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ISSA Mandatory Observations

Edition 3

Applicable for ISSM Edition 9



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Mandatory Observations

General Information

- △ The Mandatory Observations checklist is published to correspond to a particular edition of the ISSA Standards Manual (ISSM) Part I. The Mandatory Observations checklists Edition 3 ISARPs as well as Mandatory corresponds to the ISSM Part I - Ed 9.

The Mandatory Observations Checklist, Edition 3, does not include the following observation checklists:

- Line Flight Operations
- Flight Simulator Training Operations
- Line Cabin Operations

It is *recommended* that the auditor observe the implementation of Line Flight Operations, and, if applicable, Line Cabin Operations, when the opportunity arises (for instance, during inbound or outbound flights using the operator's aircraft).

Mandatory Observation - Flight Operations (MO - FLT)

- △ **Applicability:** This checklist is intended to be used for the observation/direct examination of flight scheduling/pairing processes/records; such observation includes interviews of flight crew schedulers and other relevant personnel.

Valid for the ISSM Part I - Ed. 9

Note: This checklist contains a listing of ISARPs that are relevant to flight crew scheduling. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation/examination of flight crew scheduling operations.

Flight Crew Scheduling Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Scheduling complies with defined flight crew composition/number of flight crew members based on mission factors	Yes ☐ No ☐	FLT 3.3.1	
Scheduling tracks/accounts for valid flight crew member medical assessment	Yes ☐ No ☐	FLT 3.3.4	
△ Scheduling accounts for/complies with age/ other restrictions that prohibit assignment of flight crew member as pilot in international flight operations	Yes ☐ No ☐	FLT 3.3.5	
Scheduling requires flight crew member qualification in accordance with Table 2.3 and requirements of State	Yes ☐ No ☐	FLT 3.4.1	
Scheduling tracks/accounts for flight crew member recency-of-experience qualification requirement	Yes ☐ No ☐	FLT 3.3.7	
Scheduling and crew pairing account for PIC qualification for operations into airports of intended landing	Yes ☐ No ☐	FLT 3.3.9	
Scheduling tracks/accounts for PIC qualification for routes/airports that require special knowledge/skills	Yes ☐ No ☐	FLT 3.3.10	
Scheduling includes management of fatigue-related safety risk	Yes ☐ No ☐	FLT 3.4.3	

Mandatory Observation - Operational Control and Flight Dispatch Operations (MO - DSP)

Applicability: The following group of checklists are intended to be used for the observation/direct examination of operational control activities, processes, procedures, facilities; such observation includes interviews of operational control/flight dispatch and other relevant personnel.

Valid for the ISSM Part I - Ed. 9

Note: This checklist contains a listing of ISARPs that are relevant to ops control and dispatch operations. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation/examination of these operations.

Operational Control Administration (as applicable to operator's operational control system)

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Applicability/exercise of operational control authority	Yes ☐ No ☐	DSP 1.3.4	
Responsibilities for individual functions/duties/tasks	Yes ☐ No ☐	DSP 1.3.5	
Assignment of functional responsibilities/duties to FOO personnel	Yes ☐ No ☐	DSP 1.3.6	
Preparedness to implement emergency actions	Yes ☐ No ☐	DSP 1.3.7	

Flight Coordination/Monitoring (as applicable to operator's operational control system)

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
PIC provided with documents/information/data necessary for safe conduct of flight	Yes ☐ No ☐	DSP 3.1.2	
Acceptance of OFP by PIC and (if applicable) FOO	Yes ☐ No ☐	DSP 3.2.5	
Coordination of changes to ATS flight plan by FOO/FOA (if applicable)	Yes ☐ No ☐	DSP 3.2.7	

Flight Coordination/Monitoring (as applicable to operator's operational control system)

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Guidance/procedures for control of flights to be conducted under partial VFR; availability of meteorological reports, determination of expected times/conditions that will permit compliance with VFR	Yes ☐ No ☐	DSP 3.2.9A	
Procedures for monitoring/assessing meteorological conditions for operational airports	Yes ☐ No ☐	DSP 3.2.9B	
Procedures for monitoring/assessing approach/landing suitability for planned alternate airports, determination of ETU	Yes ☐ No ☐	DSP 3.2.9C	
Guidance/procedures/restrictions that ensure flights do not exceed aircraft performance weight limitations	Yes ☐ No ☐	DSP 3.3.1	
Access to same dangerous goods information as provided to PIC; preparedness to provide dangerous goods information in event of accident	Yes ☐ No ☐	DSP 3.7.3	

Flight Planning (as applicable to operator's operational control system)

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Process for selection/designation of take-off alternate airports	Yes ☐ No ☐	DSP 4.1.1	

Mandatory Observation - Operational Control and Flight Dispatch Operations (MO - DSP)			
System/process for selection/designation of second destination alternate airport	Yes ☐ No ☐	DSP 4.1.5	
Planned minimum flight altitudes are not less than those within the limits established by the applicable authorities	Yes ☐ No ☐	DSP 4.2.1	
Process or procedures to ensure sufficient usable fuel for safe flight completion taking into account unplanned deviations	Yes ☐ No ☐	DSP 4.3.1	
Process or procedures to ensure planned flight usable fuel is based on all relevant data/operating conditions	Yes ☐ No ☐	DSP 4.3.2	
Process or procedures for calculating planned final reserve fuel	Yes ☐ No ☐	DSP 4.3.12	

Mandatory Observation - Aircraft Engineering and Maintenance (MO - MNT)

Applicability: This checklist is intended to be used for the observation/direct examination of line aircraft engineering and maintenance operations.

Conditions: The activity observed must be performed on the operator's aircraft and include authorized maintenance personnel and standards parts that must meet applicable airworthiness standards. The activity observed should include a scheduled line maintenance task in accordance with Maintenance Program or non-routine/deferred maintenance activity.

Valid for the ISSM Part I - Ed. 9

Note: This checklist contains a listing of ISARPs that are relevant to line maintenance operations. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation aircraft engineering and maintenance operations (it may not be possible to accomplish all listed observations).

Line Maintenance Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Adequate facilities/workspace/equipment for maintenance activity performed	Yes ☐ No ☐	MNT 1.4.1	
Open/Closed MEL/CDL and other deferred maintenance items are being deferred in accordance with MEL/CDL requirements or appropriate maintenance data	Yes ☐ No ☐	MNT 2.4.2	Rectification interval is not expired, relevant maintenance procedures are applied when required.
ADs for which compliance can be physically checked (if applicable).	Yes ☐ No ☐	MNT 2.5.1	Sample an AD and check its compliance physically if it could be easily checked.
MEL is customized for the type/model of sampled aircraft (if applicable).	Yes ☐ No ☐	MNT 2.5.3	Visual observation of MEL items and checking if customization is correct in MEL.
Compare the repair status and the physical status of the aircraft/engine(s)/propeller(s) and their repaired components as applicable.	Yes ☐ No ☐	MNT 2.6.1	Sample repairs on the sampled aircraft and then compare with relevant records afterwards.
Personnel signing maintenance release are appropriately licensed and authorized.	Yes ☐ No ☐	MNT 4.4.1	
Personnel signing maintenance release receive initial and recurrent training that are appropriate to individually assigned tasks and responsibilities.	Yes ☐ No ☐	MNT 4.5.1	
Production of complete maintenance release for specific maintenance activity being performed.	Yes ☐ No ☐	MNT 4.10.1	
Calibration of tools used in maintenance activity being performed.	Yes ☐ No ☐	MNT 4.11.1	

Aircraft Part/Component Installation/Replacement

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
New part/component being installed meets applicable standards of airworthiness (if applicable to activity observed)	Yes ☐ No ☐	MNT 2.3.1	
Used part/component being installed meets applicable standards of airworthiness (if applicable to activity observed)	Yes ☐ No ☐	MNT 2.3.2	

Mandatory Observation - Aircraft Engineering and Maintenance (MO - MNT)			
Installation/replacement accomplished using approved data/in accordance with regulations	Yes ☐ No ☐	MNT 2.6.1	
Personnel signing maintenance release are appropriately licensed/authorized	Yes ☐ No ☐	MNT 4.4.1	
Production of complete maintenance release for specific maintenance activity performed	Yes ☐ No ☐	MNT 4.10.1	
Proper calibration of tools used in maintenance activity performed	Yes ☐ No ☐	MNT 4.11.1	
AD/SB Management			
Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
AD/SB process includes identification, planning, accomplishment, certification, recording, follow-up monitoring	Yes ☐ No ☐	MNT 2.5.1	
Planning system includes tracking/forecasting of AD/SB action/limits	Yes ☐ No ☐	MNT 2.2.1	
AD/SB process ensures modifications/repairs accomplished using approved data/in accordance with regulations	Yes ☐ No ☐	MNT 2.6.1	
AD/SB process accomplished/recorded in accordance with MMM	Yes ☐ No ☐	MNT 3.4.1	
Records system includes current status of AD/SB compliance, individual aircraft compliance	Yes ☐ No ☐	MNT 3.1.1	

Mandatory Observation - Ground Handling Operations (MO - GRH)

Applicability: This checklist is intended to be used for the observation of load control activities, processes, procedures, records; such observation includes interviews all relevant ground operations personnel.

Valid for the ISSM Part I - Ed. 9

Note: This checklist contains a listing of ISARPs that are relevant to the ground handling operations. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of ground handling operations.

Load Control Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Load control system includes functions necessary to address aircraft load, weight/balance calculation, production of final load sheet	Yes ☐ No ☐	GRH 3.3.1	
Load control system includes process/method for providing applicable dangerous goods information to PIC	Yes ☐ No ☐	GRH 3.3.4	

Aircraft Loading Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Aircraft loaded in accordance with loading instructions/weight/balance requirements	Yes ☐ No ☐	GRH 3.4.1	
Handling of dangerous goods to prevent damage and maintain separation	Yes ☐ No ☐	GRH 3.4.3	
Procedures for addressing dangerous goods packages/shipments that appear to be leaking or damaged	Yes ☐ No ☐	GRH 3.4.4	

Aircraft Ground Handling Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Implementation of safety procedures for aircraft ground handling operational activities	Yes ☐ No ☐	GRH 3.2.2	

Aircraft Ground Movement Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Procedures completed prior to aircraft arrival at the assigned parking gate or stand	Yes ☐ No ☐	GRH 3.2.2	

Aircraft Fueling Operations

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Establishment of ground-aircraft communication link during aircraft fueling operations	Yes ☐ No ☐	GRH 4.1.2	
Implementation of area safety procedures during aircraft fueling operations	Yes ☐ No ☐	GRH 4.1.5	

Mandatory Observation - Cargo Operations (MO - CGO)

Applicability: The following group of checklists are intended to be used for the observation of cargo acceptance and cargo handling activities, procedures, equipment, facilities; such observation includes interviews of cargo acceptance, cargo handling and other relevant cargo operations personnel.

Valid for the ISSM Part I - Ed. 9

Note: This checklist contains a listing of ISARPs that are relevant to cargo operations. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation cargo operations (it may not be possible to accomplish all listed observations).

General Cargo Acceptance

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Process for ensuring cargo shipments comply with applicable requirements	Yes ☐ No ☐	CGO 3.1.1	

Acceptance of Dangerous Goods Cargo

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Dangerous goods acceptance checklist reflects all applicable requirements and identifies the person(s) that performed the checklist	Yes ☐ No ☐	CGO 3.2.1	
Use of dangerous goods acceptance checklist to verify package marking/labelling, documentation compliance	Yes ☐ No ☐	CGO 3.2.2	
Procedures for inspection of dangerous goods shipments prior to acceptance	Yes ☐ No ☐	CGO 3.2.4	

Mandatory Observation - Security Management (MO - SEC)

Applicability: This checklist is intended to be used for the observation of aviation security operations and activities; such observation includes interviews of personnel of security operations and other relevant personnel.

Valid for the ISSM Part I - Ed. 9

Note: This checklist contains a listing of ISARPs that are relevant to aviation security operations. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation security operations. (it may not be possible to accomplish all listed observations)

Passenger/Baggage Security

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Originating passengers/cabin baggage are subjected to screening prior to aircraft boarding.	Yes ☐ No ☐	SEC 3.4.1	
Process to ensure cargo shipments for transport on all flights have been subjected to the appropriate security controls, including screening where required, prior to being loaded onto an aircraft.	Yes ☐ No ☐	SEC 3.7.1	

Notes:

1. Applicable for operators that have exclusive control over airport airside areas and/or security restricted areas.
2. As mandated by the State.

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