



*International Civil Aviation Organization*

**Regional Aviation Safety Group - Middle East**

**Fourth Meeting (RASG-MID/4)**

*(Jeddah, Saudi Arabia, 30 March - 1 April 2015)*

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**Agenda Item 3: Regional Performance Framework for Safety**

**ENHANCED IOSA PROGRAMME**

*(Presented by IATA)*

**SUMMARY**

This paper provides an update on the enhanced IOSA (e-IOSA) programme which was mandated by IATA Board of Governors for all registration renewal audits taking place on or after September 2015; and the support provided by IATA to assist airlines to comply with the new requirements.

Action by the meeting is at paragraph 2.

**1. INTRODUCTION**

1.1 Since the introduction of IOSA in 2003, audit principles and protocols have basically remained unchanged. The initial goals of establishing a broad foundation for improved operational safety and security and eliminating redundant industry audits have been reached.

1.2 IATA introduced a significant change to the IOSA program known as Enhanced IOSA (e-IOSA). In June 2013, the IATA Board of Governors mandated the Enhanced IOSA process for all registration renewal audits taking place on or after September 2015.

1.3 Under Enhanced IOSA (E-IOSA), an airline will be required to complete ongoing internal assessments using the IOSA Standards and Recommended Practices (ISARPs). Airlines were urged to begin incorporating this new process into their internal audit programs as soon as possible, to avoid the risk of problems when E-IOSA requirements become effective on 15 September 2015.

1.4 The airlines will assume responsibility for ensuring continuing conformity with all ISARPs through auditing, conducted as part of its internal quality assurance program, and will submit a Conformance Report (CR) as a record and prove of the airline internal auditing.

1.5 The Audit Organization (AO) will continue to conduct the 24-month on-site renewal audit under a new model that will include:

- a) verification and assessment of the Conformance Report;
- b) in-depth evaluation of the airline's quality assurance program; and

- c) application of controlled standards sampling, allowing the focus on implementation of the standards by the airline.

1.6 In order to support all IOSA registered airlines in this new challenge, IATA launched a series of Enhanced IOSA Workshops around the world.

1.7 An enhanced IOSA Workshop was held in Dubai, UAE on 16 and 17 April 2014 and was kindly sponsored by Emirates. A total of 102 participants from 22 airlines attended the Workshop.

1.8 The Workshop aimed to familiarize internal Quality Assurance departments with the process and provided an introduction to E-IOSA. The Workshop covered IOSA program functionalities, auditing techniques, the E-IOSA process as well as the use of Auditor Actions. The programme included examples, exercises and discussion sessions.

### ***Partnership For Quality (PFQ)***

1.9 Partnership for Quality (PfQ) is a quality management initiative that was launched by IATA after the introduction of enhanced IOSA (e-IOSA) and intended to:

- a) provide and support IATA members (and non-members) with guidance manual, workshop and a tool kit to be used for practical implementation/improvement of the Quality Assurance Program;
- b) support the airlines' preparation to conform with the ISARPs and specially the related Quality Assurance ones to avoid future potential findings;
- c) help QA management and auditors to understand what is needed for carrying out internal assessments against the ISARPs; and
- d) support the improvement of airlines' Quality and Safety Systems.

1.10 A Partnership for Quality Workshop was hosted at the IATA premises in Amman, Jordan on 3-4 November 2014. A total of 25 participants from 16 airlines attended the Workshop.

1.11 The Workshop was interactive and covered several topics. Due to the high level of interest by airlines, another Workshop will be conducted in First Half of 2015.

## **2. ACTION BY THE MEETING**

2.1 The meeting is invited to:

- a) note the change to the IOSA program; and
- b) urge States to accept the IOSA program as an acceptable means of compliance that would complement their safety oversight activities.