International Civil Aviation Organization

Regional Aviation Safety Group - Middle East

Sixth Meeting (RASG-MID/6)
(Bahrain, 26-28 September 2017)

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

AUDIT PROGRAMS (ISAGO-IOSA) WORKSHOP

(Presented by IATA)

SUMMARY

This paper provides an update on IATA's Audit Program (ISAGO-IOSA) Workshop that was organized jointly with Arab Civil Aviation Commission in Casablanca, 18-19 July 2017.

Action by the meeting is at paragraph 3.

1. **INTRODUCTION**

1.1 The Joint ACAC/ IATA Safety & Flight Operations Audit Programs (ISAGO & IOSA) Workshop was successfully held at Kenzi Tower Hotel – Casablanca – Morocco 18-19 July 2017.

1.2 The Workshop was attended by a total of 43 participants from States; service providers and airlines from North Africa and Middle East, International and Regional Organizations

2. **DISCUSSION**

2.1 Eng. Mohamed Ibrahim Sherif DG of ACAC and Mr. Ken SEWELL, Regional Director Safety & Flight Operations at IATA Middle East & North Africa Office, welcomed the participants, thanked them for their attendance to this important Workshop and wished them successful deliberations and outcome.

2.2 The objective of the Workshop is to bring together all stakeholders, (Regulators, Air Navigation Service Providers, Aerodrome Operators, Aircraft Operators, International Organizations and Industry) to review the ISAGO standards and recommended practices as per the IATA Ground Operations Standards manual.

2.3 The Workshop also helped participants to better understand how to incorporate the IOSA process into internal Quality Assurance program, and how to ensure the following four aspects: continued conformity with IOSA, implementation of IOSA Standards, increased reliability of quality assurance functions, and standardization of the auditing process are implemented in the airline operations

2.4   The Workshop included four key subjects: (detailed session are included in **Appendix A**).

- ISAGO (IATA Safety Audit for Ground Operations)
- IOSA (IATA Operational Safety Audit)
- GADM (Global Aviation Data Management)
- IATA Safety Information Exchange Program

2.5   The Workshop developed the following Conclusions/Recommendations:

- New ISAGO Model:
  - ✓ IATA seeks timely review and commitment to the New ISAGO model in 2017 from GSP's and Operators. Contracts will be distributed in August.
  - ✓ All stakeholders to consider membership of Charter of Professional Auditors (COPA) as ISAGO auditor. Discuss with your management and teams and consider the associated cost off-set if sponsored by your Organization.
  - ✓ Operators to continue to reduce scope of audits and number of audits for ISAGO GSP's

- States to endorse IOSA and ISAGO as acceptable means of compliance to operators (and regulators') oversight programs.

- GADM: Operators, GSP's and Airports (that provide ground services – GDDB) to promote participation in GADM programs (STEADES, FDX, GDDB)

- ACAC to coordinate with IATA the organization of a joint safety event in 2018 targeting airlines and GSPs and presenting the users feedback regrading SMS implementation; new training methods and safety culture awareness

3.   ACTION BY THE MEETING

3.1   The meeting is invited to note the recommendations of the Workshop and take action, as appropriate.

- END -