

IATA Safety Audit for Ground Operations

Webinar 6
Audit program management and
audit administration



ISAGO

IATA Ground Operations

Agenda

Competition Law Guidelines

Webinar housekeeping rules

Speakers Introduction

ISAGO Program Management and Administration

- New audit management process – key highlights
- New audit fee scheme
- Audit allocation

Introduction to ISAGO CRM

Pilot Audit Feedback

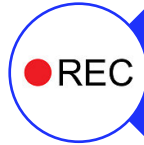
Wrap-up, Next Webinars and IGHC 2025

Competition Law Guidelines

Do not discuss

- Any element of prices, including fares or service charges
- Commissions
- Allocations of customers or markets
- Marketing plans, commercial terms or any other strategic decision
- Group boycotts
- Your relations with agents, airlines, audit organizations, or other third parties
- Any other issue aimed at influencing the independent business decisions of competitors

Webinar Housekeeping rules



The webinar is recorded, and the recording, along with the presentation, will be shared



Participants other than the speakers are muted



Keep Camera off



Q&A session throughout the webinar. Please use the Q&A functionality to submit your questions



If we are unable to answer all your questions during the webinar, we will ensure to address them afterward



Chat



Q&A



People



Raise



React



View



Notes



Rooms



Apps



More

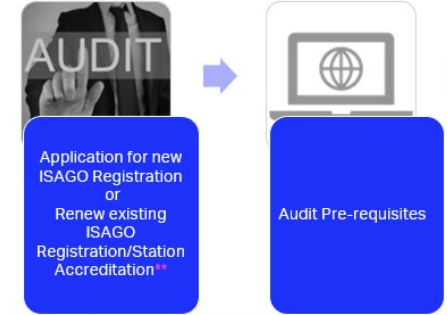


New audit management process: KEY HIGHLIGHTS

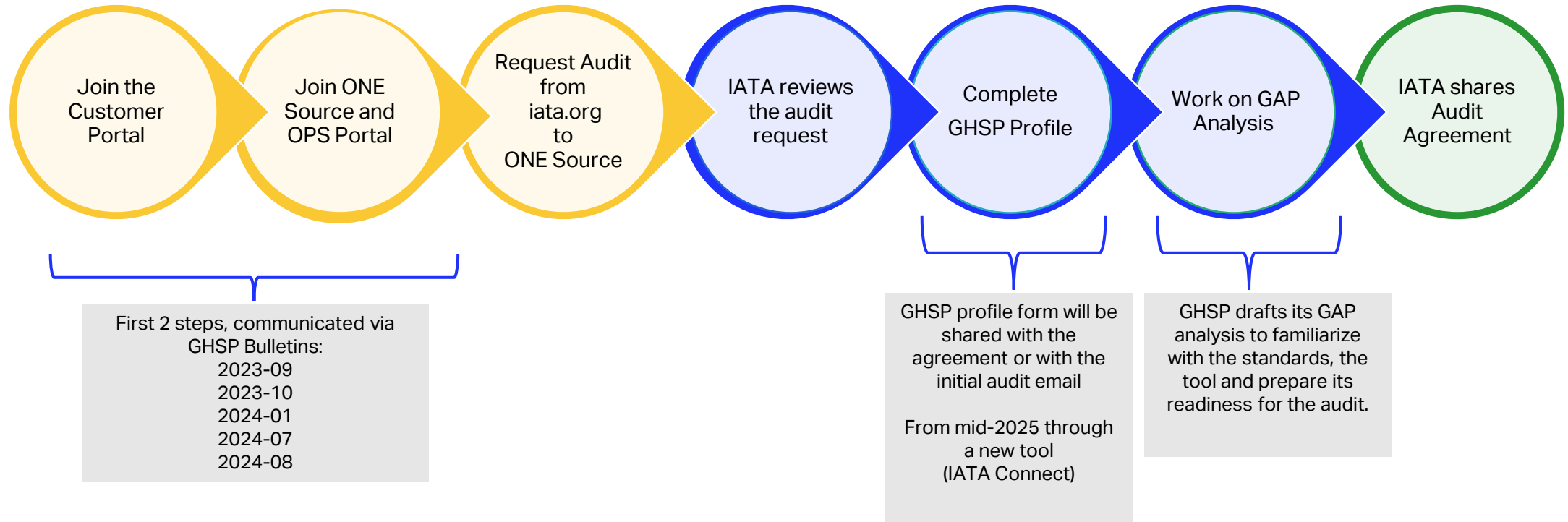


Audit Pre-requisites & Application

All audits as of April 2025



***subject to compliance clearance*



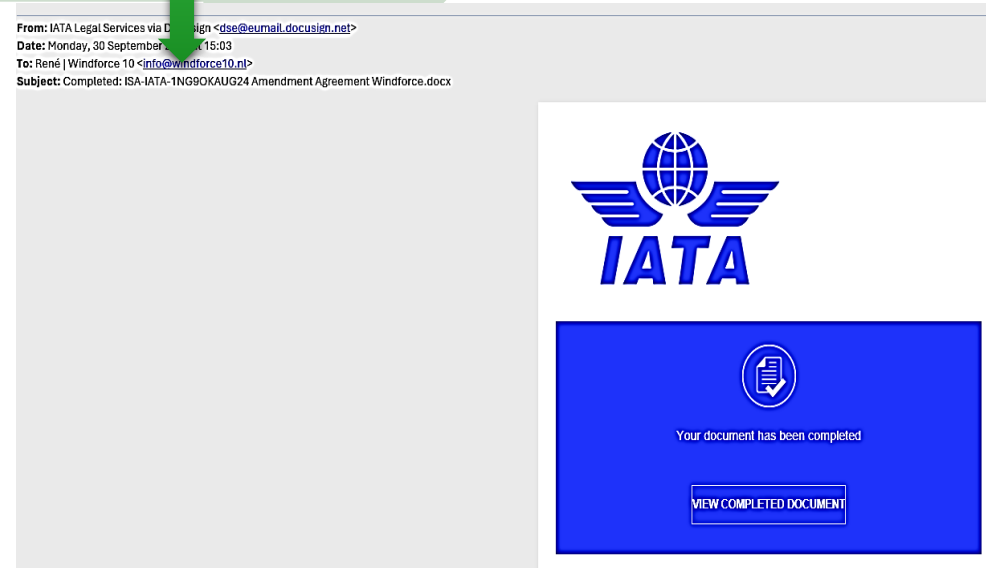
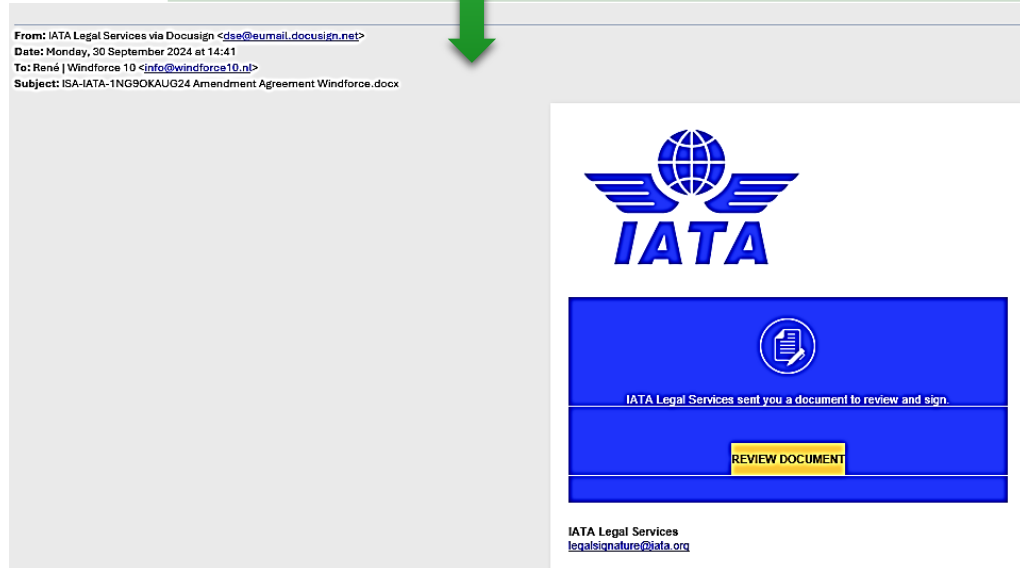
All GHSPs – steps completed (by now)

- Customer portal account
- ONE Source profile
 - MHQ
 - STN
- Registration/accreditation data available on One Source
- OPS portal access
 - Gap analysis in progress
 - Both MHQ and STN
- Having available AHM Ed 45
- Having available IGOM Ed 13
- Industry standards adoption (with variations/without variations)
- GHSP communication of all the program changes
 - within its own organizations
 - all applicable stations
- Sharing the material available – webinars' recording, guidance on website, bulletins

All GHSPs – actions in progress

- IATA sending audit agreements to all GHSPs
- Primary focus on those GHSPs who have audit in 2025 but eventually all GHSPs will receive a new agreement to sign
- IATA uses Legal portal
- GHSP need to complete basic information for the agreement, identify signatory
- Process is all remote/electronic
- Audit agreement
 - Contract Front Sheet
 - Part A – the general supply terms – this portion of the Agreement contains the generic contractual terms and provision that apply to all products and services within IATA
 - Part B – product and services terms applicable to ISAGO
 - **Schedule A** (known today as Schedule C)

Audit Agreement Flow



All GHSPs – actions in progress

- Audit agreement to be signed only once (5 years validity)
- Schedule A to be agreed each year depending on audits due for renewal + initial audit request
- 2025 – all comes together (agreement and Schedule A)
- Next year – just Schedule A
- Once agreement is signed GHSP receives code for ISAGO checklists (csv/excel)
- ISAGO checklists per organization – can be distributed **within own organization only**
- Audit invoices – to start now – April
- GOA allocation progressive – as the agreements get signed and audit invoice paid
- Flexibility – audits allocated to GOA once agreement is signed
- GOA assigns one auditor
- Initial audits only – GHSP must complete a profile form (applicable in 2025 only until replaced by IATA Connect)

ISAGO Audit MHQ and STN

	MHQ Initial	MHQ Renewal	STN (Initial or Renewal)
Documentation Assessment	Desktop	Desktop	Desktop
Implementation Assessment	Onsite	Desktop/Onsite*	Onsite

*NOTE: GHSP choice if the MHQ renewal audit will be done remotely or onsite

Audit scope

Standard	GAP		DOC ASSESSMENT		IMPL ASSESSMENT	
	MHQ	STN	MHQ	STN	MHQ	STN
AHM Ch.6	☑		☑		☑	☑
AHM 1110	☑	☑	☑	☑	☑	☑
IGOM Ch.1-5 As applicable		☑		☑		☑
GOSM-CGM As applicable		☑		☑		☑

MHQ:

- **ORM** (AHM 600) and **TRN** (AHM 1110)
- ORM and TRN applicable to both, **DA and IA**

STN driven by scope/services provided:

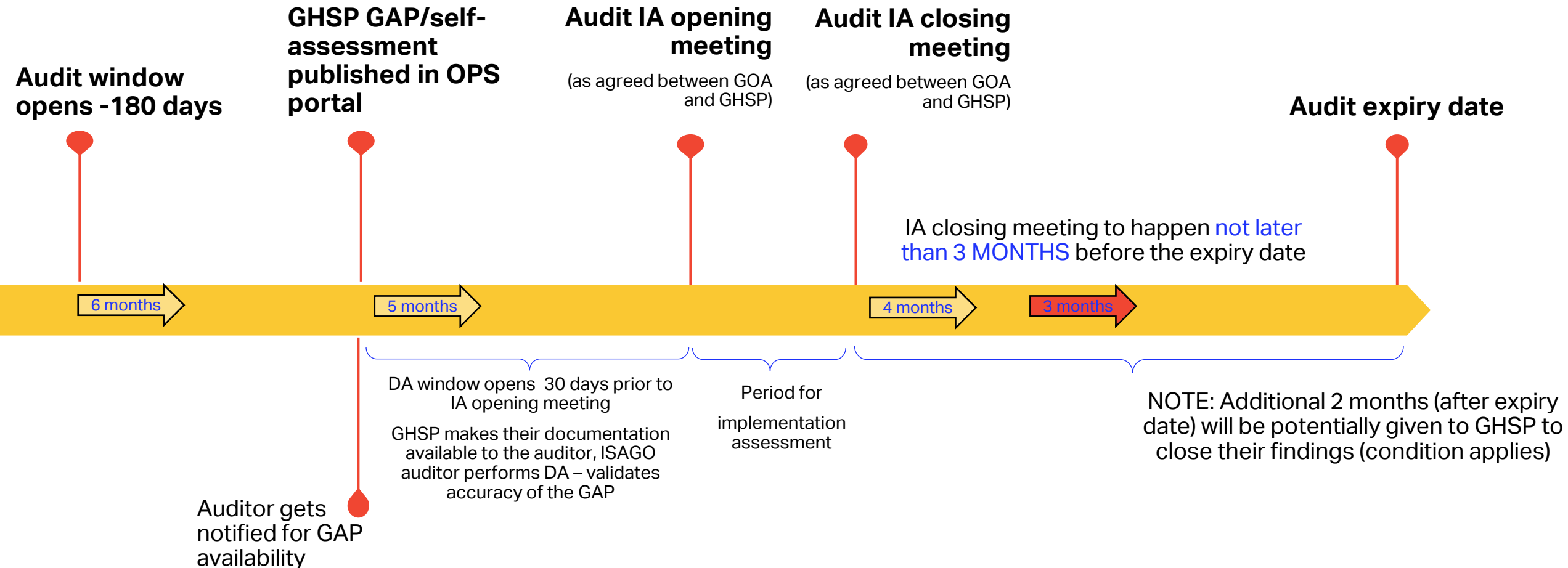
DA: Desktop only

NO ORM, ONLY TRN +IGOM+CGM

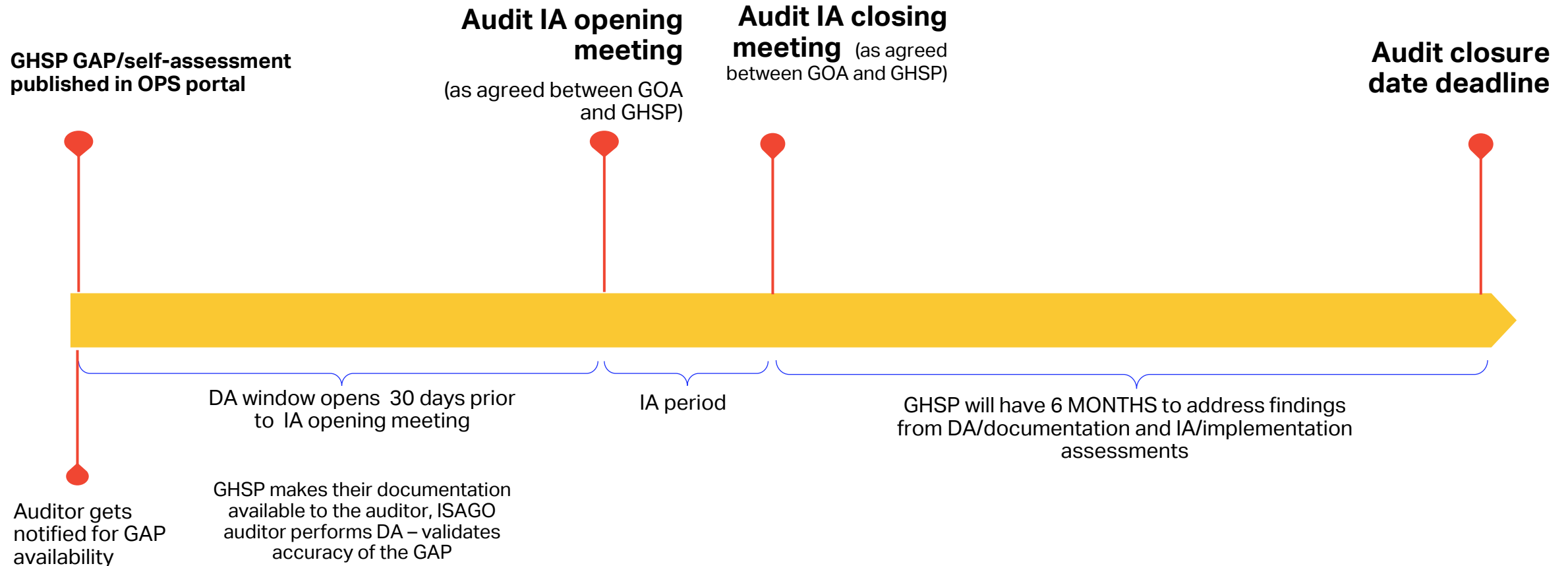
IA: Onsite

ORM, TRN +IGOM+CGM

Timeline - renewal audit (MHQ or STN)



Timeline – initial audit (MHQ or STN)



2025 audit allocation



2025 Audit allocation with current model

- All audits that happened in Q1 2025
- A limited number of renewal audits happening in Q2 2025
- Q1 : all planned and executed
- Q2 : planned, in the process to be scheduled and confirmed, all with GOAs, Schedule C all signed

2025 Audit allocation with new model

- All initial audits happening from 1APR onwards must go through the new audit scheme
- All renewal audits happening from 1JUN onwards must go through the new audit scheme
- 1APR-31MAY – mix of “old and new”
- GOAs been allocated audits as of this week for all audits with already signed agreements
- To easy the communication with GOAs, GHSPs will continue working with the same GOA for the scheduling of their audits

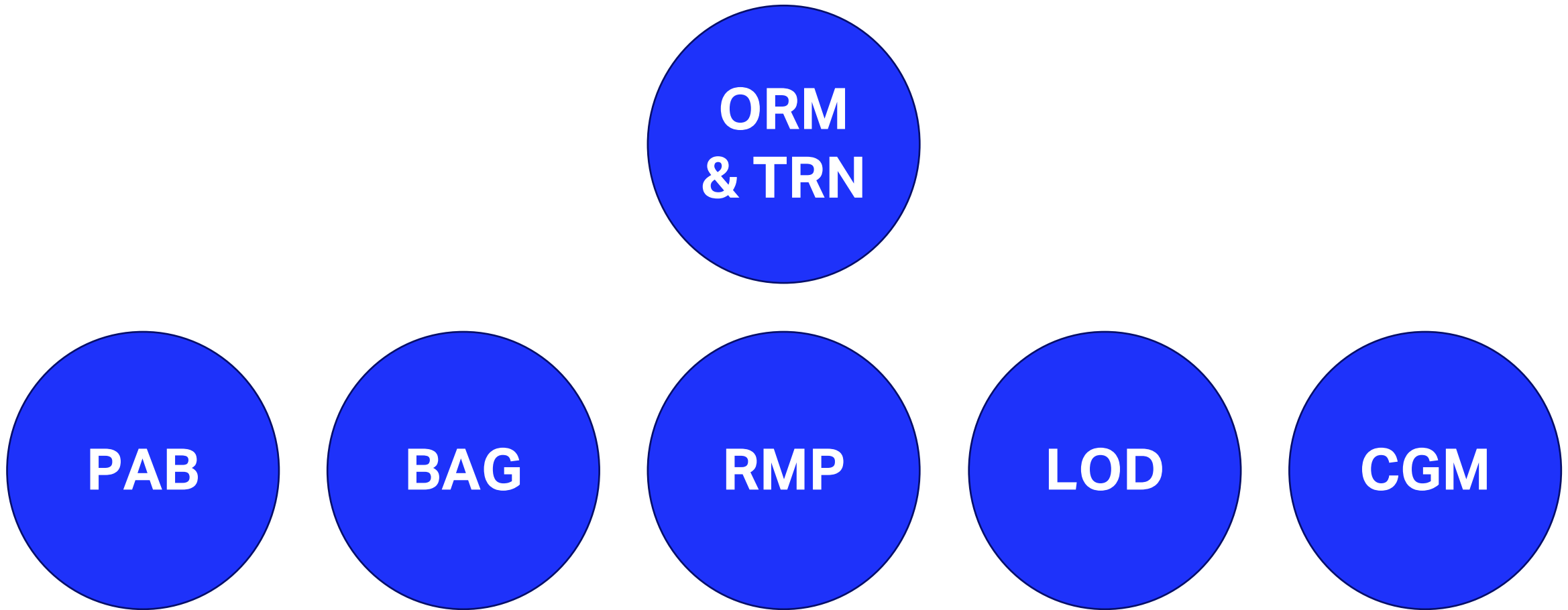
2025 Audit allocation with new model

- New audit applications through 2025
- They will be handled as per signed agreement received priority
- Once agreement will be signed, audits will be individually allocated to GOAs
- No audit allocation in batches.
- Deadline to receive applications for this year: 31AUG25 for any GHSP or STN that is ready to be audited before 15DEC25

New audit fee scheme



New audit disciplines for audit fee purposes



- 1) ORM & TRN Organization Management & Training
- 2) PAB - Passenger Handling
- 3) BAG - Baggage Handling
- 4) RMP - Ramp Handling (previous HDL & AGM)
- 5) LOD - Load Control
- 6) CGM - Cargo Mail Handling

Audit fee and auditor days



	MHQ (initial)	MHQ (renewal)	STN limited scope (3 disciplines and less) ORM/TRN + 2 disciplines	STN full scope (4 disciplines and more) ORM/TRN + 4 or 5 disciplines
Format	DA: desktop IA: onsite	DA: desktop IA: onsite or desktop	DA: desktop IA: onsite	DA: desktop IA: onsite
Duration of the audit	DA: 1.5 IA: 2	DA: 1.5 IA: 1.5	DA: 1.5 IA: 2.5	DA: 2 IA: 3
Audit fee*	\$6500 USD	\$6500 USD	\$6500 USD	\$7500 USD

Audit fee includes...

- IATA fee
- GOA fee
- Auditor fee (incl. follow up/QC, etc.)

Audit fee does not include variable cost for auditor's travel , accommodation, visa and similar

Travel and accommodation might be arranged by the GHSP following the IATA Travel policy

Can you do MHQ following STN audit if colocated?

	MHQ (initial)	MHQ (renewal)	STN limited scope (3 disciplines and less)	STN full scope (4 disciplines and more)
Format	DA: remote IA: onsite	DA: remote IA: onsite or remote	DA: remote IA: onsite	DA: remote IA: onsite
Duration of the audit	DA: 1.5 IA: 2	DA: 1.5 IA: 1.5	DA: 1.5 IA: 2.5	DA: 2 IA: 3
Audit fee*	\$6500 USD	\$6500 USD	\$6500 USD	\$7500 USD



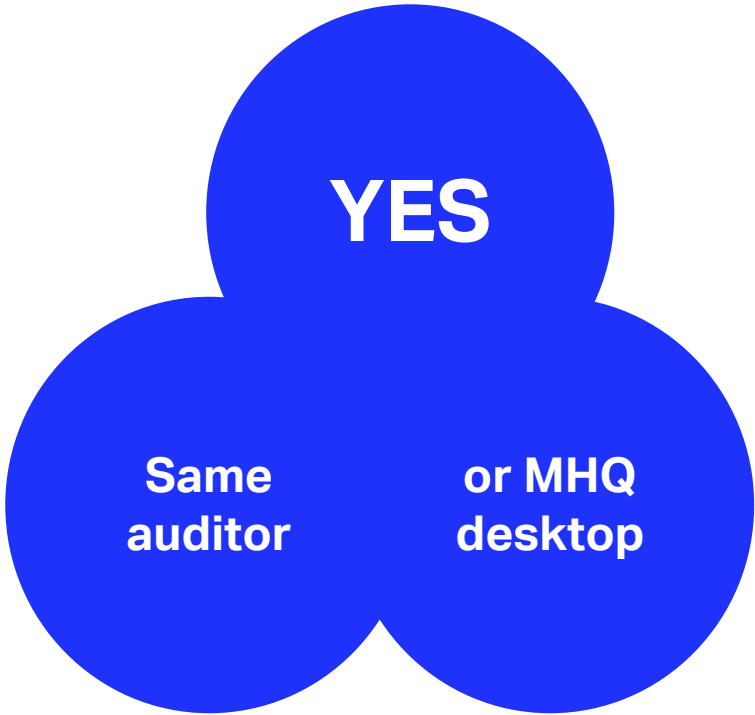
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TUE

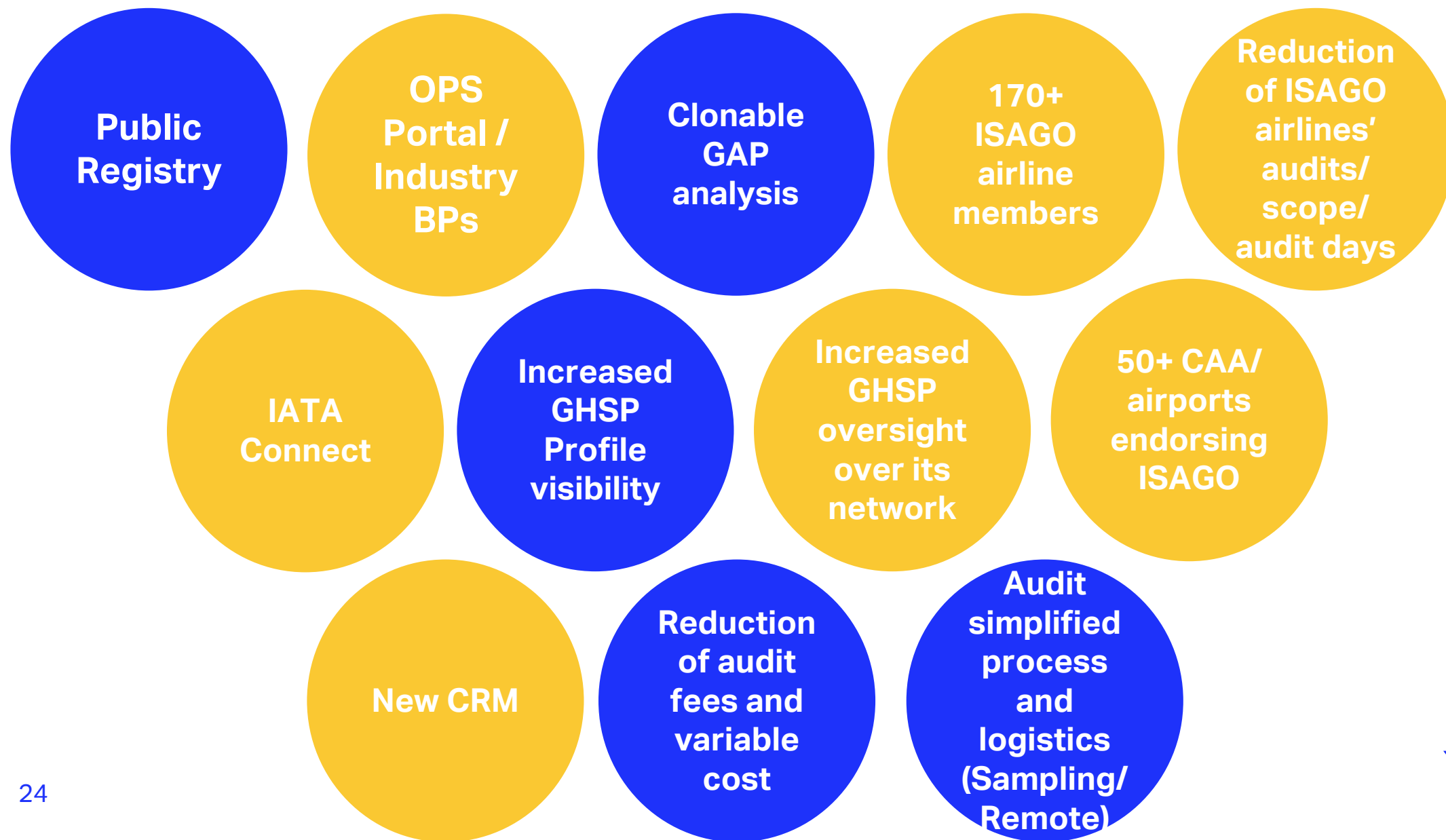
WED

THU

FRI



With the new model...



CRM tool demo

Customer Relationship Management



01

Salesforce Definition and Usage

How to login and log off from Salesforce

02

ISAGO Case Process flow

Step by Step process of cases

03

ISAGO CRM

How to Navigate around the ISAGO CRM
including Email-to-case



Definition and usage

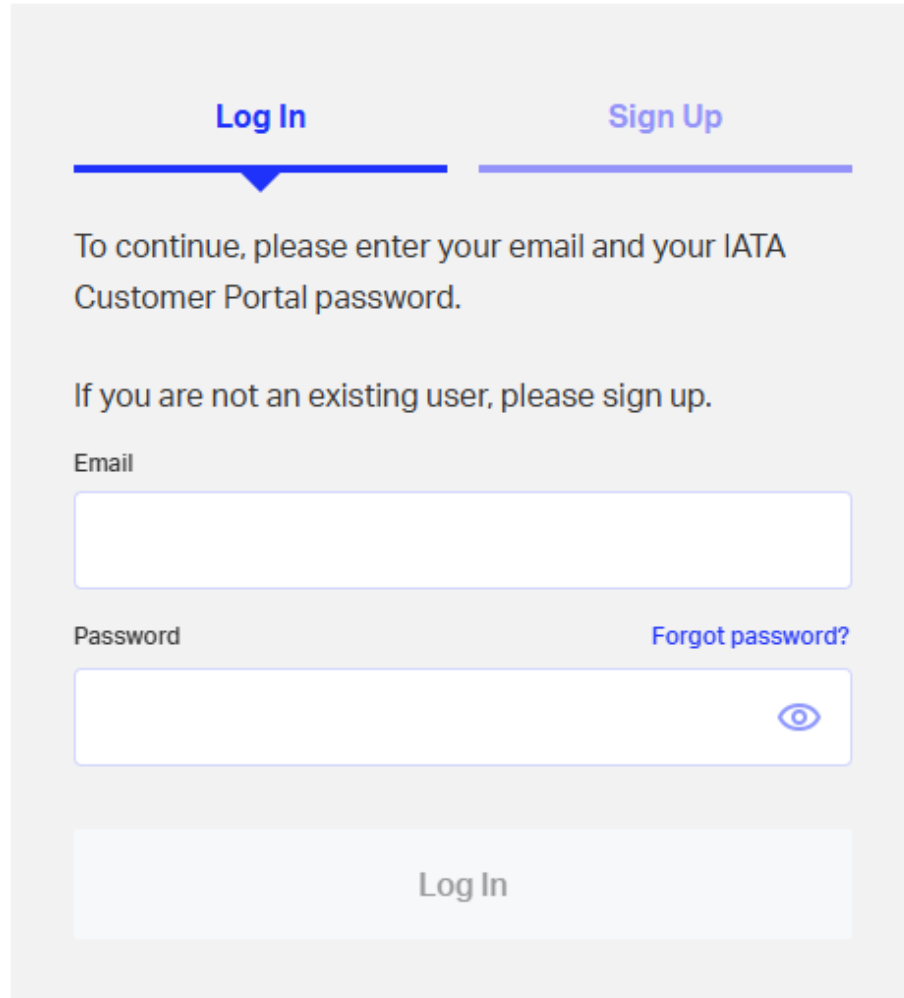
1. What is Salesforce?

Salesforce is a platform in the cloud used in IATA since 2003.

2. What do we use it for?

We use it as data base and interaction system for contacting out customers and stakeholders, handling queries and requests, etc.

How to log in to Salesforce



The screenshot shows the IATA Customer Portal login interface. At the top, there are two tabs: 'Log In' (active) and 'Sign Up'. Below the tabs, a message states: 'To continue, please enter your email and your IATA Customer Portal password.' A link 'If you are not an existing user, please sign up.' is provided. The login form includes an 'Email' field, a 'Password' field with a toggle icon, and a 'Forgot password?' link. A 'Log In' button is at the bottom.

Log In **Sign Up**

To continue, please enter your email and your IATA Customer Portal password.

If you are not an existing user, please sign up.

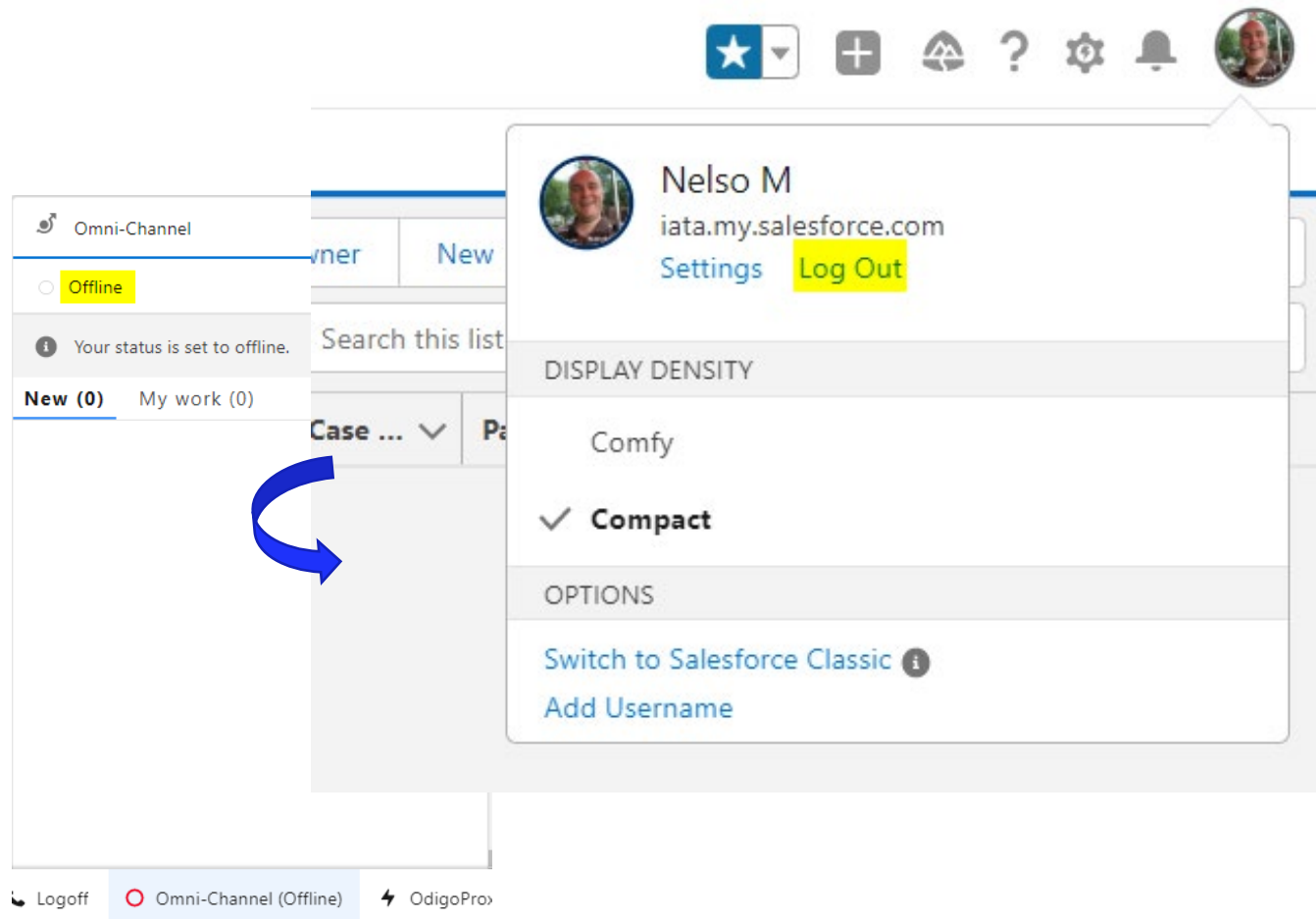
Email

Password [Forgot password?](#)

Log In

To Log in to Salesforce , simply go to <https://portal.iata.org/s/> and you will be successfully logged in through SSO.

How to log off from Salesforce

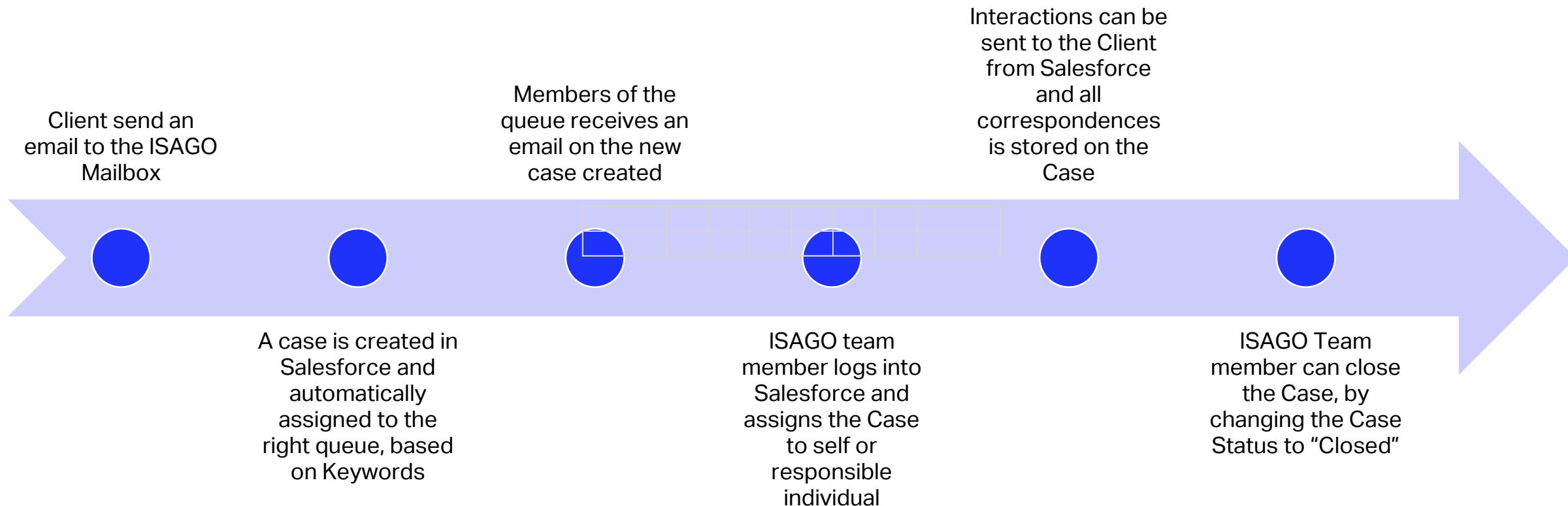


- To avoid connection issues the next working day, it is particularly important to follow the steps below to log off from Salesforce.
- Once done, proceed and Log Out from Salesforce by clicking on the Profile picture on the top right-hand side of the screen and clicking on "Log Out".

IATA Customer Portal Case Process Flow



ISAGO Email-to-Case Process Flow



Lessons learnt from pilot audits



Procedural challenges as identified during pilot audits

- GHSPs do not submit gap analysis on time
- GHSPs do not provide timely access to their documentation to the auditor
- GHSPs do not provide access to gap analysis in the OPS portal to the auditor
- GHSP MHQ performs the gap analysis, STN clones it but does not adjust it to their station profile/services provided
- GHSPs do not verify the published gap analysis, and many mistakes are identified
- GHSPs provide way to high level documentary references to AHM and IGOM requirements, which results in extra time for the auditor to find the right text, many times unable to find it
- Variations are not explained
- GHSPs expect that output of the DA will be discussed and adjustments are possible

Program learning

MHQ audits

- GHSPs are not able to provide evidence to prove control over all stations
- Key MHQ staff is not available to respond all questions
- Key implementation evidence is reference to be available only at STN
- Colleagues attending GHSP webinars are different then those participating in the audits, information is not shared

MHQ/STN

- AHM and IGOM text are copied without meaning instead of describing the details on how it works for GHSP

MHQ vs STN – Training

- Different models, different management
- GHSPs is not identifying how TRN is managed, same gap analysis is used for MHQ and STN

STN

- Local variations are not reflected in the published gap analysis
- MHQ staff wishes to answer and manage STN audits, limited access to those who really do the job

Pilot audits feedback for GHSPs

- Accuracy of the GHSP Profile: To ease the audit process, clarity of what is managed at the MHQ and/or STN, needs to be understood by auditors including out of scope functions and outsourced functions
- Training Profile : Clear understanding of what is managed and controlled at MHQ and/or STN regarding training standards is crucial
- Company documentation references: Must be accurate and precise to the industry standard , when performing the self assessment.
- Gap analysis - During the GHSP self assessment, it important to select the correct assessment based on company documentation/implementation. "conformity", "Variation" or "out-of- scope"
- When an assessment of "variation" is selected, will require a clear description , and where required RA for safety critical procedures

Pilot audits feedback for GHSPs

- AHM Chapter 6 MHQ – Management and control of entire network must be demonstrated based on the different management system; SMS, ERP, Human Factors, OHS, Monitoring program etc
- AHM Chapter 11 TRN MHQ- Management and control of entire network must be demonstrated if managed at the headquarter (MHQ) or station (STN) ;
- Operational disciplines IGOM and CGM; Must be specific to station requirements.
- Copy paste of industry standard is allowed but **company documentation must** be customized to meet company requirement at MHQ and/or STN
- Evidence of implementation must be provided to demonstrate implementation at both MHQ/STN . We **recommended process owners to be involved in the audit process**

Review Webinars and Guidance Material

- All previous webinars (recording) , presentation slides are available , [IATA Ground Operations site](#) ;
- We kindly ask you to review all recordings in sequence to better understand the New ISAGO Model

Getting ready for the audit

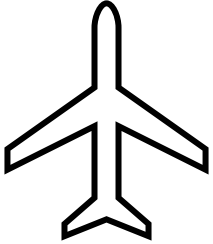


Audit documentation assessment



- Gap analysis must be published 30 days prior the opening (for initial audits it must be QCed by GHSP QA team and record provided)
- Auditor performs DA on her/his own and no interview meant to happen with GHSPs
- Gap analysis must be accurate and detailed and matching the profile (services provided at the STN)
- No corrections allowed during the DA
- Any issue or multiple issues with published gap analysis results in one single findings
- GHSP must add auditor to their gap analysis in the OPS portal
- GHSP must make their documentation available to auditor

Audit implementation assessment (STN)



- Flight / operations schedule to be available to the auditor as soon as possible but not later than 7 days prior IA opening meeting
- Auditor plans all assessment activities around selected operations (not interview centric)
- Auditor observes all applicable standard provisions to the GHSP (no sampling)
- In general, no implementation interviews for ops. disciplines, unless specific operations could not be observed (records, oversight, etc.)
- Auditor records flights, aircraft types observed and checks records for TRN and ORM

Questions



Wrap up



Series of Webinars

(GHSP Bulletin 2024-09 & 2025-04 updated)

Webinar topic	Webinar details	Date	Time	Duration	Platform/Link
4. Ops Portal Launch and Update	<ul style="list-style-type: none"> New Ops Portal features Concept of Gap Analysis How to perform a gap analysis 	13-Mar-2025	5 AM (EST) (UTC+5)	2 hours this includes time for Q&A	Completed
		13-Mar-2025	9 PM (EST) (UTC+5)	2 hours this includes time for Q&A	Completed
		08-Apr-2025	12 noon (EDT) (UTC-4)	2 hours this includes time for Q&A	OPS Portal Webinar Registration
	<ul style="list-style-type: none"> Open Social Platform 				
7. IATA Connect Launch	<ul style="list-style-type: none"> Platform overview update How to access the platform Understand the GHSP account profiling Completion of the GHSP profile 	04-Jun-2025	9:30 AM (EST) (UTC+5)	2 hours this includes time for Q&A	IATA launch registra
8. New ICHM manual and new cargo Checklist	<ul style="list-style-type: none"> Transitioning from GOSM CGM to the new ICHM provisions Highlights on manual changes 	03-Jul-2025	9 AM (EST) (UTC+5)	2 hours this includes time for Q&A	ISAGO New C Checklist Web registration

Next



Previous

locally where needed to reflect variations.
 • The gap analysis/self-assessment will be remotely validated by the auditor.
 For more information refer to the recordings from:
 • GHSP Webinar 1 (AM) (Recording)
 • GHSP Webinar 1 Slides (pdf)
 • GHSP Webinar 2 (AM) (Recording)
 • GHSP Webinar 2 (PM) (Recording)
 • GHSP Webinar 2 Slides (pdf)
 • GHSP Webinar 3 (AM) (Recording)
 • GHSP Webinar 3 (PM) (Recording)
 • GHSP Webinar 3 Slides (pdf)
 • GHSP OPS Portal Training Webinar 4 (Recording)
 • GHSP OPS Portal Training Webinar 5 (Recording)
 • IATA Connect Webinar 5 (Recording)
 Questions and answers can be found in:
 • Webinar 1 Questions (pdf)
 • Webinar 2 Questions (pdf)
 • Webinar 3 Questions (pdf)
 • Webinar 4 GHSP OPS Portal Training Questions (pdf)
 • Webinar 5 Questions (pdf)
 As of April 2025
 Need to know more

RECORDINGS AND QUESTIONS : Accessible at

<https://www.iata.org/en/programs/ops-infra/ground-operations/isago/>

Ask your standards/compliance SMEs to watch the recordings/questions

NOTE : If you did not have access to the GHSP Bulletin, please request access to isago@iata.org

2025 audit application process

Process to request an initial audit for 2025:

1. Log into the IATA Customer Portal or register to create your company account at IATA Customer Portal at <https://portal.iata.org/s/>
2. If you already have access to [OneSource](#) you will have OneSource in your "My services" if not, request access to OneSource services and create your stations accounts
3. Then, you will be able to request the ISAGO initial audits for your Headquarters (MHQ) and as a minimum one station (STN) that your GHSP wishes to accredit
4. IATA will send you the audit agreement for completion via our IATA Legal Portal.
5. In parallel, sign up for the OPS Portal by completing the online form at [OPS Portal](#) and once the completed form is received, IATA will send you an invitation link to access to OPS Portal. The OPS Portal is the tool that will allow your GHSP to perform your gap analysis.
6. Publish your company MHQ and STN gap analysis against applicable Industry standards (IGOM, AHM ch.6, AHM 1110 and or CGM-GOSM Ed10 Rev1) and prepare for the audit
7. Complete and submit your organization profile [GHSP Profile Form](#)

2025 audit application process

Process to request an initial audit for 2025:

8. Then IATA will be able to process the GHSP signed audit agreement and will issue the invoice

9. IATA will assign your audits to an ISAGO agent (GOA).

10. The GOA will take care of the coordination of the audit dates and logistics (assign auditor, arrange travel if required, etc.)

Note: GHSP must ensure there will be flight operations at the time of the audit

Note: For GHSPs with Cargo in scope, the GOSM 10 Rev 1 CGM is still applicable until it will be substituted by a new checklist based

IATA

GROUND

HANDLING

CONFERENCE

Nairobi, Kenya
May 2025

Join the IATA Ground
Operations Team at
IGHC 2025!



Host Airline



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#IGHC



Thank You!

ISAGO Airline membership topics: isago@iata.org

ISAGO generic questions : isago@iata.org

Application to CoPA: copa@iata.org

IGOM: igom@iata.org

OPS Portal: opsportal@iata.org

GSE Validation program: groundops@iata.org



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