ASK YOURSELF THESE QUESTIONS . . .

- How many safety audits does your airline conduct every year?
- How many auditors are involved and how long do they spend doing the ground operations aspects?
- How many of those ground operations are performed by outsourced ground service providers?
- Are the audits conducted against industry developed international standards and best practices?
- Do you really believe that these activities provide a thorough and accurate assessment of the ground operations provided?

And . . .

- How much do you think these activities cost your airline?

And . . .

- How much does aircraft ground damage and the subsequent revenue loss, flight delays, aircraft on ground and repairs cost your airline every year?

If a thorough, accurate and cheaper alternative was available and it enables a demonstrable reduction of the likelihood and impact of ground damage, why would you not take it and deploy your auditing resources to other areas of your operations?

WANT TO KNOW MORE, THEN READ ON . . .
The ISAGO audit of a Ground Service Provider (GSP) goes deep into how the organization manages its operations. ISAGO assesses the implementation by the GSP of management processes and procedures covering a variety of ground handling operations and other activities. Each operation is assessed in detail at both a corporate and station level, from design to implementation and quality assurance. In addition, ISAGO advocates the implementation of standardized operational procedures and best practices developed by industry experts, such as those published in the IATA Ground Operations Manual (IGOM) and the Aircraft Handling Manual (AHM). Standardization is a key feature in every safety initiative and ISAGO recognizes the adoption of local or customer requirements.

No comparative global audit program and full set of regulatory standards exist and the ISAGO is often replicated. No other scheme demands and assesses the implementation of a full safety management system on the same level as required of airlines, airports and other aviation operations. No other scheme or initiative can demonstrate safety performance improvement of ground operations. An ISAGO registered GSP is over 50% more likely to make a safety report and experience less severe damage.

The ISAGO audits are conducted by IATA selected, trained and qualified auditors – members of a dedicated Charter of Professional Auditors (CoPA). IATA manages the CoPA and continuously evaluates the performance of the auditors. The CoPA is unique in aviation and only its members can conduct ISAGO audits. The highly competent auditors provide a high quality audit that is recorded in a high quality, comprehensive and informative audit report.

No airline audit can match ISAGO. And IATA is determined to make further safety improvements.

ISN’T THAT WHAT YOU WANT?
Imagine you are a GSP. Imagine that you have to endure repetitive audits by customer airlines, covering the same areas, and you are thinking: wouldn’t it be more useful, more cost-effective and sensible if one comprehensive audit takes place and the audit report is shared. IATA agrees.

Access to an ISAGO audit report is open only to airlines. There is a report for the GSP at corporate level of the ISAGO audit conducted for ISAGO Registration at its headquarters and covering the management of the GSP’s ISAGO ground operations throughout its network. Another report provides details of the ISAGO audit of the implementation of the ISAGO ground operations provided at a specific station. As of February 2018 there were over 220 ISAGO Registered GSPs at over 440 stations located at 303 airports worldwide. ISAGO has, since 2008, conducted over 1600 audits.

The reports are available only from IATA and sharing is strictly controlled. An annual subscription provides unlimited access or, if your network is not that large, are available to purchase individually. A yearly subscription is currently $20,000 and an individual report is $1,500. Discounts on the subscription rate are available for airline wholly-owned subsidiaries and smaller-sized airlines.

**How much did you say your airline spends on ground operations audits? And what do you get in return?**

**Did you know that ISAGO Registration improves safety performance?**

Damage done to aircraft during ground operations unfortunately does not always get reported at source. This can not only lead to higher safety risks but also, once the damage is found, higher costs, flight delays, congested airports and inconvenience to passengers. Analysis of data collected by IATA’s Ground Damage Database (GDDB) indicates that an ISAGO-registered GSP has a significantly better safety reporting culture, and, if an unfortunate incident occurs, the damage will be less severe.
The ISAGO audit report covers the applicable ground operations disciplines in detail. It outlines the auditor’s findings and explains how those findings were resolved. It can more than replace the audit you would do of a GSP of the operations within the scope of ISAGO. You can use the information it contains to satisfy your oversight obligations, provide input to your safety management system and redeploy your valuable auditing resources to focus on the real safety risk areas. And why not support your auditors to join the CoPA and participate in ISAGO audits. The professional fees paid to the auditor could not only recover the training investment but could also offset the airline subscription fee. A win-win!

Eliminating the duplicate audits will make your GSPs much happier and they will be able to devote their resources to managing their safety risks instead of hosting audits. Doesn't that make sense?

It doesn’t stop there. We need you to provide information on your ground operations so we can not only see where ISAGO should expand but also to target more outsourced operations and the providers. We also need your feedback on the audit reports, the risk areas and any other information that ISAGO can use, as part of the audit, to improve safety. We acknowledge that the scope of an ISAGO does not currently cover all ground operations and you may still need to visit the GSP to audit any unaddressed areas. IATA is working on that. And the GSP will be happy to assist you in the audit of non-ISAGO areas.

IATA makes no claim that having an ISAGO audit report negates the regulatory responsibilities of the airline to maintain oversight of its ground operations. IATA is, however, committed to establishing ISAGO as an accepted alternative means of compliance for airline regulatory oversight of ground operations. We are in dialogue with the major regulatory agencies, including ICAO. We think you would prefer ISAGO to state regulation and can help you too in your discussions with your regulator.

For more information contact your IATA Regional Office or see our website.

ISAGO – THE RIGHT CHOICE FOR THE OVERSIGHT OF YOUR GROUND OPERATIONS

The ISAGO Program Manual (GOPM) outlines all aspects of the management, administration and conduct of the ISAGO audit program.

Click here to view or download from the IATA ISAGO website.