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# iSTARS Solution Center App





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# Solution Center



Solution Center

Report on Protocol Questions Findings and Guidance for Resolutions

This app provides guidance to support the drafting of corrective action plans for protocol questions findings.

It provides a report on protocol questions findings and guidance for the resolution of these findings.



## Questions and findings

- Audits are composed of over 1000 protocol questions (PQs)
- Each protocol question, if applicable to the State, can be either
  - Satisfactory, or
  - Unsatisfactory
- Unsatisfactory PQs become findings which need corrective action, hence **SOLUTIONS**





Select your State

Select a State **Canada**



### Solutions for Canada

Departures (2015)  
**1124187**

Overall EI  
**95.17%**

What is your overall EI score?

Flag-Carrier Flights (2015)  
**1167977**

ALL	LEG	ORG	AIG	PEL	OPS	AIR	ANS	AGA
CE-1	1							
CE-2	1			2	2			
CE-3			1					
CE-4					1	1		
CE-5			3		1	3	1	
CE-6					9	2	6	2
CE-7							1	
CE-8			4					
Safety Margin		+7.57%			+9.07%			+8.62%

Click on the Area/Critical Element for which you have the most findings?

Or...

Filter the questions by keywords or number:



Showing 9 of 41 Questions

## Licensing, Certification, Authorization and Approval Obligations (CE-6) in Operations (OPS) 9

**4.147 - Does the flight operations inspection organization ensure that the air operator has requirements, in its operations manual, to establish flight time, flight duty period, duty and rest period limitations for flight and cabin crews, in accordance with State regulations?**

CE-6 Operations

Easy | 91.18% EI in RASG-PA

1) Review inspectors' procedures as part of the certification process. 2) Sample operations manuals in order to confirm implementation by air operators.

Refs: STD A6 Part I, 4.10.2 & App. 2, 2.1.2 Part III, Section II, 2.2.10.2 GM Doc 9966 C2, C4, C6; App. A, A1.2 & App. C, C6

**4.149 - Does the flight operations inspection organization ensure that the air operator outlines, in its operations manual, standard operating procedures (SOPs) for each phase of flight?**

CE-6 Operations

Easy | 82.35% EI in RASG-PA

1) Verify implementation of operations inspectors' procedures. 2) Review approved operations manuals to verify compliance.

Refs: STD A6 Part I, App. 2, 2.1.17 PANS Doc 8168 (OPS) Vol. I GM A6 Part III, Att. G, 2.1.16

**4.151 - Does the flight operations inspection organization ensure that the air operator outlines, in its operations manual, instructions on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved?**



List of PQs in your worst area and critical element

Easy to resolve

Click on your PQ of interest



Manuals and annexes relating to the questions

Find available documentation to help you resolve your finding



#### 4.149 - Does the flight operations inspection organization ensure that the air operator complies with standard operating procedures (SOPs) for each phase of flight?

CE-6 Operations

Easy | 82.35% EI in RASG-PA

1) Verify implementation of operations inspectors' procedures. 2) Review approved operations manuals to verify compliance.

Refs: STD A6 Part I, App. 2, 2.1.17 PANS Doc 8168 (OPS) Vol. I GM A6 Part III, Att. G, 2.1.16

#### Available Documentation

- **Annex 6: Operation of Aircraft Part I - International Commercial Air Transport - Aeroplanes Current edition (consolidated)**

Email as [en](#) [ar](#) [zh](#) [ru](#) [es](#) [fr](#)

- **Doc 8168: Aircraft Operations Volume II - Construction of Visual and Instrument Flight Procedures Second edition**

Email as [en](#)

- **Annex 6: Operation of Aircraft Part III - International Operations - Helicopters Current edition (consolidated)**

Email as [en](#) [ar](#) [zh](#) [ru](#) [es](#) [fr](#)



Documents, manuals, templates or other material shared by States or Industry on how to handle the question or area



### Best Practices shared by States and international Organizations

- **New Zealand Aviation State Safety Programme** shared by New Zealand  
Roadmap for maintaining and improving aviation safety and security in New Zealand, through: - the legislative framework and responsible Authorities - formalised safety management practices - assurance of safety through effective intelligence and analysis, and - education, training, promotion and communication of safety issues.
- **EU-China Aviation Partnership Project (APP)** shared by EU - China  
Areas of cooperation: Regulatory dialogue on safety, General aviation, ATM/ANS and airports, Airworthiness, Environmental protection, and Economic policy and regulation. Aviation Safety and Security Legislation and law enforcement

### Programs available in your region

- **IATA Operational Safety Audit (IOSA)** by IATA for States in World  
The IATA Operational Safety Audit (IOSA) program is an evaluation system designed to assess the operational management and control systems of airlines to maintain IATA membership.
- **AIRE - Atlantic Interoperability Initiative to Reduce Incidents** by EU - United States for States in World  
Coordinate to major programmes on Air Traffic Management (ATM) in Europe and NEXTGEN in the United States. AIRE brings together key players from both sides of the Atlantic. So far, three AIR

Global, regional and private programs designed to help solve the problem step by step in a guided way



**IOSA** | **15**  
IATA OPERATIONAL SAFETY AUDIT | YEARS



Links to training courses or center providing training on the subject

### Available Training

- **IOSA Airline Auditor Training (Classroom, 5 days)** by IATA
- **ISAGO for Auditors (Classroom, 4 days)** by IATA
- **Regulatory Standards Training** by FAA
- **Aviation Management - Airport Operations & Management** by Singapore Aviation Academy

### Available Tools

- **Aircraft Performance Database** by EUROCONTROL  
The Aircraft Performance Database allows users to search for one or more aircraft and view associated data, including: recognition signators, aircraft performance data for all stages of flight and other complementary information.
- **The European ATM Portal** by SESAR  
Provides a centralised online platform for strategic European Traffic Management information. The public version is currently accessible without restrictions and the working portal covers the specific needs of SESAR Participants.

Links to software, databases or online tools which help handling the question

You can click on any proposed solution, it will take you to the official page



## Partners

In RASG-PA, the following States have solved this question. The States in **bold** have a comparable aviation activity.

Ecuador, **Brazil**, Bahamas, Guatemala, Dominican Republic, Saint Vincent and the Grenadines, Bolivia (Plurinational State of), Costa Rica, Chile, Cuba, Uruguay, **Mexico**, United States of America, Saint Lucia, Nicaragua, Saint Kitts and Nevis, Venezuela (Bolivarian Republic of), Honduras, Suriname, Panama, Colombia, Trinidad and Tobago, Peru, Jamaica, El Salvador, Grenada, Argentina, Antigua and Barbuda

Contact information for Saint Vincent and the Grenadines

Mr. Donald McPhail  
dmcphail@eccaa.aero

Some States have already addressed a similar finding for the selected PQ. Click on the State of interest to see who to contact for more information



# What information can you retain?



- **What is the USOAP EI Score for my State?**
- **What are the areas/critical elements for which I have the most Protocol Questions with findings?**
- **When looking at Safety Margins, is there any area that could be prioritized?**
- **What are the most relevant solutions (training, best practices, programmes, tools) for prioritized findings?**
- **What States have already solved the finding? Who can I contact for guidance?**



## Find me...



- **What is the overall EI score of Canada?**
- **What is the area/critical element for which Canada has Protocol Questions with the most findings?**
- **For PQ 4.147, what available documentation can Canada consult for guidance?**
- **For the same PQ, what are possible solutions in training?**
- **For the same PQ, what States can Canada contact to understand how they solved the problem?**



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Central African  
(WACAF) Office  
Dakar

European and  
North Atlantic  
(EUR/NAT) Office  
Paris

Middle East  
(MID) Office  
Cairo

Eastern and  
Southern African  
(ESAF) Office  
Nairobi

Asia and Pacific  
(APAC) Sub-office  
Beijing

Asia and Pacific  
(APAC) Office  
Bangkok



THANK YOU