

IOSA Newsletter

October 2024



WSOC
Edition!



IOSA

Welcome to the October Edition of the IOSA Newsletter

The IATA World Safety and Operations Conference (WSOC) took place early October in Marrakech, kindly sponsored by Royal Air Maroc.

With four dedicated tracks covering safety, operations, cabin safety and crisis management, over 800 delegates joined the Conference this year to discuss a multitude of topics, including IOSA, under the banner of “Leveraging Innovation and Technology for Safe and Efficient Operations”.



It was a resounding success, evidenced by the feedback received, and the discussions on IOSA played a key role in engaging those from airlines, regulators, ANSPs and many other stakeholders. More details on WSOC 2024 are highlighted later in this newsletter.

Innovation and technology are acknowledged as being huge enablers for aviation in the past. And looking forwards, with new entrants providing greater accessibility and at lower costs, an accelerated trajectory of opportunity exists in the future. But, widely acknowledged by the Conference, with opportunity comes risk and it's critical this is managed so new technology works in harmony with the human in the system.

This feeds well into the IOSA transition to a risk-based audit program, which I'm pleased to say is now complete. As we continually evolve the program, with our ability to tailor audits to the individual operational profile of each airline on the IOSA registry, we will look at how innovation and technology have been safely integrated through an operators SMS.

Enjoy the newsletter and thanks to all who continue to support IOSA across our extensive network.

Mark Searle,
Global Director Safety, IATA



IOG/43 meeting and regulatory updates

In the last week of September, the IOSA Oversight Group (IOG) met. The IOG, as the IATA Operations Advisory Council working group and comprising of IATA member carriers, supports the IOSA program office on behalf of all IOSA registered airlines.

Important topics included the continuous development of Risk-Based IOSA, quality performance, auditor training and management, the IOSA Standards Manual (ISM), reportable circumstances and IATA Connect.

Among other topics, below are some key takeaways from the meeting:

- The quality of document references provided by the operator prior to an audit play an important role. Poor document references impact the smooth flow of the audit and can lead to disruptions during the valuable time onsite. We will therefore provide operators with additional guidance in the IOSA Audit Handbook on providing accurate document references.
- The IOG is very committed to a robust IOSA registry with accurate information about airlines. All IOSA operators need to update their profiles on IATA Connect every six months, or when reportable circumstances occur. This is in line with current IPM requirements. Please refer to IOSA Operator Alerts 37 and 38 for detailed information. The IOG emphasized that operators not updating information will need to be subject to reminders with the possibility of registration suspension as per IPM rules.
- The planning for audits in 2025 has already commenced for some operators. Operators are required to contact IATA to schedule their audits. Audit dates will be scheduled based on availability. Therefore, operators are invited to contact IATA as early as possible to plan their registration renewal audits. Follow the IOSA Operator Alerts for detailed information.



- The IOSA Program is recognized by numerous regulators worldwide. ANAC Brazil, CASA Australia, EASA, FAA, ICAO are among the key organizations and agencies that complement oversight with IOSA. This leads to efficient oversight benefiting airlines and regulators alike.

In the course of the meetings, IATA and ANAC in Brazil signed a Memorandum of Understanding (MOU), with the aim to improve safety and compliance monitoring, smarter oversight, improved safety performance and less burden on airlines and regulators. Check out the related press release [here](#).



Pictured on the right are Nick Careen, SVP Operations, Safety and Security, IATA and Bruno Diniz Del Bel, Head of Department, Department of Flight Standards ANAC Brazil.

Following the IOG and other governance meetings, IATA also delivered a Risk-based IOSA workshop to operators.

IOSA at the WSOC

The WSOC kicked off on Tuesday, 1 October. Among many relevant topics, we gave a presentation on the state of the program and on safety risks. Further, we launched IATA Connect and had two great panels.

The first panel discussed how technology and platforms such as IATA Connect will benefit and shape the future of oversight. The second panel comprised IOSA Auditors, that shared their experience with the audience, from the auditor's point of view, very insightful!



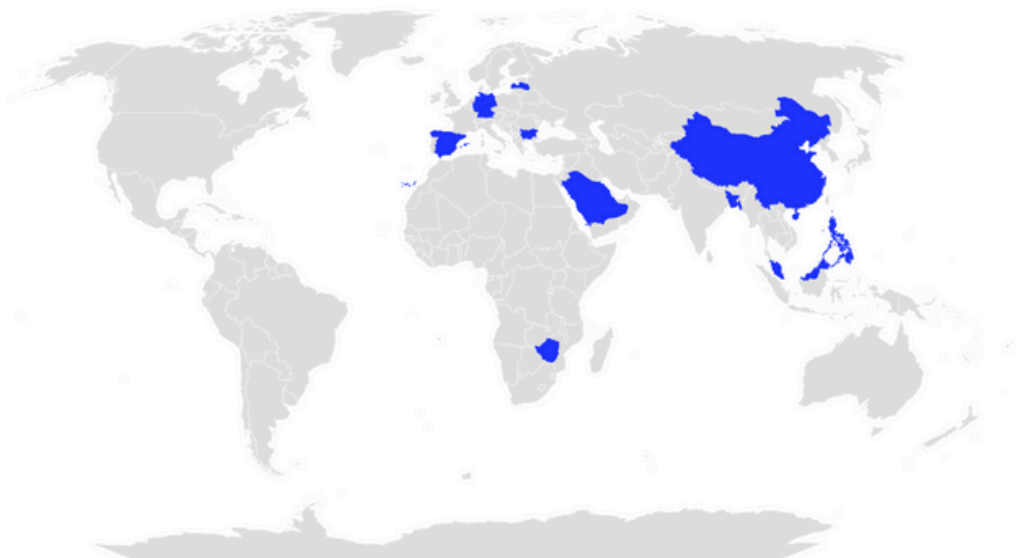
Updates on the IOSA Registry

In the northern hemisphere, the days are getting shorter and the de-icing procedures are getting closer! Thus we wanted to take a final look back at those sunny days and the following airlines who worked hard over the summer to secure their initial IOSA registration. **Congratulations to the following airlines:**



Feel free to visit their profile on IATA Connect and to connect with them!!

See below where our new IOSA registered airlines are located!



IOSA Resources

IOSA Q&A Sessions:

The IOSA Team will host another **two Q&A sessions about ANYTHING IOSA.**

Whether you have questions about RBI, IATA Connect, scheduling your audit, or any of our IOSA resources, our colleagues will do their best to answer any of your questions during these one-hour Q&A sessions. To join, please sign up on the below links:

[Session 1: 18 November 2024 @ 20h00-21h00 EST](#)

[Session 2: 21 November 2024 @ 09h00-10h00 EST](#)



IOSA Program Manual Ed. 17

The new edition 17 of the IPM is now in effect. You can access the manual on the resource library on IATA

Connect: <https://ic.iata.org/search/resources/IPM>

We are here to help!

The IOSA Team is always here to answer any questions or concerns you may have. You can contact us via email or even write to us on IATA Connect. **Email:** iosa@iata.org



Join the IOSA Discussion Group on IATA Connect!

New documents available:

- IOSA Audit Handbook for Operators (Ed. 2)
- Updated RBI Executive Brief
- Initial Audit Information Sheet
- Renewal Audit Information Sheet
- IOSA Operator Alert 39 - 2025 Registration Renewal audits



All new documents are available on the IATA Connect Resource Library here:

<https://ic.iata.org/search/resources>

Please note that in order to view all documents, kindly sign up or login to IATA Connect.

IATA Connect - Have you already logged in?

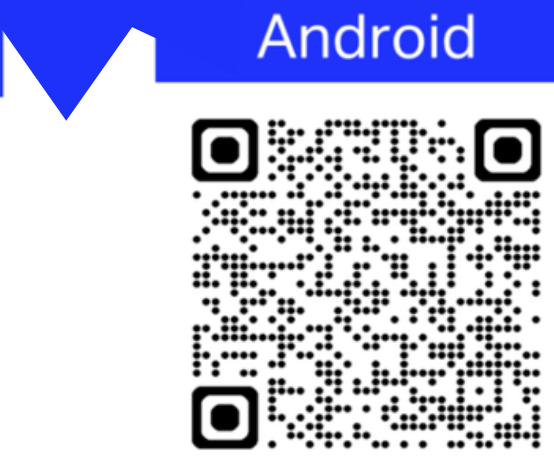
Did you know that airline profiles in IATA Connect are updated by some 800 selected Airline Administrators?

Airlines have basic profiles in social media, e.g. on LinkedIn or Facebook. Many other profiles on various websites are created in the name of airlines. However with IATA Connect, for the first time, airlines have a profile that is focused on industry-to-industry information sharing and that is safety/security and compliance focused. Through these profiles, they can communicate with their partners, aviation professionals, IATA and in the future, with regulators that complement their oversight with IOSA to increase efficiency for the airlines and regulators.

Among many other things to be experienced in IATA Connect, airlines may:

- Share their detailed profiles with their codeshare and wet lease partners and IATA, to include but not limited to operational details, accidents and serious incidents, organizational, operational, and management changes, and
- Request to view the latest IOSA Audit Report of their partners.

With the launch of IATA Connect, we are receiving an increased number of emails. We are happy so many of you are engaging with us! We do our best to answer each of your requests and thank you for your patience if you are experiencing a delayed response – rest assured you will hear from us!



Risk-Based Thinking in IATA's Quality Assurance

- Enhancing the Value of IOSA Audits

At IATA, we integrate risk-based thinking into our QA processes, giving us targeted internal audits, ensuring that the IOSA Program continues to deliver meaningful safety values to airlines. In this article we will share how we leverage risk-based approach to the internal QA program.

Data-driven audit planning

One of the core strengths of QA at IATA is how we leverage data to guide the planning of the internal audits. The audit planning process is the result of structured and constant data analysis that incorporates feedback, risk identification, and program monitoring.

Internal QA audit planning is an iterative process, designed to refine our approach based on emerging risks and feedback. This planning phase begins by identifying key risks associated with the IOSA program, alongside historical data trends.

We focus on selecting the right audit samples, establishing a clear and comprehensive audit scope assembling the most qualified audit teams, and defining methodologies to ensure that our internal audits contribute to the long-term sustainability and integrity of the program. Incorporating a risk-based approach allows us to prioritize audits that address high-impact areas, ensuring that both time and resources are optimally used.

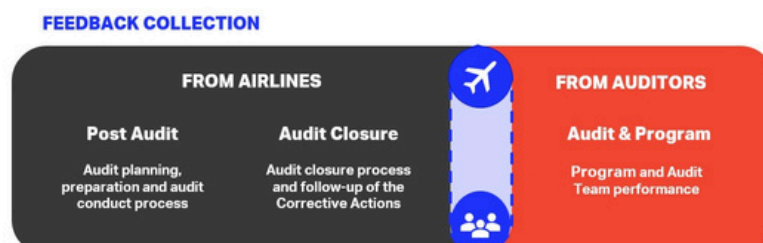


The importance of Feedback in Audit Quality

In QA we continuously gather feedback data from Airlines and Auditors by using interviews and questionnaires, therefore feedback is a vital component of our QA processes. We are constantly analyzing the trends, and looking for new methods of deriving insights, for example we are testing using AI to derive better trends. To capture all stages of the Audit, the Operators receive a post-audit survey inquiring about the preparation and onsite stages, following the Audit Closure survey that is inquiring about the CAR process.

For instance, paying attention to feedback trends, such as the increasing importance of the quality of the IOSA findings. Feedback has highlighted that well-documented and clear findings provide better closure actions for the airlines, thus addressing the systemic issues.

By focusing on the narrative quality and relevance of audit findings, we aim to deliver more than just compliance verification—airlines are provided with comprehensive and actionable information that supports continuous safety improvement.



IOSA: Maximizing Safety Impact through Audits

As the IOSA program evolves, we aim to make IOSA a tool that offers airlines actionable insights into safety practices. By addressing the root causes of IOSA findings, Operators gain the opportunity to proactively manage safety risks and enhance operational resilience. Through a detailed examination of audit results and an understanding of broader industry trends, airlines can pinpoint key areas for improvement within their own operations.

In QA, our role is to ensure that IOSA audits effectively deliver these insights through robust QA audit findings. A risk-based approach is fundamental to this process; by continuously analyzing risk factors and using data to inform audit scopes and findings, we ensure that each audit aligns with the broader safety objectives of the industry. Furthermore, the feedback we receive from airlines allows us to refine the audit process continually, making it more responsive to their specific needs and enhancing their operational safety.

If you want to learn more about how your feedback shapes the program, or provide additional comments, you can always contact us at cr-oss@iata.org



Safety Highlight of the Month

On 9 February this year, a McDonnell Douglas MD-82 touched down short and suffered a main gear collapse. Days later, on March the 31st, a B727-200 landed short of the runway, skidded, and collided with the MD-82 that had previously experienced an undershoot.

During the last EASA safety intelligence forum - SAFE360, making sense of the data was highlighted as one of the challenges ahead and an essential factor in ensuring effective risk management how exposed is your operation to runway undershoots? Are you fully informed about your operation's landing performance? What is the risk of suffering a potential event involving landing short of the runway?

Read more about this and other Safety developments in [IATA Connect!](#)

IOSA Auditor Resources and Training

Do you know how many approved Auditors there are to conduct IOSA audits?

Currently, we have 157 approved IOSA Auditors strategically located to conduct the IOSA audits globally. We are proud to highlight the diverse backgrounds of our auditors, which enables us to effectively cover audits across various regions and cultures. Additionally, there are 33 candidate auditors undergoing the qualification process.

To achieve a better balance of auditors, we plan to launch the second wave of recruiting IOSA Auditors in the coming months, particularly targeting those located in Africa/Middle East and Asia-Pacific regions, and qualified for FLT discipline. **Please stay tuned for updates regarding the IOSA Auditor recruitment on IATA Connect if you are interested in joining the IOSA Auditor community!**

As of October 2024, we have successfully delivered 20 training sessions for our IOSA Auditors using various methods to enhance their knowledge, skills and competencies in conducting IOSA audits. This includes three IOSA Auditor Trainings, four IOSA Auditors Conversion Trainings, four IOSA Auditor Recurrent Trainings and six webinar sessions, to cover essential subjects such as human factors for auditors, process-based auditing methodology, assessing maturity assessment and best practice in writing Maturity Assessment Reporting. We also hosted three Water Cooler Talk sessions with the IOSA Auditors in a collaborative environment, allowing them to share their insights on improving auditing processes and major element of the auditor qualification program.

Looking ahead, we will continue to identify training areas based on the analysis of feedback gathered from Airlines and Auditors and organize various trainings, ensuring our auditors enhance their skills and competencies to conduct IOSA audit efficiently for airlines.

Photos are from IOSA Auditor recurrent trainings in Montreal (May), Singapore (Jun) and Madrid (Jun and Jul).



What would you like to see in the future editions of the IOSA Newsletter?

Use the QR code on the right to access our feedback form, or alternatively click on this link:
<https://forms.office.com/e/GHEkE6EQMn>

IOSA Newsletter feedback form

