



A GSP Bulletin provides essential information to Ground Service Providers on matters of an ISAGO Audit, ISAGO Registration or Station Accreditation or the requirements of the ISAGO Audit Program. It is published by IATA as necessary, reviewed periodically and remains in force until revoked.

2020/13 Post-Audit Survey

Purpose

To notify Ground Service Providers (GSPs) of the IATA post audit survey and request its completion.

Background

As part of the ISAGO Support Program, remote audits were introduced for the first time in the program's history. This is a major change and no doubt that there will be some challenges with its implementation. Therefore, it is important that we hear from you to better understand the expectations, needs and how to effectively manage this audit method.

In addition, the post audit survey is also designed to seek your feedback on GOAs' and Auditors' performance during the preparation/scheduling, on-site/remote, and follow up phases of the audit. Your opinion matters to us as it drives further enhancements in the program management.

What's new?

ISAGO Auditee Post-Audit Survey

Part one: Post-Audit Feedback Survey

<https://www.surveymonkey.com/r/K5VJ8GF>

Link to the survey is part of the closing meeting presentation. Several new questions related to remote audit method were added to this survey and GSPs are asked to complete it. It is the Lead Auditor responsibility to share the survey link with the GSP (during the audit closing meeting) and request the feedback.

Part two: Post-Audit CAR Follow-up Survey

<https://www.surveymonkey.com/r/CKVMRY7>

Link to the survey is part of the closing meeting presentation. It is the Lead Auditor responsibility to share the survey link with the GSP (during the audit closing meeting) and request the feedback.

Required Action

1. Complete the ISAGO Auditee Post-Audit Survey within five calendar days following the remote/on-site audit closing meeting.
2. Once the CARs are closed and if desirable, complete the second part of the survey, focused on CAR follow up process and audit closure.



The content of the surveys will be reviewed throughout the year aiming for more improvements. If you wish, share with us your feedback.

Thank you for your co-operation and support.

Stay safe and stay strong!

Approved by: Monika Mejstrikova, Director, Quality & Risk Management

Date: 7 October 2020



GSP Bulletins currently in force:

2018/7	15 June 2018, Corrective Action Records
2018/9	16 August 2018, Guidelines for Auditees - ISAGO Audit Software User Manual & ISAGO Audit Follow-Up Activities
2019/1	2 January 2019, GOPM Edition 2
2019/4	17 May 2019, Temporary Revision 1 to GOSM Edition 8
2019/5	10 October 2019, ISAGO Registration/Station Accreditation Press Releases and Use of IATA Brand and ISAGO Logos
2019/7	20 December 2019, Audit Allocation 2020
2020/1	15 January 2020, ISAGO Standards Manual (GOSM) Edition 9
2020/4	25 March 2020, ISAGO Program Manual (GOPM) Temporary Revision (TR) 1, Coronavirus (COVID-19) Measures for ISAGO Audits
2020/5	31 March 2020, Application of Extenuating Circumstances to the Impact of COVID-19
2020/6	21 April 2020, ISAGO Renewal Audits in Extenuating Circumstances
2020/7	30 June 2020, Implementation of ISAGO COVID-19 Support Program, ISAGO Program Manual TR2
2020/8	13 July 2020, Extenuating Circumstances Expiry Date (Limited Distribution)
2020/9	13 July 2020, Active Implementation in ISAGO Audits (Limited Distribution)
2020/10	20 July 2020, ISAGO Program Changes Webinar for GSPs (Limited Distribution)
2020/11	23 July 2020, The Interim GOSM Checklists (Limited Distribution)
2020/12	4 August 2020, Remote Audit Considerations (Limited Distribution)
2020/13	7 October 2020, Post-Audit Survey