



ISSA FAQ's

Question: Where may an Operator find and download necessary documentation regarding the ISSA?

Answer: www.iata.org/issa

Question: What is the duration of the ISSA Registration period?

Answer: Twenty-four (24) months.

Question: How far in advance should an Operator consider scheduling an ISSA Registration Renewal Audit?

Answer: Not earlier than 120 days before the Registration Expiry Date.

Question: What is the maximum allowable time that a renewal audit may be completed prior to the expiry date?

Answer: 150 days.

Question: How far in advance should an Operator provide the AO with a completed ISSM/internal documentation cross-reference list?

Answer: A minimum of four (4) weeks prior to the start of the audit.

Question: Who should the airlines pay for the ISSA Audit?

Answer: In accordance with the Audit Agreement, upon signature of the agreement, airlines shall pay the full cost of an ISSA Audit, directly to IATA.

Question: What is the restriction for Operators with aircraft above 5,700Kg?

Answer: Aircraft above 5,700Kg MTOW will be eligible for one ISSA initial assessment; afterwards, aircraft above 5,700 kg MTOW will be assessed as out of scope during the next ISSA renewal assessment.

Question: Who is authorized to conduct assessment under ISSA?

Answer: Assessments may only be conducted by IATA accredited Audit Organizations (AOs).

Question: How many auditors and man-days are planned for an ISSA?

Answer: Assessments are planned for two auditors, for two days each, making a total of 4 auditor-days.

Question: What must the Operator do if it undergoes any significant changes in the organization?

Answer: The Operator must immediately notify IATA, in accordance with ISPM 7.7.

Question: What shall be the result of the determination of nonconformity with specifications contained in an IOSA Standard, during an Assessment?

Answer: A non-conformity with a specification, during an assessment, shall result in a "Finding".



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Question: What shall be the result of the determination of nonconformity with specifications contained in an IOSA Recommended Practice during an Assessment?

Answer: A non-conformity with a Recommended Practice, during an assessment, shall result in an "Observation".