IATA Reference Manual for Audit Programs (IRM)

Effective July 2014
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International Air Transport Association
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Introduction

Purpose

The purpose of the IRM is to provide common definitions of terms, as well as the meaning of definitions and acronyms, contained in or 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);
- Procedures and Guidance in the IOSA Audit Handbook (IAH);
- Procedures and guidance in the IOSA Procedures and Guidance for Airlines Manual (PGM).

Glossary

In the Glossary, 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 preparing the Glossary, every effort was made to achieve consistency with definitions of 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.
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**Note:** The IRM is effective on the published date.
Description of Changes

IRM Edition 5

The following tables describe changes contained in the IOSA Reference Manual for Audit Programs, Edition 5 (IRM ED 5).

The Revision Highlights table describes only the more significant changes in IRM Edition 5.

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 columns show 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 shows the abbreviations that have been added, changed or deleted in this revision.

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<td>• Glossary of Terms: New definitions associated with IEnvA.</td>
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<td>• Glossary of Terms: Certain definitions relocated for proper alphabetical order.</td>
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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 Program Manual (IPM), ISAGO Program Manual (GOPM), IOSA Standards Manual (ISM), ISAGO Standards Manual (GOSM), Procedures and Guidance for Airlines Manual (PGM) and the IATA Environmental Assessment (IEnvA) Program.
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Glossary of Terms
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.
Glossary of Terms

A

AA Alert
A numbered document issued to communicate urgent ISAGO Program issues to Participating Airlines for immediate reference and action.
See Participating Airline.

AA Bulletin
A numbered document issued to communicate ISAGO Program issues to Participating Airlines for reference purposes.
See Participating Airline.

Abnormal Activities (IEnvA)
Shut down and start up conditions or activities that rarely take place but are planned.

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
The single, identifiable senior management official designated by an organization as having responsibility for the operational performance of an organization’s management system(s).
Note: The term organization as used in this IOSA definition may refer to an operator, a ground service provider, an audit organization or an endorsed training organization.
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).
Acts of Unlawful Interference
Any act or attempted act that may jeopardize the security of civil aviation, including, but not limited to:

- Unlawful seizure of an aircraft;
- Destruction of an aircraft in service;
- Hostage-taking on board an aircraft or at an airport;
- Forcible intrusion on board an aircraft, at an airport or on the premises of a related civil aviation facility;
- Introduction on board an aircraft or at an airport of a weapon, a hazardous device or material intended for criminal purposes;
- Use of an aircraft in service for the purpose of causing death, serious bodily injury, or serious damage to property or the environment;
- Communication of false information that jeopardizes the safety of an aircraft in flight or on the ground, or the safety of passengers, crew, ground personnel or the general public at an airport or on the premises of a related civil aviation facility.

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 provides applicable guidance and/or 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

Airborne Collision Avoidance System (ACAS)
An aircraft system based on secondary surveillance radar (SSR) transponder signals, which operates independently of ground-based equipment to provide advice to the pilot on potential conflicting aircraft that are equipped with SSR transponders.

Equivalent Term: Traffic Collision Avoidance System (TCAS)

Airborne Collision Avoidance System II (ACAS II)
An airborne collision avoidance system (ACAS) that provides vertical resolution advisories in addition to traffic advisories.

See Airborne Collision Avoidance System (ACAS).

Equivalent Term: Traffic Collision Avoidance System II (TCAS II)
Glossary of Terms

**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 passengers are carried, including sections with passenger seats and aisles, cabin crew areas, galleys, lavatories, storage compartments and other areas associated with in-flight passenger handling.
- *Cabin Section*–A division of the cabin into zones for the purpose of balance.
- *Compartment*–A space designated within a larger space or area of an aircraft.
- *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.
- *Flight Deck*–The area or compartment at the front of the aircraft where the flight controls and instruments are located, and from which the flight crew controls the aircraft.
- *Hold*–The space of an aircraft confined by ceiling, floor, walls and bulkhead, used for carrying load other than passengers.
- *Section*–The subdivision of an area or space within the aircraft.
- *Zones*–Divisions of the aircraft created for the purpose of weight and balance calculation.
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 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.


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 tires 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 (ATL)
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 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.
△ **Air Traffic Control (ATC)**
A service provided for the purpose of controlling aircraft movement in a manner that:
- Prevents collisions:
  - Between aircraft;
  - On the maneuvering area between aircraft and obstructions.
- Expedites and maintains an orderly flow of air traffic.

Equivalent Term: *Air Traffic Control Service*

△ **Air Traffic Management (ATM)**
The integrated management of air traffic and airspace for the purpose of providing the safe movement of aircraft in the air and on the ground. ATM comprises three complementary systems:
- Airspace management;
- Air traffic flow and capacity management;
- Air traffic control (ATC).

△ **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).

**Airsides**
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.

**Airworthiness**
The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

**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 aircraft 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 and be able to land should it become either impossible or inadvisable to land at the airport of intended landing.

Alternative Training and Qualification Program (ATQP)
See Advanced Qualification Program (AQP).

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 (Dangerous Goods)
An authorization granted by the appropriate national authority for:
- The transport of dangerous goods forbidden on passenger and/or cargo aircraft where the Dangerous Goods Regulations (DGR) states that goods may be carried with an approval, or
- Other purposes as provided for in the Dangerous Goods Regulations (DGR).
See Dangerous Goods Regulations (DGR).

Approval (State or Authority)
See State Approval.

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.


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.

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 Terms: Air Traffic Services (ATS), ATC Flight Plan

Audit/Assessment
The structured, independent and objective assessment that determines the level of conformity with specific standards, rules or regulations.

Note: The term “Audit” refers to an audit under IOSA/ISAGO, whereas the term “audit” is generic. The term “Assessment” refers to an assessment under IEnvA, whereas the term “assessment” is generic.

See Initial Audit, Internal Audit, Quality Audit, Renewal Audit, Safety Audit.

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 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 and ISAGO programs.

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 Actions
Pre-determined action steps that an auditor would normally be expected to take in order to gather sufficient evidence to support a determination of either conformity or nonconformity with an IOSA standard or recommended practice.

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 aircraft maintenance 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.

Automated Flight Monitoring System
A system that incorporates automation to ensure operational data of a flight in progress is provided to operational control personnel (typically FOOs, FOAs or Designated Management) when certain operational parameters are exceeded. Data may vary depending upon the requirements of the operator or the State, but may include items such as departure and arrival delays, route and/or altitude deviations, lost communications, destination/alternate minimum reports/forecasts, weather/winds changes, aircraft fuel status, air traffic delays or choke points, airport status or delay information, navaid facility changes, volcanic ash advisories, windshear alerts, hazardous weather advisories and security alerts. An operator may extend this system into a specific “mission” parameter for each flight incorporating risk assessments. In order to account for a potential system failure, an operator would have an effective backup system available to ensure operational safety is maintained.
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.
Glossary of Terms

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 in the passenger cabin that is 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 2013, such crew member remains qualified until 31 March 2014.

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 2013 through 31 December 2013 is calendar year 2013.
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.
Equivalent Term: Commander

Cargo
Any revenue or non-revenue shipment of goods or property, 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 that is not a passenger aircraft, and which carries goods or property.
See Passenger Aircraft.

Cargo Attendant
A supernumerary 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 or 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.
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 of the Operator, 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 Facility

Any facility where cargo handling operations are conducted.

Cargo Flight

A flight that transports cargo.

See Cargo.

Cargo 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.

See Approved Maintenance Organization (AMO).
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.

**Certifying Staff**
The persons authorized by the operator or AMO to certify by signature that aircraft maintenance has been done in accordance with the various requirements.
See *Certifying Signatory*.
Equivalent Term: *Certifying Signatory*

**Certifying Signatory**
The person who has been certified for aircraft 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).
See *Hold Baggage*.
Equivalent Terms: *Cabin Baggage, Registered Baggage, Registered Luggage*
Glossary of Terms

Chemical Oxygen Generator
A device containing chemicals that, upon activation, will make and release oxygen for emergency use by passengers and/or crew.

Equivalent Terms: Oxygen Generator, $O_2$ 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.

Circling Approach
An extension of a straight-in instrument approach procedure to a runway, which provides for visual maneuvering to bring an aircraft into position for landing on another runway for which the final approach track alignment or descent gradient fall outside the design criteria for a straight-in approach.

Clear Zone
The area of the passenger cabin immediately in front of the flight deck entry compartment door, including galleys and lavatories.

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 Operations**
Flights conducted for the carriage of passengers, cargo or mail for remuneration or hire.

*Note:* Non-commercial operations includes flights conducted for purposes other than remuneration or hire (e.g. delivery flights, training flights, test flights).

**Company Mail (COM)**
Airline internal inter-office correspondence transported by air between airports, which is unmanifested and carried without the payment of postal charges.

*Equivalent Term:* COMAIL

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

**Compliance-Based Regulatory Oversight**
The conventional and prescriptive method used by a state's Civil Aviation Authority to ensure safety; requires operators to be in strict compliance with pre-established non-variable 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)

**Conformance Report**
The official and accurate record of internal auditing conducted by an operator against the ISARPs under its quality assurance program in accordance with applicable IOSA standards. Such report is certified by the Accountable Executive (or designated senior management official) and provides information that reflects:

- Specific details associated auditing that has been conducted against all ISARPs.
- The status of conformity with all ISARPs.

See ISARPs.

**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

Converted Meteorological Visibility (CMV)
A visibility value (equivalent to an RVR) which is derived from the reported meteorological visibility, as converted in accordance with the requirements of the applicable authority.

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.
IATA Reference Manual for Audit Programs

D

△ Dangerous Goods (DG)
Articles or substances that are capable of posing a risk to health, safety, property or the environment, and that are shown in the list of dangerous goods in the Technical Instructions or Dangerous Goods Regulations (DGR), or are classified according to those Instructions or Regulations.

Accessible Dangerous Goods–Dangerous goods cargo that has been loaded onto a cargo aircraft in a manner that permits access by a crew member or other authorized person in flight.

Inaccessible Dangerous Goods–Dangerous goods cargo that has been loaded onto a cargo aircraft in a manner that does not permit access in flight.

See Dangerous Goods Regulations (DGR), Technical Instructions.

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 system for rapid search and retrieval.

Electronic Database – A database whereby information is accessed and managed electronically through use of a computer.

Deadhead
The transportation of non-operating crew members, typically for positioning purposes, before or after an operational duty assignment.

Decision Point (DP)
The nominated en route point, or points, beyond which a flight can proceed provided defined operational requirements, including fuel, are met. If these requirements cannot be met the flight will proceed to a nominated alternate airport.

Decision Point (DP) Planning
A flight planning method that utilizes a nominated point, or points, along a given route beyond which a flight can proceed provided operational requirements defined by the Operator, including required fuel remaining, are met. If these predefined requirements cannot be met at any such point, the flight must proceed to a nominated alternate airport. A flight that progresses beyond the last or Final DP may not have the ability to divert and may be committed to a landing at the destination airport.

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 Maintenance
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 later is formally ordered by the competent authorities to leave that state.

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

Disinsection
The procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

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.

Equivalent Term: Unruly passenger

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).

Equivalent Terms: Computer-based Training, Computer Training, E-learning
Ditching
A planned event in which an aircraft not designed for the purpose is intentionally landed in water.

Documentation
The written information considered necessary to define and support the performance of administrative or operational functions. Documentation may be displayed via electronic or paper media, and may serve various purposes (e.g. communicating, presenting processes and procedures, proving conformity, knowledge sharing). Specific examples of documentation include operations manual, management manual, quality manual, training manual and policy manual.
See Controlled Document, Electronic Documentation.

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

Domestic Flight
A flight conducted between airports within the territories of one nation or country.
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.
**EDTO (Extended Diversion Time Operations)**

Any operation by an aircraft with two or more turbine engines where the diversion time to an en route alternate airport is greater than the threshold time established by the State of the Operator. EDTO requires regulatory approval.

*Equivalent Term:* EROPS, ETOPS, LROPS

See *Threshold Time*.

**EDTO Critical Fuel**

The fuel quantity necessary to fly to an en route alternate airport considering, at the most critical point on the route, the most limiting system failure as defined by the State of the Operator.

See *EDTO (Extended Diversion Time Operations)*.

**EDTO Significant System**

An aircraft system whose failure or degradation could adversely affect the safety particular to an EDTO flight, or whose continued functioning is specifically important to the safe flight and landing of an aircraft during an EDTO diversion.

See *EDTO (Extended Diversion Time Operations)*.

**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).

Electronic Documentation
Documents that are developed and maintained electronically, and presented or displayed to users either through electronic media or as printed output.
The ISM and GOSM refer to three types of electronic documentation.

Type 1 Documentation (URL-based Documentation)
• Documentation that is available through intranet, extranet, or internet-based resources; the controlled version of documents is always presented or displayed to users electronically. Such documentation is URL-based and is typically displayed as an html page.
• Characteristics—Controlled content is displayed to users as an intranet, extranet or web page through an electronic medium.

Type 2 Documentation (Software-based)
• Documentation that is available from software that has been developed by the user or acquired from commercial providers (e.g. electronic flight bag, document management system); the controlled version of documents is always presented or displayed to users electronically.
• Common identifiers of information in such programs can be frames or modules by which one can navigate (e.g. EFB modules for “FCOM”, “Takeoff”, “Weight and Balance”, and other functional areas). These frames or modules can be mostly referred to by a path to or title of the respective module.
• Characteristics—Controlled content is displayed to users in various software applications through an electronic medium.

Type 3 Documentation (Files on Servers)
• Documentation that is available from server files (e.g. .doc, .pdf files) and accessed through organization-wide networks (e.g. MS Sharepoint). The controlled version of documents may be presented or displayed either electronically or on paper, as defined by the operator. Each version of such documentation must display a version identifier and effective date.
• Characteristics—Controlled content is displayed to users in conventional user files through an electronic medium, or is displayed in printed form in a paper document; whether displayed electronically or on paper, must include a version identifier and effective date.

Note: All types of electronic documentation must be protected against access and modification by unauthorized persons to ensure document control.
See Documentation.

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 Exit
A door, window exit, or any other type of exit (e.g. hatch, tail cone exit) used as an egress portal to allow maximum opportunity for cabin evacuation within an appropriate time period.

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 an appropriate alternate due to a specific emergency.

Emergency Escape Path Lighting System
An aircraft cabin emergency lighting system designed to provide passengers and crew with an illuminated visual indication of the path to the emergency exits in the case of darkness, smoke or fire.

Equivalent Terms: Emergency Exit Path Lighting System, Emergency Exit Path Illumination System, Floor Proximity Emergency Lighting

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 emergency (or crisis) situation 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.

Note: Under IOSA, ERP is defined in terms of a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of operations.

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 (Aircraft)
The basic aircraft 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) an 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.
Enhanced IOSA
The next generation of IOSA that introduces new concepts such as:
• Internal auditing against the IOSA standards and recommended practices by an airline under its quality assurance program.
• A revised model for the 24-month registration renewal audit conducted by an Audit Organization (AO).
See Audit Organization (AO), IOSA, IOSA Recommended Practice and IOSA Standard.

Enhanced Vision System (EVS)
A system to display electronic real-time images of the external scene, achieved through the use of image sensors. This information is typically displayed on a head-up display (HUD).

Environmental Aspect (IEnvA)
An element of an operator’s activities, products or services that interact with the natural environment.

Environmental Impact (IEnvA)
A change to the environment, whether adverse or beneficial, wholly or partially resulting from an operator's environmental aspects.

Environmental Impact Categories (IEnvA)
The environmental impacts that directly or indirectly affect the natural environment or ecology (including the humans) that can be grouped into the following broad categories: Air (including odor), Noise, Waste, Wastewater, Resource Use, Biodiversity, Land.

Environmental Management Improvement (IEnvA)
Tasks performed by an operator intended to improve the overall management of IEnvA-related activities and recommended practices. Environmental Management Improvement may include improved measurement of data through the provision of actual data, irrespective of any increase or decrease on any environmental metric.

Environmental Management System (IEnvA)
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.

Environmental Objective (IEnvA)
Overall environmental goal, consistent with the environmental policy that an operator sets out to achieve.

Environmental Performance Improvement (IEnvA)
A quantifiable improvement of an environmental metric from an impact that could be actual or normalized (relative).

Environmental Target (IEnvA)
Detailed performance requirement, applicable to all or part of the operator's activities, derived from the environmental objectives.

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).

See EDTO (Extended Diversion Time Operations).

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 fulfills the course competencies; processes may include a demonstration of knowledge, proficiency and/or competency as appropriate.

Equivalent Terms: Examination, Testing, Checking, Assessment

Evaluation Program
The documented management, organization, strategy, policies, and procedures used to determine whether an item, individual or activity meets specified criteria

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.

Exemption (Dangerous Goods)
Authorization, other than an approval, granted by an appropriate national authority providing relief from the provisions of the DGR.
**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.

Fatigue
A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member’s alertness and ability to safely operate an aircraft or perform safety-related duties.

Fatigue Risk Management System (FRMS)
A data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

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;

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• 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 or cabin crew member commences duty, and prior to making a flight or a series of flights, to the moment the flight or cabin 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 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 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.


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 Safety Analysis Program
A support management function that specializes in the collection and analysis of operational information and data for the purpose of identifying hazards and supporting the risk management process in order to prevent 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;
Glossary of Terms

- Issuance of 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.

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), which is published in ICAO Annex 19 and comprises the four components and twelve elements that define the minimum requirements for SMS implementation.

See Safety Management System (SMS).

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 takeoff or the point of in-flight re-planning until landing at the destination airport. Trip fuel is based on accurate consumption data and takes into consideration an appropriately planned ATC routing (considering weather, NOTAMS, ATS procedures/restrictions/delays and MEL/CDL restrictions) at an optimum altitude and speed schedule for the winds, temperatures and mass of the aircraft. Trip fuel does not include Taxi Fuel (in or out), Alternate Fuel, Holding Fuel, Contingency Fuel, Reserve Fuel, Additional Fuel 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.

EDTO (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 EDTO (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 to compensate for unforeseen factors that could have an influence on fuel consumption to the destination airport; such factors include un-forecast en route variations in winds, temperatures, weather, deviation from planned flight routing, cruising levels and extended taxi times.

**Reserve fuel**–The required fuel, in addition to trip fuel, not planned for normal use but remaining 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.

**Final Reserve Fuel**–The amount of fuel calculated using the estimated aircraft mass on arrival at the destination alternate airport or the destination airport, when no destination alternate airport is required:

- For a reciprocating engine aircraft, the amount of fuel required to fly 45 minutes, under speed and altitude conditions specified by the State of the Operator; or
- For a turbine engine aircraft, the amount of fuel to fly for 30 minutes at a height of 1500 feet above the airport in standard conditions or under speed and altitude conditions specified by the State.

**Additional Fuel**–A supplementary amount of fuel required only if the sum of **Trip Fuel**, **Destination Alternate Fuel**, **Contingency Fuel** and **Final Reserve Fuel** is insufficient to allow an aircraft to comply with the most critical fuel scenario as defined by the State.

**Discretionary Fuel**–The extra amount of fuel to be carried at the discretion of the pilot-in-command.

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

**Unusable Fuel**–The fuel transported for operational purposes, such as fuel carried to meet MEL requirements or as ballast for weight and balance purposes.

**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.

General Procedures Manual (GPM)
See Maintenance Management Manual (MMM).

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 and procedures 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 Damage Database (GDBD)
See IATA Ground Damage Database (GDBD).

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.
Glossary of Terms

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 piece of mobile equipment, whether or not powered or self-propelled, that is purpose-designed, built and used for ground handling, servicing or field maintenance of civil transport aircraft on the ramp and aircraft movement area of an airport.

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.
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

Head-up Display (HUD)
A display system that presents a variety of flight information into the pilot’s forward external field of view without significantly restricting the external view.

Equivalent Terms: Head-up Guidance System (HGS)

Heavy Maintenance
See Base Maintenance.

Hold
See Cargo Compartment.

Hold Baggage
Any baggage that is carried in the hold of passenger aircraft.
See Checked Baggage.

Hold Item
An item that does not having 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 aeronautical design, certification, training, operations and maintenance to ensure equipment, systems, processes and procedures take into account human capabilities and limitations, as well as the safe interface between the human and system components, 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

Hypoxia
A deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (which is an almost complete absence of oxygen).
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 and procedures 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).

IATA Ground Damage Database (GDDB)
An IATA repository of structured data, submitted by industry participants, that is subjected to expert statistical analysis for the purpose of identifying the trends and causes of aircraft ground damages, and for supporting a performance-based approach to ground operations management.

IATA World Air Transport Statistics (WATS)
WATS is the air transport industry’s most comprehensive and up-to-date reference digest and offers extensive coverage of a wide range of critical industry issues. It is a comprehensive annual statistical picture of the airline industry assembling data from more than 200 airlines.

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 (Operations)
The state of an operational specification 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).

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.

Serious Incident—An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

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.

Infant
A child that, for the purpose of identification as a passenger, is typically defined as being less than two years of age.

In-flight Re-Planning Point
A geographic point at which an aircraft can continue to the airport of intended landing (planned destination) or divert to an intermediate (alternate) airport if the flight arrives at the point with inadequate fuel to complete the flight to the planned destination while maintaining the required fuel including reserve.

Equivalent Terms: Re-dispatch Point, Re-release Point.

Initial Audit
The Audit of an operator for the purpose of achieving initial registration as an IOSA Operator.

See Audit, IOSA Operator, IOSA Registration.

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)

In-service
Adjective used in the ISM and GOSM to specify applicability during the time an aircraft is in operation (i.e. in service); for example, an in-service item is an item used in operations during a flight, an in-service occurrence is an occurrence that happens during a flight).

Inspect
To look upon, to view closely and critically, to scrutinize, to determine the condition, accuracy and efficiency of a part or unit, to ensure 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.
Glossary of Terms

**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.

**Internal Audit**
An audit conducted by an organization of its own functions or activities; performed either by an employee of the organization or by a non-employee on behalf of the organization (outsourced).

*Note:* Under IOSA/ISAGO, an internal audit is conducted by an airline.

See [Audit](#).

**Internal Auditor**
An auditor who conducts internal audits.

See [Auditor](#).

**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 ISAGO.
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 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 Council (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 Flight and Operations (SFO) 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 for a defined registration period.

See IOSA Registration Period.
Glossary of Terms

IOSA Registration Period
The defined period of time, typically 24 months, between the date the IOSA registration (initial or renewal) of an IOSA Operator begins and the date such registration expires (expiry date).
See IOSA Operator, IOSA Registration.

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 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 Council (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 and Flight Operations (SFO) 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 for a defined registration period.

\[ ISAGO Registration Period \]
The defined period of time, typically 24 months, between the date the ISAGO registration of an ISAGO Provider begins (initial or renewal), and the date such registration expires (expiry date).
See ISAGO Provider, ISAGO Registration.

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.

Isolated Airport
A destination airport for which there is no destination alternate airport within a prescribed flight time for a given aircraft type.
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
Glossary of Terms

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, Regulated Agent.

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
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, but not including fuel, 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
See Aircraft Technical Log (ATL).

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 (appropriate for the aircraft type), 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 an airport (appropriate for the aircraft type), 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 an appropriate 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.

Note: Low visibility operations are considered in effect when the Runway Visual Range (RVR) is below a value prescribed by the Authority for takeoff or landing (e.g. below 400 m for takeoff and/or below Category I limits for landing).
Glossary of Terms

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 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 Organization Exposition
The formal document that describes how an approved maintenance organisation (AMO) or maintenance, repair and overhaul organization (MRO) is structured to achieve delivery of its activities.

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.
Glossary of Terms

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 Terms: 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.

Maneuvering Area
That part of an airport to be used for the take-off, landing and taxiing of aircraft, excluding aprons.

Marshall
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)

Maximum Diversion Time
The maximum allowable range, expressed in time, from a point on a route to an en route alternate airport.
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.

Movement Area
That part of an airport to be used for the take-off, landing and taxiing of aircraft, consisting of the maneuvering area and the apron(s).

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.

**Nonconformity**
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.
**Equivalent Term:** **Nonconformance**.
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)**

**Normal Activities (IEnvA)**
The activities that occur frequently, e.g. daily or under standard operating circumstances e.g. generation of waste.
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)
Glossary of Terms

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 accessible onboard an aircraft 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.

Operational Variations
Deviations, Alternative Means of Compliance (AMC), Exemptions, Concessions, Special Authorizations or other instruments used by a civil aviation authority to approve performance-based alternatives to prescriptive regulations.

See Performance-Based Compliance.

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.

The operations manual may be issued in separate parts with discipline-specific titles (e.g. flight operations manual, aircraft operating manual, training manual, cabin operations manual, ground operations manual, cargo operations 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.
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. An overpack may contain dangerous goods packages.

**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
Glossary of Terms

P

PANS-OPS (Procedures for Air Navigation Services–Aircraft Operations)
ICAO publications that contain information for pilots and flight operations personnel on:
- Flight procedure parameters and operational procedures;
- Criteria for the construction of visual and instrument flight procedures;
- Obstacle clearance criteria.
See TERPS.

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;
- A supernumerary.

Note: Non-operating crew members, company employees and employee dependents occupying passenger seats on passenger flights are considered passengers for the purpose of determining the applicability of ISARPs.
See Crew Member, Supernumerary.

Passenger Aircraft
An aircraft that is transporting 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
A flight that transports passengers.
See Passenger.

Passenger with Disabilities or Reduced Mobility
A passenger:
- With a physical or mental disability, or with a medical condition, that requires individual attention or assistance (i.e. assistance normally not extended to other passengers) during ground handling and onboard the aircraft, or
- 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.

Performance-Based Compliance
A safety risk-based approach to regulatory compliance that involves the setting or application of target levels of safety performance of a system or process, which in turn facilitates the implementation of variable regulations or operational variations from existing prescriptive regulations.

Note: Performance-based compliance is supported by proactive operator processes that constantly monitor the real-time performance, hazards and safety risks of a system.
See Operational Variations.

Performance-Based Regulatory Oversight
A method, supplementary to the compliance-based oversight method, taken by a state’s Civil Aviation Authority, which supports the implementation of variable regulations or variations from existing prescriptive regulations, based on the demonstrable capabilities of the operator and the incorporation of safety risk-based methods for the setting or application of target levels of safety performance.

Note: Performance-based regulatory oversight components rely on State processes that constantly monitor the real-time performance, hazards and risks of a system to assure that target levels of safety performance are achieved in an air transportation system.
See Compliance-Based Regulatory Oversight.

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
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.

Equivalent Terms: In-flight Re-planning, Planned Flight Re-release.

Point of Safe Return (PSR)
In the context of isolated airport operations, a PSR is the geographic point along a given route of last possible diversion to an en route alternate beyond which a flight would be committed to the destination (isolated) airport.

Note: A PSR may coincide with the Final Decision Point when used in conjunction with Decision Point Planning or the Pre-determined Point when used in conjunction with a Pre-determined Point Procedure.

See Isolated Airport, Pre-determined Point Procedure.

Equivalent Terms: Point of no Return (PNR)

Policy
The stated intentions and direction of an organization.

Pollution Prevention Hierarchy (IEnvA)
A hierarchy of the pollution prevention methods of prevention, reduction, reuse (and recycle) and control.

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 and tablet smartphones, 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)
Prescriptive Compliance
A conventional means of achieving target levels of safety performance of a system or process based on operator compliance with pre-established non-variable standards or limitations.
See Compliance-Based Regulatory Oversight.

Predetermined Point (PDP) Procedure
A flight planning procedure to a destination alternate airport used when the distance between the destination airport and the destination alternate airport is such that a flight can only be routed via a fixed geographic point, nominated by the Operator, to one of these airports. This fixed point represents the last point of diversion to the destination alternate.
Note: A PDP may coincide with the Final Decision Point when used in conjunction with Decision Point Planning or the PSR when used in conjunction with isolated airport operations.

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, a defined result or to 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*
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.

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 periodic, independent, and documented examination and verification of activities, records, systems, programs, processes, and other elements of an organization, to determine the level of compliance or conformity with applicable regulations, standards and other 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).


Quality Management System (QMS)
The aggregate of the organizational activities, plans, policies, procedures, processes, resources, responsibilities, and the infrastructure implemented to ensure all operational activities satisfy the customer's and the regulatory requirement. A controlled documentation system is used to reflect the plans, policies, procedures, processes, resources, responsibilities and the infrastructure used to achieve a continuous and consistent implementation and compliance.

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.


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.

⚠️ Quarantine (Maintenance)
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.

Ramp
See Apron.

Ramp Operations
All aircraft activities that occur on an airport ramp area.

Equivalent Term: Tarmac Operations

Receiving Inspection (Maintenance)
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.

Registration Renewal Audit
The Audit of an IOSA Operator for the purpose of IOSA registration renewal. See Audit, IOSA Operator, IOSA 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 (Maintenance)
The probability that an item will perform a required function, under specified conditions, without failure, for a specified period of time.

Reliability Program (Maintenance)
A program for aircraft, aircraft engine and aircraft component reliability based on maintenance statistics.
Glossary of Terms

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.

Rescue and Fire Fighting Services (RFFS)
The rescue and fire fighting services provided at an airport that are specifically dedicated to the support of aircraft operations. Includes a special category of fire-fighting that involves the response, hazard mitigation, evacuation and possible rescue of passengers and crew of an aircraft involved in an airport (or potentially off airport) ground emergency.
Equivalent Terms: Airport Rescue Fire Fighting (ARFF), Crash Fire Rescue (CFR)

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)*
Glossary of Terms

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 Audit
An independent and documented examination of activities, records, systems, programs, processes, procedures, resources and/or other elements of operations to verify an operator's safety performance and validate the effectiveness of existing risk controls.

Safety Culture
The extent to which an organization actively seeks improvements, vigilantly remains aware of hazards, and utilizes systems and tools for continuous monitoring, analysis, and investigation; includes a shared commitment by personnel and management to personal safety responsibilities, confidence in the safety system, and a documented set of rules and policies. The ultimate responsibility for the establishment and adherence to sound safety practices rests with the management of the organization.

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.
Glossary of Terms

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

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, or electronic information, 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.

Simulator
See Flight Simulator.

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

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 Arrangement
Provisions approved by the competent authority under which a shipment of radioactive material that does not satisfy all the applicable requirements of the Dangerous Goods Regulations (DGR) may be transported. For international shipments of this type multilateral approval is required.

See Dangerous Goods Regulations (DGR).
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 Permit (Dangerous Goods)
A document issued by the United States (U.S.) Department of Transportation (DOT) that permits a person to perform a function that is not otherwise permitted under the U.S. hazardous material carriage regulations.

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 a 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 relevant 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 Destination
The state in the territory of which a cargo shipment is finally to be unloaded from an aircraft.

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 established by a State aimed at managing civil aviation safety.

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

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, but is on board either a cargo or passenger aircraft during commercial or non-commercial operations, and is not classified as a passenger by the operator or the Authority. Such person is typically any of the following:

- Assigned to the flight by the operator as necessary for the safety of operations and has certain (operator-required) knowledge and abilities gained through selection and mandatory training (e.g. loadmaster, animal handler, dangerous goods handler, cargo handler, security guard).
- An inspector, auditor or observer authorized by the operator and the State to be on board the aircraft in the performance of his or her duties (e.g. CAA flight operations inspector, IOSA auditor, LOSA observer).
- 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.
- Any other individual that has a relationship with the operator, is not classified as a passenger by the Authority and authorized by the operator and the State to be on board the aircraft (e.g. courier, contract coordinator, individual with operator required knowledge and abilities traveling to/from a duty assignment, company employee or dependent in the supernumerary compartment of a cargo aircraft).

**Note:** Non-operating crew members, company employees and employee dependents occupying passenger seats on passenger flights are typically considered passengers for the purpose of determining the applicability of ISARPs.

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 (e.g. animal handlers, cargo attendants, couriers).

**Equivalent Terms:** Courier Compartment, Courier Area, Supernumerary
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 (Maintenance)
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.
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 Instructions
The Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284) approved and issued periodically in accordance with the procedure established by the ICAO Council.

Technical Log
See Aircraft Technical Log (ATL).

Temporary Revision
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.

TERPS (Terminal Instrument Procedures)
Federal Aviation Administration (FAA) procedures for the clearing of airspace in order to conduct aircraft operations through the application of operating rules and terminal instrument procedures. See PANS-OPS.

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

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.

Threshold Time
The range, established by the State and expressed in time, to an en route alternate airport, whereby any operation that results in a time beyond requires an EDTO (ETOPS) approval from the State.
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 Indoctranation

- **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.

- **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.
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.

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.


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.

Transfer Cargo and Mail
Cargo and Mail shipments departing on an aircraft other than that on which it arrived.

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.

Turbine Powered Aircraft
Fixed wing aircraft powered by internal-combustion engines consisting of an air compressor, combustion chamber, and turbine wheel that is turned by the expanding products of combustion.

Note: The term Turbine Powered Aircraft as used in the ISM includes turbofan, turbojet and turboprop aircraft, but does not include the turbo-shaft as commonly used to power rotary-wing aircraft.

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
The design of a specific aircraft type and components, which consists of:
• The drawings and specifications, and a listing of those drawings and specifications, necessary to define the configuration and the design features of the product shown to comply with the applicable type-certification basis and environmental protection requirements;
• Information on materials and processes and on methods of manufacture and assembly of the product necessary to ensure the conformity of the product;
• An approved airworthiness limitations section of the instructions for continued airworthiness as defined by the applicable airworthiness code;
• Any other data necessary to allow by comparison, the determination of the airworthiness, the characteristics of noise, fuel venting, and exhaust emissions (where applicable) of later products of the same type.

Type Design Organization
The organization that has approval from the NAA to design a specific aircraft type.
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)
Specific components that enable individual pieces of cargo, baggage or mail to be assembled into a standard-sized unit for the purpose of facilitating the rapid on-loading and off-loading of aircraft equipped with compatible cargo compartment handling and restraint systems. Each of the following constitutes a ULD:

- Aircraft pallet and pallet net;
- Aircraft pallet and pallet net over an igloo;
- Aircraft container.

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, Regulated Agent.

Unserviceable
The state of an aircraft, engine, component, or any piece of equipment as being in a condition that does not permit usage in operations.

Equivalent Term: Inoperative
Glossary of Terms

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.
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.

Weight and Balance Manual (W&BM)
A manual published for each aircraft type by its manufacturer, which is approved by the airworthiness authority as part of the aircraft type’s certification, and which defines the set of weight and balance limits not to be exceeded by the operator when loading the aircraft.

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 are 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.

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
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.