



ISAGO for Ground Service Providers

Classroom and In-Company Workshop (3 days/24 hours)

Gain a comprehensive understanding of the ISAGO Program to prepare your operations for a successful audit.

Review the ISAGO Standards and Recommended Practices as per the Ground Operations Standards manual. Leave this workshop with operational tools and skills to use in your organization.

Objectives

- Learn the philosophy of ISAGO, its Standards and Recommended Practices
- Review processes specific to the ISAGO Program: Registration, Audit Preparation and Closing
- Acquire tools to prepare your operations for an Audit and put them to practice

Target audience

The course is open to Management and their staff in:

- Quality
- Safety
- Operations

Activities

Through interactive exercises and group discussions, learn to apply the tools and techniques instructed during the course:

- Simulation exercise - evaluating Audit Findings
- Group work - developing a Gap Analysis, Root Cause Analysis and Corrective Action Plan

Key topics

- ISAGO
 - Program definition
 - Program requirements
 - Registration process
 - Documentation systems
 - Regulations and references
- Audit Preparation
 - Gap analysis
 - Root Cause Analysis (tools and techniques)
- On-site Audit and Follow-up Processes
 - Findings and Observations
 - Corrective Actions Plans
 - Time lines
 - Audit closing
 - Audit sharing

Certificate awarded

All participants receive a **Certificate of Participation** upon completing this course.



Breakdown by session

Day 1

- ISAGO Documentation System
- Program Manual
- Audit Preparation
- Ground Operations Standards Manual (GOSM)
 - Section PRM HQ

Day 2

- Ground Operations Standards Manual (GOSM)
 - Section ORM Stations
 - LOD - Load Control
 - PAX - Passenger Services
 - BAG - Baggage Services
 - HDL - Aircraft Handling
 - AGM - Aircraft Ground Movement

Day 3

- Ground Operations Standards Manual (GOSM)
 - CGM - Cargo and Mail
- On-site Audit and Follow-up
- Ground Operations Program Manual (GOPM)
 - Data management
 - Ground Service Providers Performance
 - Q5 Electronic Audit System