Operational Control and Flight Dispatch (DSP)
 - ➔ Maintenance and Engineering (MNT)
 - ➔ Cabin Operations (CAB)
 - ➔ Ground Operations (GRH)
 - ➔ Cargo Operations (CGO) and
 - ➔ Security Management (SEC).

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IOSA Content (2)

- Each discipline usually has four (4) sub-sections.
 - ➔ Management and Control of the Discipline
 - ➔ Training and Qualification of the Discipline operational personnel
 - ➔ Line Operations of the Discipline
 - ➔ Specifications of the Discipline
- In the current edition of IOSA Standards Manual (Ed 13), there are 72 standards relating to Safety Management System (SMS) covering four pillars of ICAO SMS Framework (ICAO Document 9859). ISM Ed 14 becomes effective from 01 September 2021.
- IOSA also has some insight into how effective the SMS is running through the Effectiveness [Eff] criteria. However, they are still Recommended Practices.
- IATA has rigorous procedures of selecting, training and qualifying IOSA Auditors and keeping them current and qualified.

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IOSA Manual Suite



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Summary

- IOSA reduces the number of audits generated among airlines, particularly code-share audits.
- IOSA is considered a tool in several Regulators' Safety Oversight Programs.
- IATA continuously updates its IOSA standards to reflect regulatory revisions and best industry practices.
- Operators takes advantages of IOSA as their safety control and for operational excellence.

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Q&A?



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