



ISAGO Oversight Committee (GOC/3)

SUMMARY

8th May 2009 - Brussels

ISAGO Programme Status

Achievements Summary

IATA presented the programme achievements, ***as of end of April 2009:***

- The ISAGO Pool has been established with **34** member airlines
- **9** free information seminars have been conducted in all regions of the world, with over **650** Participants from more than **70** countries
- **210** auditors from **66** airlines have completed the ISAGO Auditor Training course, including **134** auditors from the Pool member airlines
- **48** Audits have been performed, including 21 HQ and 27 ST
 - **11** audits so far in 2009 (3HQ and 8 ST)
- **8** Providers have entered the ISAGO Registry, at **7** locations
 - BOG, DXB, CAI, HKG, KWI, BEY, AMM

ISAGO Programme Status

OPC/BoG Update

- IATA stressed that, although the 2008 target was not met, the ISAGO Programme has made substantial achievements in its first year of operation
- At its last meeting in Geneva on December 2008, the IATA Board of Governors (BoG) confirmed ISAGO implementation as one of IATA's top priorities for 2009
- The Target for 2009 is **80 Audits** (without distinction between Corporate and Station Audits)

ISAGO Programme Status

Audit Plan 2009

- In 2009, the ISAGO Audit Plan has been built mainly upon Pool Airlines Priorities
 - IATA has collected and assessed the 2009 audit plan from every Pool Airline, and built the ISAGO Audit Plan 2009 accordingly
 - Priority was given to GSPs that have cleared the HQ element in 2008
- The Audit Plan 2009 shows a potential of 126 station audits
 - Each assignment has been accepted by the Pool Airlines
 - Challenge is to gain commitment from the GSPs
 - IATA and Pool Airlines are working in parallel to encourage GSPs to come on-board in 2009

Regulatory Authority Update

CAA and Airports

- IATA presented a list of supportive Civil Aviation Authorities (CAA) and Airports, *as of end of April 2009*
 - 9 CAAs
 - 10 Airports
- Most of these CAA and Airports have issued a letter to formalize their support and/or recognition of the ISAGO Programme
- IATA encourages all Regulatory and Airport Authorities to act similarly
 - Any CAA or Airport is invited to send representatives to observe ISAGO Audits
- IATA stressed that some of the CAAs and Airports are already considering making ISAGO mandatory
 - Egyptian CAA
 - Amsterdam Schiphol Airport
 - Seattle Tacoma International Airport
- European Airlines suggested to make a joint effort, led by IATA, in order to approach EASA instead of running individual messages in parallel

Corporate Audit Model

- A new section called **ORM** (*Organisation and Management*) is under development
 - ORM will replace OMS and STM sections
 - ORM will be applicable to both corporate and station audits
- As a result of the development of the new ORM section, it was agreed to have the **Corporate Audit conducted by the Auditing Airline, only in the case of a single-station GSP (co-located HQ/Station) as a first trial**
- The group discussed the possibility of extending the interval for recurrent corporate audits from 2 to 4 years, based on a risk model
 - Few regulators expressed concerns in maintaining a good oversight of registered ISAGO Providers with a four years period between each audit

ACTION : IATA to carefully review impact and regulatory implications of an extension of recurrent audit interval

Costs & Fees

- It was decided to waive the \$5,000 professional fee of corporate audits for GSP that are committed to undergo the audit before the end of 2009
 - IATA will still have to pay the Audit Organisations (AO)
- This is an exceptional step IATA is taking, in recognition of the economic crisis that our industry is currently facing
- IATA has also waived until the end of 2009 the \$250 per Station annual Licence Fee of the Audit Management Software (Q5)
- As a result, the only cost that GSP need to cover in 2009 are the travel and hotel accommodation expenses of the AO auditor for the headquarters audit
 - Corporate audit costs : **AO Auditor expenses**
 - Station audit costs : **Nil**

ISAGO Registry

- IATA presented the look of the ISAGO Registry, currently under development
 - Meanwhile, the Registry available on the IATA Website consists of a simple list of registered companies with logos
- Registration of a GSP will specify stations audited. For each station, services provided by the Registered GSP will be listed
 - It was proposed to use the GOSM Sections
 - The group also debated the possibility to list only the exceptions (i.e. what the GSP has not been audited against)

ACTION : IATA to develop a proposal for registration details to show on the ISAGO Registry

- The group discussed extensively the special case of registration for companies providing only ramp supervision services

ACTION : IATA to develop a proposal for ISAGO Registration of ramp supervision companies

Audit Report

Audit Report Format

- IATA is currently revising the format of Audit Reports in both IOSA and ISAGO Programme
- Today, the ISAGO Audit Report (GOAR) consists of GOAR Part 1, Information Sources, On-site corrections, Checklists and CARs
- In the future, the Audit Report will only consist of the GOAR Part 1, comprising:
 - Audit Overview (Auditee name, Auditing Airline, Auditors name, etc.)
 - Auditee Information (Ground ops profile)
 - Audit Summary (Executive Summary of Findings and Observations)
 - Closure Information (Signature areas)
- Full Checklists and CARs will still be available upon request

Audit Report

Audit Report Sharing : Pool Member Airlines

- IATA presented a proposal for Audit Report sharing within the Pool
- Both Preliminary Reports (P-GOAR) and Final Reports (GOAR) will be shared within the Pool
 - **P-GOAR** : Audit Summary Report, available within 30 days after on-site closing meeting
 - **GOAR**: Revised Audit Report Format, available after audit closure and QC
- ISAGO Audit Reports are available on the Extranet site only for Pool member Airlines
 - Pool Airlines will be required to identify a single point of contact
 - Audit Report will not be shared outside the Pool (except for Regulators and Airport Authorities)

Audit Report

Audit Report Sharing : Regulators and Airports

- IATA presented a proposal for Audit Report sharing to Regulators and Airport Authorities
- Representatives from GSPs expressed concerns in giving access to Audit Reports to Regulators without notification to the auditee
- As a result of the discussion, the initial proposal was modified on-site during the meeting, resulting in the following revised proposal:
“GOAR may be made available by handlers and by the auditing airline to respective Regulatory bodies in accordance with existing provisions in State’s laws, without further notification to the handler.”
- This revised proposal presents the flexibility of sharing ISAGO Audit Reports by the auditee or/and by the auditing airline to applicable regulatory bodies, when required.

ACTION : IATA to revise the Audit Report Sharing proposal accordingly

Quality

Audit Feedback Report

- IATA presented statistics on the first 40 ISAGO Audits performed
- Feedback from audited GSPs was collected and analyzed through the “*Audit Feedback Survey*”
 - Auditor Performance Indicators
- Most recurrent non-conformities were analyzed using the Audit Results
 - “Top” findings per Section
- The group debated the relevance of the indicators used in these statistics
 - Proposal to differentiate “not documented” finding vs. “not implemented” findings
- IATA stressed that at this early stage of the programme, the volume of data is not yet sufficient to produce meaningful statistics
- The group suggested to make ISAGO Statistics available on the Extranet Site and keep them updated on an ongoing basis

ACTION : IATA to evaluate where/how to make ISAGO Statistics available to Pool Airline Auditors, PAG and GOC

Quality

QC to QA

- IATA is currently in the process of improving Quality procedures in IOSA & ISAGO Programme
 - Project has been named QC to QA (*Quality Control to Quality Assurance*)
 - Implemented progressively throughout 2009

- The QC to QA Strategy for ISAGO comprises 5 major axis:
 - Simplifying the Audit Report
 - Lead Auditor Training for Auditing Airlines
 - Risk-based Quality Control assessment of Audit Reports
 - Reduced Scope of the Renewal Audit (Long Term provision)
 - Centralized ISAGO/IOSA database and documentation

Quality

Lead Auditor Training

- IATA proposed to develop a training for Lead Auditors from Auditing Airlines
 - Separate training from the regular ISAGO Training for Auditor
 - To be delivered by IATA
 - To be organized at Regional location for Lead Auditor(s) from all Pool airlines in that region
- The group generally agreed with this idea and stressed that contents of the course should focus on:
 - Q5 Audit Management Software Q5
 - Audit Report
 - QC Procedures
 - Team Leading

ACTION : IATA to develop a proposal for ISAGO Lead Auditor Training syllabi

ISAGO Documentation System

GOSM/GOPM/GOAH Update

- IATA presented an update on the ISAGO Documentation
- ISAGO Standards Manual (**GOSM**) is currently under revision
 - GOSM Edition 2 to be published by end of July 2009
 - Available on the IATA Website
- ISAGO Programme Manual (**GOPM**) is currently under approval
 - GOPM Edition 1 to be published by end of June 2009
 - To be available on the IATA Website (Draft version is currently available on the Extranet)
- ISAGO Audit Handbook (**GOAH**) is currently under development
 - GOAH Edition 1 to be published by end of June 2009
 - To be available on the IATA Website (currently IOSA AH Ed2 Rev2 is used)
- IATA Technical Reference Manual for Audit Programmes (**ITRM**)
 - Common glossary and abbreviations for both IOSA and ISAGO Programme
 - ITRM Edition 1 available on the IATA Website

ISAGO Documentation System

Revision of ISAGO Standards

- Feedback from the first 40 ISAGO Audits demonstrated the need of:
 - Streamlining the GOSARPs to slim down the audits
 - Rationalizing the GOSARPs to simplify the audits
 - Look for further synergies between OMS and STM Sections
- As a result, the OMS and STM sections have been combined into the **Organisation and Management (ORM)** Section, applicable to both corporate and station audits
 - Elimination of redundancy between OMS and STM Sections for GSPs providing services at a single station (co-located with HQ)
- The total number of GOSARPs has been reduced from 486 to 355
 - However the group noted that this reduction of number of standards might not significantly alleviate the number of man-days necessary for a station audit

ISAGO Data Initiative

GSIC

- IATA presented the Global Safety Information Centre (**GSIC**) project
 - Project started in January 2009, with target for launch by end of 2009
- GSIC aims to gather all IATA safety data under a unique platform in order to :
 - Offer benchmarking opportunities
 - Help to steer Safety Strategy
 - Provide industry “safety dashboard”
- ISAGO will be one component of the GSIC
 - Audit Data (*e.g. Top Ten Findings*)
 - Ground Damage Data (*e.g. Incidents Top Contributing Factors*)
- The former ISAGO Data Task Force needs to be reformed to lead the “ISAGO component” of the GSIC

ACTION : IATA to reconvene ISAGO Data Task Forces members

Insurance and Benefits

- The representative of the International Union of Aviation Insurance (IUAI) gave an update on the views on ISAGO from the insurance community perspective
- Although it is too early to commit in offering lower premiums for ISAGO Registered GSPs, the insurance community fully supports the ISAGO Programme, recognizing the benefits in terms of safety improvement
- The active involvement of the insurance industry in ISAGO since the programme outset is greatly appreciated
- It was also stressed that the insurance community has a joint interest in collecting data, on a global basis, of ground ops accidents/incidents

ISAGO Oversight Committee (GOC)

Membership and Next Meeting

- IATA is in the process of reviewing IATA Committees and Working Groups membership
 - All current members have been invited to renew their membership
 - New members may apply to join
- Next GOC meeting (GOC/4) will take place in Montreal during the week of 26th October 2009
 - The meeting will be built around an ISAGO 3-days Forum



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