



IATA Reference Manual for Audit Programs (IRM)

Effective August 2011

2nd | Edition



IATA Reference Manual for Audit Programs (IRM)

Effective August 2011

NOTICE

DISCLAIMER. The information contained in this publication is subject to constant review in the light of changing government requirements and regulations. No subscriber or other reader should act on the basis of any such information without referring to applicable laws and regulations and/or without taking appropriate professional advice. Although every effort has been made to ensure accuracy, the International Air Transport Association shall not be held responsible for any loss or damage caused by errors, omissions, misprints or misinterpretation of the contents hereof. Furthermore, the International Air Transport Association expressly disclaims any and all liability to any person or entity, whether a purchaser of this publication or not, in respect of anything done or omitted, and the consequences of anything done or omitted, by any such person or entity in reliance on the contents of this publication.

© International Air Transport Association. All Rights Reserved. No part of this publication may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written permission from:

Senior Vice President
Safety, Operations & Infrastructure
International Air Transport Association
800 Place Victoria
P.O. Box 113
Montreal, Quebec
CANADA H4Z 1M1



TABLE OF CONTENTS

TITLE PAGE

DISCLAIMER

CHANGE / REVISION HISTORY

TABLE OF CONTENTS TOC 1

LIST OF EFFECTIVE PAGES LEP 1

RECORD OF REVISIONS ROR 1

DESCRIPTION OF CHANGES DOC 1

APPLICABILITY APP 1

LIST OF ABBREVIATIONS ABB 1

GLOSSARY OF TERMS GLO 1



INTENTIONALLY LEFT BLANK



LIST OF EFFECTIVE PAGES

	Page Number	Date
Title Page	N/A	N/A
Disclaimer	N/A	N/A
Change / Revision History	N/A	August 2011
Table of Contents	TOC 1 to TOC 2	August 2011
List of Effective Pages	LEP 1 to LEP 2	August 2011
Record of Revisions	ROR 1 to ROR 2	August 2011
Description of Changes	DOC 1 to DOC 4	August 2011
Applicability	APP 1 to APP 2	August 2011
List of Abbreviations	ABB 1 to ABB 6	August 2011
Glossary of Terms	GLO 1 to GLO 96	August 2011



INTENTIONALLY LEFT BLANK



RECORD OF REVISIONS

Edition Number	Revision Number	Issue Date	Effective Date
ITRM 1st Edition	Revision No. 1	February 2009	February 2009
IRM 1st Edition	Revision No. 0	July 2010	July 2010
IRM 2nd Edition	N/A	August 2011	August 2011

Note: The IRM is effective on the published date.



IATA Reference Manual for Audit Programs



DESCRIPTION OF CHANGES

IRM Second Edition

The following tables describe changes contained in the Second Edition of the IOSA Reference Manual for Audit Programs (IRM).

The *Revision Highlights* table describes only the more significant changes in the IRM Second Edition.

The *Revisions to IRM Glossary of Terms* table lists terms (in alphabetical groupings) that have been added, changed or deleted in the Glossary. The *Terms Changed* column shows terms that have had changes made to any information associated with the term, including the:

- Listing of the term itself;
- Definition of the term;
- Equivalent terms, as applicable;
- Notes and references, as applicable.

The *Revisions to IRM List of Abbreviations* table lists the abbreviations that have been added, changed or deleted in this revision.

Revision Highlights
Description of Significant Changes
▪ Inclusion of definitions of terms associated with Electronic Flight Bag (EFB), Electronic Chart Display (ECD) and Electronic Checklist in the ISM Ed 4.
▪ New definition associated with the Auditor Currency Database.
▪ Consolidation of definitions associated with aircraft maintenance.



IATA Reference Manual for Audit Programs

Revisions to IRM Glossary of Terms *		
* Terms listed alphabetically		
Terms Added	Terms Changed	Terms Deleted
<ul style="list-style-type: none"> ▪ Airborne Windshear Warning System ▪ Auditor Currency Database 	<ul style="list-style-type: none"> ▪ Advanced Qualification Program (AQP) ▪ Aircraft Maintenance ▪ Auditee 	<ul style="list-style-type: none"> ▪ Aircraft on Ground (AOG) ▪ Aircraft Technical Records
<ul style="list-style-type: none"> ▪ Base Month 		
<ul style="list-style-type: none"> ▪ Cabin Crew Station ▪ Calendar Month ▪ Calendar Year 	<ul style="list-style-type: none"> ▪ Cabin Crew ▪ Combi (Combined Passenger and Cargo) Aircraft ▪ Consulting Services 	<ul style="list-style-type: none"> ▪ Cycle, Aircraft Operating ▪ Cycle, Engine Operating ▪ Cycle Since Installation (CSI) ▪ Cycle Since New (CSN) ▪ Cycle Since Overhaul (CSO)
	<ul style="list-style-type: none"> ▪ Dangerous Goods Regulations (DGR) ▪ Defect 	<ul style="list-style-type: none"> ▪ Designated representative ▪ Discrepancy ▪ Distributor ▪ Distributor Accreditation ▪ Document and Data Control ▪ Document, Maintenance
<ul style="list-style-type: none"> ▪ Electronic Flight Bag (EFB) ▪ Electronic Chart Display (ECD) ▪ Electronic Checklist (ECL) 		
<ul style="list-style-type: none"> ▪ Flight Following ▪ Flight Monitoring ▪ Flight Watch ▪ Forward-looking Windshear Warning System ▪ Framework for Safety Management Systems (SMS) 	<ul style="list-style-type: none"> ▪ Flight Operations Officer (FOO) 	
<ul style="list-style-type: none"> ▪ In-plane Loading System ▪ Instrument Flight Rules (IFR) 		
<ul style="list-style-type: none"> ▪ Large Aircraft ▪ Lavatory 		
<ul style="list-style-type: none"> ▪ Maintenance Records 	<ul style="list-style-type: none"> ▪ Maintenance ▪ Maintenance Manual Exposition 	<ul style="list-style-type: none"> ▪ Maintenance Organization Exposition (MOE) ▪ Maintenance Organization Manual (MOM) ▪ Maintenance Review Board (MRB) ▪ Maintenance Schedule ▪ Major Alteration ▪ Major Repair ▪ Mandatory Modification ▪ Minor Alteration ▪ Minor Modification



Description of Changes

Revisions to IRM Glossary of Terms *		
* Terms listed alphabetically		
Terms Added	Terms Changed	Terms Deleted
		<ul style="list-style-type: none"> ▪ Minor Repair ▪ Modification (Maintenance) ▪ Mutilation (Maintenance)
		<ul style="list-style-type: none"> ▪ NDT Association
	<ul style="list-style-type: none"> ▪ Operational Security personnel 	
<ul style="list-style-type: none"> ▪ Portable Electronic Device (PED) 	<ul style="list-style-type: none"> ▪ Planned Flight Re-dispatch (Flight Plan) ▪ Procedure Manual (PM) 	
	<ul style="list-style-type: none"> ▪ Quality System Standards 	<ul style="list-style-type: none"> ▪ Quality Policy Manual ▪ Quality Records
	<ul style="list-style-type: none"> ▪ Regulated Agent 	
<ul style="list-style-type: none"> ▪ Small Aircraft 	<ul style="list-style-type: none"> ▪ Sampling ▪ Security Management System (SeMS) ▪ Security Threat ▪ Substandard Performance ▪ Supernumerary 	
		<ul style="list-style-type: none"> ▪ Technical records ▪ Time Since Installation (TSI) ▪ Time Since New (TSN) ▪ Time Since Overhaul (TSO)
<ul style="list-style-type: none"> ▪ Visual Flight Rules (VFR) 		
	<ul style="list-style-type: none"> ▪ Windshear 	



IATA Reference Manual for Audit Programs

Revisions to IRM List of Abbreviations *		
* Abbreviations listed alphabetically		
<i>New Abbreviations</i>	<i>Changed Abbreviations</i>	<i>Deleted Abbreviations</i>
		▪ AA
▪ DCS		▪ DAQCP
		▪ IATA
		▪ IOSA
▪ QRR		
▪ QCR		



APPLICABILITY

The IATA Reference Manual for Audit Programs (IRM) defines the abbreviations and terms that are associated with the standards and recommended practices contained in the IOSA Standards Manual (ISM) and ISAGO Standards Manual (GOSM), as well as the standards contained in the IOSA Program Manual (IPM) and the ISAGO Program Manual (GOPM).



INTENTIONALLY LEFT BLANK

LIST OF ABBREVIATIONS



INTENTIONALLY LEFT BLANK

A	Annex	CASE	Coordinating Agency for Supplier Evaluation
AC	Advisory Circular	CAT I	Category I Approach
A/C	Aircraft	CAT II	Category II Approach
AAL	Altitude above Aerodrome Level	CAT III	Category III Approach
ACARS	Aircraft Communications Addressing and Reporting System	CAT IIIA	Category IIIA Approach
ACAS	Airborne Collision Avoidance System	CAT IIIB	Category IIIB Approach
ACI	Airports Council International	CAT IIIC	Category IIIC Approach
AD	Airworthiness Directive	CBT	Computer-Based Training
AEA	Association of European Airlines	CDL	Configuration Deviation List
AED	Automatic External Defibrillator	CFIT	Controlled Flight into Terrain
AFE	Above Field Elevation	CG	Center of Gravity
AFM	Approved Flight Manual	CMM	Component Maintenance Manual
AFS	Auto-flight System	CMR	Certification Maintenance Requirements
AGL	Altitude above Ground Level	CRS	Certificate of Release to Service
AH	IOSA Audit Handbook	COMAT	Company Material
AHM	IATA Airport Handling Manual	CPCP	Corrosion Prevention and Control Program
AI	Active Implementation	CPR	Cardio-pulmonary Resuscitation
AIP	Aeronautical Information Publication	CPT	Cockpit Procedure Trainer
AMO	Approved Maintenance Organization	CRM	Crew Resource Management
AMU	Areas of Magnetic Unreliability	CSD	Constant Speed Drive
AO	Audit Organization	CVR	Cockpit Voice Recorder
AOC	Air Operator Certificate	DAR	Designated Airworthiness Representative
AOM	Aircraft Operating Manual	DCS	Departure Control System
APU	Auxiliary Power Unit	DDG	Dispatch Deviation Guide
AQP	Advanced Qualification Program	DDM	Dispatch Deviation Manual
AQR	Auditor Qualification Record	DER	Designated Engineering Representative
ARFF	Airport Rescue Fire Fighting	DG	Dangerous Goods
ASD	Accelerate Stop Distance	DGR	IATA Dangerous Goods Regulations
ATA	Actual Time of Arrival	DOD	Department of Defense
ATC	Air Traffic Control	DOT	Department of Transport
ATD	Actual Time of Departure	DFDR	Digital Flight Data Recorder
ATL	Aircraft Technical Log	DFDAU	Digital Flight Data Acquisition Unit
ATS	Air Traffic Services	DVT	Deep Vein Thrombosis
BoG	IATA Board of Governors	e.g.	For example, As an example
BP	Best Practice	ECL	Emergency Checklist
CAA	Civil Aviation Authority		



IATA Reference Manual for Audit Programs

EGPWS	Enhanced Ground Proximity Warning System	GSE	Ground Support Equipment
ELT	Emergency Locator Transmitter	HAA	Height Above Airport
ER	Engineering Request	HAZMAT	Hazardous Materials
ERP	Emergency Response Plan	HGS	Head-up Guidance System
EROPS	Extended Range Operations	HOT	Hold-Over Time
ESD	Electrostatic Sensitive Device	HUD	Head-Up Display
ETA	Estimated/Expected Time of Arrival	IAP	Implementation Action Plan
ETO	Endorsed Training Organization	IAR	IOSA Audit Report
ETOPS	(Refer to Glossary of Terms)	IAT	IOSA Auditor Training
EVAS	Enhanced Vision Augmentation System	i.a.w.	In accordance with
FAA	Federal Aviation Administration (USA)	ICAO	International Civil Aviation Organization
FAR	Federal Aviation Regulation	i.c.o.	In case of
FCB	Flight Crew Bulletin	IDG	Integrated Drive Generator
F/O	First Officer	i.e.	In other words
FDAP	Flight Data Analysis Program	IOC	IOSA Oversight Committee
FDM	Flight Data Monitoring	IPV	IOSA Preparation Visit
FDR	Flight Data Recorder	IRM	IATA Reference Manual for Audit Programs
FFS	Full Flight Simulator	ISAGO	IATA Safety Audit of Ground Operations
FL	Flight Level	ISARPs	IOSA Standards and Recommended Practices
FMS	Flight Management System	ISM	IOSA Standards Manual
FOB	Fuel on Board	IFQP	IATA Fuel Quality Pool
FOD	Foreign Object Damage	IFR	Instrument Flight Rules
FOO	Flight Operations Officer	IMC	Instrument Meteorological Conditions
FOQA	Flight Operations Quality Assurance	IMP	Interchange Message Procedures
FTD	Flight Training Device	IOE	Initial Operating Experience
GM	Guidance Material	IPM	IOSA Program Manual
GOC	ISAGO Oversight Committee	ISM	IOSA Standards Manual
GOAR	ISAGO Audit Report	ISO	International Standards Organization
GOM	General Operations Manual	JAA	Joint Aviation Authorities (Europe)
GOSM	ISAGO Standards Manual	JAR	Joint Aviation Requirements
GOPM	ISAGO Program Manual	LAHSO	Land and Hold Short Operations
GOSARPs	ISAGO Standards and Recommended Practices	LAR	IATA Live Animal Regulations
GOTA	ISAGO Training for Auditors	LEP	List of Effective Pages
GPS	Global Positioning System	LIR	Aircraft Loading Instruction/Report
GPU	Ground Power Unit	LLP	Limited Life Part
GPWS	Ground Proximity Warning System		



List of Abbreviations

LMC	Last Minute Changes	PBE	Personal Breathing Equipment
LOE	Line Operational Evaluation	PCO	Parallel Conformity Option
LOFT	Line Operational Flight Training	PF	Pilot Flying
LOS	Line Operational Simulation	PIC	Pilot-in-Command
LOSA	Line Operational Safety Audit	PMA	Parts Manufacturer Approval
LRN	Long-Range Navigation	PM	Pilot Monitoring
LROPS	Long-Range Operations	PNF	Pilot Not Flying
LVA	Low Visibility Approach	Q5AIMS	Q5 Audit Inspection and Management System
LVP	Low Visibility Procedures	QA	Quality Assurance
LVTO	Low Visibility Take-Off	QAR	Quick Access Recorder
MCC	Multi-Crew Composition	QC	Quality Control
MCM	Maintenance Control Manual	QM	Quality Manager
MMM	Maintenance Management Manual	QNE	Altimeter setting
MNPS	Minimum Navigation Performance Specification	QFE	Altimeter setting
MOM	Maintenance Organization Manual	QMS	Quality Management System
MPD	Maintenance Planning Document	QNH	Altimeter setting
MPM	Maintenance Procedures Manual	QRG	Quick Reference Guide
MRB	Maintenance Review Board	QRH	Quick Reference Handbook
MRO	Maintenance, Repair and Overhaul	QRR	Question Response Report
MEL	Minimum Equipment List	QSR	Quality Safety Requirement
MMEL	Master Minimum Equipment List	RFF	Rescue and Fire Fighting
MNPS	Minimum Navigation Performance Specification	RNAV	Area Navigation
MRB	Maintenance Review Board	RNP	Required Navigation Performance
MSA	Minimum Safe Altitude	RTO	Rejected Takeoff
NAA	National Aviation Authority	RVR	Runway Visual Range
NDT	Non-destructive Testing	RVSM	Reduced Vertical Separation Minima
NOTAM	Notice to Airmen	SAG	Safety Action Group (SMS)
NOTOC	Notification to Captain	SeMS	Security Management System
O ₂	Oxygen	SFAR	Special Federal Aviation Regulation
OE	Operating Experience	SIC	Second-in-Command
OCR	On-site Correction Record	SID	Standard Instrument Departure
OEM	Original Equipment Manufacturer	SM	IATA Security Manual
OPF	Operational Flight Plan	SMGS	Surface Movement Guidance System
OM	Operations Manual	SMM	ICAO Safety Management Manual
OPC	IATA Operations Committee	SMS	Safety Management System
ORM	Operational Risk Management	SOIR	Simultaneous Operations to Intersecting Runways
OSH	Occupational Safety and Health		
PA	Public Address / Passenger Address		



IATA Reference Manual for Audit Programs

SOP	Standard Operating Procedure
SPOT	Special Purpose Operational Training
SRB	Safety Review Board (SMS)
SSP	State Safety Program
STAR	Standard Terminal Arrival Route
STC	Supplemental Type Certificate
T/O	Take-Off
TCAS	Traffic Collision Avoidance System
TM	Training Manual
ULD	Unit Load Device
UPU	Universal Postal Union
UTM	IATA ULD Technical Manual
VFR	Visual (VMC) Flight Rules
VMC	Visual Meteorological Conditions
V _{mc}	Minimum Control Speed
W&B	Weight and Balance
WAGS	Windshear Detection System
WS	Windshear
X-wind	Cross Wind

GLOSSARY OF TERMS



INTENTIONALLY LEFT BLANK

INTRODUCTION

General

The purpose of this Glossary is to provide common definitions of terms either contained in or closely associated with:

- Standards in the IOSA Program Manual (IPM)
- Standards in the ISAGO Program Manual (GOPM);
- Standards and Recommended Practices in the IOSA Standards Manual (ISM);
- Standards and Recommended Practices in the ISAGO Standards Manual (GOSM).

Each term is defined and, where applicable, one or more equivalent terms are presented. Where two or more terms have the same meaning, the definition shown is for the preferred term.

Terms that do not have a unique meaning in IATA audit programs, and are defined in most dictionaries, are not included in this Glossary. Likewise, commonly used operational terms that would generally be understood by most airline industry personnel are not defined in this Glossary.

In preparing this Glossary, efforts were made to achieve consistency with terms used in various industry documents; however, inconsistencies exist and will continue to exist in some of these documents. Users should understand that, where such inconsistencies are noted, common sense will prevail in providing an interpretation.



INTENTIONALLY LEFT BLANK

A

AA Alert

A numbered document issued to communicate urgent ISAGO Program issues to Auditing Airlines for immediate reference and action.

AA Bulletin

A numbered document issued to communicate urgent ISAGO Program issues to Auditing Airlines for immediate reference and action.

Acceptance (State or Authority)

See *State Acceptance*.

Accident (Aircraft)

An occurrence associated with the operation of an aircraft that takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked in which a person is fatally or seriously injured, the aircraft sustains substantial damage, or the aircraft is missing or is completely inaccessible.

Equivalent Terms: *Aircraft Accident, Hull Loss*

Accountability

The obligation or willingness to accept responsibility for the execution or performance of an assigned function, duty, task or action; implies being answerable (i.e. accountable) to a higher authority for ensuring such responsibility is executed or performed.

See *Responsibility*.

Accountable Executive

A senior management official designated by an operator, ground services provider, audit organization or endorsed training organization as having ultimate accountability for the operational performance of the organization.

Equivalent Term: *Accountable Manager*

See *Accountability*.

Action Document

An Engineering Instruction, Engineering Order, Engineering Request or a Special Instruction raised by Technical Service Department or Engineering to define the operator or AMO's requirements resulting from airworthiness service literature (i.e. ADs, SBs).

Equivalent Terms: *Engineering Order (EO), Engineering Instruction (EI), Engineering Request (ER)*

Active Implementation

A means of achieving conformity with a designated IOSA provision through acceptance of an Implementation Action Plan (IAP).

Advanced Qualification Program (AQP)

A training and evaluation program that is an alternative method of complying with the traditional training requirements prescribed by a regulatory authority. Such advanced or alternative training and evaluation programs are typically established to allow a greater degree of flexibility in the approval of innovative training programs, and can be used to qualify and certify, as applicable, flight crew members, cabin crew



members, flight dispatchers/flight operations officers (FOOs), instructors, evaluators, and other operations personnel. **Equivalent Terms:** *Alternative Training and Qualification Program (ATQP)*

Advisory Circular (AC)

Information issued by an authority that describes a change (e.g. improvement) to aircraft operations and the means of accomplishment.

Aeronautical Information Publications (AIP)

A publication issued by or with the authority of a state and containing aeronautical information of a lasting character essential to air navigation. It is designed to be a manual containing thorough details of regulations, procedures and other information pertinent to flying aircraft in the particular country to which it relates. It is usually issued by or on behalf of the respective civil aviation administration.

Aeronautical Product

Any material, compound, fluid, component or part manufactured specifically for fitment to an aircraft, engine or component.

Equivalent Terms: *Consumable, Aircraft Part, Aircraft Component*

Air Operator

The holder of an Air Operator Certificate (AOC) issued by the Authority.

Equivalent Terms: *Airline, Air Carrier, Operator*

Air Operator Certificate (AOC)

A certificate authorizing an operator to carry out specified commercial air transport operations.

Airborne Collision Avoidance System (ACAS)

Equipment aboard an aircraft that provides an audible and visual warning when there is a threat of collision with another aircraft.

Equivalent Term: *Traffic Collision Avoidance System (TCAS)*

Airborne Windshear Warning System

Equipment aboard an aircraft that identifies the presence of windshear.

See *Windshear*

Aircraft

Any machine that can derive support in the atmosphere from the actions of the air.

Equivalent Terms: *Airplane, Aeroplane, Helicopter*

Aircraft Access Doors

Doors that provide access to the passenger cabin or lower compartment(s), which may be actuated manually or by electrical, hydraulic or pneumatic means.

Aircraft Component

Any part or equipment for an aircraft that when fitted to, or provided in an aircraft may, if it is not sound or functioning correctly, affect the safety of the aircraft, its occupants or its cargo or cause the aircraft to become a danger to person or property; or flotation equipment, evacuation equipment, ration packs, portable breathing apparatus, fire-fighting equipment or any other equipment or apparatus fitted to, or provided in, an aircraft for use in an emergency.

Equivalent Terms: *Component, Aircraft Part, Part*

Aircraft Ground Movement

Operations associated with moving of an aircraft on the ground, to include aircraft taxi, pushback, aircraft powerback, aircraft power-out (power-in), or aircraft towing.

See *Aircraft Pushback, Aircraft Powerback, Aircraft Power-out (Power-in)* and *Aircraft Towing*.

Aircraft Handling

Activities associated with servicing of an aircraft on the ground, including aircraft access, equipment attachment and removal, and operation of vehicles and equipment in the immediate vicinity of the aircraft.

Aircraft Interior Areas

Bay – A subdivision of a compartment for the carriage of ULDs (containers or pallets).

Cabin – The area of an aircraft where passenger seats are installed.

Cabin Section – A division of the cabin into zones for the purpose of balance.

Compartment – A space designated within a hold.

Deck – A structured floor level. For aircraft having only one structured floor level, this level is referred to as the *main deck*. For aircraft having more than one structural floor level, the different levels shall be referred to as *lower deck, main deck* and *upper deck*, starting from bottom to top.

Hold – The space confined by ceiling, floor, walls and bulkhead, used for carrying load.

Compartment section – A subdivision of a non-ULD compartment (i.e. net section).

Aircraft Maintenance

The performance of tasks required to ensure the continuing airworthiness of an aircraft, including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair.

Aircraft Maintenance Manual (AMM)

A manual produced and continuously updated by the aircraft manufacturer that contains procedures relating to the maintenance of aircraft, engines and components.

Aircraft Marshalling

The detailed direction of an aircraft from outside by a marshaller who is in a position to see the aircraft exterior as well as areas on and adjacent to the path over which the aircraft is moving.

Aircraft Material

A material (including a fluid) for use in the manufacture, maintenance, servicing or operation of an aircraft or of an aircraft component, but does not include an aircraft component.

Equivalent Term: *Consumable*

Aircraft Operating Manual (AOM)

A separate manual, or collection of manuals that may be part of the Operations Manual (OM), acceptable to the State of the Operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems and other material relevant to the operation of the aircraft. The AOM may include the MEL and CDL.

See *Operations Manual*



Equivalent Terms: *Aeroplane Flight Manual (AFM); Aircraft Flight Manual (AFM); Company Flight Manual (CFM), Flight Crew Operating Manual (FCOM), Pilot Operating Manual*

Aircraft Operations

All activities associated with the operation of an aircraft on the ground and in the air.

Aircraft Powerback

Rearward moving of an aircraft from a parking position to a taxi position by use of the aircraft engines.

Aircraft Power-out (Power-in)

Forward moving of an aircraft from (into) a parking position by use of the aircraft engines.

Aircraft Pushback

Rearward moving of an aircraft from a parking position to a taxi position by use of specialized ground support equipment.

- Nose gear-controlled pushback includes either the towbar method, where the rearward movement and steering of the aircraft is controlled by a tractor and towbar attached to the nose gear, or the towbarless method, where a tractor is attached directly to the nose gear.
- Main gear-controlled pushback utilizes a tractor that grasps the aircraft main gear tyres to provide rearward movement, and directional control is provided from the flight deck through use of the nose wheel steering system.

Equivalent Term: *Pushback*

Aircraft Security Check

An inspection of the interior of an aircraft to which passengers may have had access, and an inspection of the hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous/prohibited items.

Aircraft Security Search

A thorough inspection of the interior and exterior of the aircraft for the purpose of discovering suspicious objects, weapons or other dangerous/prohibited devices, articles and substances.

Aircraft Stand

A designated area on an apron intended for parking an aircraft.

Equivalent Terms: *Stand, Parking Stand*

Aircraft Technical Log

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log normally resides in the aircraft.

Equivalent Terms: *Technical Log, Aircraft Log Book (Logbook)*

Aircraft Towing

Moving of an aircraft, other than aircraft pushback, by use of specialized ground support equipment.

See *Aircraft Pushback* for a description of the towbar and towbarless methods.

Aircraft Turnaround Coordinator

The appropriately qualified person that is assigned the authority and responsibility to coordinate the implementation of an aircraft turnaround plan.

See *Aircraft Turnaround Plan*.

Aircraft Turnaround Plan

The detailed description of duties, responsibilities and tasks, and their relation in the chain of ground operations activities associated with the handling of an aircraft and passengers during the period of time from aircraft arrival to departure (i.e. aircraft turnaround), and to ensure the safety, security and efficiency of such operations, as well as compliance with the requirements of customer airlines and relevant authorities.

Aircraft Type

All aircraft of the same basic design, including all modifications except those modifications which result in a change of handling, flight characteristics or flight crew complement.

Aircraft Type Certificate

See *Type Certificate*.

Aircraft Variant (within Type)

As used with respect to the licensing and operation of flight crew, means an aircraft of the same basic certificated type which contain modifications not resulting in significant changes of handling and/or flight characteristics, or flight crew complement, but causing significant changes to equipment and/or procedures.

Air Traffic Services (ATS)

A generic term collectively referring to flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service and airport control service).

Airside

The movement area of an airport, adjacent terrain and building or portions thereof, access to which is controlled.

Airside Safety Training

Training designed to ensure an acceptable level of safety by personnel in the performance of duties in the airside areas of an airport.

Airport Operations Area (AOA)

All restricted ground areas of an airport, including taxiways, runways, loading ramps and parking areas.

Airworthiness

A quality that conforms to aircraft type design or properly altered condition for safe operations and:

- In the case of an aircraft, is fitness for flight;
- In the case of aircraft engines, components or parts, when fitted to an aircraft will maintain the aircraft's fitness for flight.



Airworthiness Certificate

See *Certificate of Airworthiness*.

Airworthiness Data

Data issued by the aircraft, engine or component original equipment manufacturer (OEM) or an NAA that is to be used during the maintenance of aircraft, engines and components.

Airworthiness Directive (AD)

A directive issued by an NAA that requires specific action within a specific time frame for specified aircraft, engines or components. ADs are usually issued to address a current or possible deficiency.

Airworthiness Release

A certification in accordance with the applicable authority as it applies to the completion of a particular check (e.g. Service Check, 'A' Check, 'C' Check, 'D' Check, 30K Check, Special Inspection, engine change, major repair, or major alteration).

Equivalent Terms: *Certificated Release to Service, Release To Service*

Airworthy

Meeting type design, and in condition for safe flight.

Alternate Airport

An airport to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the airport of intended landing. Alternate airports include the following:

Take-off alternate – An alternate airport at which an aircraft can land, if necessary, shortly after take-off when it is not possible to return to the airport of departure.

En route alternate – An airport at which an aircraft would be able to land after experiencing an unplanned abnormal or emergency condition while en route.

ETOPS en route alternate – A suitable and appropriate alternate airport at which an aircraft would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an ETOPS operation.

Destination alternate – An alternate airport to which an aircraft may proceed should it become either impossible or inadvisable to land at the airport of intended landing.

Altitude Deviation

Any deviation from an assigned altitude or flight level.

Equivalent Terms: *Altitude Bust, Level Bust, Altitude Acquisition Error*

Altimeter Reference Setting

The reference to which the barometric altimeter is set to indicate a defined altitude as required for the area of operations.

QNH – An altimeter setting derived from a station that will cause the barometric altimeter to indicate a height above mean sea level over that station.

QFE – An altimeter setting derived from a station that will cause the barometric altimeter to indicate the height above that station.

QNE – An altimeter setting at the ISA standard pressure of 1013.2 hPa or 29.92 in Hg.

Anti-Icing

A precautionary process for protecting clean aircraft surfaces against the formation of ice and frost, and the accumulation of snow and slush for a limited period of time.

AO Alert

A numbered document issued to communicate urgent IOSA/ISAGO Program issues to Audit Organizations for immediate reference and action.

AO Bulletin

A numbered document issued to communicate IOSA/ISAGO Program issues to Audit organizations for reference purposes.

AO Meeting

A meeting organized by IATA and attended by AOs and other invited parties for the purpose of discussing and standardizing the IOSA Program.

Applicant Airline

An airline that has applied to be a member of the ISAGO Audit Pool.

Approval (State or Authority)

See *State Approval*.

Approved Agencies

Operators or AMOs that are approved by the applicable NAA and/or another operator to perform aircraft maintenance.

Approved Data

Approved Data consists of:

- Directly applicable Manufacturer's Manuals and procedural information;
- Airworthiness information from outside sources which has been cleared by an operator's Engineering Support for applicability and compatibility;
- Data that has been approved by the applicable NAA.

Approved Flight Manual (AFM)

The operating manual for a type of aircraft produced by the aircraft manufacturer and approved by the applicable CAA that contains operational data, specifications, limitations, procedures and information specific to the aircraft type.

Equivalent Terms: *Aircraft Flight Manual (AFM), Airplane Flight Manual (AFM), Aeroplane Flight Manual (AFM), Aircraft Operating Manual (AOM), Flight Crew Operations Manual (FCOM)*

Approved Maintenance Organization (AMO)

A Maintenance Organization that has been approved by the NAA of a State to perform specific maintenance on aircraft, engines and components.

Equivalent Terms: *Maintenance organization, Maintenance Provider, Principal Maintenance Provider, Repair Station*

Approved Maintenance Program

A program approved by the Original Equipment Manufacturer and/or the applicable NAA that specifies required maintenance and maintenance intervals for aircraft, engines and components.

Equivalent Terms: *Maintenance Program, Aircraft Maintenance Program, Maintenance Planning Document (MPD)*

Approved Maintenance Schedule

See *Approved Maintenance Program*.

Approved Standard

A manufacturing, design, maintenance or quality standard approved by the Manufacturer and/or the applicable NAA.

Apron

A defined area on an airport intended to accommodate aircraft for loading or unloading of passengers, mail or cargo, or for fuelling, parking or maintenance.

Equivalent Term: *Ramp*

Area Navigation (RNAV)

A method of navigation that permits aircraft operation on any desired flight path.

Areas of Magnetic Unreliability (AMU)

Airspace located near the north or south poles where, due to the polar magnetic fields and closeness of the meridians, rapid changes in true headings/courses are created with small changes in aircraft position. Operations in such areas generally require special equipment and flight crew training.

ATS Flight Plan

Specified information supplied to an Air Traffic Services (ATS) unit relative to an intended flight or portion of an intended flight.

Equivalent Term: *ATC Flight Plan*

Audit

The structured and objective assessment that determines the level of conformity with specific standards.

Note: the term "Audit" refers to an audit under IOSA/ISAGO, whereas the term "audit" is generic.

Audit Closure

An administrative action performed by the AO or Auditing Airline at the point in the audit process when all Findings have been closed by the Operator/Provider, and such closure has been verified by the AO or Auditing Airline.

Audit Conclusions

The determination, as a result of an Audit, of conformity or non-conformity with ISARPs/GOSARPs by the Operator/Provider.

Audit Feedback Survey

A program that provides a means for an Operator/Provider to submit detailed, confidential feedback to IATA relating to the conduct of an Audit under IOSA/ISAGO.

Audit Funnel

A report submitted to IATA by an AO or Participating Airline that provides detailed information relative to the scheduling and status of all audit activities under IOSA/ISAGO.

Audit Meeting

A meeting organized by IATA and attended by Auditing Airlines, AOs and other invited parties for the purpose of discussing and standardizing the ISAGO Program.

Audit Objective(s)

Tangible achievement(s) expected to be accomplished from the conduct of an Audit normally expressed as a statement of intent.

Audit Organization (AO)

An organization that has been accredited by IATA as a provider of auditing services under the IOSA/ISAGO program.

Audit Plan

A detailed program of action for the implementation and completion of an Audit.

Audit Process

The entire course of proceedings and activities associated with an Audit.

Audit Program

The documented management, organization, strategy, policies, and procedures used by an AO for providing audit services under IOSA/ISAGO.

Audit Results

The final determination of the outcome of an Audit, based on the closure of Findings by the Operator/Provider in a manner acceptable to the AO or Auditing Airline.

Audit Scope

The operational disciplines and/or operational areas that are assessed during the conduct of an Audit.

Audit Sharing

The process under IOSA/ISAGO whereby an Interested Party utilizes the Audit of an Operator/Provider to satisfy its own need for an audit of that same Operator/Provider.

Audit Team

The group of Auditors that coordinates and works together to conduct an Audit.

Auditee

A generic term that refers to any entity, person or activity that is subjected to an audit.

Note: Under IOSA the Operator is the auditee; under ISAGO the Provider is the auditee.

Auditing Airline

The Participating Airline that performs an Audit of a Provider on behalf of the ISAGO Audit Pool.



Auditor

An individual who conducts an audit.

Note: the term *Auditor* refers to an IOSA Auditor, whereas the term *auditor* is generic.

Auditor Currency Database

A database maintained by IATA that contains the qualifications of the approved IOSA Auditors for each Audit Organization (AO), as well as the dates when currency requirements were satisfied.

Auditor Notes

Guidance for Auditors that may be contained in the IOSA Checklist.

Auditor Personal Data File

An IOSA/ISAGO document that provides a record of the personal, background and qualifications data of an IOSA/ISAGO Auditor.

Auditor Qualifications Record (AQR)

An administrative document prepared by an AO or Participating Airline and reviewed by IATA for the purpose of approving or tracking the qualifications of IOSA/ISAGO Auditors.

Authorized Person

A person authorized by the operator, AMO or applicable authority to carry out specific work and, where required, to certify for conduct of such work within the terms of the approval. A person may also be authorized by the authority for a specific purpose by the issue of a Maintenance Authorization.

Authority (Regulatory)

A government agency or other administrative body that exercises regulatory or oversight control over operations or activities within a defined jurisdiction.

Note: The term *Authority* as used in the IOSA Standards Manual (ISM) and the ISAGO Standards Manual (GOSM) is a specific term that means the National Aviation Authority (NAA) of the State of the Operator.

See *National Aviation Authority*.

Note: The term *authority* as used in the ISM or GOSM when referring to a regulatory or oversight agency is a generic term that means any applicable or relevant authority.

Authority

The delegated power or right to:

- Command or direct;
- Make specific decisions;
- Grant permission and/or provide approval;
- Control or modify a process.

B

Background Check

A check of a person's identity and previous experience, including, where legally permissible, any criminal history, as part of the assessment of an individual's suitability to implement a security control and/or for unescorted access to a security restricted area.

Baggage

The personal property or other articles of a passenger or crew member that is transported on an aircraft.

Equivalent Term: *Luggage*

Baggage Reconciliation

A security process that matches a passenger with his or her checked baggage, and ensures the passenger and baggage travel together on the same aircraft.

Base Maintenance

Any maintenance task falling outside the criteria for Line Maintenance.

Note: Aircraft maintained in accordance with a "progressive" type program need to be individually assessed in relation to this paragraph. In principle, the decision to allow some "progressive" checks to be carried out is determined by the assessment that all tasks within the particular check can be carried out safely to the required standards at the designated line maintenance station.

See *Line Maintenance*.

Equivalent Term: *Heavy Maintenance*

Base Month

For the purposes of establishing flight crew member qualification intervals, base month refers to the month containing the anniversary date when a flight crew member's qualification was first established, or was re-established following a period of extended absence

Best practice

A strategy, process, approach, method, tool or technique that is generally recognized as being effective in helping an operator to achieve operational objectives.

Biochemical Testing

A process whereby a sample of breath, blood, urine or other body fluid or tissue is procured from an individual and submitted for biochemical or biophysical laboratory examination and analysis, and where the result of this testing is cited as proof of a particular conduct.

C

Cabin

See *Passenger Cabin*.

Cabin Access Door

Door in the aircraft fuselage utilized for gaining entry and exiting the passenger cabin.

Equivalent Term: *Cabin Entry Door*

Cabin Baggage

Baggage that is or is intended to be brought onto an aircraft in the custody of a passenger or crew member for stowage in the cabin.

Equivalent Terms: *Hand Baggage, Unchecked Baggage, Carry-on Baggage*

Cabin Crew

Crew members that are not flight crew members and are designated to perform safety duties in the passenger cabin in accordance with requirements of the operator and the Authority; qualified to perform cabin functions in emergency situations and enact procedures to ensure a safe and orderly evacuation of passengers when necessary.

Cabin Crew Member

A member of the cabin crew.

See *Cabin Crew*.

Equivalent Terms: *Flight Attendant, Cabin Attendant*

Cabin Crew Station

The area near or adjacent to a floor-level emergency exit where a forward or rearward facing seat fitted with a safety harness (jump seat) is installed. Such station typically includes some or all of the following:

- Service unit that contains oxygen masks;
- Interphone handset and Public Address (PA) system;
- Reading/working light;
- Safety equipment compartment(s);
- Attendant indication panel (on some aircraft types).

See *Jump Seat*.

Equivalent Terms: *Emergency Evacuation Station, Cabin Crew Member Station*

Calendar Month

For the purposes of establishing the expiration of flight crew qualifications, a calendar month typically refers to the period from the beginning of a month to the end of that same month when the qualification interval is set to expire. For example; a 12 calendar month qualification interval means that, if the original qualification date for a flight crew member is 1 March 2009, such crew member remains qualified until 31 March 31 2010.

Calendar Year

The period of time between the beginning of the first day of January and the end of the last day of December in the Gregorian calendar (365 days, or 366 days in a leap year). For example, the period of time 1 January 2011 through 31 December 2011 is calendar year 2011.

Calibration

The application of specifically known and accurately measured input to ensure an item will produce specifically known output which is accurately measured or indicated. Calibration includes adjustment or recording of corrections, as appropriate.

Callout

See *Standard Callout*.

Captain

A person qualified to be the pilot-in-command of an aircraft.

See *Pilot-in-command*.

Cargo

Any revenue or non-revenue shipment of goods or property, other than mail and accompanied or mishandled baggage, that is transported on an aircraft and is not consumed or used during flight.

Revenue cargo – Cargo that is transported on an aircraft for commercial purposes; generates revenue for the operator.

Non-revenue cargo – Cargo that is transported on an aircraft for non-commercial purposes; does not generate revenue for the operator.

Note: COMAT (Company Material) is non-revenue cargo.

Note: Non-revenue cargo and mail are addressed in the IOSA standards the same as revenue cargo for the purposes of handling, loading, securing and transporting.

See *COMAT (Company Material)*, *Known Cargo*, *Unknown Cargo*.

Equivalent Term: *Freight*

Cargo Aircraft

An aircraft, other than a passenger aircraft, that is utilized to transport cargo.

See *Cargo*, *Passenger Aircraft*.

Equivalent Term: *Cargo-only Aircraft*

Cargo Attendant

A person transported onboard a cargo aircraft to accompany a cargo shipment or other cargo.

See *Cargo*, *Cargo Aircraft*.

Cargo Compartment

The area of an aircraft that may be utilized for the transport of cargo, mail, or baggage. There are different classifications of cargo compartments and, depending on aircraft type and/or configuration, some cargo compartments are accessible by the crew in flight, while others are not.

The cargo compartment located below the cabin or main deck of a passenger aircraft may be referred to as a *hold*.

Class A compartment – Can be used to carry baggage or cargo; is easily accessible in flight; a fire could be easily discovered by a crew member while at his or her station.

Class B compartment – Can be used for baggage or cargo; has sufficient access in flight to enable a crew member to effectively reach any part of the compartment with the contents of a hand fire extinguisher; when access provisions are being used, no hazardous quantity of smoke, flames, or extinguishing agent, will enter any compartment occupied by the crew or passengers; has separate approved smoke detector or fire detector system that provides a flight deck warning.

Class C compartment – Can be used to carry baggage or cargo; does not meet the access requirements of a Class A or Class B compartment; has separate approved smoke detector or fire detector system that provides a flight deck warning; has an approved built-in fire extinguishing or suppression system controllable from the flight deck; has a means to control ventilation and drafts within the compartment so that extinguishing agent used can control any fire that may start within the compartment.

Class D compartment – No current classification.

Class E compartment – Is used only to carry cargo; has separate approved smoke detector or fire detector system that provides a flight deck warning; has means for flight crew to shut off the ventilating airflow to, or within, the compartment; has means to exclude hazardous quantities of smoke, flames, or noxious gases, from the flight deck; permits required crew emergency exits to be accessible under any cargo loading condition.

Equivalent Terms: *Cargo Hold, Cargo Area, Baggage Hold, Baggage Compartment*

Cargo Compartment Fire Suppression System

A portable or built-in method for fire suppression that does not cause dangerous contamination of the air within the aircraft, and provides a means to contain, or to detect and extinguish, fires that might occur in such a way that no additional danger to the aircraft is caused. Such systems cannot affect the ability of the flight crew to maintain controlled flight and may also take into account a sudden and extensive fire such as could be caused by an explosive or incendiary device or dangerous goods.

In aircraft with cargo compartments accessible to the flight crew or from the passenger compartment (combi aircraft), a crewmember with access to a fire extinguisher, approved or accepted for the purpose by the State, can satisfy the means for fire suppression. Such crew member action when used in combination with fixed fire detection systems and fire resistance materials, in the applicable areas, as approved or accepted by the State, meets the definition of a fire suppression system.

Cargo Flight

Any flight that transports cargo.

See *Cargo*.

Cargo Operations Manual

See *Operations Manual*.

Cargo Restraint System

A system in the aircraft designed to keep cargo from moving within the aircraft as a result of loads exerted during normal and emergency aircraft ground and flight maneuvers; includes nets, seat tracks, pallet locks, side restraints, and roller trays; may also include a permanent or temporary rigid barrier and attachments stressed for a load of nine Gs of force.

Certificate of Airworthiness

A certificate applicable to a specific aircraft and issued by an NAA (or a delegate) on the basis of satisfactory evidence that the aircraft complies with the design aspects of the appropriate airworthiness requirements, and which allows such aircraft to commence or continue flight operations.

Equivalent Term: *Airworthiness Certificate*

Certificate of Approval (COA)

A Certificate issued by the applicable NAA (or a delegate) to an operator or AMO, which allows the operator or AMO to perform aircraft, aircraft engine or aircraft component maintenance.

Certificated Release to Service (CRS)

See *Airworthiness Release*.

Equivalent Term: *Release to Service*

Certification

The normal signed name of a person responsible for a certifying activity as specified in the signatory responsibilities section of the Maintenance Management Manual (MMM).

This signature must be accompanied by the date, the person's stamp, staff number, license approval or authorization, if applicable, and be identifiable with the aircraft registration or component serial number, if applicable. A certification made on a document specified in the MMM constitutes a certification pursuant to a regulation of the Authority.

Certification can also be the act of issuing an Aircraft Type Certificate to a manufacturer after successfully demonstrating compliance of the Type Design with the Airworthiness requirements.

Certification Maintenance Requirements (CMR)

Maintenance tasks identified by the MSG3 analysis as a mandatory maintenance regime imposed by the Maintenance Review Board (MRB) which is designed to alleviate identified component or system failure modes. Examples of tasks to be completed are:

- Lubrication/servicing;
- Inspection/functional checks;
- Restoration;
- Operational checks;
- Discarding.

Certifying Staff

The persons authorized by the Operator or AMO to certify by signature that maintenance has been done in accordance with the various requirements.

See *Certifying Signatory*.

Equivalent Term: *Certifying Signatory*

Certifying Signatory

The person who has certified for maintenance as per "Signatory Responsibilities" in the signatory block of Task Card fields identified as Licensed Aircraft Maintenance Engineer (LAME); Signatory; Certified; Approved Signatory; Quality Surveyor; or Inspector, as applicable.

All certifications are to be made by a Signatory who is either:



- An appropriately Licensed Aircraft Maintenance Engineer (LAME) for maintenance carried out on an aircraft, or
- An appropriately authorized Inspector for a Task Card carried out in any Workshop.

The term *signatory* also includes certifications made by a LAME who hold a Maintenance or Transit Authority, Non-Destructive Testing (NDT) Authority, Welding Authority or Approved Signatories who certify for the work performed by them on applicable documentation.

Equivalent Terms: *Certifying Staff, Certifying Person*

Change Management

A systematic approach to identifying and analyzing internal and external changes with the potential to affect the functionality of an organization, and assessing and controlling the risks associated with such changes.

Check

An examination to determine the functional capability or physical integrity of an item.

Checked Baggage

Passenger baggage that has been taken into custody by the Operator, and for which a baggage claim check has been issued to the passenger; includes cabin baggage that has been taken from a passenger and loaded into the hold (e.g. due to physical size/weight restrictions, lack of cabin stowage space).

Equivalent Terms: *Cabin Baggage, Registered Baggage, Registered Luggage*

Chemical Oxygen Generator

A device containing chemicals that, on activation, will release oxygen.

Equivalent Terms: *Oxygen Generator, O2 Generator*

Chronic Items

Aircraft components that continually fail or cause problems.

Equivalent Term: *Rogue Components*

Clean Aircraft Concept

The assurance that a takeoff is not attempted when ice, snow, slush or frost is present or adhering to the wings, propellers, control surfaces, engine inlets or other critical surfaces of the aircraft.

Closing Meeting

The formal meeting at the conclusion of the on-site assessment phase of an Audit that permits the Audit Team to discuss with the Operator/Provider information relative to Findings and Observations, the Corrective Action Plan (CAP) and other subjects relevant to the audit process.

Cockpit

See *Flight Deck*.

Cockpit Voice Recorder (CVR)

A flight recorder that records audio information on the flight deck.

COMAT (Company Material)

Any non-revenue cargo that is owned by or is for use by the operator, and is transported on the operator's aircraft.

See *Cargo*

Equivalent Term: *Company Supplies*

Combi (Combined Passenger and Cargo) Aircraft

An aircraft, configured with a passenger cabin and dedicated cargo space on the same deck, that is utilized for the transport of both cargo and passengers simultaneously.

Note: A combi aircraft is defined as a passenger aircraft when it is utilized to transport passengers.

See *Cargo, Cargo Aircraft, Cargo Restraint System, Passenger, Passenger Aircraft* and *Smoke Barrier*.

Command Training

Training designed to prepare a flight crew member for the position of PIC; addresses the technical and non-technical aspects of commanding an aircraft relevant to the operations of a particular operator.

Commercial Air Transport

The carriage of passengers, cargo or mail for remuneration or hire.

Company Mail (COM)

Airline inter-office correspondence transported by air between airports, which is unmanifested and carried without the payment of postal charges.

Complete Overhaul

See *Rebuilt*.

Compliance

To fulfill, meet or be in accordance with requirements specified in standards or regulations.

Component Maintenance Manual (CMM)

A Manual produced and continuously updated by the manufacturer of a particular component for use during maintenance of that component.

Conditional Provision

An IOSA/ISAGO Standard or Recommended Practice that is applicable only when an Operator/Provider meets a specific operational condition, which is stated in the provision as part of a phrase (the *conditional phrase*) that begins with "If the Operator..." or "If the Provider..."

Configuration Deviation List (CDL)

A list established by the organization responsible for the aircraft type design, with the approval of the State of Design, which identifies any external parts of an aircraft type that may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance correction.

Equivalent Terms: *MEL/CDL, DDM, DDG, List of Acceptable Malfunctions (Russian built aircraft)*

Conformity

Fulfillment of specifications contained in standards or recommended practices; under IOSA/ISAGO conformity means specifications are documented and/or implemented by the Operator/Provider.

Consignment

See *Shipment*.



Consulting Services

Assistance, counseling, coaching or training imparted to an operator or ground services provider through the provision of professional or expert advice and/or delivery of services or products, to include, but not limited to, training delivery, operational support, development of documentation and/or quality assurance services.

Contingency

An event that may but is not certain to occur in the future.

Equivalent Term: *Eventuality*

Continuing Airworthiness Data

Information required to continually maintain an aircraft in a state of airworthiness. Such information includes, but is not limited to:

- Airworthiness Directives (AD);
- Manufacturers maintenance manuals;
- Repair Manuals;
- Supplementary Structures Inspection Documents, Service Bulletins (SB);
- Service Instructions;
- Service Information Letters (SIL);
- Modification Leaflets;
- Aircraft Maintenance Program;
- Non-destructive Testing (NDT) Manual;
- Others.

Equivalent Term: *Continuing Airworthiness Information*

Continuing Airworthiness Management Exposition (CAME)

See *Maintenance Management Manual (MMM)*.

Continuing Structural Integrity Program

A program or schedule to assure the robustness and integrity of an Operator's aircraft structure through continuous inspections and evaluations.

Continuous Surveillance

See *Surveillance*.

Equivalent Terms: *Surveillance, Audit*

Contracting

See *Outsourcing*.

Contracting State

A state that is party to the Convention on International Civil Aviation (Chicago Convention).

Equivalent Term: *Member State*

Co-pilot

See *Second-in-command*.

Controlled Document

A document that is subject to processes that provide for the positive control of content, revision, publication, distribution, availability and retention.

Corporate Audit

See *Headquarters Audit*.

Corrective Action

Action to eliminate the cause(s) and prevent recurrence of an existing (detected) non-conformance or an existing (detected) undesirable condition or situation.

See *Preventive Action*.

Equivalent Term: *Permanent Fix*

Corrective Action Plan (CAP)

The plan of an Operator/Provider to close a Finding or Observation through implementation of comprehensive and permanent corrective action.

Corrective Action Report (CAR)

A document that describes each Finding and Observation that results from an Audit, and provides a history of a Finding or Observation, and the associated steps taken toward closure of the Finding or Observation.

Country of Registry

See *State of Registry*.

Courier Baggage

Shipments tendered by one or more shippers that are transported as the baggage of a courier passenger onboard the aircraft under normal passenger hold baggage documentation.

Crew Member

A member of either the flight crew or the cabin crew; when used in the plural (i.e. crew members), refers to flight and cabin crew members collectively.

See *Flight Crew Member*, *Cabin Crew Member*.

Crew Resource Management (CRM)

The effective use of all the resources available to a flight crew, including each other, to achieve a safe and efficient flight.

Crisis

An unstable or crucial situation that has reached a critical phase and presents the distinct possibility of an undesirable outcome.

Critical Phases of Flight

The phases of flight, typically excluding cruise flight, but including all ground operations involving taxi, takeoff and landing, and all other flight operations conducted below a specified altitude (typically 10,000 feet) or under specified flight conditions as defined by the operator or state. During such phases of flight the flight crew is restricted from performing:

- Duties other than those duties required for the safe operation of the aircraft;



- Any activity that could distract any flight crew member from the performance of his or her duties, or which could interfere in any way with the proper conduct of those duties.

See *Sterile Flight Deck*

Cruise Relief Pilot

A flight crew member that possesses a type rating limiting the privileges to act as a pilot only during the cruise phase of flight or any pilot flight crew member who is assigned to perform pilot tasks during cruise flight, to allow the pilot-in-command or a co-pilot to obtain planned rest.

Equivalent Terms: *Cruise Relief Officer (CRO), Relief Pilot, Relief Flight Officer (RFO)*

Customer Airline

An air operator that has entered into a contractual agreement with an external services provider for the conduct of specified operational functions for the airline.

Equivalent Term: *Client Airline.*

D

Dangerous Goods (DG)

Articles or substances capable of posing a risk to health, safety, property or the environment, and classified as dangerous goods according to regulation or listed as dangerous goods in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284 – An/905) or the IATA Dangerous Goods Regulations (DGR).

Accessible Dangerous Goods – Shipments required to be loaded onto a cargo aircraft in/on a special dangerous goods container or pallet in a manner that permits access by a crew member or other authorized person in flight.

Inaccessible Dangerous Goods – Shipments loaded onto an aircraft and not required to be accessible by a crew member in flight.

Equivalent Term: *Hazardous Materials*

Dangerous Goods Regulations (DGR)

A document (manual) published by IATA in order to provide procedures for the shipper, the operator and the provider that delivers ground handling services for an operator, by which articles and substances classified as dangerous goods can be safely transported by air on commercial flights. Information in the DGR is derived from the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions).

Database

Any structured collection of information, records or data that are specifically organized in a (usually electronic) system for rapid search and retrieval.

Declaration of Dangerous Goods

See *Shipper's Declaration for Dangerous Goods*.

Defect

Any confirmed abnormal condition associated with an aircraft, aircraft engine or aircraft component.

Major Defect – a defect in that could affect the safety of the aircraft or cause the aircraft to become a danger to person or property.

Deferred

Required maintenance of defects, that do not have any bearing on flight safety, which have not been accomplished but are logged and re-scheduled to be completed at a specific time and/or location in the future.

See *MEL*

Equivalent Term: *Hold Item*

De-icing

A process for removal of ice, snow, slush or frost from the aircraft surfaces.

De-icing/Anti-icing

A process that combines both de-icing and anti-icing, which can be performed in one or two steps.



De-/Anti-icing Program

A program approved by the Authority that requires an Operator to comply with the Clean Aircraft Concept. A typical program includes a management plan, de-icing/anti-icing procedures; holdover times, aircraft inspection and reporting procedures, and training and testing.

Equivalent Term: *De-icing/Anti-icing Program*

Defect Reporting

The official reporting of significant aircraft, aircraft engine and aircraft component defects to the Authority, the Type Certificate Holder and the engine or component manufacturer.

Equivalent Terms: *Major Defect Reporting (MDR), Significant Defect Reporting (SDR)*

Departure Control System (DCS)

An automated method of performing check-in, capacity and load control, and dispatch of flights.

Deportee

A person who had legally been admitted to a state by its authorities or who had entered a state illegally, and who at some time later is formally ordered by the competent authorities to leave that state.

Designated Airworthiness Representative (DAR)

A person specifically approved by the FAA to act on its behalf for the approval of Airworthiness matters.

Designated Engineering Representative (DER)

A person specifically approved by the FAA to act on its behalf for the approval of Engineering matters.

Designated Land Areas

Land areas that have been designated by the State concerned as areas in which search and rescue would be especially difficult.

Disruptive passenger

A passenger who fails to respect the rules of conduct or to follow the instructions of crew members, and who thereby disturbs the good order and discipline onboard an aircraft.

Distance Learning

Training or evaluation that is not conducted in a classroom or face-to-face with an instructor/evaluator, but rather is conducted through the use of material that is distributed to the student in either a printed or electronic format (e.g. Internet, compact disc).

Ditching

See *Safe Forced Landing*

Documented

The state of an operational specification as being published and accurately represented in a controlled document by the Operator/Provider.

Domestic Flights

Flights conducted between airports within the territories of one nation.

Equivalent Term: *Domestic Operations*

Driftdown

The descent of a multi-engine aircraft to a planned (or predetermined) altitude after an en route failure of one engine.

Driftdown (Altitude)

The highest altitude, based on a planned aircraft weight, that can be maintained by a two engine aircraft after an en route engine failure.

Driftdown (Performance)

The minimum level of aircraft performance, achieved by limiting the takeoff weight as a means to limit the en route weight, which maximizes the driftdown altitude in critical terrain areas. For critical terrain areas, driftdown performance is maximized in order to clear all terrain along the intended route by a margin acceptable to the Operator or Authority.

Dry Lease

The practice whereby equipment is leased through a commercial lease agreement between lessee and lessor, and such equipment is operated by the lessee.

Dual Inspection

See *Independent Inspection*.

Dye Penetrant Inspection

Non-Destructive Testing method involving Liquid Dyes and Ultraviolet Light media.

Equivalent Terms: *DPI, FPI*

E

Eddy Current Inspection

Non-Destructive Testing method involving Eddy-Currents techniques.

Electronic Flight Bag (EFB)

An electronic display system intended primarily for flight deck or cabin use. EFB devices can display a variety of aviation data (e.g., checklists, navigation charts, aircraft operating manual (AOM) or perform basic calculations (e.g., performance data, fuel calculations). The scope of the EFB system functionality may also include various other hosted databases and applications. Physical EFB devices may use various technologies, formats, and forms of communication.

Physical EFB displays may be portable (Class 1), attached to an approved mounting device (Class 2), or built into the aircraft (Class 3).

- A Class 1 EFB is considered a Portable Electronic Device (PED), which is part of a pilot's flight kit and is usually not attached to the aircraft or connected to its systems other than for the purpose of charging internal batteries. Typically carry-on, commercial off-the shelf systems, Class 1 EFBs may have the capability to connect to systems completely isolated from the avionics/aircraft systems (e.g., EFB system connected to a transmission media that receives and transmits data for AAC purposes on the ground only). Class 1 EFBs are typically not subject to airworthiness requirements or approvals;
- A Class 2 EFB is still considered a PED and has all of the capabilities of a Class 1 EFB, but it is typically attached to the aircraft by a mounting device, connected to a data source(s), a hard-wired power source, and/or an installed antenna. As Class 2 EFBs are capable of reading data from aircraft busses they are typically subject to airworthiness requirements or approvals;
- A Class 3 EFB is essentially an avionics system subject to airworthiness requirements and approvals. These range from panel mounted Multi-Function Displays (MFDs) to custom integrated airworthy systems.

See *Electronic Chart Display (ECD)*, *Electronic Checklist (ECL)* and *Personal Electronic Device (PED)*.

Electronic Chart Display (ECD)

A display device that presents a comprehensive depiction of interactive information and/or pre-composed information that is the functional equivalent of a paper aeronautical chart. An ECD may be a portable device or installed in the instrument panel of an aircraft. An ECD is not a multi-function display (MFD) that is permanently installed into an aircraft that is designed under a technical standard order (TSO). However an MFD may incorporate databases that depict checklists, navigation charts, POH, and other relevant data or information.

See *Electronic Flight Bag (EFB)*, *Electronic Checklist (ECL)* and *Personal Electronic Device (PED)*.

Electronic Checklist (ECL)

A checklist that is displayed to the flight crew by means of an electronic device.

See *Electronic Chart Display (ECD)*, *Electronic Flight Bag (EFB)* and *Personal Electronic Device (PED)*.

Electrostatic Discharge (ESD) Program

Procedures that outline the precautions necessary for handling of ESD categorized aircraft parts.

Equivalent Terms: *ESDS, ESD, ESD Program*

Emergency Equipment

Aircraft equipment specifically used on aircraft for emergency situations.

Emergency Airport

Off-line airports not typically used by an operator for normal operations, which may be available for use in the event of an emergency. Emergency airports are typically categorized by the level of support, facilities and risk to be expected, and are only used when a flight cannot continue either to its destination or to a suitable alternate due to a specific emergency.

Emergency Escape Path Lighting System

An aircraft cabin emergency lighting system designed to provide passengers with a visual indication of the path to the emergency exits in the case of smoke or fire.

Equivalent Terms: *Emergency Exit Path Lighting System, Emergency Exit Path Illumination System*

Emergency Lighting System

A system of lighting designed for use during emergency situations that is independent from the aircraft main electrical supply and activates automatically upon loss of normal power.

Emergency Locator Transmitter (ELT)

A generic term describing equipment that broadcasts distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. The *types* of ELT are defined as follows:

Automatic Fixed ELT – Permanently attached to the aircraft and automatically activated.

Automatic Portable ELT – Rigidly attached to an aircraft and automatically activated, but may be readily removed from the aircraft.

Automatic Deployable ELT – Rigidly attached to the aircraft and automatically deployed and activated by impact; in some cases, also by hydrostatic sensors. Manual deployment is also provided.

Survival ELT – Removable from the aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

Emergency Response Plan (ERP)

A formal plan that defines the actions taken following an accident to ensure an orderly and efficient transition from normal to emergency operations, and then safe continuation of operations or the return to normal operations as soon as possible. An ERP specifies the:

- Delegation of emergency authority and assignment of emergency responsibilities;
- Authorization for action by key personnel;
- Coordination of efforts to cope with the emergency.

Equivalent Terms: *Emergency Management Plan, Crisis Management Plan*

Endorsed Training Organization (ETO)

A company or other entity that has been accredited by IATA as a provider of training services under IOSA/ISAGO.

Engine

The basic engine assembly plus its essential accessories as supplied by the engine manufacturer.



Engineer, Aircraft Maintenance (AME)

A person employed to carry out the duties normally associated with the maintenance of aircraft and not holding an aircraft maintenance engineer's license.

Equivalent Terms: *Mechanic, Technician*

Engineer, Licensed Aircraft Maintenance (LAME)

A person employed to carry out the duties normally associated with the maintenance of aircraft, who holds an aircraft engineer's license. Such person may be issued a maintenance authority for the purpose of certifying maintenance on an aircraft type and category for which the LAME is not rated.

Equivalent Terms: *Aircraft Maintenance Technician (AMT), A and P Mechanic*

Engineering Authorization (EA)

The document issued by the design organization from (or contracted by) the Operator that indicates (on behalf of the Operator) how compliance is shown with applicable airworthiness requirements in order to certify modifications or repairs on type designs under the responsibility of the Operator.

Engineering Instruction (EI)

The documents produced by Operator's Technical Service or Engineering Department specifying instructions to comply with:

- Airworthiness Directives (AD) and Service Bulletins (SB);
- Aircraft modifications and/or repairs;
- Component modifications and/or repairs;
- Time Limits involving design considerations;
- Inspections in lieu of modifications; or
- Inspections which may be terminated by repair or modification action;
- Advice or authority to the Supply Department, and/or Production Department to cover provisioning, warranty or manufacturing criteria.

Equivalent Terms: *Engineering Order (EO), Maintenance Instructions, Engineering Request (ER)*

Engineering Order (EO)

See *Engineering Instruction*.

Equivalent Terms: *EO, ER, EI*

Engineering Request (ER)

See *Engineering Instruction*.

Equivalent Terms: *EO, EI*

Enhanced Ground Proximity Warning System (EGPWS)

See *Ground Proximity Warning System with a Forward Looking Terrain Avoidance Function*.

Environmental Management System

A systematic approach to managing environmental programs and issues within an organization; includes the structure, planning and resources that ensure compliance with environmental regulations and protection of the environment in the conduct of activities.

Equipment Restraint Area

An area delineated by an equipment restraint line that surrounds and is immediately adjacent to an aircraft, where vehicles and equipment are required to be operated in a highly controlled manner in order to prevent damage to the aircraft.

Equivalent Term: *Equipment Safety Area*

Extended Range Operations (EROPS)

An approval granted by the Authority to operate an aircraft type within a certain distance in flying time to an alternate airport.

ETO Accreditation Agreement

The legal document executed by IATA and an Endorsed Training Organization (ETO) that sets out the terms and conditions associated with the accreditation of that ETO by IATA.

ETO Meeting

A meeting organized by IATA and attended by representatives from ETOs and other invited parties for the purpose of addressing issues associated with the IOSA Auditor Training (IAT) course.

ETOPS

The operation of multiengine aircraft on routes that are, at some point, more than the flying time from a landing airport as specified by the State; ETOPS requires regulatory approval.

Note: the acronym ETOPS has multiple definitions, including Extended Operations of Turbine-engined Aircraft (ICAO), Extended Twin Engine Operations, Extended-range Twin-engine Operations, Extended Operations of Multiengine Airplanes (FAA) and Extended-range Twin-engine Operation Performance Standards, Extended Diversion Time Operations (CASA Australia).

Evaluation

The process of determining whether an item, individual or activity meets specified criteria; when used in conjunction with training, refers to the process by which an evaluator or instructor determines how well a student's performance fulfils the course competencies; processes may include a demonstration of knowledge, proficiency and/or competency as appropriate.

Equivalent Terms: *Examination, Testing, Checking, Assessment*

Evaluation Program

A continuous program that the distributor applies to evaluate its own compliance with its quality system.

Equivalent Terms: *Self-Audit, Self-Evaluation, Audit Program, Audit Schedule, Audit Plan*

Evaluator

A person who assesses, examines or judges the performance of crew members, instructors, other evaluators, or other operations personnel.

Note: Under IOSA/ISAGO, an *Evaluator* is an experienced Lead Auditor who has demonstrated requisite qualities, and has been designated by the AO or Participating Airline to assess Audit activities and Auditor performance.



Equivalent Term: *Examiner*

Evidence

Data or information discovered during an audit that is analyzed by an auditor and used to determine conformity with the criteria upon which an audit is based.

Expedited Baggage

Baggage that is being transported to its original destination station in an expedited manner because, due to mishandling, flight misconnection or other reasons, such baggage did not arrive at the original destination on the originally intended flight for claim by the passenger.

F

FOD (Foreign Object Damage)

Damage to any part of an aircraft caused by impact, collision or contact with, or ingestion of, debris or other items.

Equivalent Terms: *Foreign Object Debris, Foreign Debris Damage*

Family Assistance

A plan or set of plans to provide assistance to certain family members of one or more persons that have been involved in an event associated with activation of an operator's emergency response plan.

See *Emergency Response Plan (ERP)*.

Family member

A parent, sibling, child, spouse, grandparent, or grandchild.

Ferry Flight

A non-revenue flight to position an aircraft for any reason.

Equivalent Term: *Positioning Flight*

Finding

A documented statement based on factual evidence that describes nonconformity with an IOSA/ISAGO Standard.

Note: The term *Finding* refers specifically to nonconformity with an IOSA/ISAGO Standard, whereas the term *finding* is generic.

First Officer

See *Second-in-command*.

Flight Crew

The crew members essential to the operation of an aircraft, the number and composition of which shall not be less than that specified in the operations manual and shall include flight crew members in addition to the minimum numbers specified in the flight manual or other documents associated with the certificate of airworthiness, when necessitated by considerations related to the type of aircraft used, the type of operation involved and the duration of flight between points where flight crews are changed.

For each flight, the flight crew members shall include the Pilot-in-Command and may include, as appropriate:

- One or more Co-Pilots;
- When a separate flight engineer's station is incorporated in the design of an aircraft, one flight engineer especially assigned to that station, unless the duties associated with that station can be satisfactorily performed by another flight crew member, holding a flight engineer license, without interference with regular duties;
- One member who holds a flight navigator license in all operations where, as determined by the State of the Operator, navigation necessary for the safe conduct of the flight cannot be adequately accomplished by the pilots from the pilot station;
- One member who holds a valid license, issued or rendered valid by the State of Registry, authorizing operation of the type of radio transmitting equipment to be used.



See *Crew Member*.

Flight Crew Bulletin

A temporary or permanent document or directive, which may not be part of the Operations Manual, that contains operational information, guidance and/or instructions for flight crew members.

Equivalent Term: *Flight Operations Bulletin*

Flight Crew Member

A member of the Flight Crew.

See *Flight Crew*.

Flight Data Analysis (FDA) Program

A non-punitive program for gathering and analyzing data recorded during routine flights to improve flight crew performance, operating procedures, flight training, air traffic control procedures, air navigation services, or aircraft maintenance and design.

Equivalent Terms: *Flight Data Monitoring (FDM) Program, Flight Operations Quality Assurance (FOQA) Program*

Flight Data Recorder (FDR)

A flight recorder used to record specific aircraft performance parameters.

Flight Deck

The area of an aircraft designed to enable the pilot(s) to operate the aircraft, which contains the required instrumentation, controls, systems and equipment, and is separated from other areas of the aircraft.

Equivalent Terms: *Flight Crew Compartment, Cockpit*

Flight Dispatch

See *Operational Control*.

Flight Dispatcher

See *Flight Operations Officer (FOO)*.

Flight Duty Period

The total time from the moment a flight crew member commences duty, immediately subsequent to a rest period and prior to making a flight or a series of flights, to the moment the flight crew member is relieved of all duties having completed such flight or series of flights.

Equivalent Term: *Flight Duty Time*

Flight Engineer

A member of the flight crew who, when a separate flight engineer's station is incorporated in the design of an aircraft, is especially assigned to that station, unless the duties associated with that station can be satisfactorily performed by another flight crew member, holding a flight engineer license, without interference with regular duties.

Equivalent Term: *Second Officer*

Flight Following

The recording in real time of departure and arrival messages by operational personnel to ensure that a flight is operating and has arrived at the destination airport.

Flight Management System (FMS)

A computerized aircraft navigation system that uses positional data from inertial navigation systems or GPS to locate the position of the aircraft and display data and information to the flight crew for the purpose of navigation.

Flight Monitoring

In addition to requirements for flight following, flight monitoring includes:

- Operational monitoring of flights by suitably qualified operational control personnel (FOO/FOA) from the point of departure throughout all phases of flight;
- The communication of all available and relevant safety information between the flight crew and operational control personnel on the ground;
- The provision of critical assistance to the flight crew in the event of an in-flight emergency or security issue, or upon request from the flight crew.

See *Flight Following*.

Flight Operations Assistant (FOA)

A suitably qualified person or specialist designated by an Operator with specific responsibilities relevant to the control and supervision of flight operations who supports, briefs and/or assists the FOO and/or pilot-in-command.

Equivalent Terms: *Weather Analyst, Navigation Analysts/Flight Planning Specialist, Load Agent, Operations Coordinators/Planner, Maintenance Controller, Air Traffic Specialist and Ground to Air Radio Operator.*

Flight Operations Officer (FOO)

A person designated by an Operator to engage in the control and supervision of flight operations who is, whether licensed or not, competent in all functions of operational control (preflight preparation, flight planning, flight monitoring) and suitably qualified in accordance with applicable state requirements and/or industry standards, and who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.

See *Operational Control*.

Equivalent Term: *Flight Dispatcher*

Flight Navigator

A member of the flight crew who holds a flight navigator license in all operations when, as determined by the State of the Operator, navigation necessary for the safe conduct of the flight cannot be adequately accomplished by the pilots from the pilot station.

Flight Safety Analysis Program

A support management function that specializes in the collection and analysis of operational information and data for the purpose of preventing accidents or incidents associated with aircraft operations. Typical program elements include:

- Investigation of operational accidents, incidents and irregularities;
- Liaison with regulatory and investigative authorities;

- Collection and analysis of flight data and information;
- Review and analysis of flight safety and confidential human factors reports;
- Issuance of an operational safety publications;
- Generation of operational safety statistics;
- Maintenance of a flight safety database.

Equivalent Terms: *Flight Safety Program, Accident Prevention Program*

Flight Simulator

A device that replicates the flight deck of a specific type or make, model and series of aircraft and simulates the experience of operating the aircraft; includes the assemblage of equipment and computer programs necessary to represent the aircraft in ground and flight operations, a visual system providing an out-of-the-cockpit view, and a force cuing system that provides motion cues at least equivalent to that of a three degrees-of-freedom motion system.

Equivalent Terms: *Synthetic Training Device; Full Motion Simulator, Full Flight Simulator*

Flight simulators are evaluated and qualified to Levels, A – D (or equivalent) based on the device meeting various technical criteria, which include, inter alia, fidelity of aircraft and visual simulation, flight deck equipment and motion capability. A simulator qualification level is generally suitable for an associated level of flight crew qualification training based on the flight training program of the operator and the approval or acceptance by the Authority.

Level A – The lowest simulator qualification level available for flight crew training; suitable for procedures training, instrument flight training, testing/checking (except for takeoff and landing maneuvers), recurrent training, type and instrument rating renewal or revalidation testing/checking.

Level B – Increased training capability above Level A; suitable for recency-of-experience training (takeoff and landing), transition or conversion training for take-off and landing maneuvers, transition or conversion testing and checking (except for takeoffs and landing maneuvers).

Level C – The next to highest simulator qualification level; suitable for limited zero flight time training (ZFTT) based on flight crew experience levels specified in the training program of the operator.

Level D – The highest level of simulator qualification level; suitable for all ZFTT without restriction.

An equivalent level will possess the same or substantially similar characteristics as the defined Level A – D devices.

See *Zero Flight Time Training (ZFTT)*.

Flight Time (Aircraft)

The total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Out Time – The time a flight commences (aircraft first movement).

Off Time – The time of takeoff.

On Time – The time of landing.

In Time – The time the flight is terminated (aircraft comes to rest).

Equivalent Term: *Block Time*

Flight Training Device (FTD)

A device that replicates an aircraft flight deck instruments, equipment, panels, and controls in an open or enclosed area; includes the assemblage of equipment and computer software programs necessary to represent the aircraft in ground and flight conditions to the extent of the systems installed in the device;

does not require a force (motion) cueing or visual system. An FTD meets the criteria outlined in the regulatory requirements of a state for specific flight training or checking that may be accomplished in that device.

Equivalent Term: *Synthetic Training Device*

Flight Watch

In addition to all of the elements defined for flight following and flight monitoring, flight watch includes the active tracking of a flight by suitably qualified operational control personnel (FOO/FOA) throughout all phases of the flight to ensure that the flight is following its prescribed route, without unplanned deviation, diversion or delay, and, where required, in order to satisfy State requirements.

See *Flight Following, Flight Monitoring*.

Fluorescent Penetrant Inspection

See *Dye Penetrant Inspection*.

Equivalent Terms: *FPI, DPI*

Forward-looking Windshear Warning System

Equipment aboard an aircraft that identifies potentially severe windshear ahead of the aircraft and in advance of an encounter.

See *Airborne Windshear Warning System, Windshear*

Framework for Safety Management Systems (SMS)

The structure of a safety management system (SMS), published in ICAO Annex 6, comprising the four components and twelve elements that define the minimum requirements for SMS implementation.

See *Safety Management System*

Freight Container (Radioactive Materials Only)

An article of transport equipment designed to facilitate the transport of goods without intermediate reloading, which must be:

- Of a permanent enclosed character;
- Rigid and strong enough for repeated use;
- Fitted with devices for facilitating its handling.

Fuel Farms

Establishments that hold and distribute aircraft grade fuel to airline operators.

Equivalent Term: *Joint Holder User Installation (JHUI)*

Fuel (Flight Planning)

The following terms refer to fuel values used during the flight planning process.

Taxi fuel – The fuel required from engine start to the start of take-off roll.

Trip Fuel – The aggregate fuel required for a planned flight calculated from engine start at the point of departure and including as a minimum the fuel necessary for: taxi out, takeoff, climb, en route, descent, approach, landing and taxi in. Trip fuel takes into consideration an appropriately planned ATC routing (considering weather avoidance requirements if necessary) at an optimum altitude and speed schedule for the winds, temperatures and weight of the aircraft. Trip fuel does not include alternate, holding, contingency, reserve, additional, and/or tanker fuel.

Takeoff Alternate Fuel – The fuel required for diversion after takeoff to an approach and landing at a designated takeoff alternate whenever the weather conditions at the airport of departure are at or below the applicable airport operating landing minima or other operational conditions exist that would preclude a return to the airport of departure.

En route Alternate Fuel – The fuel required for a diversion to an approach and landing at a designated en route alternate after an aircraft experiences an abnormal or emergency condition while en route.

ETOPS En route Alternate Fuel – The fuel required for a diversion to an approach and landing at a designated ETOPS en route alternate at which an aircraft would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an ETOPS operation.

Destination Alternate Fuel – The fuel required for a missed approach at the destination and diversion to an approach and landing at a designated alternate airport via an appropriate ATC routing and under conditions of altitude and fuel consumption designated by the Authority.

Holding Fuel – The fuel required for anticipated and/or possible air traffic, weather, low visibility/instrument landing conditions, or other in-flight delays.

Contingency fuel – The fuel, in addition to trip fuel, required for contingencies such as un-forecast en route variations in winds, temperatures and flight routing.

Reserve fuel – The required fuel, in addition to trip fuel, not planned for normal use but remains available for unplanned events in the case where all other useable fuel beyond trip, contingency, holding and alternate fuel has been consumed. This fuel is to be used only when there is no other safer alternative and is often defined by the Authority.

Additional Fuel – The fuel transported for operational purposes, such as fuel carried to meet MEL requirements or as ballast for weight and balance purposes (also referred to as unusable fuel).

Tanker Fuel – The fuel transported for economic reasons or for Operator convenience (e.g. due to price/availability at destination).

Fuelling Safety Zone

An area with associated restrictions that is established on the ramp around the aircraft fuelling receptacles, tank vents, and around the fuelling equipment, during aircraft fuelling operations.

Equivalent Term: *Refueling Safety Zone*

G

General Maintenance Manual (GMM)

See *Maintenance Management Manual (MMM)*.

General Operations Manual (GOM)

A separate manual or the general section of the Operations Manual (OM) that contains flight crew policies and procedures, not related to a specific type of aircraft, relevant to the following operations personnel as applicable:

- Flight crew;
- Cabin crew;
- Flight operations officer/flight dispatcher;
- Other operational personnel as determined by the operator or required by the State.

See *Operations Manual*.

General Procedures Manual (GPM)

See *Maintenance Management Manual (MMM)*.

Equivalent Terms: *Flight Operations Manual (FOM)*, *Cabin Operations Manual (COM)*, *General Maintenance Manual (GMM)*

GOAR Quality Control

Processes implemented by IATA and an Auditing Airline or AO to ensure all documents comprising the ISAGO Audit Report (GOAR) are completed accurately and in accordance with guidance issued by IATA.

GOTA Instructor

An instructor qualified and approved to conduct the ISAGO Training for ISAGO Auditors (GOTA) course.

GOSARPs

An abbreviation and acronym for ISAGO Standards and Recommended Practices.

Ground Handling

The ground services necessary for the arrival and departure of an aircraft at an airport, other than air traffic services.

Ground Handling Agreement

A contract between a customer organization and a provider of ground handling services that sets out all conditions and requirements associated with the delivery of ground handling services by the provider for the customer.

Ground Operations

The conduct of activities associated with the ground services that comprise ground handling.

See *Ground Handling*



Ground Proximity Warning System (GPWS)

An aircraft system that automatically provides a timely and distinctive warning to the flight crew when the aircraft is in potentially hazardous proximity to the earth's surface.

Ground Proximity Warning System with a Forward-Looking Terrain Avoidance (FLTA) Function

A GPWS that provides a forward looking capability and terrain clearance floor, and automatically provides the flight crew with an alerting time necessary to prevent a potentially hazardous proximity to the earth's surface and controlled flight into terrain (CFIT) events.

Equivalent Terms: *Terrain Awareness and Warning System (TAWS), Enhanced Ground Proximity Warning System (EGPWS)*

Ground Services Provider (GSP)

A provider acting as the handling agent for one or more customer airlines, providing one or more of the ground services as defined in Multilateral ISAGO Pool Agreement.

See *Provider*.

Ground Support Equipment (GSE)

Any motor vehicle or piece of equipment, fixed, mobile or towed, that's use is exclusively for aircraft ground handling operations.

Equivalent Term: *Aircraft Ground Support Equipment (AGSE)*

Group Company

Any subsidiary or holding company of an AO, or any subsidiary of any such holding company. For the purposes of IOSA documents, holding company shall include the controlling company of the group in which the AO is part, and subsidiary shall include any company in or over which the AO or such holding company has a direct or indirect controlling interest.

Guidance Material

Information that serves to clarify the meaning and intent of certain ISARPs/GOSARPs; guidance material may also specify examples or acceptable means of achieving conformity. A (GM) symbol following an IOSA/ISAGO provision indicates the existence of guidance material associated with that provision.

H

Hazard (Aircraft Operations)

An existing or potential condition that could lead to or result in injury to or death of persons and/or damage to or loss of an aircraft in operations.

Headquarters Audit

An Audit under ISAGO of the corporate headquarters of a Provider, to include the central corporate headquarters, as well as any regional and/or country headquarters within the corporate structure that control station operations within a defined jurisdiction.

Equivalent Term: *Corporate Audit*

Heavy Maintenance

See *Base Maintenance*.

Hold

See *Cargo Compartment*.

Hold Baggage

Any baggage that is carried in the hold of passenger aircraft.

Hold Item

An item that does not have any bearing on flight safety, but that is defective and whose maintenance is currently “on hold” awaiting rectification.

See *Aircraft log book*

Equivalent Term: *Hold Item List*

Holdover Time

Estimated time for which an anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft on the ground under icing conditions.

Housing and Facilities

Those buildings, offices, hangars and workshops that constitute an Operator or AMO.

Equivalent Terms: *Place of Business, Maintenance Base, Maintenance Facility(ies)*

Housekeeping

The general care and management of work areas, including those routine tasks that have to be done in order for the system to function properly (e.g. cleanliness, tidiness).

Human Factors Principles

Principles applied to the design of equipment, systems, processes and/or procedures, which take into account human capabilities and limitations, for the purpose of optimizing human performance and reducing human error.

Human Performance

Human capabilities and limitations that have an effect on the safety and efficiency of aeronautical operations.



Humane Killer

A tool utilized for the humane destruction of large animals (e.g. livestock).

Equivalent Term: *Free-bullet Pistol*

I

IAR Quality Control

Processes implemented by IATA and an Audit Organization (AO) to ensure all documents comprising the IOSA Audit Report (IAR) are completed accurately and in accordance with guidance issued by IATA.

IAT Instructor

An instructor qualified and approved to conduct the IOSA Auditor Training (IAT) course.

IATA

The abbreviation and acronym for the International Air Transport Association.

IATA Operations Committee (OPC)

The body within the IATA governance structure that acts as advisor to the Board of Governors (BoG) and the Director General, reporting through the Strategy and Policy Committee (SPC), on all operations matters connected with international air transport (e.g. safety, security, flight operations, engineering and maintenance, the environment and airport development).

ICAO Annexes

Additional sections to the ICAO Convention, which are guidelines provided for the various national aviation authorities for use in developing the civil aviation rules and regulations that govern flight operations in their respective states.

Equivalent Term: *Annexes*

Illustrated Parts Catalogue (IPC)

Parts list produced by the manufacturer of an aircraft, engine or component.

Equivalent Term: *Illustrated Parts List (IPL)*

Illustrated Parts List (IPL)

See *Illustrated Parts Catalogue (IPC)*.

Implementation Action Plan (IAP)

The detailed plan of an Operator/Provider to achieve full technical conformity with a designated IOSA/ISAGO Standard or Recommended Practice, which describes a schedule with specific progress milestones and defines all activities, resources, equipment and material necessary to complete the plan.

Implemented

The state of an operational specification in ISARPs/GOSARPs as being established, activated, integrated, incorporated, deployed, installed, maintained and/or made available as part of the operational system, and monitored and evaluated as necessary for continued effectiveness.

Inadmissible Passenger

A passenger who is refused admission to a country or is refused onward carriage (e.g. lack of a visa or expired passport).

Incapacitated Passenger

Passengers with a physical or mental disability, or with a medical condition, that require individual attention or assistance (i.e. assistance normally not extended to other passengers) during ground handling and onboard the aircraft.



Incident (Aircraft)

An occurrence other than an aircraft accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.

Equivalent Term: *Safety Related Event*

In-company training

The delivery of an IOSA Auditor Training (IAT) course at a time and location mutually agreed to by an AO and an ETO to meet the auditor training needs of the AO.

Incompatible (Dangerous Goods)

Description of dangerous goods which, if mixed, would be liable to cause a dangerous evolution of heat or gas or produce a corrosive substance.

Independent Inspection

Inspection of an aircraft system by a person other than the person who performed the maintenance. Usually relates to the inspection of Flight Controls.

Equivalent Term: *Dual Inspection*

Independent Quality Assurance System

See *Quality Assurance*.

Initial Cadre of Auditors

The first group of IOSA/ISAGO Auditors nominated by an AO prior to accreditation or a Participating Airline prior to membership in the ISAGO Audit Pool; comprises a sufficient number of qualified Auditors to meet applicable Audit commitments, to include Lead Auditor(s) and Evaluator(s).

In-plane Loading System

A conveyor system installed on the floor of an aircraft that allows loading and unloading of unit load devices (ULDs) into the aircraft; incorporates a suitable restraint system to secure ULDs in the parked position.

See *Unit Load Device (ULD)*.

Equivalent Term: *Cargo Loading System (CLS)*

Inspect

To look upon, to view closely and critically, to scrutinize, to determine the condition, accuracy and efficiency of a part or unit, all to the end that equipment shall not be used unless it is in the best of condition and complies with an approved standard.

Equivalent Terms: *Inspection, Examination*

Inspection Procedures Manual (IPM)

See *Maintenance Management Manual (MMM)* and *Maintenance Procedures Manual (MPM)*.

Inspection System

A system that requires the examination of an aircraft or aircraft component to establish conformity with an approved standard.

Equivalent Terms: *Quality Control, QC*

Instructor

A person who imparts knowledge or teaches practical skills through demonstration, direction, tutoring, training, drills, and/or exercises. Instructors may utilize testing, checking, assessment or evaluation of activities as a means for determining proficiency or competency.

Equivalent Terms: *Trainer, Teacher*

Instrument Flight Rules (IFR)

The rules and regulations that govern flight under conditions in which flight by outside visual reference is not safe. IFR flight depends upon flying by reference to instruments on the flight deck, and navigation is accomplished by reference to electronic signals.

Instrument Meteorological Conditions (IMC)

Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

Integral Airstairs

Stairway contained within or built into the aircraft fuselage, which may be deployed on the ground to provide a means for persons to enter or exit the aircraft.

Equivalent Term: *Integral Stairway*

Interested Party

An entity that has been provided official access to an IOSA/ISAGO Audit Report (IAR/GOAR) through the IOSA/ISAGO system.

Interim Corrective Action

Action that provides satisfactory resolution of non-conformity on a temporary basis until permanent corrective action in accordance with the accepted CAP can be fully implemented by an Operator/Provider; acceptable only when the Operator/Provider is being audited for renewal of an existing Registration and approval has been requested and received from IATA.

International Flights

Flights conducted from an airport in the territory of one state to an airport in the territory of another state.

Equivalent Term: *International Operations*

IOSA

An abbreviation and acronym for IATA Operational Safety Audit.

IOSA Accreditation

The formal and official recognition and approval by IATA of an organization to perform a specified function or service in accordance with an applicable legal agreement and the IOSA Program Manual (IPM).

IOSA Accreditation Agreement

The agreement between IATA and the AO that specifies the provisions and conditions applicable to the accreditation of the AO.

Note: Also referred to as Accreditation Agreement.



IOSA Accreditation Committee

The group of managers from appropriate areas within IATA that reviews the accreditation process and provides a formal approval (or disapproval) of a candidate for accreditation as an Audit Organization (AO) or Endorsed Training Organization (ETO).

IOSA Audit Agreement

The agreement among IATA, the AO and the Operator (referred to as the “Auditee”) that specifies the commercial arrangements and all other terms, conditions and restrictions associated with an Audit.

Note: Also referred to as the Audit Agreement.

IOSA Audit Funnel

See *Audit Funnel*.

IOSA Audit Handbook (AH)

The published document that contains information, guidance and instructions relevant to AOs, Auditors and the audit process under IOSA.

IOSA Audit Report (IAR)

The document that is the official record of an Audit, and which contains detailed information regarding the conduct and results of the Audit.

IOSA Auditor

An individual that has satisfied IOSA qualification and competence standards, and has been formally approved to conduct an Audit in at least one operational discipline.

Note: The term *IOSA Auditor* is generic within the IOSA program and may refer to an Auditor, Lead Auditor or Evaluator.

IOSA Auditor Personal Data File

See *Auditor Personal Data File*.

IOSA Auditor Training (IAT)

An element of the Auditor qualification process that is designed to familiarize an experienced aviation operational auditor with IOSA standards, methodology and documentation.

IOSA Awareness Workshop

A workshop presented by an AO prior to an Audit for the purpose of familiarizing the Operator with the concept and methodology of the IOSA program, and for providing general guidance to assist the Operator in achieving readiness for an Audit.

IOSA Checklist

The working document used by IOSA Auditors to document Audit conclusions and factual evidence that supports Findings and Observations.

IOSA Database

The official IATA system for the management of IOSA Audit Reports (IARs).

IOSA Operator

An Operator that is listed on the IOSA Registry.

IOSA Oversight Committee (IOC)

The body within the IATA governance structure that ensures adequate oversight and influence upon the entire IOSA Program by IATA members. IOC members are approved by the IATA Senior Vice President, Safety Operations and Infrastructure (SO&I) and the IATA Operations Committee (OPC).

IOSA Preparation Visit (IPV)

An activity accomplished in advance of the on-site phase of an Audit that permits an AO to provide direct guidance to an Operator for the purpose of developing an Audit preparation plan.

IOSA Program

The total of all aspects of the system that is IOSA.

IOSA Program Manual (IPM)

A published document that contains the standards upon which the IOSA Program is based.

IOSA Recommended Practice

See *Recommended Practice*.

IOSA Registration

The formal method used by IATA to recognize an Operator that is in conformity with IOSA Standards, and to list such Operator on the IOSA Registry.

IOSA Registry

The official listing of Operators that have undergone an Audit and demonstrated conformity with IOSA Standards.

IOSA Standard

See *Standard*.

IOSA Standards Manual (ISM)

The published document that contains the ISARPs, Guidance Material and other supporting information.

IOSA System

All of the elements of the IOSA Program working together in accordance with standards published in the IOSA Program Manual (IPM).

IOSA Training Agreement

The agreement between IATA and an ETO that specifies the provisions and conditions applicable to the accreditation of the ETO.

ISAGO

An abbreviation and acronym for IATA Safety Audit of Ground Operations.

ISAGO Alert

A numbered interim document issued to Audit Organizations (AOs) and Participating Airlines to communicate urgent ISAGO Program issues that require immediate reference and/or action. An Alert remains in effect until canceled by IATA.



ISAGO Audit Agreement

The agreement between IATA and the Provider (referred to as the “Auditee”) that specifies the commercial arrangements and all other terms, conditions and restrictions associated with Corporate Audits and Station Audits of the Provider.

Note: Also referred to as the Audit Agreement.

ISAGO Audit Funnel

See *Audit Funnel*.

ISAGO Audit Pool

The group of IATA member airlines that have signed the Multilateral ISAGO Pool Agreement, and have committed to provide qualified ISAGO Auditors for the conduct Audits under the ISAGO Program.

ISAGO Audit Report (GOAR)

The document that is the official record of an Audit, and which contains detailed information regarding the conduct and results of the Audit.

ISAGO Auditor

An individual that has satisfied ISAGO qualification and competence standards, and has been nominated to conduct an Audit.

Note: The term *ISAGO Auditor* is generic within the IOSA program and may refer to an Auditor, Lead Auditor or Evaluator.

ISAGO Auditor Personal Data File

See *Auditor Personal Data File*.

ISAGO Checklist

The working document used by ISAGO Auditors to document Audit conclusions and factual evidence that supports Findings and Observations.

ISAGO Database

The official IATA system for the management of ISAGO Audit Reports (GOARs).

ISAGO Oversight Committee (GOC)

The body within the IATA governance structure that ensures adequate oversight and influence upon the entire ISAGO Program by IATA members. GOC members are approved by the IATA Senior Vice President, Safety Operations and Infrastructure (SO&I) and the IATA Operations Committee (OPC).

ISAGO Pool Agreement

See *Multilateral ISAGO Pool Agreement*.

ISAGO Pool Auditor

An ISAGO Auditor nominated by a Participating Airline.

ISAGO Program

The total of all aspects of the system that is ISAGO.

ISAGO Program Manual (GOPM)

A published document that contains the standards upon which the ISAGO Program is based.

ISAGO Provider

A Ground Services Provider that is listed on the ISAGO Registry.

**ISAGO Provision**

A generic term for any ISAGO Standard or ISAGO Recommended Practice.

ISAGO Recommended Practice

See *Recommended Practice*.

ISAGO Registration

The formal method used by IATA to recognize a Provider that is in conformity with ISAGO Standards, and to list such Operator on the ISAGO Registry.

ISAGO Registry

The official listing of Providers that have undergone an Audit and demonstrated conformity with ISAGO Standards.

ISAGO Standard

See *Standard*.

ISAGO Standards Manual (GOSM)

The published document that contains the GOSARPs, Guidance Material, and other supporting information.

ISAGO System

All of the elements of the ISAGO Program working together in accordance with standards published in the ISAGO Program Manual (GOPM).

ISAGO Training for Auditors (GOTA)

An element of the qualification process for the ISAGO Auditor designed to familiarize an experienced aviation operational auditor with ISAGO standards, methodology and documentation.

ISARPs

An abbreviation and acronym for IOSA Standards and Recommended Practices.

J

Job Card

See *Task Card*.

Equivalent Term: *Work Card*

Jump Seat

A seat located at the rear of the flight deck and/or in the cabin or cargo compartment for use by crew members, supernumeraries, cargo attendants, observers or other approved persons.

Jump Seat Occupant

A person that is transported on an aircraft jump seat.

Equivalent Terms: *Jump Seat Rider, Jump Seat Observer, Jumpseater*

Just Culture

An environment that recognizes the human potential for error and clearly defines acceptable behavior in a consistent manner. Attributes include a:

- Recognition of fairness related to the identification and resolution of human performance problems;
- Distinction between honest mistakes and intentional shortcuts with respect to discipline;
- Free flow of information across all levels of the organization;
- High level of self-reporting.



K

Known Cargo

A shipment of cargo accepted by a regulated agent or operator directly from a regulated agent, operator or known shipper/consignor, to which appropriate security controls have already been applied, and which is thereafter protected from unlawful interference, **or**

A shipment of unknown cargo that has been subjected to appropriate security controls, made “known,” and which is thereafter protected from unlawful interference.

See *Cargo*.

Known Shipper

An originator of shipments for transportation by air who has established business with a regulated agent or an Operator on the basis of having demonstrated satisfaction of specific requirements for safe transportation of cargo.

Equivalent Term: *Known Consignor*

L

Land and Hold Short Operations (LAHSO)

A situation whereby a landing aircraft, after landing, is required to stop short of a specified point on the runway to avoid a collision with another aircraft, an object, or to avoid hazardous conditions on the runway.

Equivalent Term: *Simultaneous Operations on Intersecting Runways (SOIR)*

Large Aircraft

An aircraft of a maximum certificated take-off mass of over 5 700 kg (12,566 lb).

Lavatory

A compartment or closet installed on an aircraft, with a toilet and typically washing facilities inside, which has structural walls and a door that, when closed, creates a fully enclosed and isolated interior space not visible from outside the compartment.

Equivalent Term: *Toilet*

Lead Auditor

An experienced Auditor who has acquired the requisite knowledge and skill, demonstrated the competence, and has successfully qualified and been approved under the IOSA/ISAGO Program to lead an Audit Team.

Library

An organized system for the retention of paper or electronic documents.

Licensing Authority

The authority designated by a state as responsible for the licensing of personnel.

Life Status

The accumulated cycles, hours, or any other mandatory replacement limit of a life-limited part.

Life-Limited Part (LLP)

Any part for which a mandatory replacement limit is specified in the type design, the Instructions for Continued Airworthiness, or the maintenance manual.

Line Maintenance

Any maintenance that must be carried out before flight to ensure the aircraft is fit for the intended flight. It may include:

- Troubleshooting;
- Defect rectification;
- Component replacement with use of external test equipment if required;
- Component replacement (may include components such as engines and Propellers);
- Scheduled maintenance and/or checks including visual inspections that will detect obvious unsatisfactory conditions or discrepancies but do not require extensive in depth inspection.

It may also include internal structure, systems and powerplant items, which are visible through quick opening access panels/doors, and minor repairs and modifications, which do not require extensive disassembly and can be done by simple means. For temporary or occasional cases (ADs, SBs) the



Quality Manager may accept base maintenance tasks to be performed by a line maintenance organization provided all requirements are fulfilled. The Authority will prescribe the conditions under which these tasks may be performed.

See *Base Maintenance*.

Line Operational Evaluation (LOE)

An evaluation of individual and crew performance in a flight simulation device conducted as a real-time Line Operational Simulation (LOS) scenario.

Line Operational Flight Training (LOFT)

A Line Operational Simulation (LOS) training session conducted during flight crew initial qualification and/or recurrent training. LOFT is conducted in real time as a line operation with no interruption by the instructor during the session except for a non-disruptive acceleration of uneventful en route segments.

Line Operational Simulation (LOS)

A training or evaluation session conducted in a “line environment” setting. Under LOS, instruction and training is based on CRM learning objectives, and includes behavioral observation and assessment of crew performance. Specific training activities under LOS include:

- Line Oriented Flight Training (LOFT);
- Special Purpose Operational Training (SPOT);
- Line Operational Evaluation (LOE).

Line Station (LS)

A location where specified aircraft maintenance is carried out.

Equivalent Term: *Line Maintenance Facility*

Line Training

The training or examination of flight or cabin crew members conducted during actual line operations under the supervision of a pilot authorized for the purpose by the operator and/or State.

See *Supervised Operating Experience (SOE)*.

List of Acceptable Malfunctions

A part of the Aircraft Flight Manual of some Russian built aircraft types that contains a list of particular equipment that is permitted to be unserviceable at the commencement of a flight, and specified operating conditions, limitations or procedures. The List of Acceptable Malfunctions is established for a particular aircraft type by the organization responsible for the type design with the type approval of the Russian CAA.

Equivalent Term: *Master Minimum Equipment List (MMEL)*

List of Effective Pages (LEP)

Detailed list of manual pages and their current revision status.

Load

Everything, including persons and items, that is carried in an aircraft and is not included in the basic operating weight of the aircraft.

Load Control

A system to ensure the optimum utilization of aircraft capacity and distribution of the load as dictated by safety and operational requirements, and to ensure:

- Weight and balance conditions of the aircraft are correct and within limits;
- The aircraft is loaded in accordance with applicable regulations and loading instructions for a specific flight;
- Information on the Loadsheet corresponds with the actual load on the aircraft, to include passengers and fuel.

Load Planning

The part of the load control system that ensures a load is carried safely onboard the aircraft.

Loading Instruction

Instructions for loading of the aircraft produced by Load Control for the person responsible for aircraft loading.

Loading Instruction/Report (LIR)

The Loading Instruction, signed by the person responsible for aircraft loading and reflecting any deviations that occurred during actual aircraft loading, for action as necessary by Load Control.

Loadsheet

A document that contains the weight data for a particular flight, including (1) weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail, and (2) details of the distribution of the load in the aircraft.

Local Baggage Committee (LBC)

A committee at an airport, with a membership of airlines that serve that airport, which meets periodically for the purpose of discussing interline baggage handling issues, addressing baggage problems and developing and implementing corrective actions where required.

Location (Maintenance)

A place, approved by the applicable authority, from which an operator or AMO carries out aircraft maintenance activities.

Log Book

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log Book normally resides in the aircraft.

Equivalent Terms: *Aircraft Technical Log, Technical Log*

Long-range Navigation

The specialized method(s) of navigation that permit aircraft operation in defined areas or airspace (e.g. extended over-water navigation, polar navigation, North Pacific navigation and/or Minimum Navigation Performance Specifications).

Equivalent Term: *Specialized Navigation*



Long-range Over-water Flights

Flights on routes where the aircraft may be over water and at more than a distance from land suitable for making an emergency landing corresponding to:

- i) 120 minutes at cruising speed or 740 km (400 nm), whichever is the lesser, applicable to aircraft able to fly to and land at a suitable airport, without flying below minimum flight altitude at any point, in case one engine becomes inoperative at any point along the route;
- ii) 120 minutes at cruising speed or 740 km (400 nm), whichever is the lesser, applicable to aircraft with more than two engines able to comply with i) above and to fly to and land at a suitable airport, without flying below minimum flight altitude at any point, after the simultaneous failure of any two engines at any point along the route that is more than 90 minutes at cruise speed from a suitable airport;
- iii) 35 minutes at cruise speed or 185 km (100 nm), whichever is the lesser, applicable to aircraft unable to comply with the engine inoperative requirements outlined in i) and ii) above.

Low Visibility Operations

The conduct of Category II or Category III approach operations and takeoffs in low visibility conditions.

M

Mail

Dispatches of correspondence and other items tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union (UPU).

Magnetic Chip Detector (MCD)

A small screw in plug with magnet that is installed on an engine or accessory that collects iron-based metal particles from the oil within the engine or accessory.

Magnetic Particle Inspection (MPI)

Specific Non-Destructive Testing (NDT) method using magnetic particles as the medium.

Magnetic Unreliability

See *Areas of Magnetic Unreliability*.

Maintenance

Those actions required for restoring or maintaining an aircraft, aircraft engine or aircraft component in an airworthy and serviceable condition, including repair, modification, overhaul, inspection, replacement, defect rectification and determination of condition.

Major Alteration – An alteration that is not listed in the aircraft or engine specifications, and can affect weight, balance, structural strength, performance, powerplant operations, flight characteristics, or other qualities affecting airworthiness.

Minor Alteration – Any alteration that is not classified as a Major Alteration.

Major Repair – A repair that: if incorrectly done, can affect weight, balance, structural strength, performance powerplant operations, flight characteristics, or other qualities affecting airworthiness; or is not done according to accepted practices; or cannot be done by Elementary Operations.

Minor Repair – Any repair that is not classified as a Major Repair.

Modification – The alteration of an aircraft or aircraft component in conformity with an approved standard.

Mandatory Modification – A modification classified as compulsory by the applicable authority.

Equivalent Terms: *Aircraft Maintenance, Engine Maintenance, Component Maintenance*

Maintenance Control Center (MCC)

Organization's department established to be the focal point for all maintenance related communications.

Equivalent Terms: *Maintenance Watch, Maintenance Scheduling*

Maintenance Control Manual (MCM)

See *Maintenance Management Manual (MMM)* and *Maintenance Procedures Manual (MPM)*.

Maintenance Controller

The person (or persons) approved by the applicable authority to ensure maintenance of aircraft, engines and components is performed in a compliant manner.

See *Post Holder*



Maintenance Data

Means any information necessary to ensure the aircraft, aircraft engine or aircraft component can be maintained in a condition such that airworthiness of the aircraft, or serviceability of operational and emergency equipment as appropriate, is assured.

Maintenance Inspection Manual (MIM)

See *Maintenance Management Manual (MMM)*.

Maintenance Instruction

See *Engineering Instruction*.

Equivalent Terms: *EI, EO, ER*

Maintenance Management Manual (MMM)

A generic document that defines how an Operator and its Engineering and Maintenance Organization and/or a separate Approved Maintenance Organization accomplishes and controls its aircraft maintenance activities. The MMM may comprise one manual or a 'suite' of manuals. This document contains the procedures by which Engineering and Maintenance is managed, and also sets out a description of each location where maintenance is carried out, including the type of maintenance, those that can perform the maintenance and certification requirements, the Approved Data for accomplishing aircraft maintenance, and a description of the Maintenance Organization and its Senior Staff. The purpose of the MMM is to give all Engineering and Maintenance personnel the necessary information to enable them to accomplish their duties and to allow the Authority to substantiate how the Operator and its AMO complies with the applicable Airworthiness Requirements.

If the MMM is produced as a 'suite' of manuals, then the 'Lead Document' should have a brief statement in the introduction stating that the 'MMM' comprises several manuals whose collective content constitute the MMM.

The MMM may have specific 'sections' extracted to form a 'customized' manual for distribution to maintenance contractors, line stations and others as needed.

Equivalent Terms: *CAME, GMM, GPM, MIM, MME, MOM, MPM, PM, IPM, MCM, MOE, QM, QPM*

Maintenance Manual (MM)

See *Maintenance Management Manual (MMM)*.

Note: The MM should not be confused with the Aircraft Maintenance Manual (AMM).

Maintenance Organization

Organizations that perform specific maintenance on aircraft, engines and components.

Equivalent Term: *Approved Maintenance Organization (AMO)*

Maintenance Personnel

Personnel specifically utilized to carry out maintenance on aircraft, engines and components.

Equivalent Terms: *AME, AMT, LAME, Mechanic, A and P Mechanic, Technician*

Maintenance Planning Document (MPD)

A document developed by the aircraft manufacturer containing all required maintenance checks and inspections necessary to maintain continued airworthiness of the aircraft.

Equivalent Terms: *Maintenance Program, Maintenance System, Approved Maintenance Program*

Maintenance Procedures Manual (MPM)

Means a document containing procedures that defines how an Approved Maintenance Organization carries out its aircraft maintenance activities.

See *Maintenance Management Manual (MMM)*.

Equivalent Terms: *IPM, MCM, MOE, QM, QPM*

Maintenance Program

A document which describes the specific scheduled maintenance tasks and their frequency of completion and related procedures, such as a reliability program, necessary for the safe operation of those aircraft to which it applies.

Maintenance Records

Specific records that contain the details of maintenance performed on a aircraft, aircraft engine or aircraft component, typically including the data that was used, certification for such maintenance, and names of persons that accomplished the maintenance.

Equivalent Term: *Quality Records, Technical Records*

Maintenance Release

A document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner, either in accordance with the approved data and the procedures described in the Operator or AMO's procedures manual or under an equivalent system.

Maintenance Task

An action or set of actions required to achieve a desired outcome which restores or maintains an item in a serviceable condition, including inspection and determination of condition. Maintenance tasks include but are not limited to inspections, functional checks, item changes, lubrications, calibration, adjustment and cleaning.

Maintenance Technician

Individuals certificated by the Authority to maintain aircraft structures, systems and equipment to ensure an aircraft is airworthy.

Maintenance Planning

A general maintenance function, which as applicable a particular operator, might include in maintenance production sub-functions such as planning and support, production planning, production support, aircraft planning, and/or planning support, and in line maintenance sub-functions such as maintenance scheduling, aircraft allocation and/or maintenance watch.

Management System

The collective body of managers and other associated managerial elements that provide for direction, oversight and control of an organization.

Maneuver Tolerances (Flight)

The published and defined permissible range of deviation from published targets when conducting training maneuvers in an aircraft or flight simulator, which incorporate an allowance for the specific characteristics of an aircraft or fidelity of a simulator.



Marshaller

The person that performs aircraft marshalling during aircraft ground movement operations.

See *Aircraft Marshalling*.

Equivalent Term: *Signalman*

Master Minimum Equipment List (MMEL)

A list established for a particular aircraft type by the organization responsible for the type design with the type approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.

Equivalent Term: *List of Acceptable Malfunctions (Russian built aircraft)*

Minimum Equipment List (MEL)

A list that provides for the operation of an aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an Operator, and approved by the Authority, in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Equivalent Term: *List of Acceptable Malfunctions (Russian built aircraft)*

Minimum En route Altitude (MEA)

The altitude for an en route segment of flight that provides adequate reception of relevant navigation facilities and ATS communications, complies with the airspace structure and provides the required obstacle clearance.

Minimum Obstacle Clearance Altitude (MOCA)

The minimum altitude for a defined segment of flight that provides the required obstacle clearance.

Minimum Navigation Performance Specifications (MNPS)

Procedural and equipment requirements specified for the conduct of flight operations in certain defined airspace.

Mishandled Baggage

Checked baggage that has been involuntarily or inadvertently separated from passengers or crew members.

Multilateral ISAGO Pool Agreement

The formal document signed between a Participating Airline and IATA that specifies the terms, conditions, responsibilities and obligations of each party under the ISAGO Program.

Note: Also referred to as the Multilateral Agreement.

N

National Aviation Authority (NAA)

The regulatory authority that governs civil aviation within a state.

See *Regulatory Authority*.

Equivalent Term: *Civil Aviation Authority (CAA)*

Examples: *CAA, FAA, DGAC, CASA*

Note: In the ISM and GOSM, use of the term *Authority* has the same meaning as the National Aviation Authority of the State of the Operator.

National Civil Aviation Security Program

The documented program of a State for safeguarding civil aviation operations against acts of unlawful interference through regulations practices and procedures that take into account the safety, regularity and efficiency of flights.

Navigation Data Integrity

The degree of assurance that an aeronautical data element retrieved from a storage system has not been corrupted or lost while residing in a specified aeronautical data processing chain.

New (Maintenance Reference)

A product, accessory, component, part or material that has no operating time or cycles.

Equivalent Term: *Unused*

Nominated Postholder

An individual, acceptable to the Authority, who is responsible for the management and supervision of a specified area of operations, which may include:

- Flight operations;
- Maintenance;
- Crew training;
- Ground operations.

Non-conformity

Non-fulfillment of specifications contained in ISARPs/GOSARPs as determined by the Auditor in terms of having been documented and/or implemented by the Operator/Provider.

See *Finding and Observation*.

Non-Destructive Testing (NDT)

Testing applications or methods used to examine aircraft or engine parts or components, which do not destroy or render the item or material unusable. Examples of such testing include Radiography, Eddy Current, Dye Penetrant, Ultrasonic, Thermal Imaging, Magnetic Particle Inspection.

Equivalent Term: *Non-Destructive Inspection (NDI)*

NOTAM (Notice to Airmen)

An official notice or communication issued by an NAA to inform pilots of hazardous conditions that could affect flight operations, or temporary or permanent changes associated with aeronautical facilities, services, or procedures.



NOTOC (Notification to Captain)

Accurate and legible written or printed information provided to the pilot-in-command concerning dangerous goods shipments or other special cargo that is to be carried onboard the aircraft.

Equivalent Terms: *NOTAC (Notification to Aircraft Commander), NOPIC (Notification to Pilot-in-command)*

O

Observation

A documented statement based on factual evidence that describes nonconformity with an IOSA/ISAGO Recommended Practice.

Note: The term *Observation* refers specifically to nonconformity with an IOSA/ISAGO Recommended Practice, whereas the term *observation* is generic.

Occupational Safety and Health

The promotion and maintenance of safety and health in the workplace, which includes, inter alia, controlling workplace risk, setting occupational health and safety regulations, providing medical and health services, and generally ensuring the well-being of workers.

Onboard Library

The collection of documents required to be available onboard an aircraft and accessible for use by the flight crew during flight preparation and in flight.

One-stop Security

A concept whereby a passenger and accompanied baggage are subjected to only one security check during departure, even if the journey involves multiple transfers. The concept requires mutual acceptance of key security procedures used to verify that passengers, baggage, cargo shipments, the aircraft and any other item loaded on an aircraft for transport are free of dangerous items, thus not requiring duplication of such security procedures at transfer, transit and destination points.

One-stop security is normally achieved through harmonized or mutually accepted:

- Technical requirements for equipment used in key security measures;
- Vetting and training requirements for security personnel engaged in the implementation of key security measures;
- Methods of implementation of key security measures;
- Procedures for assessing compliance.

On-site Phase

The proceedings and activities of the IOSA/ISAGO Audit process that generally take place at the site of the Operator/Provider, beginning with the Opening Meeting or first assessment activity and ending with the Closing Meeting.

Opening Meeting

The meeting at the beginning of the on-site assessment phase of the Audit that permits the Audit Team to discuss with the Operator/Provider the Audit Plan and other arrangements, activities and information relevant to the conduct of the Audit.

Operational Control

The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety and security of the aircraft and its occupants. There are two predominant systems of operational control:

Non-shared – Operational control authority over a flight is delegated only to the pilot-in-command (PIC);

Shared – Operational control authority over a flight is delegated to either:

- Both the PIC and a flight operations officer/flight dispatcher (FOO), or

- Both the PIC and a designated member of management.

Note: Within the context of operational control, **authority** is defined as the power or right to give orders, make decisions, grant permission and/or provide approval.

Note: The term *operational control* is interchangeable with *control and supervision of flight operations*.

Equivalent Term: *Flight Dispatch*

Operational Flight Plan (OFP)

The operator's plan for the safe conduct of the flight based on considerations of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the airports concerned.

An OFP is completed for every intended flight, approved and signed by the pilot-in-command and, where applicable, signed by the flight operations officer/flight dispatcher. A copy of the OFP is typically filed with the operator or a designated agent, left with the airport authority or left on record in a suitable place at the airport of departure.

Operational Manager

An individual who has been assigned responsibility for supervision and control of a functional area within the organization that has a direct impact on aircraft operations.

Operational Performance

Actual operational outcomes of operations, typically in terms of safety and security, as measured against pre-defined or expected outcomes (e.g. operational performance objectives).

See *Acceptable Level of Safety, Performance Measures*

Operational Security Personnel

Employees of an operator, or employees of a provider that performs aviation security functions, that are trained and/or certified by the appropriate civil aviation security authority and authorized to perform the application of security controls on goods and persons, the application of preventive security measures and the management of a response to acts of unlawful interference, to include:

- Personnel who implement security controls;
- Crew members and front line ground handling personnel;
- Other applicable operational personnel.

Operations

The recurring activities of an organization directed toward delivering a product or service.

Note: The term *operations* as used in the ISM and GOSM primarily refers to activities carried out under the disciplines of flight operations, operational control, engineering and maintenance, cabin operations, ground handling, cargo operations and operational security.

See *Aircraft Operations*.

Operations Control Center (OCC)

An office or department within the organizational structure of an operator that is assigned responsibility for operational control of ongoing operations with authority to originate, delay, divert and cancel flights. Functions located within an OCC typically include management representatives, flight dispatch, flight planning, crew scheduling, maintenance experts, meteorology personnel, ATS specialists, and customer service specialists.

An OCC is equipped with communications equipment, technology tools and support materials necessary to accomplish required functions; serves as a “nerve center” for an operator, with multiple communications links (e.g. to en route flights, system stations, government agencies, as well as load control, security, technical and medical functions).

The size and location of an OCC is commensurate with the type and magnitude of operations; may consist of few or many personnel and may have one or more locations; all functions located in one central location is desirable for better communication and coordination.

Equivalent Terms: *System Operations Center (SOC), Flight Control, CCO (French or Spanish)*

Operations Engineering

A function within an airline with responsibility for analysis, application and/or customization of:

- Aircraft performance data;
- Infrastructure (routes and airports) issues, including FMS data base customization and NOTAMs;
- Equipment specifications and requirements.

Operations Manual (OM)

A manual, or collection of manuals, containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

For an operator, the operations manual, which may be issued in separate parts, is typically organized with the following structure:

- General;
- Aircraft Operating Information;
- Areas, routes and airport;
- Training.

See *Aircraft Operating Manual, General Operations Manual, Route Manual, and Training Manual*.

Operator

An organization that holds an Air Operator Certificate (AOC) and engages in commercial passenger and/or cargo air transport operations.

Note: The term *Operator* as used in the ISM is a specific term that means the Operator being audited.

Note: The term *operator* as used in the ISM and GOSM is a generic term.

Equivalent Terms: *Air Operator, Airline*

Organogram

A diagram that shows the structure of an organization and the relationships and relative ranks of its parts and positions.

Equivalent Terms: *Organization Chart, Org. Chart*

Original Equipment Manufacturer (OEM)

The original manufacturer of any hardware component or sub-component, including aircraft, aircraft engines, aircraft components and other equipment used in operations.

Equivalent Term: *Manufacturer*



Outsourcing

The business practice whereby one party (e.g. an operator or provider) voluntarily transfers, usually under the terms of a contract or binding agreement, the conduct of an operational function to a second party. Under outsourcing, the first party retains responsibility for the output or results of the operational function even though it is conducted by the second party.

Equivalent Terms: *Contracting, Sub-Contracting*

Overhaul (Maintenance)

The restoration of an item to zero time with respect to the level specified and in accordance with the instructions defined in the relevant manual.

The process applies to an airframe, aircraft engine, propeller, appliance, or component part using methods, techniques, and practices acceptable to the Authority, which has:

- Been disassembled, cleaned, inspected, repaired when necessary, and reassembled to the extent possible per the Approved Data;
- Been tested in accordance with approved standards and technical data, or current standards and technical data acceptable to the Authority (i.e. manufacturer's data), which have been developed and documented by the Type Certificate Holder, the Supplemental Type Certificate (STC) Holder or the Parts Manufacture Approval Holder.

Equivalent Terms: *Renewed, Reconditioned*

Overpack

An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

Note: A unit load device is not included in this definition.

Over-water Flights

Flights where the aircraft may be:

- Over water and at a distance of more than 93 km (50 nm) away from the shore or en route over water and beyond gliding distance from the shore, whichever is the lesser;
- Taking off or landing at an airport where, in the opinion of the State of the Operator, the takeoff or approach path is so disposed over water that in the event of a mishap there would be a likelihood of a ditching.

Oxygen Generator

A device containing chemicals that, on activation, releases oxygen.

Equivalent Terms: *Chemical Oxygen Generator, O₂ Generator*

P

Parallel Audits of Affiliated Operators

Audits of two or more Operators that have a significant level of shared operations, whereby the Operators are audited simultaneously or one right after the other.

Parallel Conformity Option (PCO)

An additional specification contained in certain IOSA Standards that permits an optional means for an Operator to achieve conformity.

Part

Is an aeronautical product intended for use on an aircraft, aircraft engine or aircraft component.

Participating Airline

An airline participating in the ISAGO Audit Pool and party to the Multilateral ISAGO Pool Agreement or such other related Agreement that may be in force from time to time.

Parts Manufacturer Approval (PMA)

An Approval given to a manufacturer to produce an aircraft part.

Passenger

A person that is transported onboard an aircraft by an operator, mostly for commercial purposes, who is not:

- An operating crew member;
- An operator's employee in an official capacity;
- An authorized representative of a relevant national authority in an official capacity;
- A supernumerary;
- A cargo attendant.

See *Cargo Attendant, Crew Member, Supernumerary*.

Passenger Aircraft

An aircraft that is utilized to transport passengers.

See *Passenger*.

Passenger Boarding Bridge

A telescoping corridor that extends from an airport terminal to an aircraft for the boarding and disembarkation of passengers.

Equivalent Terms: *Jetway, Air Bridge, Boarding Bridge, Loading Bridge, Loading gate, Boarding Gate*

Passenger Cabin

An area of an aircraft designed primarily for the transport of passengers, which is configured with seats and/or berths, and other systems and equipment required for passenger operations.

Equivalent Term: *Cabin*



Passenger Flight

Any flight that transports passengers.

See *Passenger*.

Passenger with Reduced Mobility

A passenger whose mobility is reduced due to physical incapacity, an intellectual deficiency, age, illness or any other disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Equivalent Term: *Incapacitated Passenger*

Performance Measures

Metrics (or values) that are set as a target (usually a number or rate) in order to measure the level of operational performance being achieved.

Personal Protective Equipment (PPE)

Equipment or clothing worn by personnel to protect against operational injury and health hazards.

Pilot Flying (PF)

The pilot flight crew member who is operating or commanding the operation of the flight controls during flight.

Pilot-in-Command (PIC)

The pilot designated by the Operator as being in command of the aircraft and charged with responsibility for the operational control and safe conduct of a flight.

Equivalent Terms: *Captain, Aircraft Commander*

Pilot Not Flying (PNF)

The pilot crew member who is monitoring and supporting the pilot flying (PF).

Equivalent Term: *Pilot Monitoring (PM)*

Plan

The formulation of action or series of actions designed to achieve a defined end result.

Plane Mate

A vehicle, the body of which may be raised and lowered, or otherwise maneuvered to attach to an aircraft or boarding gate, that is utilized to enplane and deplane passengers, as well as transport passengers between the aircraft and terminal.

Planned Flight Re-dispatch (Flight Plan)

A flight planning method that requires a flight to carry two flight plans for the purpose of fuel savings, weather, destination airport availability or planning with no destination alternate. One plan is from a designated or planned re-dispatch point to the planned destination. The second plan is from a departure airport to a designated intermediate airport. In-flight, at the designated or planned re-dispatch point, a decision is made either to proceed to the planned destination or the designated intermediate airport.

Policy

The stated intentions and direction of an organization.

Pool Advisory Group (PAG)

A body of representatives from Participating Airlines that interacts with IATA in the management and administration of the ISAGO Audit Pool.

Portable Electronic Device (PED)

Any electronic device that can be moved and contains its own power source. PEDs include Laptop Computers, Handheld GPS devices and navigation devices that can be detached from an aircraft.

See *Electronic Chart Display (ECD)*, *Electronic Checklist (ECL)* and *Electronic Flight Bag (EFB)*.

Post Holder

Persons nominated by an operator, and typically approved or accepted by the Authority, that are responsible for the management and supervision of specific areas of operations.

Practical Manual

A condensed version of the Operations Manual designed for use by personnel in conducting front line operations; contains selected reference information, policies, procedures, illustrations, memory aids, checklists and/or other material necessary from the OM to ensure standardization in performing normal duties and addressing non-normal, abnormal and/or emergency situations.

Equivalent Terms: *Quick Reference Manual (QRM)*, *Quick Reference Handbook (QRH)*

Preliminary Audit Report

Any full or partial issuance of the IOSA Audit Report (IAR) or ISAGO Audit Report (GOAR) by an AO or Participating Airline prior to Audit Closure.

Preventive Action

Action to eliminate the cause(s) and prevent occurrence of a potential non-conformance or potential undesirable condition or situation.

See *Corrective Action*.

Problematic Use of Substances

The use of one or more psychoactive substances by aviation personnel in a way that:

- Constitutes a direct hazard to the user or endangers the lives, health or welfare of others, and/or
- Causes or worsens an occupational, social, mental or physical problem or disorder.

Procedure

An organized series of actions accomplished in a prescribed or step-by-step manner to achieve a defined result.

Procedure Manual (PM)

A document containing various procedures that typically comply with standards or requirements of the authority, manufacturer, operator and/or provider.

Process

One or more actions or procedures implemented in a coordinated manner to achieve a goal or satisfy a requirement.



Program

An organized set of processes directed toward a common purpose, goal or objective.

Protection Processes

See *Workplace Safety*.

Protective Breathing Equipment (PBE)

Portable or non-portable equipment that protects the eyes, nose and mouth, and supplies breathing oxygen for a defined period of time; for use by crew members in the event of in-flight smoke, fire or harmful fumes or gasses.

Provider

An organization that delivers services (e.g. maintenance, ground handling, training) to an air operator on a contractual basis.

Note: The term *Provider* as used in the GOSM is a specific term that means the provider being audited.

Note: The term *provider* as used in the ISM and GOSM is a generic term.

See *Ground Services Provider (GSP)*.

Equivalent Terms: *Service Provider, Service Vendor*

Provision

A generic term for any IOSA/ISAGO Standard or Recommend Practice.

Psychoactive Substances

Substances that can produce mood changes or distorted perceptions in humans, to include, but not limited to, alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens and volatile solvents; coffee and tobacco are excluded.

Equivalent Term: *Psychoactive Drugs*

Q

Quality

The degree to which a system consistently meets specified requirements, satisfies stated needs, or produces desired outcomes.

Quality Assurance (QA)

The formal and systematic process of auditing and evaluation of management system and operational functions to ensure:

- Compliance with regulatory and internal requirements;
- Satisfaction of stated operational needs;
- Identification of undesirable conditions and areas requiring improvement;
- Identification of hazards;
- Control of operational risks.

Equivalent Terms: *Internal Evaluation, Safety Assurance*

Quality Assurance Manager

The individual assigned the duties and responsibilities for management of the quality assurance function within a management system.

Equivalent Terms: *Quality Manager, Manager Quality (MQ), Manager Quality Assurance (MQA), QAM*

Quality Audit

A formal and structured process for assessing an organization to determine the level of compliance or conformity with specific recognized standards or requirements.

Quality Control (QC)

The audit, inspection or testing of the output of a process, which may be a product, service or function, to determine compliance with technical, performance and/or quality standards.

Quality control activities are typically sponsored by the operations, maintenance or security managers that have direct responsibility for the safety and/or security of operations in their respective operational area(s).

Equivalent Terms: *Product Inspection, Product Audit, Front Line Inspection, Line Check, Line Evaluation.*

Quality Manual (QM)

The document that states the quality policy of an organization (e.g. operator, AMO, service provider) and describes the quality management system of such organization, to include the scope of the system, established procedures for the system and the interaction between processes within the system.

See *Maintenance Management Manual (MMM), Maintenance Procedures Manual (MPM)*.

Equivalent Terms: *Quality Policy Manual.*

Quality Policy

Means the overall intentions and direction of an organization (operator, AMO, services provider) related to Quality, as approved by those managers that direct and control the organization (e.g. Accountable Manager).

Quality System Standards

The framework for achieving a defined level of quality within an organization.



Quality Systems

The total network of administrative and detailed procedures, which is implemented to ensure all operations and maintenance activities satisfy the customer's requirement and the documentation accurately reflects the criteria used to perform the maintenance.

Quarantine

Quarantine indicates that a part or material has not been declared serviceable and is subject to investigation or further action.

Quarantine Area

An area set aside for holding parts or materials pending investigation or further action.

The area must be clearly defined and secured, preventing the removal of parts or materials until the investigation or further action has been completed.

R

Radio Operator

A member of the flight crew who holds a valid license, issued or rendered valid by the State of Registry, authorizing operation of the type of radio transmitting equipment to be used.

Radiography Inspection

A non-destructive testing method involving Radiography (X-ray) techniques.

Equivalent Term: *X-ray*

Ramp

See *Apron*.

Ramp Operations

All aircraft activities that occur on an airport ramp area.

Equivalent Term: *Tarmac Operations*

Rebuilt

Describes an aircraft, airframe, aircraft engine, propeller, or appliance, using new or used parts that conform to new part tolerances and limits or to approved oversized or undersized dimensions that:

- Has been disassembled, cleaned, inspected, repaired as necessary, and reassembled to the extent possible per the relevant Approved Data;
- Has been tested to the same tolerances and limits as a new item.

Equivalent Term: *Complete Overhaul*

Receiving Inspection

The area of an organization that is responsible for receiving, checking, testing, evaluating and releasing to service all new and repaired and/or overhauled aircraft parts.

Equivalent Terms: *Receipt Inspection, Stores Inspection*

Recommended Practice

A specified system, policy, program, process, procedure, plan, set of measures, facility, component, type of equipment, or any other aspect of operations under the Audit Scope of IOSA/ISAGO, the fulfillment of which is considered optional, but desirable, by an Operator/Provider.

Reduced Vertical Separation Minima (RVSM)

The minimum vertical separation of 300 m (1000 feet) applied by ATC to aircraft operating in specially defined airspace between flight levels 290 and 410 inclusive.

Registration

See *IOSA Registration* and *ISAGO Registration*.

Regulated Agent

An agent, freight forwarder or other entity that conducts business with an operator or representative of an operator, and provides security controls that are accepted or required by the applicable civil aviation security authorities with respect to cargo or mail.



Regulatory Authority

An organization designated or otherwise recognized by the government of a state for regulatory purposes, which issues rules and regulations in connection with protection and safety.

Reliability

The probability that an item will perform a required function, under specified conditions, without failure, for a specified period of time.

Reliability Program

A program for aircraft, aircraft engine and aircraft component reliability based on maintenance statistics.

Repair

Means the restoration of an aircraft, aircraft engine or aircraft component to a serviceable condition and in conformity with an approved standard.

Repair Station Certificate

Certificate issued by an NAA.

Equivalent Terms: *Approved Maintenance Organization, AMO*

Required Navigation Performance (RNP)

A statement of the navigation performance necessary for operation of an aircraft within a defined airspace.

Note: Navigation performance and requirements are defined for a particular RNP type and/or application.

Requirement

A specification that is considered an operational necessity; compliance is typically mandatory.

Resource Management

The effective use of all the resources available to personnel, including each other, to achieve a safe and efficient outcome.

See *Crew Resource Management*.

Responsibility

A duty or obligation to execute or perform an assigned function, duty, task or action; typically includes delegation of an appropriate level of authority; implies holding a specific office, title, or position of trust.

See *Authority*.

Rest Period

Any period of time on the ground during which a crew member is relieved of all duties by the Operator.

Equivalent Term: *Crew Rest*

RFP Summary Sheet

A required attachment to the Audit Agreement that defines the individual fixed and variable costs associated with conducting the Audit.

Note: RFP is an abbreviation for the phrase *Request for Proposal*.

Risk

See *Safety Risk*.

RNAV

See *Area Navigation (RNAV)*.

Root Cause

The initiating cause in a causal chain that leads to an undesirable situation or condition; the point in the causal chain where corrective action could reasonably be implemented and expected to correct and prevent recurrence of the undesirable situation or condition.

Root Cause Analysis

A method of analysis that focuses on identifying the root cause(s) of an undesirable situation or condition.

See *Root Cause*.

Route and Airport Manual

A separate manual or a part of the operations manual, acceptable to the State, containing, for each route segment, the relevant information relating to communication facilities, navigation aids, airports, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary or the State may require for the proper conduct of flight operations.

See *Operations Manual*.

Equivalent Terms: *Route Guide, Airway Manual, Route and Aerodrome Manual*

Runway Incursion

Any occurrence in the airport runway environment involving an aircraft, vehicle, person, or object that creates a collision hazard on the ground or results in a loss of required separation with an aircraft taking off, intending to take off, landing, or intending to land.

Runway Visual Range (RVR)

A visibility value, reported in hundreds of feet or meters, determined by transmissometers located alongside the runway that measure the horizontal visibility down the runway based on the transmission of lights from high intensity runway lights or the visual contrast of other targets. RVR, in contrast to prevailing or runway visibility, represents the visibility seen from an aircraft moving down the centerline of the runway, and not from an aircraft on final approach.

Equivalent Term: *Runway Visual Value (RVV)*

S

Safe Forced Landing

An unavoidable landing or ditching with a reasonable expectancy of no injuries to persons in the aircraft or on the surface.

Safety (Operational)

A condition in which the risk of injury or damage occurring during operations is limited to an acceptable level.

Note: The term *safety* as used in the ISM and GOSM refers to the management of risks that have the potential to affect aircraft operations.

See *Aircraft Operations*.

Safety Action Group (SAG)

A high level tactical committee within an SMS that comprises designated line managers and representatives of front line personnel; takes strategic direction from the SRB and addresses the implementation and effectiveness of risk control actions in operations.

See *Safety Management System (SMS) and Safety Review Board (SRB)*.

Safety Assurance

The component of a safety management system that comprises processes for:

- Safety performance monitoring and measurement;
- The management of change;
- Continual improvement of the SMS.

See *Safety Management System (SMS)*.

Safety Culture

The extent to which every individual and every group within an organization is aware of the risks and unknown hazards induced by its activities; is continuously behaving so as to preserve and enhance safety; is willing and able to adapt itself when facing safety issues; is willing to communicate safety issues; and consistently evaluates safety-related behavior.

Safety Harness

A seat harness consisting of a seat belt and shoulder straps that, when fastened, retains a person's torso secure in the seat. To provide greater upper body movement, the seat belt may be used independently with the shoulder straps unfastened.

Safety Management System (SMS)

A systematic approach to managing safety within an organization, including the necessary organizational structures, accountabilities, policies and procedures. As a minimum, an SMS:

- Identifies safety hazards;
- Ensures that remedial action necessary to maintain an acceptable level of safety is implemented;
- Provides for continuous monitoring and regular assessment of the safety level achieved; and
- Aims to make continuous improvement to the overall level of safety.

Safety Promotion

The component of an SMS that provides support for the processes associated with safety risk management and safety assurance, and defines:

- Training and education;
- Safety communication.

See *Safety Assurance, Safety Management System (SMS) and Safety Risk Management*.

Safety Review Board (SRB)

A strategic committee within an SMS that comprises senior management officials; addresses high level safety issues associated with an operator's policies, resource allocation organizational performance monitoring.

See *Safety Management System (SMS) and Safety Action Group (SAG)*.

Safety Risk

An assessment, expressed in terms of predicted probability and severity of the consequence(s) of a hazard to aircraft operations, with severity using as reference the worst foreseeable or credible outcome.

See *Hazard (Aircraft Operations)*.

Safety Risk Management

The component of a safety management system that comprises:

- Hazard identification processes;
- Risk assessment and mitigation processes.

See *Safety Management System (SMS)*.

Sampling

The process or technique of selecting a suitable and typically representative number of samples (subsets/evidence) with the purpose of determining the characteristics of the totality (set/range) and reach an acceptable level of confidence in order to assess implementation of a provision.

Screening

The application of technical or other means intended and designed to identify and/or detect weapons, explosives or other dangerous devices, articles or substances, which may be used to commit an act of unlawful interference.

Second-in-command (SIC)

A licensed and qualified pilot that assists or relieves the pilot-in-command, not to include a pilot that is onboard the aircraft for the sole purpose of receiving flight instruction.

Equivalent Terms: *Co-pilot, First Officer*

Security (Aviation)

The safeguarding of civil aviation against acts of unlawful interference, achieved by a combination of measures and human and material resources.

Note: The term *security* as used in the ISM and GOSM refers to the safeguarding against acts of unlawful interference that have the potential to affect aircraft operations.

See *Aircraft Operations*.



Security Audit

An in-depth compliance examination of all aspects of the implementation of the national civil aviation security program.

Security Control

A means by which the introduction of weapons, explosives or other dangerous/prohibited devices, articles or substances that could be utilized to commit an act of unlawful interference can be prevented.

Security Equipment

Devices of a specialized nature for use, individually or as part of a system, in the prevention or detection of acts of unlawful interference with civil aviation and its facilities.

Security Inspection

An examination of the implementation of relevant national civil aviation security program requirements by an operator, provider, airport, or other entity involved in security.

Security Management System (SeMS)

The documented system of an operator and/or a provider that delivers ground handling services for an operator, which is based on threat assessment to ensure security operations:

- Consistently fulfill all requirements mandated in the applicable national civil aviation security program(s);
- Are conducted in the most efficient and cost effective manner considering the operational environment.

Security Manual

A manual or series of separate manuals containing policies, procedures, instructions and other guidance relevant to the implementation of the Security Program, which is intended for use by operational personnel in the execution of their duties.

Security Program

A program consisting of requirements and/or standards adopted for the purpose of safeguarding international civil aviation against acts of unlawful interference.

The Security Program of an operator is compliant with the requirements of civil aviation security authorities in the State of the Operator and states where operations are conducted.

The security program of a ground services provider is compliant with the security program of its customer airline(s) and requirements of civil aviation security authorities in states where operations are conducted.

Security Restricted Area

Those airside areas of an airport that are identified as priority risk areas where, in addition to access control, other security controls are applied. Such areas will normally include, inter alia, all commercial aviation passenger departure areas between the screening checkpoint and the aircraft, the ramp, baggage make-up areas, including those where aircraft are being brought into service and screened baggage and cargo are present, cargo sheds, mail centers, airside catering and aircraft cleaning premises.

Security Survey

An evaluation of security needs including the identification of vulnerabilities that could be exploited to carry out an act of unlawful interference, and the recommendation of corrective actions.

Security Test

A covert or overt trial of an aviation security measure that simulates an attempt to commit an unlawful act.

Security Threat

A measure of the probability of an act of unlawful interference being committed against civil aviation.

Base Threat Level – Low security threat condition where verifiable intelligence information does not indicate any probability that an airport, operator or provider that delivers ground handling services for an operator has been targeted for attack; the possibility exists for unlawful interference by individuals or groups due to civil unrest, labor disputes and/or local anti-government activities.

Intermediate Threat Level – Security threat condition where verifiable intelligence information indicates a probability that one or more airports, operators and/or providers that deliver ground handling services for operators have been targeted for attack.

High Threat Level – Security threat condition where verifiable intelligence information indicates one or more airports, operators and/or providers that deliver ground handling services for an operator have *specifically* been targeted for attack.

Segregation

The state of separation or division that must be maintained between aircraft and commercial components, materials or consumables as well as aircraft serviceable and unserviceable components, materials or consumables.

Self-Evaluation

A continuous program that an organization applies to evaluate its own compliance with its quality system.

Equivalent Terms: *Self Audit, Evaluation Program*

Senior Management

The level of management within an organization that has the authority and responsibility for setting policy, demonstrating commitment, meeting requirements, approving resources, setting objectives, implementing processes and achieving desired outcomes.

Serious Incident

An incident involving circumstances indicating that an accident nearly occurred.

Serious Injury

An injury which is sustained by a person in an accident and which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received, or
- Results in a fracture of any bone (except simple fractures of fingers, toes or nose), or
- Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- Involves injury to any internal organ, or
- Involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface, or
- Involves verified exposure to infectious substances or injurious radiation.

Service Bulletin (SB)

Document issued by the manufacturer of a particular aircraft, aircraft engine or aircraft component to detail a product improvement.



Service Information Letter (SIL)

Letter sent by an aircraft, aircraft engine or aircraft component manufacturer detailing a maintenance improvement program.

Service Level Agreement

A formal agreement, usually as part of a contract, between an operator and an external services provider, or in some cases, and internal services provider, that:

- Specifies, in measurable terms, the services the external provider is expected to perform;
- Becomes the basis for monitoring of the performance of the external services provider by the operator.

Service Literature

Service Literature includes all source documents (other than manufacturers' manuals and amendments thereto) detailing aircraft, engine, component and equipment modifications and/or inspections, and revisions thereto requiring review by engineering. They include;

- Service Bulletins (SB) and other documentation from manufacturers and vendors;
- Company Engineering Requests (ER);
- Correspondence or other information requiring consideration for maintenance or modification cables (e.g. alert information from vendors);
- NAA Orders and/or regulations detailing mandatory requirements;
- Data from any other sources (e.g. other airlines, foreign airworthiness authorities, country of manufacturer, customers).

Servicing

Maintenance carried out on an aircraft, aircraft engine or aircraft component.

Equivalent Term: *Maintenance*

Shift-Handover (Maintenance)

The handing over of the status of aircraft maintenance from one 'finishing' maintenance crew to the 'starting' crew to ensure continuity of maintenance. This usually accomplished by the use of a suitable Shift-handover Log Book or sheets with a system of acknowledgment.

Shipment

One or more packages of cargo accepted by an operator from one shipper at one time and at one address, received in one lot for transport to one receiving entity at one destination address.

Equivalent Term: *Consignment*

Shipper's Declaration for Dangerous Goods

A prescribed form signed by the person (shipper) who offers a shipment of dangerous goods for transport on an aircraft; such declaration indicates that the dangerous goods are fully and accurately described by their proper shipping names and that they are classified, packed, marked, labeled, and in proper condition for transport by air in accordance with the relevant regulations.

Signature/Sign

When a person signs a maintenance document for having performed work which is to be subsequently certified by a licensed or appropriately licensed aircraft maintenance engineer or a person specifically

approved or authorized by the applicable authority, then sign means the person's normal signed name and staff number is to be shown in the applicable column or space provided on the document.

Refer to Certification for the use of a signature for the purpose of certification.

Equivalent Term: *Certification*

Simultaneous Maintenance

In relation to ER/ETOPS/LROPS, maintenance performed on like systems (i.e. magnetic chip detectors, engines) by the same person.

Simulator

See Flight Simulator.

Small Aircraft

An aircraft of a maximum certificated take-off mass of 5 700 kg (12,566 lb) or less.

Smoke Barrier

A structure or other material installed on an aircraft between the cargo and the flight crew, passengers and/or supernumeraries for the purpose of protecting such personnel from smoke that might emanate from the cargo.

Special Airports

Airports designated by an operator or state that, due to factors such as surrounding terrain, obstructions, or complex approach or departure procedures, require special flight crew qualifications.

Special Load

Any load that, owing to its nature or value, requires special attention and treatment during the processes of acceptance, storage, transportation, loading and unloading (includes, inter alia: dangerous goods, live animals, perishables, human remains).

Special Purpose Operational Training (SPOT)

A simulator training session under Line Operational Simulation (LOS) designed to address specific training objectives based on technical and CRM requirements. A SPOT scenario may consist of full or partial flight segments depending on the training objectives for the flight.

See *Line Operational Simulation (LOS)*.

Standard Callout

A required uniform verbal statement made by crew members during operations that identifies conditions, actions, instrument settings, switch positions, visual sightings or other operational items specified by procedure.

Standard

A specified system, policy, program, process, procedure, plan, set of measures, facility, component, type of equipment, or any other aspect of operations under the Audit Scope of IOSA/ISAGO, that is considered an operational necessity, and with which an Operator/Provider will be expected to be in conformity at the conclusion of an Audit.

Standard Part

Is a part manufactured in complete compliance with an established Government or industry-accepted specification, which includes design, manufacturing, and uniform identification requirements. The

specification must include all information necessary to produce and confirm the part. The specification must be published so that any party may manufacture the part. Examples include, but are not limited to:

- National Aerospace Standards (NAS);
- Air Force-Navy Aeronautical Standard (AN);
- Society of Automotive Engineers (SAE);
- Aerospace Standard (AS);
- Military Standard (MS).

State

The government that has sovereignty over the territory and population that makes up a nation or country.

Note: The term *State* as used in the ISM and GOSM is a specific term that means the State of the Operator.

See *State of the Operator*.

Note: The term *state* as used in the ISM and GOSM is a generic term that means any relevant state.

State Acceptance

The method whereby a state addresses a matter submitted for its review with a response that is not formal or necessarily active. A state may accept a matter submitted to it for review as being in compliance with the applicable standards if the state does not specifically reject all or a portion of the matter under review, usually after some defined period of time after submission.

Where there is no method for acceptance, or where acceptance is not required by the State for a specific matter, then State acceptance of the matter is considered implicit.

State Approval

The method whereby a state addresses a matter submitted for its review with an active and formal response, which constitutes a finding or determination of compliance with the applicable standards. An approval will be evidenced by the signature of the approving official, the issuance of a document or certificate, or some other formal action taken by the State.

State Approval Authority

The authority within a state or country that is responsible for issuing a state approval document or certificate.

See *State Approval*.

Equivalent Terms: *Authority, National Aviation Authority*

State of Flight Arrival

The territory of a state in which a commercial flight arrives.

State of Flight Departure

The territory of a state from which a commercial flight departs.

State of Design

The state having jurisdiction over the organization responsible for an aircraft type design.

State of Origin

The state in the territory of which a cargo shipment was first loaded onto an aircraft.

State of Registry

The state on whose register an aircraft is entered; the state that assigns the registration mark (i.e. the combination of letters and/or numbers) that appears on an aircraft.

Equivalent Term: *Country of Registry*

State of the Operator

The state in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.

Note: In the ISM and GOSM, use of the term *State* has the same meaning as State of the Operator.

State Safety Program (SSP)

An integrated set of regulations and activities aimed at improving safety in a state, including:

- Specific safety activities that must be performed by the State;
- Regulations and directives promulgated by the State to support fulfillment of its responsibilities concerning safe and efficient delivery of aviation activities in the State.

Station

An airport where a Provider conducts ground operations for one or more Customer Airlines.

Station Audit

The Audit of a Provider at a specific Station.

Sterile Area

That area between any passenger inspection or screening station and the aircraft, into which access is strictly controlled.

Note: In some states, sterile areas and security restricted areas are the same; in others states different levels of security exist.

Equivalent Term: *Security Restricted Area*

Sterile Flight Deck

The operational state on the flight deck during critical phases of flight that prohibits the flight crew from performing any:

- Duties other than those duties required for the safe operation of the aircraft;
- Activity that could distract any flight crew member from the performance of his or her duties, or which could interfere in any way with the proper conduct of those duties.

See *Critical Phases of Flight*.

Equivalent Terms: *Sterile Cockpit, Silent Cockpit*

Structural Repair Manual (SRM)

Manual issued by the Original Equipment Manufacturer of an aircraft outlining Structural Repair Limitations and Repair details.

Sub-Contracting

See *Outsourcing*.

Substandard Performance

Performance of organizational systems or programs, or of individual tasks or actions, that does not meet the standards that define such systems, programs, tasks or actions.

Substantial Damage

Damage or structural failure that negatively affects the structural strength, performance, or flying characteristics of an aircraft, and which would require significant repair or replacement of the affected component or system. Damage to landing gear, wheels, tires, and flaps is excluded, as well as bent aerodynamic fairings, dents in the aircraft skin, small punctures in the aircraft skin, ground damage to propeller blades, or damage to only a single engine.

Supernumerary

A person in addition to the flight crew that is not a cabin crew member or passenger, but is onboard either a cargo or passenger aircraft because he or she either:

- Is assigned to the flight by the operator and is necessary for the safety of operations, or
- Has a relationship with the operator (e.g. employee, employee family members), or
- A state- or operator-authorized inspector (e.g. CAA flight operations inspector), auditor (e.g. IOSA auditor), or observer (e.g. LOSA observer) in the performance of their duties, or
- Has certain (operator-required) knowledge and abilities gained through selection and mandatory training (e.g. loadmaster, animal handler), or
- Is assigned to a passenger flight by the operator to conduct certain customer service activities (e.g. serving beverages, conducting customer relations, selling tickets) in the cabin; not designated to perform any safety duties.

See *Cabin Crew, Flight Crew, Passenger*.

Supernumerary Compartment

A compartment separate from the flight deck and cargo compartment of a cargo aircraft where seating is provided for supernumeraries, animal handlers, cargo attendants, couriers, and/or jump seat occupants.

Equivalent Terms: *Courier Compartment, Courier Area, Supernumerary Area*

Supervised Operating Experience (SOE)

Crew member operating experience on a specific aircraft type that is required in conjunction with flight or cabin crew member qualification training and evaluation. SOE is a form of line training conducted under the supervision of a current and qualified flight or cabin crew member authorized for the purpose by the Operator and/or State.

See *Line Training*.

Equivalent Terms: *Initial Operating Experience (IOE), Operating Experience (OE), Transoceanic Operating Experience (TOE)*

Supplemental Type Certificate (STC) Holder

The organization that has approval by the applicable NAA to modify a specific aircraft type.

Supplemental Oxygen

The additional oxygen required on an aircraft to protect each occupant against the adverse effects of excessive cabin altitude and to maintain acceptable physiological conditions.

Supplier

An organization that sells products or services for use by the air transport industry. The products may include maintenance, spare parts and information.

Surplus

Describes a product, assembly, part, or material that has been released as surplus by the military, manufacturers, owners/operators, repair facilities, or any other parts supplier. These products should show traceability to a manufacturing procedure approved by the applicable authority.

Surveillance

A continuing, but intermittent, inspection or audit of a system or combination of systems and procedures.

Equivalent Term: *Continuous Surveillance*

System

A combination of interacting or interrelated elements within an organization functioning in a coordinated manner to achieve desired outcomes.

System of Non-Shared Responsibility (Operational Control)

A system whereby the PIC has sole responsibility for all aspects of operational control, assisted and/or supported by a Flight Dispatchers/Flight Operations Officer (FOO) or other operational control personnel.

System of Shared Responsibility (Operational Control)

A system whereby the pilot-in-command and a Flight Dispatcher/Flight Operations Officer (FOO) have joint responsibility for all aspects of operational control.

T

Task

An activity accomplished when following a procedure.

Task Card

A document or other medium that specifies all maintenance or workshop tasks or actions approved by an Instrument of Appointment Authorized Person as part of the System of Maintenance. Task Cards are computer or manually produced Sign-Off Sheets or Cards and include but are not limited to; Travelers; Tasks in Check Sheets; Survey Sheets; Maintenance Routines; Job Cards; Work Orders; Modification Cards; Scheduled Rectification Cards; Approved Repair Schemes; Operation Sheets.

They may detail all requirements or may refer to Amplification details in a particular manual or document. They are used to issue technical instructions and require certification for the accomplishment of that task. Task Cards are either Permanent or Inspection tasks and may be produced in either base, workshop or line maintenance locations for inspections, modifications or component changes.

Equivalent Terms: *Job Card, Work Card*

Technical Log

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log normally resides in the aircraft.

Equivalent Terms: *Aircraft Technical Log, Log Book, Technical Records*

Temporary Provision

A new or revised IOSA Standard or Recommended Practice that becomes part of the ISM on a temporary basis until included in a formal revision.

Terrain Awareness and Warning System (TAWS)

See *Ground Proximity Warning System (GPWS) with a Forward Looking Terrain Avoidance Function*.

Thermal Imaging Inspection

Non-Destructive Testing method involving Thermal Imaging techniques.

Threat and Error Management

The actions taken by the flight crew to reduce threats or manage errors.

Threats – Factors that increase the likelihood of an error being committed – these may be environmental, pilot related and/or flight crew related.

Errors – Deviations from the right course or standard; irregularity; mistake; inaccuracy; something made wrong or left wrong. Errors on the flight deck are normally related to communication, procedures, flight crew member proficiency, and/or decision making.

Tooling and Calibration System

A system that records the holding and Calibration Details of calibration Tooling and Equipment used during aircraft, aircraft engine and aircraft component maintenance.

Equivalent Terms: *Tooling and Equipment System, Calibrated Tooling System*

Traceability

The ability via documentation or electronic means to track maintenance performed, parts, processes, and materials, by such means as Task Number, Inspection Reference Number, or Serial number to the person who performed or certified the maintenance, the original manufacturer or other source.

Traffic Collision Avoidance System (TCAS)

See *Airborne Collision Avoidance System (ACAS)*.

Training

Formal instruction given to operational and maintenance personnel to ensure each person has the requisite awareness, knowledge and competence to meet job responsibilities and perform assigned duties or functions. Training may also include testing, checking, assessment, or evaluation activities as a means for demonstrating proficiency or competency.

Additional Training – Training provided when deemed necessary based upon operational outcomes, performance assessments, quality audit, regulatory changes or changes in standards or procedures.

Basic Familiarization Training – Ground training provided by an Operator to newly hired crew members to ensure familiarity with:

- Flight and cabin crew member duties and responsibilities, as applicable;
- Relevant state regulations;
- Authorized operations (not required for cabin crew members);
- Relevant sections of the OM.

Equivalent Term: *Basic Indoctrination*

Conversion Training – Training for flight crew members that hold a type rating in an aircraft and wish to serve in the same capacity on another aircraft of the same group or in the same capacity for another Operator in an aircraft for which a type or class rating is required.

Differences Training – Training for flight or cabin crew members currently qualified on an aircraft who are to serve in the same capacity on another variant within the same type of aircraft, or are on another type within the same class of aircraft, where it has been determined by the State that basic aircraft similarities require only familiarization and knowledge of the differences between variants or types in lieu of a complete transition training course for the new aircraft.

Initial Training – Formal training provided to operational and maintenance personnel prior to being assigned to new duties, functions, positions and/or aircraft.

Recurrent Training – Ongoing training provided to operational and maintenance personnel on a frequency in accordance with requirements of, as applicable, the State, an operator, and/or a services provider.

Equivalent Terms: *Refresher Training, Continuation Training, Continuing Qualification*

Re-qualification Training – Training required for operational and maintenance personnel who have been previously trained and qualified to perform certain duties or functions, but who have subsequently become unqualified.

Type Rating Training – Training for flight crew members to satisfy requirements applicable to the issuance of a Flight Crew License for a type or class of aircraft for which a new type or class rating is required.

Transition Training – Training for flight and cabin crew members who are changing to another aircraft type or class and who have qualified and served in the same capacity on another aircraft of the same group. Transition training may also be required for flight operations officers/flight dispatchers for familiarization with a new type of aircraft under a shared system of operational control.



Equivalent Term: *Conversion Training*

Update Training – Training provided to ensure personnel remain competent and are made aware of any changes to duties or areas of responsibility.

Upgrade Training – Training for operational or maintenance personnel, particularly flight crew members, prior to being assigned to new duties or functions that have a higher level of authority and responsibility.

Training Course

A series of classes, lessons or meetings for the purpose of achieving specific training objectives.

Training Curriculum

An organized program of study or courses offered by an organization that conducts training.

Training Manual

A separate manual or part of the operations manual that, as applicable, is acceptable to the state, and contains the relevant details of training programs for operational personnel, including, as applicable:

- Flight crew;
- Cabin crew;
- Flight operations officers/flight dispatchers;
- Other operational personnel as determined by the operator or services provider;
- Operational personnel as required by the state.

See *Operations Manual*.

Training Flight

A training operation conducted in an aircraft in flight without passengers or cargo under the supervision of an instructor or evaluator authorized for the purpose by the Operator and/or State. Training flights are typically conducted due to the absence of a representative flight simulator that is approved for the purpose of establishing or maintaining the qualification of flight crew members in accordance with the Operator's training program.

Training Syllabus

A summary outline of a course curriculum that delineates course requirements, grading criteria, course content, trainer expectations, deadlines, examination requirements, grading policies, and other relevant course information.

Training-to-Proficiency

A method of training and evaluation employed when an evaluator determines that an event is unsatisfactory and subsequently conducts training and repeats the testing of that event. This provision is typically made in the interest of fairness and to avoid undue hardship and expense for airmen and operators. Training is not conducted, however, without recording the failure of these events.

Training to proficiency typically contains the following elements:

- Training and checking is not conducted simultaneously. When training is required, the evaluation is temporarily suspended, training conducted, and then the check resumed;
- When training to proficiency is required, the evaluator records the events which were initially failed and in which training was given;
- When training to proficiency is conducted and the check is subsequently completed within the original training and evaluation session, the overall grade for the check may be recorded as satisfactory;

- When the training required to reach proficiency cannot be completed in the original checking session, the check is recorded as unsatisfactory and the crewmember entered into re-qualification training.

Transmissometer

An apparatus, normally consisting of a projector and receiver, used to determine visibility by measuring the transmission of light through the atmosphere; it is the measurement source for determining runway visual range (RVR) and runway visibility value (RVV).

Transfer Baggage

Baggage that has been transported on a flight to a certain location, and then is offloaded and transferred to another flight within a defined time period for transportation to another location.

Transportation Index (TI)

Applicable to radioactive material only; a single number assigned to a package, overpack or freight container to provide control over radiation exposure.

Type Certificate

The certificate issued by an NAA of a state that defines the design of an aircraft type and certifies that this design meets the appropriate airworthiness requirements of that state.

Equivalent Term: *Aircraft Type Certificate*

Type Certificate Holder

The organization that has approval by the applicable NAA to design, manufacture, test, and produce a specific aircraft type.

Type Design Organization

The organization that has approval from the NAA to design a specific aircraft type.

U

Ultrasonic Inspection

Non-Destructive Testing method involving Ultrasonic techniques.

Unaccompanied Baggage

Checked baggage that has been loaded into an aircraft that does not have the owner/passenger also onboard.

Un-airworthy

A condition of an aircraft that precludes it from being approved for release to service and being flown.

Unauthorized Interference

Interference that occurs when any item for transport on an aircraft (e.g. baggage, cargo, mail, stores, catering equipment) that has been accepted for transport by an operator and subjected to security controls subsequently is in contact with a person who has not been screened and/or does not have authorized access to security restricted/sterile areas where such items are stored and handled.

Also, interference related to unauthorized access to passengers, the aircraft and/or property of the operator that are in security restricted/sterile areas by a person who has not been screened and/or does not have authorized access to such restricted/sterile areas.

Unclaimed Baggage

Baggage that arrives at an airport on a flight and is not picked up or claimed by a passenger or crew member.

Unidentified Baggage

Baggage at an airport, with or without a baggage tag, which has not been picked up by or identified with a passenger or crew member.

Unit Load Device (ULD)

Any type of freight container, aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo, that is capable of being locked into the aircraft cargo restraint system.

A ULD may or may not be certified by government airworthiness authorities.

Certified ULD – Considered as a removable aircraft hold, structurally capable of fully restraining the load contained within and/or providing adequate protection to the aircraft systems and structure.

Non-certified ULD – Not considered as a removable aircraft hold, can only be loaded into aircraft holds that are compartment restraint certified and pursuant to the instructions of the aircraft manufacturer's weight and balance manual designated to that aircraft. For containers, the base plate must be structurally attached to and an integral part of the assembly, and the ULD must be capable of fully containing or restraining the cargo or baggage contained within.

Note: An overpack is not included in this definition.

Equivalent Term: *Freight Container (Non-radioactive Materials)*

Unknown Cargo

A shipment of cargo tendered to a regulated agent or operator that has not been submitted to appropriate security controls, **or**

A shipment of cargo subjected to appropriate security controls that may have or is confirmed to have been subjected to unlawful interference.

See *Cargo*.

Unlawful Interference

Any act or attempted act that may jeopardize the safety and security of international civil aviation, to include:

- Unlawful seizure of an aircraft in flight or on the ground;
- Hostage-taking onboard an aircraft or at an airport;
- Forcible intrusion onboard an aircraft, at an airport or on the premises of a related civil aviation facility;
- Introduction of a weapon, a hazardous device or material intended for criminal purposes onboard an aircraft or at an airport;
- Communication of false information that jeopardizes the safety of an aircraft in flight or on the ground, or of passengers, crew, ground personnel or the general public at an airport or on the premises of a related civil aviation facility.

Unserviceable (U/S)

The state of an aircraft, engine, component, or any piece of equipment as being in a condition that does not permit usage in operations.



V

Valuable Cargo

A cargo shipment that contains one or more valuable articles (specified in the IATA Cargo Services Conference Resolutions Manual, Resolution 012 or the IATA Security Manual 3.11.2).

Vendor

See *Supplier*.

Visual Flight Rules (VFR)

The rules and regulations that govern the operation of an [aircraft](#) in weather conditions that permit the pilot to see where the aircraft is going, and where the pilot is responsible for the observation and avoidance of terrain, obstacles and other aircraft.

Visual Inspection

A visual inspection either directly or by the assistance of a suitable apparatus to determine the state of an area or part.

Visual Meteorological Conditions (VMC)

Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.

W

Wake Turbulence

Turbulence that forms behind an aircraft as it passes through the air, resulting from vortices formed as the wings produce lift.

Equivalent Terms: *Wingtip Vortices, Jet Wash*

Warning Letter

An official letter issued by IATA to an Audit Organization (AO) indicating a need to immediately rectify defined program deficiencies or face accreditation revocation.

Weapon

An instrument of attack or defense in combat that is normally prohibited from being carried onboard an aircraft by a passenger.

Wet Drill

A practical training exercise whereby crew members get into a life raft that is in the water, either by climbing into the raft from the water or boarding the raft directly from an aircraft exit.

Wet-lease (Operational)

The practice whereby an operator (the “lessee”) satisfies its own operational needs by utilizing aircraft acquired from an external operator (the “lessor”) through a commercial lease agreement; the lessor exercises operational control of such aircraft in operations conducted for the lessee.

Equivalent Term: *Capacity Purchase Agreement*

Windshear

A difference in wind speed or direction between two points in the atmosphere; a difference between two points at different altitudes is vertical shear; a difference at two points geographically is horizontal shear.

Wing Walker

A member of the ground crew whose primary job function is to walk alongside an aircraft's wing tip during aircraft ground movement (e.g. pushback, towing) to ensure the aircraft does not collide with any objects.

Work Card

See *Task Card*.

Work Package

Work Cards printed for an aircraft lay-up, or workshop lay-up on a component, and used by staff to perform and certify for the required maintenance, modification or repair.

Workplace Safety

Process and procedures in place with an operator or services provider that protect people and aircraft from inadvertent injury or damage (i.e. safety of maintenance operations, environment, fire prevention or protection, identification of Safety First Equipment, safety guarding of machinery, FOD protection, housekeeping and proper identification of “maintenance vital” greases and fluids).

Equivalent Term: *Protection Systems*



X

XRAY

See *Radiography Inspection*.

Equivalent Term: *Radiography*

Z

Zero Flight Time Training (ZFTT)

A flight crew qualification concept whereby:

- Flight training and evaluation is conducted solely in advanced simulation devices without the need for flight time in an aircraft;
- A final demonstration of competency is completed in an aircraft during actual line operations under the supervision of an instructor, evaluator or current and qualified Pilot-in-Command (PIC) designated for the purpose by the Operator and/or State.

Zonal Inspection

Visual inspections or checks in specified aircraft zones and areas for security and general condition of installations, components and structure. The zone has to be inspected as far as visible according to the required access opening. Some tasks have been selected for areas sensitive to potential corrosion and to damages not connected with the design (e.g. FOD).



INTENTIONALLY LEFT BLANK

