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# IATA Reference Manual for Audit Programs

Edition 14





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## Introduction

The IRM contains the abbreviations and terms used in IATA's audit documentation. Terms that do not have a unique meaning in IATA audit programs, or 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.

Where two or more terms have the same meaning, the definition shown is for the preferred term.

In preparing the document, every effort was made to achieve consistency with definitions of terms used in various industry documents. However, inconsistencies will continue to exist in some of these documents, and users should understand that, where such inconsistencies are noted, common sense will prevail in providing an interpretation.

## Applicability and 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), ISAGO Program Manual (GOPM) & ISSA Program Manual (ISPM);
- Standards and Recommended Practices in the IOSA Standards Manual (ISM), ISAGO Standards Manual (GOSM) & ISSA Standards Manual (ISSM);
- Procedures and Guidance in various parts of the IOSA Audit Handbook (IAH) & ISAGO GoGuides;

Thus, the IRM is applicable to the above-mentioned documents.

## Modification Status

All changes in this document are listed in the revision highlights table. For easier orientation, the following symbols identify any changes made within each section:

- Addition of a new item.
- △ Change to an item.
- ⊗ Deletion of an item.

## Distribution

Electronic distribution only, via public website: [www.iata.org/iosa](http://www.iata.org/iosa)

**E. & O.E.**

## Record of Revisions (ROR)

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**Note:** The IRM is effective on the published date.

## Record of Temporary Revisions (ROTR)

Revision Number	Issue Date	Effective Date
Nil	Nil	Nil

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**IMPROVE YOUR  
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## Description of Changes

The following tables describe the significant changes contained in the IOSA Reference Manual for Audit Programs, Edition 14 (IRM Ed. 14).

Revision Highlights
Description of Significant Changes
<ul style="list-style-type: none"> <li>No significant changes</li> </ul>

Revisions to IRM Introduction
<ul style="list-style-type: none"> <li>Editorial changes</li> </ul>

Revisions to IRM List of Abbreviations *		
* Abbreviations listed alphabetically		
New Abbreviations	Changed Abbreviations	Deleted Abbreviations
<ul style="list-style-type: none"> <li>ACs</li> <li>CA</li> <li>CBTA</li> <li>CCA</li> <li>CH</li> <li>CI</li> <li>Cr</li> <li>IAO</li> <li>MC</li> <li>RBI</li> <li>SSp</li> </ul>		



Revisions to IRM Glossary of Terms *		
* Abbreviations listed alphabetically		
New Terms/Definitions	Revised Terms/Definitions	Deleted Terms/Definitions
<ul style="list-style-type: none"> <li>• Aviation Cybersecurity</li> <li>• Cargo Commercial Agreement</li> <li>• Competency based training and Assessment</li> <li>• Cyber Attack</li> <li>• Cyber Hazards</li> <li>• Cyber Incident</li> <li>• Cyber Risk</li> <li>• IATA Connect</li> <li>• Maturity Criteria</li> <li>• Risk Based</li> <li>• Risk Based Audit</li> </ul>	<ul style="list-style-type: none"> <li>• Automatic Deployable Flight Recorder (ADFR)</li> <li>• IOSA Audit Handbook (IAH)</li> <li>• IOSA Audit Handbook</li> <li>• Registration renewal audit</li> <li>• Risk Based</li> </ul>	

## List of Abbreviations

A4A	Airlines for America	ALoSP	Acceptable Level of Safety Performance
AAL	Above Airport Level	AMO	Approved Maintenance Organization
AC	Advisory Circular	AMP	Aircraft Maintenance Program
ACs	Aviation Cybersecurity	AMU	Areas of Magnetic Unreliability
A/C	Aircraft	ANP	Actual Navigation Performance
ACARS	Aircraft Communications Addressing and Reporting System	ANSP	Air Navigation Service Provider
ACAS	Airborne Collision Avoidance System	AO	Audit Organization
ACI	Airports Council International	AOC	Air Operator Certificate
ACMI	Aircraft, Crew, Maintenance and Insurance (lease)	AOG	Aircraft on Ground
ACRAF	Aircraft Cyber Risk Assessment Framework	AOM	Aircraft Operating Manual
ACWG	IATA Accident Classification Working Group	AOSP	Air Operator Security Program
AD	Airworthiness Directive	APCH	Approach
ADFR	Automatic Deployable Flight Recorder	APR	Auditor Prerequisite Record
ADS	Automatic Dependent Surveillance	APU	Auxiliary Power Unit
ADS-B	Automatic Dependent Surveillance—Broadcast	AQP	Advanced Qualification Program
ADS-C	Automatic Dependent Surveillance—Contract	AQPP	Auditor Quality Performance Program
ADT	Aircraft Distress Tracking	AQR	Auditor Qualification Record
ADX	IATA Accident Data Exchange	AR	Authorization Required
AE	Accountable Executive	ARFF	Airport Rescue Fire Fighting
AED	Automatic External Defibrillator	AS	Audit Summary
AFE	Above Field Elevation	ASD	Accelerate Stop Distance
AFM	Approved Flight Manual	ASU	Air Starter Unit
AFS	Auto-flight System	ATA	Actual Time of Arrival
AGL	Above Ground Level	ATC	Air Traffic Control
AGM	Aircraft Ground Movement (ISAGO)	ATD	Actual Time of Departure
AHM	IATA Airport Handling Manual	ATL	Aircraft Technical Log
AI	Active Implementation	ATM	Air Traffic Management
AIB	Accident Investigation Board	ATO	Approved Training Organization
AIP	Aeronautical Information Publication	ATQP	Alternative Training and Qualification Program
AIR	Active Implementation Record	ATS	Air Traffic Services
ALI	Abbreviated Load Information Message	ATSU	Air Traffic Services Unit
AIREP	Air-report	AVI	Live Animal
		AWB	Air Waybill
		BR	Baggage Reconciliation
		BoG	IATA Board of Governors
		BP	Best Practice

CA	Cyber Attack	CMV	Converted Meteorological Visibility
CAA	Civil Aviation Authority	CNS	Communications, Navigation and Surveillance
CAB	Cabin Operations (IOSA)	COA	Certificate of Approval
CAO	Cargo Aircraft Only	CoA	Certificate of Airworthiness
CAP	Corrective Action Plan	COMAT	Company Material
CAR	Corrective Action Report/Record	CoPA	(ISAGO) Charter of Professional Auditors
CARS	Cockpit Audio Recording System	CP	Command Post
CASE	Coordinating Agency for Supplier Evaluation	CPA	Capacity Purchase Agreement
<input type="checkbox"/> CsH	Cyber Hazards	CPCP	Corrosion Prevention and Control Program
CAT I	Category I Approach	CPDLC	Controller-pilot data link communications
CAT II	Category II Approach	CPM	Container/Pallet Distribution Message
CAT III	Category III Approach	CPR	Cardio-pulmonary Resuscitation
CAVOK	Visibility, cloud and present weather better than prescribed values or conditions	CPT	Cockpit Procedure Trainer
CBT	Computer-Based Training	CR	Conformance Report
<input type="checkbox"/> CBTA	Competency-Based Training and Assessment	<input type="checkbox"/> CsR	Cyber Risk
CC	Cabin Crew	<input type="checkbox"/> CsT	Cybersecurity Threat
<input type="checkbox"/> CCA	Cargo Commercial Agreement	CRM	Crew Resource Management
CDFA	Continuous Descent Final Approach	CRP	Cruise Relief Pilot
CDL	Configuration Deviation List	CRS	Certificate of Release to Service
CDP	Carbon Disclosure Project	CSD	Constant Speed Drive
CE	Critical Elements	CSIAD	Critical Systems, Information, Assets and Data
CEI	Continuous Environmental Improvement	CSS/C	Call Sign Similarity/Confusion
CFIT	Controlled Flight into Terrain	CTD	Cabin Training Devices
CFR	Code of Federal Regulations (FAA)	CVR	Cockpit Voice Recorder
CFSS	Cargo Fire Suppression System	CVS	Combined Vision System
CG	Center of Gravity	DAA	Delivery at Aircraft
CGO	Cargo Operations (IOSA)	DAH	Design Approval Holder
CGM	Cargo and Mail Handling (ISAGO)	DAQCP	(IATA) De-/Anti-icing Quality Control Pool
<input type="checkbox"/> CsI	Cyber Incident	DAR	Designated Airworthiness Representative
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora	DCS	Departure Control System
CLC	Centralized Load Control	DDG	Dispatch Deviation Guide
CM	Condition Monitoring	DDM	Dispatch Deviation Manual
CMM	Component Maintenance Manual	DER	Designated Engineering Representative
CMR	Certification Maintenance Requirements	DFDAU	Digital Flight Data Acquisition Unit

DFDR	Digital Flight Data Recorder	ESD	Electrostatic Discharge/Electrostatic Sensitive Device
DG	Dangerous Goods	ESP	External Service Provider
DGR	(IATA) Dangerous Goods Regulations	ETA	Estimated/Expected Time of Arrival
DIV	Aircraft Diversion Message	ETO	Endorsed Training Organization
DLR	Data Link Recorder	ETOPS	Extended Twin Operations/Extended Range Operations with Two-Engined Airplanes
DME	Distance Measuring Equipment	ETU	Estimated Time of Use
DOA	Design Organization Approval	EVAS	Enhanced Vision Augmentation System
DoD	(United States) Department of Defense	EVS	Enhanced Vision System
DOI	Dry Operating Index	EZFW	Estimated Zero Fuel Weight
DOT	Department of Transport	FAA	Federal Aviation Administration (USA)
DOW	Dry Operating Weight	FAF	Final Approach Fix
DP	Decision Point	FAR	Federal Aviation Regulation/Final Action Required
DSP	Operational Control and Flight Dispatch (IOSA)	FAS	Final Approach Segment
DVD	Digital Versatile Disc	FAT	Final Action Taken
DVT	Deep Vein Thrombosis	FCA	Final Corrective Action
EASA	European Aviation Safety Agency	FCB	Flight Crew Bulletin
EBT	Evidence-based Training	FDA	Flight Data Analysis
ECL	Emergency Checklist	FDAP	Flight Data Analysis Program
EDP	Electronic Data Processing	FDAU	Flight Data Acquisition Unit
EDTO	Extended Diversion Time Operations	FDM	Flight Data Monitoring
e.g.	For example	FDR	Flight Data Recorder
EGPWS	Enhanced Ground Proximity Warning System	FFS	Full Flight Simulator
EFB	Electronic Flight Bag	FL	Flight Level
ELT	Emergency Locator Transmitter	FLT	Flight Operations (IOSA)
ELT (AF)	Automatic-fixed ELT	FLTA	Forward Looking Terrain Avoidance
ELT (AP)	Automatic-deployable ELT	FMS	Flight Management System
ELT (s)	Survival ELT	FO	Fuel Order
EMC	Emergency Management Center	F/O	First Officer
EME	Event Management Evaluation	FOA	Flight Operations Assistant
EMS	Environmental Management System	FOB	Fuel on Board
ER	Engineering Request	FOD	Foreign Object Debris
ERA	Equipment Restraint Area	FOO	Flight Operations Officer
ERP	Emergency Response Plan	FOQA	Flight Operations Quality Assurance
EROPS	Extended Range Operations	FRMS	Fatigue Risk Management System
ES	Executive Summary	FSTD	Flight Simulation Training Device
ESARPs	IEnvA Standards and Recommended Practices	FTD	Flight Training Device

GADM	Global Aviation Data Management	IAT	IOSA Auditor Training
GADSS	Global Aeronautical Distress Safety System	i.a.w.	In accordance with
GM	Guidance Material	ICA	Interim Corrective Action
GOA	ISAGO Agent	ICAO	International Civil Aviation Organization
GOAR	ISAGO Audit Report	ICHM	(IATA) Cargo Handling Manual
GOGUIDE	Guidance for ISAGO Auditors	i.c.o.	In case of
GOM	Ground Operations Manual	IDG	Integrated Drive Generator
GOPM	ISAGO Program Manual	IDQP	IATA Drinking-water Quality Pool
GOSARPs	ISAGO Standards and Recommended Practices	IDX	IATA Incident Data Exchange
GOSB	ISAGO Standards Board	i.e.	In other words; that is
GOSM	ISAGO Standards Manual	IEEnvA	IATA Environmental Assessment
GNSS	Global Navigation Satellite System	IEOWG	IEEnvA Oversight Working Group
GPS	Global Positioning System	IFQP	IATA Fuel Quality Pool
GPU	Ground Power Unit	IFR	Instrument Flight Rules
GPWS	Ground Proximity Warning System	IFSD	In-flight Shut Down
GRH	Ground Handling Operations (IOSA)	IGOM	IATA Ground Operations Manual
GRI	Global Reporting Initiative	IHR	International Health Regulations
GSE	Ground Support Equipment	ILS	Instrument Landing System
GSP	Ground Services Provider	IMC	Instrument Meteorological Conditions
HAA	Height Above Airport	IMP	Interchange Message Procedures
HAT	Height Above Touchdown, Height Above Threshold	IOC	IOSA Oversight Council
HAWB	House Air Way Bill	IOE	Initial Operating Experience
HAZMAT	Hazardous Materials	IOSA	IATA Operational Safety Audit
HDL	Aircraft Handling and Loading (ISAGO)	IPM	IOSA Program Manual
HEPA	High Efficiency Particulate Air (filter)	IPV	IOSA Preparation Visit
HF	High Frequency	IRM	IATA Reference Manual for Audit Programs
HGS	Head-up Guidance System	IS	Information Sources
HLA	High Level Airspace	ISA	International Standard Atmosphere
HOT	Hold-Over Time	ISAGO	IATA Safety Audit of Ground Operations
HTML	Hypertext Mark-up Language	ISARPs	IOSA Standards and Recommended Practices
HUD	Head-up Display	ISIT	IATA Safety Incidents Taxonomy
HUM	Human Remains	ISM	IOSA Standards Manual
HVAC	Heating, Ventilation and Air Conditioning	ISPM	ISSA Program Manual
IAH	IOSA Audit Handbook	ISSA	IATA Standard Safety Assessment
IAP	Instrument Approach Procedure/ Implementation Action Plan	ISSM	ISSA Standards Manual
IAR	IOSA Audit Report	ISTARS	(ICAO) Integrated Safety Trend Analysis and Reporting System

ISO	International Organization for Standardization	MMEL	Master Minimum Equipment List
ITIL	Information Technology Infrastructure Library	MMM	Maintenance Management Manual
KC	Known Cargo	MNPS	Minimum Navigation Performance Specification
KCo	Known Consigner	MNT	Aircraft Engineering and Maintenance (IOSA)
kg	Kilogram(s)	MO	Mandatory Observation
KPI	Key Performance Indicator(s)	MOM	Maintenance Organization Manual
LA	Lead Auditor	MOU	Memorandum of Understanding
LAHSO	Land and Hold Short Operations	MPD	Maintenance Planning Document
LAR	(IATA) Live Animal Regulations	MPL	Multi-crew Pilot License
LDM	Load Message	MPM	Maintenance Procedures Manual
LEP	List of Effective Pages	MRB	Maintenance Review Board
LI	Lithium Ion (Battery)	MRO	Maintenance, Repair and Overhaul
LIR	(Aircraft) Loading Instruction/Report	MRB	Maintenance Review Board
LLP	Limited Life Part	MSA	Minimum Safe Altitude
LLWAS	Low Level Windshear Alert System	MVT	Aircraft Movement Message
LNAV	Lateral Navigation	MX	Maintenance
LMC	Last Minute Changes	N/A	Not Applicable
LOC-I	Loss of Control Inflight	NAA	National Aviation Authority
LOD	Load Control (ISAGO)	NAT	North Atlantic
LOE	Line Operational/Oriented Evaluation	NAT HLA	North Atlantic Track High Level Airspace
LOFT	Line Operational/Oriented Flight Training	NAT SPG	North Atlantic Systems Planning Group
LOS	Line Operational Simulation	NCR	Non-conformance Report
LOSA	Line Operations Safety Audit	NDT	Non-destructive Testing
LRBL	Least Risk Bomb Location	NEO	New Engine Option
LRN	Long-Range Navigation	NIST	National Institute of Science and Technology
LROPS	Long-Range Operations	NOTAM	Notice to Airmen
LTO	Landing/Take-off Cycle	NOTOC	Notification to Captain
LVA	Low Visibility Approach	NPA	Non-precision Approach
LVO	Low Visibility Operations	NoToCM	Notice to COPA Members
LVP	Low Visibility Procedures	O <sub>2</sub>	Oxygen
LVTO	Low Visibility Take-Off	OCR	On-site Correction Record
MA	Maturity Assessment	ODA	Organization Designation Authorization
MAP	Missed Approach Point	ODS	Ozone-Depleting Substances
□ MC	Maturity Criteria	OE	Operating Experience
MCC	Multi-Crew Composition	OEM	Original Equipment Manufacturer
MCM	Maintenance Control Manual	OFN	Operational Feedback Notice
MEL	Minimum Equipment List		
MLAT	Multilateration		

OFP	Operational Flight Plan	PSR	Point of Safe Return
OM	Operations Manual		Passenger Seat Request
OOF	Outsourced Operational Function	PTL	Passenger Transfer List
OOOF	Oversight of OOF	PWD	Passenger With Disability
ORG	Organization and Management System (IOSA)	QA	Quality Assurance
ORM	Operational Risk Management	QAPM	(IATA) Quality Assurance Program Manual
ORM	Organization and Management (ISAGO)	QAR	Quick Access Recorder
OSH	Occupational Safety and Health	QC	Quality Control
OSS	Operations, Safety & Security (IATA)	QC	Quick Change (type of cargo airplane)
PA	Public Address/Passenger Address	QCPG	Quality Control Processes Guidance
PAB	Passenger and Baggage Handling (ISAGO)	QFE	Barometric pressure at a station
PANS-OPS	Procedures for Air Navigation Service—Aircraft Operations	QM	Quality Manager
PBC	Performance-based Communication	QMS	Quality Management System
PBCS	Performance-based Communication and Surveillance	QNE	Standard Altimeter Setting
PBE	Personal Breathing Equipment	QNH	QFE corrected to AMSL using ISA
PBI	Passenger Baggage Information	QRG	Quick Reference Guide
PBN	Performance-based Navigation	QRH	Quick Reference Handbook
PBS	Performance-based Surveillance	QRM	Quick Reference Manual
PCA	Planned Corrective Action	QRR	Question Response Report
PCO	Parallel Conformity Option	QSR	Quality Safety Requirement
PCR	(IATA) Perishable Cargo Regulations	RAIM	Receiver Autonomous Integrity Monitoring
PDP	Predetermined Point	□ RBI	Risk Based IOSA
PED	Portable/Personal Electronic Device	RCA	Root Cause Analysis
PF	Pilot Flying	RCP	Required Communication Performance
PHE	Public Health Emergency	RFFS	Rescue and Fire Fighting Services
PIC	Pilot-in-Command	RLAT	Reduced Lateral Separation Minima
PMA	Parts Manufacturer Approval	RNAV	Area Navigation
PM	Pool Member	RNP	Required Navigation Performance
PM	Pilot Monitoring	ROASS	Runway Overrun Awareness and Alerting System
PMP	Performance Monitoring Program	RPAS	Remotely Piloted Aircraft System
PNF	Pilot Not Flying	RSP	Required Surveillance Performance
PNR	Point of No Return	RSR	Red Safety Risk (GOSARs)
POC	Portable Oxygen Concentrator	RTO	Rejected Takeoff
PPE	Personal Protective Equipment	RVR	Runway Visual Range
PPM	Policy and Procedure Manual	RVSM	Reduced Vertical Separation Minima
PPU	Power Push Unit	SAFA	Safety Assessment of Foreign Aircraft
PRM	Passenger with Reduced Mobility		



SAG	Safety Action Group (SMS)	□	SSp	Supplementary Station procedure
SAR	Search and Rescue		STAR	Standard Terminal Arrival Route/Standard Instrument Arrival
SARPs	(ICAO) Standards and Recommended Practices		STC	Supplemental Type Certificate
SATCOM	Satellite Communications		SVP	(IATA) Senior Vice President
SB	Service Bulletin		SWIM	System Wide Information Management
SBU	Shipper Built ULD		TACT	(IATA) Air Cargo Tariff and Rules
SC	Secure Cargo		TBD	To Be Determined
SCC	Senior Cabin Crew		TCAS	Traffic Collision Avoidance System
SDCPS	Safety Data Collection and Processing Systems		TCH	Type Certificate Holder
SEC	Security Management (IOSA)		TCO	Third Country Operators
SELCAL	Selective Calling System		TCR	(IATA) Temperature Control Regulations
SeMS	Security Management System		TEM	Threat and Error Management
SFGOAC	IATA Safety, Flight and Ground Operations Advisory Council		TERPS	Terminal Instrument Procedures
SFAR	Special Federal Aviation Regulation		TG	Technical Group
SGHA	Standard Ground Handling Agreement		TM	Training Manual
SIC	Second-in-Command		T/O	Take-Off
SID	Standard Instrument Departure		TOR	Terms Of Reference
SLA	Service-level Agreement		TSO	Technical Standard Order
SLOA	Side Letter of Agreement		TR	Temporary Revision
SLOP	Strategic Lateral Offset Procedure		UAS	Unmanned Aircraft Systems
SLS	Statistical Load Summary		UAV	Unmanned Aerial Vehicle
SM	IATA Security Manual		UCM	ULD Control Message
SME	Subject Matter Expert		ULB	Underwater Locator Beacon
SMGS	Surface Movement Guidance System		ULD	Unit Load Device/Underwater Locator Device
SMM	(ICAO) Safety Management Manual		ULDR	(IATA) ULD Regulations
SMS	Safety Management System		UPRT	Upset Prevention and Recovery Training
SOIR	Simultaneous Operations to Intersecting Runways		UPU	Universal Postal Union
SOM	Seats Occupied Message		URL	Uniform Resource Locator
SOP	Standard Operating Procedure		USOAP	(ICAO) Universal Safety Oversight Audit Program
SPI	Safety Performance Indicator		UTC	Coordinated Universal Time
SPOT	Special Purpose Operational Training		UTM	(IATA) ULD Technical Manual
SRA	Safety Risk Assessment		VDGS	Visual Docking Guidance System
SRB	Safety Review Board (SMS)		VFR	Visual Flight Rules
SRM	Safety Risk Management		VHF	Very High Frequency
SSO	State Safety Oversight		VNAV	Vertical Navigation
SSP	State Safety Program		VMC	Visual Meteorological Conditions



V <sub>mc</sub>	Minimum Control Speed	WHO	World Health Organization
VOI	Verification of Implementation	WI	Work Instruction
VOR	VHF Omni-directional Radio Range	WS	Wind Shear
W&B	Weight and Balance	X-wind	Crosswind
WATS	World Air Transport Statistics		
WH	Watt-hour		

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## Glossary of Terms

### A

#### **Abnormal Activities (IEnvA)**

Shut down and start up conditions or activities that rarely take place but are planned.

#### **Acceptable Level of Safety Performance (ALoSP)**

The minimum level of safety performance of civil aviation in a State, as defined in its State safety program, or of a service provider, as defined in its safety management system, expressed in terms of safety performance indicators (SPIs) and safety performance targets (SPTs).

See [Safety Performance Indicator \(SPI\)](#), [Safety Performance Target \(SPT\)](#), [State Safety Program \(SSP\)](#)

#### **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*

#### **Accident Data eXchange**

Accident Data Exchange (ADX) is a commercial aviation accident repository for aviation safety professionals and researchers.

#### **Accountability**

The obligation to accept ultimate responsibility for decisions and policies, and for the performance of applicable functions, duties, tasks or actions; implies being answerable (i.e. accountable) for ensuring such responsibility is executed or performed. Accountability may not be delegated.

**Note:** *In the context of a Safety Management System (SMS), accountability means being ultimately responsible for safety performance, whether at the overall SMS level (accountable executive) or at specific product and/or process levels (other applicable members of management).*

See [Accountable Executive](#), [Responsibility](#), [Safety Management System](#).

#### **Accountable Executive (AE)**

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/ISSA/ISAGO definition may refer to an operator, a ground service provider, an audit organization, an ISAGO agent, or an endorsed training organization.*

See [Accountability](#).

#### **ACMI Lease Agreement**

An aircraft leasing arrangement whereby one operator (the Lessor) provides the aircraft, crew, maintenance, and insurance (ACMI) to another operator (the Lessee). The Lessee covers fuel, airport, overflight and other relevant charges, and pays for the hours operated. The Lessor exercises operational control over the flights conducted under the lease agreement.

See [Damp Lease Agreement](#), [Wet Lease Agreement](#)

## 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 and/or ISAGO 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.

## Adaptive Task Lists

Guidance contained in Appendix H of the Dangerous Goods Regulations (DGR) that provides examples of well-defined functions, typically performed in the cargo and passenger operational flow, for which dangerous goods training is required. Such guidance describes each function and provides the recommended requirements in terms of tasks, sub-tasks, performance and expected level of proficiency for the functions to be safely performed.

## 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.

See [Alternative Training and Qualification Program \(ATQP\)](#), [Evidence Based Training](#)

## 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*

### Air Cargo Tariff and Rules (TACT)

A reference database published and maintained by IATA for the purpose of providing the industry with up-to-date information regarding the rules, rates, surcharges applicable to air cargo transportation.

### Air Operator

The holder of an Air Operator Certificate (AOC) issued by the Authority.

**Equivalent Terms:** *Airline, Air Carrier, Operator, AOC Holder*

### Air Operator Certificate (AOC)

A certificate authorizing an operator to carry out specified commercial air transport operations.

### Air Operator Security Program (AOSP)

A program consisting of requirements and/or standards adopted for the purpose of safeguarding international civil aviation against acts of unlawful interference. The AOSP is compliant with the requirements of civil aviation security authorities in the State and states where operations are conducted.

**Note:** *The security program of a ground services provider is compliant with the AOSP of its customer airline(s) and requirements of civil aviation security authorities in states where operations are conducted.*

**Equivalent Terms:** *Airline Security Program, Air Carrier Security Plan (ACSP)*

### Air-report (AIREP)

A report from an aircraft in flight prepared in conformity with ICAO requirements for position, and operational and/or meteorological reporting.

### Air Traffic Control (ATC)

A service provided for the purpose of controlling aircraft movement in a manner that:

- Prevents collisions:
  - Between aircraft;
  - In (or within) 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).

## **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)*

## **Airborne Wind Shear Warning System**

Equipment aboard an aircraft that identifies the presence of wind shear.

See [Forward-looking Wind Shear Warning System](#), [Wind Shear](#).

## **Aircraft**

Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface. E.g airplane, helicopter, seaplane.

## **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:** *Aircraft Part, Component, 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), or a compartment designed for specific equipment or purpose (e.g. avionics bay).

*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.

*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 are typically 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's movement 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.

**Equivalent Terms:** *Aeroplane Flight Manual (AFM), Aircraft Flight Manual (AFM), Company Flight Manual (CFM), Flight Crew Operating Manual (FCOM), Pilot Operating Manual*

### 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.

**Equivalent Term:** *Aircraft Taxi-out (taxi-in)*

#### 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 tow bar method, where the rearward movement and steering of the aircraft is controlled by a tractor and tow bar 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(s) for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices, articles and substances.

## **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.

See [Apron](#)

**Equivalent Terms:** *Stand, Parking Stand, Parking Position*

## **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 ATL normally resides in the aircraft, and may be electronic or hard copy

**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.

## **Aircraft Tracking**

A process, established by an operator, that maintains and updates, at standardized intervals, a ground-based record of the four-dimensional position (latitude, longitude, altitude, time) of individual aircraft in flight. The terms associated with aircraft tracking are:

- 4D/15 Service—In the provision of air traffic services, an ATS unit receives four-dimensional aircraft position information at 15-minute intervals or less from suitably equipped aircraft.
- 4D/15 Tracking—The operator obtains four-dimensional aircraft position information at 15-minute intervals or less.

## **Aircraft Turnaround Coordinator**

An 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**

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.

### **Airplane**

A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight. Also a fixed-wing aircraft that is propelled forward by thrust from a jet engine, rocket engine or a propeller.

**Equivalent Term:** *Aeroplane*

### **Airport Handling Manual (AHM)**

A manual published by IATA that defines industry standards in the following areas relevant to airline ground operations: Passenger Handling, Baggage Handling, Cargo and Mail Handling, Aircraft Handling and Loading, Load Control, Airside Management and Safety, Aircraft Movement Control, Ground Handling Agreements, Airport Handling Ground Support Equipment Specifications, Environmental Specifications for Ground Handling Operations.

### **Airside**

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 as being airworthy.

See [Airworthy](#)

### **Airworthiness Certificate**

See [Certificate of Airworthiness](#).

### **Airworthiness Data**

Information necessary to ensure an aircraft or aircraft component can be maintained in a condition such that airworthiness of the aircraft, or serviceability of associated operational and emergency equipment, is assured.

### **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

The description of an aircraft, engine, propeller or part that conforms to its approved design and is in a condition for safe operation.

## Alert Service Bulletin

Document issued by the manufacturer when a condition exists that the manufacturer feels is safety-related (as opposed to a product improvement).

See [Service Bulletin](#)

## All-cargo Aircraft

An aircraft specifically designed for transporting cargo.

**Equivalent Term:** *Freighter*

## 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:

*Takeoff alternate*—An alternate airport at which an aircraft can land, if necessary, shortly after takeoff 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)

An advanced or alternative training and evaluation programs used to to qualify and certify flight crew members.

See [Evidence Based Training](#), [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.

## Anticipated Operating Conditions

The conditions used in aircraft design to determine or ensure an aircraft will meet airworthiness requirements in terms of controllability and maneuverability in all anticipated operations; refers to conditions that are known from experience, or that can be reasonably envisaged to occur, during the operational life of an aircraft, taking into account the operations for which the aircraft is made eligible. Conditions considered are those relative to the meteorological state of the atmosphere, to the configuration of terrain, to the functioning of the aircraft, to the efficiency of personnel and to all the factors affecting safety in flight.

Anticipated operating conditions do not include:

- Those extremes that can be effectively avoided by means of operating procedures, and
- Those extremes which occur so infrequently that to require the standards to be met in such extremes would give a higher level of airworthiness than experience has shown to be necessary and practical.

See [Certificate of Airworthiness \(CoA\)](#)

### Anti-Collision Lights

The lights required to be displayed by aeroplanes in flight or operating on the movement area of an aerodrome intended to furnish the pilot of another aircraft or personnel on the ground with as much time as possible for interpretation and for subsequent maneuver necessary to avoid a collision. (Annex 8)

**Note:** *Lights fitted for other purposes, such as landing lights and airframe floodlights, may be used in addition to the anti-collision lights specified in the Airworthiness Manual, Volume II (Doc 9760) to enhance aircraft conspicuity.*

### 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/ISSA Program issues to Audit Organizations for immediate reference and action.

### AO Bulletin

A numbered document issued to communicate IOSA/ISSA 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.

### Approach Ban Point

The point from which an instrument approach shall not be continued below 300 m (1000 ft) above the airport elevation/level or into the final approach segment unless the reported visibility or controlling RVR is above the airport operating minima.

### Approach Stabilization Gates

Defined points along the final approach segment, expressed as minimum heights above the airport, each having defined stabilized approach criteria that the aircraft must meet for an approach to be considered stable.

See Also [Stabilized Approach](#), [Stabilized Approach Criteria](#)

### 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

Data that have been approved by the applicable NAA; consists of:

- Directly applicable manufacturer's manuals and procedural information;
- Airworthiness information from outside sources that has been cleared by an operator's Engineering Support for applicability and compatibility;

## 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.

**Equivalent Terms:** *Aircraft Flight Manual (AFM), Airplane Flight Manual (AFM), Aeroplane Flight Manual (AFM), Aircraft Operating Manual (AOM), Flight Crew Operations Manual (FCOM)*

## 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. Such approval:

- Could be documented in an independent/separate Certificate issued by the NAA to the maintenance organization (e.g. Maintenance Organization Approval Certificate—issued by EASA under Part-145, or Repair Station Certificate—issued by FAA under 14CFR145) or could be approved by the NAA and documented as an integral part of another certificate which the maintenance organization is part of (e.g. Holder of an Air Carrier Certificate or Operating Certificate conditional to Part 121 rules and, thus, acting in compliance with Subpart L of 14CFR121).
- Specifies in the Certificate, its annexes or the equivalent document, the maintenance organization scope of approval and associated privileges and limitations.

**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.

**Note:** *When an aircraft is registered from a different state than the state of operation, it should be approved by the state of registration and accepted by the state of operation.*

**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 or cargo, or for fueling, parking or maintenance.

**Equivalent Term:** *Ramp*

### **Area Navigation (RNAV)**

A method of navigation that permits aircraft operation on any desired flight path within the coverage of ground- or space-based navigation aids or within the limits of the capability of self-contained aids, or a combination of these.

See [Navigation Specification](#)

### **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.

### **Article 83 bis**

An article of the Convention on International Civil Aviation (Chicago Convention) that makes provision for the transfer of certain functions and duties normally incumbent on the State of Registry of an aircraft to the State where the operator of the aircraft has its principal place of business or, if the operator has no such place of business, its permanent residence, in the case of lease, charter or interchange of an aircraft or similar arrangement.

**Note:** *The other State in the above definition refers to the State of the Operator for commercial air transport operations.*

See [Article 83 bis Agreement](#), [Article 83 bis Agreement Summary](#)

### **Article 83 bis Agreement**

An agreement registered with the ICAO Council and entered into between two contracting states to provide for the transfer of certain duties and functions from the State of Registry to the State of the Operator in accordance with Article 83 bis.

See [Article 83 bis](#), [Article 83 bis Agreement Summary](#)

### **Article 83 bis Agreement Summary**

When an aircraft is operating under an Article 83 bis agreement between the State of Registry and another State, the agreement summary is a document transmitted with the Article 83 bis Agreement registered with the ICAO Council that identifies succinctly and clearly which functions and duties are transferred by the State of Registry to the State of the Operator.

**Note:** *ICAO Annex 6, Amendment 44, Appendix 10 presents a harmonized agreement summary template that contains all relevant information needed and provides a simple form for operators to carry for use on ramp inspections or other verification activities in order to mitigate misunderstandings when an Article 83 bis agreement is applicable to an aircraft being inspected.*

See [Article 83 bis](#), [Article 83 bis Agreement](#)

### **Assessment**

The determination as to whether a candidate/produce/service meets the requirements of the competency standard.

### **Assessment Tool**

A detailed process associated with certain provisions in the ISM that is used by auditors to assess the effectiveness of implementation of the provision; tool consists of the Desired Outcome, Suitability Criteria, and Effectiveness Criteria.

## 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 process for obtaining and evaluating evidence to determine the level of conformity with specific standards, rules, regulations or other applicable requirements.

**Note:** The term “Audit” specifically refers to the audit of an operator or provider conducted under the IOSA or ISAGO programs; whereas the term “audit” is generic and refers to any audit.

**Note:** Under the ISSA program, the term “Assessment” is used instead of the term “Audit”.

See [Initial Audit](#), [Internal Audit](#), [IOSA Program](#), [Quality Audit](#), [Renewal Audit](#), [Safety Audit](#), [Verification Audit](#).

## Audit Closure

An administrative action performed by the AO or ISAGO Lead Auditor at the point in the Audit (Assessment) process when all findings have been closed by the operator/provider, and such closure has been verified.

See [Audit \(Assessment\)](#)

## Audit Conclusions

The determination, as a result of an Audit (Assessment), of conformity or non-conformity with ISARPs or GOSARPs by the operator/provider.

See [Audit \(Assessment\)](#)

## Audit Funnel

A report submitted to IATA by an AO that provides detailed information relative to the scheduling and status of all audit activities under IOSA/ISSA.

## 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 (Assessment) under IOSA/ISSA/ISAGO.

See [Audit \(Assessment\)](#)

## 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/ISSA programs.

## Audit Plan

A detailed program of action for the implementation and completion of an Audit (Assessment).

See [Audit \(Assessment\)](#)

## Audit Process

The entire course of proceedings and activities associated with an Audit (Assessment).

See [Audit \(Assessment\)](#)

### Audit Program

The documented management, organization, strategy, policies, and procedures used by an AO or GOA for providing audit services under IOSA/ISSA or ISAGO.

### Audit Scope

The scope of an Audit (Assessment) under IOSA/ISSA that consists of the specifications contained in the standards and recommended practices in the following ISM/ISSM disciplines:

- Organization and Management System (ORG)
- Flight Operations (FLT)
- Operational Control and Flight Dispatch (DSP)
- Aircraft Engineering and Maintenance (MNT)
- Cabin Operations (CAB)
- Ground Handling Operations (GRH)
- Cargo Operations (CGO)
- Security Management (SEC)

See [Audit \(Assessment\)](#)

### Audit Scope (ISAGO)

The scope of an audit under ISAGO that consists of the specifications contained in the standards and recommended practices in the following GOSM disciplines:

- Organization and Management (ORM)
- Load Control (LOD)
- Passenger and Baggage Handling (PAB)
- Aircraft Handling and Loading (HDL)
- Aircraft Ground Movement (AGM)
- Cargo and Mail Handling (CGM)

### Audit Sharing

The process under IOSA/ISSA or ISAGO whereby an Interested Party utilizes the Audit (Assessment) of an operator or provider to satisfy its own need for an audit of that same operator or provider.

See [Audit \(Assessment\)](#)

### Audit Team

The group of auditors that coordinates and works together to conduct an Audit (Assessment).

See [Audit \(Assessment\)](#)

### Auditee

A generic term that refers to any entity, person or activity that is subjected to an audit.

**Note:** Under IOSA/ISSA the Operator is the auditee; under ISAGO the Provider is the auditee.

### Auditor

An individual qualified and approved to conduct an audit.

**Note:** The term Auditor refers to an IOSA Auditor, whereas the term auditor is generic.

**Note:** For ISAGO the Auditor is a member of the CoPA.

See [Charter of Professional Auditors \(CoPA\)](#)



## Auditor Actions

Pre-determined action steps performed by an auditor to gather sufficient evidence to support a determination of either conformity or nonconformity with an IOSA/ISSA or ISAGO 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 Independence

An auditor who is independent of the functional area or the manager that is being audited. Auditor impartiality or functional independence would be considered compromised in a situation where the auditor is subjected to any type of performance appraisal activity (attached or not attached to remuneration) by the manager in a functional area that is being audited.

## Auditor Personal Data File

A document that provides a record of the personal, background and qualifications data of an IOSA/ISSA Auditor.

## Auditor Prerequisite Record (APR)

An administrative document prepared by an AO and reviewed by IATA for approval to ensure a candidate for IOSA/ISSA Auditor has satisfied all qualification prerequisites.

## Auditor Qualifications Record (AQR)

An administrative document prepared by an AO and reviewed by IATA for the purpose of approving or tracking the qualifications of IOSA/ISSA 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.

**Equivalent Terms:** *Regulatory Authority, Regulator*

**Note:** *The term Authority as used in the IOSA Standards Manual (ISM), the ISSA Standards Manual (ISSM) 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, ISSM 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.



**Automatic Deployable Flight Recorder (ADFR)**

A flight recorder installed on the aircraft which is capable of automatically deploying or separating from the aircraft in the event of an accident.

**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, wind shear 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.

**Autonomous Distress Position Transmission System**

The capability of using transmission of information from which a position of an aircraft in distress can be determined at least once every minute and that is resilient to failures of the aircraft's electrical power, navigation and communication systems.

**Autonomous Distress Tracking (ADT)**

The function used to identify the location of an aircraft in distress with the aim of establishing, to a reasonable extent, the location of an accident site within a 6 NM radius.

See [Autonomous Distress Position Transmission System](#)

## B

### Background Check

A check of a person's identity and previous experience, including criminal history and any other security-related information relevant to an assessment of the person's suitability in accordance with national legislation.

### Baggage

The personal property of passengers or crew carried on an aircraft by agreement with the operator.

**Equivalent Term:** *Luggage*

### Baggage Drop-off

A location, typically at an airport, where passengers, as part of the check-in process prior to a flight, deliver or turn over baggage to the airline and receive a receipt (claim check). Once received by the airline, checked baggage subsequently undergoes security screening and, if applicable, is stored in a secure area prior to being loaded onto the aircraft.

**Equivalent Term:** *Baggage Drop*

See [Checked Baggage](#)

### 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 as accompanied baggage, or in different flights if the unaccompanied baggage is properly identified, screened to the appropriate standard and accepted for carriage by the operator.

### Balance Sheet

A sheet which records the distribution of weight in an aircraft and shows the center of gravity of an aircraft at takeoff and landing. It may be an attachment to the load sheet or a separate document.

See [Load Sheet](#).

### Ballast

Dead load weight carried on board the aircraft to achieve a particular aircraft balance condition.

### 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

A term used for establishing flight crew member qualification intervals; 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.

### Behavior

The way a person responds, either overtly or covertly, to a specific set of conditions; is capable of being measured.

**Behavior Detection**

Within an aviation security environment, the application of techniques involving the recognition of behavioral characteristics, including but not limited to physiological or gestural signs indicative of anomalous behavior, to identify persons who may pose a threat to civil aviation.

**Behavioral Indicator**

An overt action performed or statement made by any flight crew member that indicates how the crew is handling the event.

**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.

**Bulk Cargo**

Cargo loaded as loose items or pieces into aircraft compartments.

## C

### Cabin

See [Passenger Cabin](#).

### Cabin Access Door

A door in the aircraft fuselage used for gaining entry to 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 Authority, and as assigned by the operator and/or the pilot-in-command; 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

Used for establishing the expiration of flight crew member qualifications; 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 2016, such crew member remains qualified until 31 March 2017.

### 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 2016 through 31 December 2016 is calendar year 2016.

### 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](#).

### Capacity Purchase Agreement (CPA)

A commercial agreement, typically between a major operator and a regional affiliate operator, whereby the major operator purchases all of the capacity of the affiliate's aircraft for the purpose of transporting its own passengers and/or cargo on flights conducted by the affiliate operator.

### Captain

A person qualified to be the pilot-in-command of an aircraft.

See [Pilot-in-command \(PIC\)](#).

**Equivalent Term:** *Commander*

### Cargo

Any revenue or non-revenue shipment of goods or property other than accompanied or mishandled baggage 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:** *In IOSA/ISAGO standards, non-revenue cargo and revenue cargo are identically addressed, for the purposes of handling, loading, securing and transporting.*

**Note:** *In the IOSA/ISAGO standards 'mail' is considered to be an item of 'cargo': therefore, any reference to cargo also includes mail.*

See [COMAT \(Company Material\)](#), [Known Cargo](#), [Unknown Cargo](#).

**Equivalent Term:** *Freight*

### Cargo Aircraft

An aircraft, other than a passenger aircraft, that is carrying cargo.

See [Cargo](#), [Passenger Aircraft](#)

### Cargo Attendant

A supernumerary transported onboard a cargo aircraft to accompany a cargo shipment.

See [Cargo](#), [Cargo Aircraft](#), [Supernumerary](#).

### ☐ Cargo Commercial Agreement

A cargo commercial agreement includes the following, specifically for cargo operations.

- ACMI Lease (wet lease) Agreement
- Capacity Purchase Agreement (CPA)
- Damp Lease Agreement

## Cargo Compartment

The area of an aircraft that may be utilized for the transport of cargo, and/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*—means a cargo or baggage compartment in which:

- (i) A fire occurring in it will be completely confined without endangering the safety of the aeroplane or the occupants;
- (ii) There are means to exclude hazardous quantities of smoke, flames, or other noxious gases, from any compartment occupied by the crew or passengers;
- (iii) Ventilation and draughts are controlled within each compartment so that any fire likely to occur in the compartment will not progress beyond safe limits;
- (iv) Consideration is given to the effect of heat within the compartment on adjacent critical parts of the aeroplane; and
- (v) The compartment volume does not exceed 28.32 m<sup>3</sup>.

*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.

*Class F compartment*—must be located on the main deck and is one in which:

- there is a separate approved smoke detector or fire detector system to give warning at the crewmember station;
- there are means to extinguish or control a fire without requiring a crewmember to enter the compartment;
- there are means to exclude hazardous quantities of smoke, flames, or extinguishing agent from any compartment occupied by the crew or passengers.

**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 acceptance and/or cargo handling operations are conducted.

### **Cargo Flight**

A flight that carries cargo.

See [Cargo](#).

### **Cargo (High-risk)**

See [High-risk Cargo](#).

### **Cargo Operations Manual**

See [Operations Manual \(OM\)](#).

### **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 9G cargo net or 9G rigid barrier/bulkhead (i.e. a net or barrier that is stressed for a load of nine Gs of force) when cargo is carried on the same deck as the flight deck and/or passengers or supernumeraries).

**Equivalent Term:** 9G system

### **Certificate of Airworthiness (CoA)**

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.

When, in IOSA, a reference is made to the “date of initial application for certification”, it implies the date when the OEM first submitted the application for certification for a new aircraft type to the applicable Authority. The equivalent ICAO SARP wording are: “...aeroplanes for which the application for certification was submitted on or after...”

When, in IOSA, a reference is made to the “date of the issue of their initial certificate of airworthiness”, it implies the date of certification of each individual aircraft. The equivalent ICAO SARP wording is: “...aeroplanes for which the individual certificate of airworthiness is first issued after...”

See [Export Certificate of Airworthiness](#)

**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 identify and analyze internal and external changes with the potential to affect the functionality of an organization, and for assessing and controlling the risks associated with such changes.

## **Charter of Professional Auditors (CoPA)**

A membership scheme administered by IATA for all the ISAGO Auditors that have demonstrated a standardized level of competence in auditing and operational expertise for the purpose of ISAGO.

## **Charter Passenger Flight**

A passenger flight that operates an itinerary that is typically not included in or part of the operator's published flight schedule and/or route system; such flights require approval from the relevant Authority.

Open Charter Passenger Flight—A charter passenger flight where passenger seats are sold to members of the public typically by the operator or through a travel agent, Closed Charter Passenger Flight—A charter passenger flight where a government, a person or an individual organization arranges, contracts and pays for the operation of an entire aircraft to transport a defined group of passengers (e.g. members of the military, company employees, members of a sports team).

## **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:** *Registered Baggage, Registered Luggage*

### **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<sub>2</sub> 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.

### **CITES (The Convention on International Trade in Endangered Species of Wild Fauna and Flora)**

An international agreement between governments with the aim to ensure that international trade in specimens of wild animals and plants does not threaten their survival.

### **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 or 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.

### **Code Share Agreement**

A commercial agreement whereby two or more operators cooperate to transport passengers and/or cargo on a flight operated by only one of the operators.

The operator that transports the passengers and/or cargo is referred to as the operating (or administering) carrier and exercises operational control of such flight; the other operator(s) is (are) referred to as the marketing operator(s).

Each of the operators market the flight (i.e. sell seats and/or cargo space) under their respective individual designator (i.e. code) and flight number.

**Equivalent Terms:** *Code-share, Codeshare*

## COMAT (Company Material)

Operator material carried on an operator's aircraft for the operator's own purposes.

See [Cargo](#).

**Equivalent Term:** *Company Supplies*

## Combi (Combined Passenger and Cargo) Aircraft

An aircraft that can be interchangeably configured for simultaneous carriage of cargo and passengers in different proportions on the main floor. Combi aircraft typically feature an oversized cargo door, a strengthened floor, tracks on the cabin floor to allow the seats to be added or removed quickly, and a partition in the aircraft cabin to allow a mixed passenger/freight combination.

**Note:** A combi aircraft is defined as a passenger aircraft when it is used to transport passengers.

**Note:** Passenger aircraft with main deck baggage compartments are excluded from this definition.

See [Cargo](#), [Cargo Aircraft](#), [Cargo Restraint System](#), [Passenger](#), [Passenger Aircraft](#) and [Smoke Barrier](#).

## Combined Audit

An audit that assesses conformity with the applicable GOSARPs related to a GSP's corporate management policies, processes and procedures for the provision of ground operations within the scope of ISAGO at only one station worldwide. The GSP must have its only headquarters located in close proximity of the station, allowing the headquarters and station audits to be treated as the same audit.

## Combined Vision System (CVS)

System to display images from a combination of an enhanced vision system (EVS) and a synthetic vision system (SVS).

## 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 and/or cargo 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*

## Competency

A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

## Competency-based Training

Training that is characterized by a performance orientation, emphasis on standards of performance and their measurement and the development of training to the specified performance standards.

## Competent Authority

An entity within a state that has the legally delegated or invested authority, capacity, or power to perform a designated function.

**Note:** The term Competent Authority as used in the IOSA Standards Manual (ISM), the ISSA Standards Manual (ISSM) and the ISAGO Standards Manual (GOSM) is the designated authority within a state that has the

*necessary powers and allocated responsibilities for the certification and oversight of persons and organizations involved in civil aviation.*

### ☐ **Competency based Training and Assessment**

The determination by an instructor or evaluator as to whether a candidate meets a required competency standard under given conditions, by collecting evidence from observable behaviors.

The assessment takes place during instruction and evaluation and can be either formative or summative.

#### **Formative Assessment**

The formative assessments are part of the learning process. Instructors/evaluators provide feedback to the trainees on how they are progressing toward the interim or final competency standard. This type of assessment enables the trainees to progressively build on competencies already acquired and should aid learning by identifying gaps as learning opportunities.

The formative assessment should serve to motivate trainees, identify strengths and weaknesses, and promote learning.

#### **Summative Assessment**

The summative assessments provide a method that enables the instructor and evaluator to work with a trainee to collect evidence on the competencies and performance criteria to be demonstrated with respect to the interim or final competency standard(s).

Summative assessments are carried out at defined points during the training and/or at the end of the training. During summative assessments, the decision is either “competent” or “not competent” with respect to the interim or final competency standard(s). However, this can be further developed into a more refined grading system with a scale of judgments to improve feedback for the trainee and training personnel.

The oral assessment is a method that may be used to supplement a summative assessment. The oral assessment provides the instructor/evaluator with the opportunity to target those areas of performance that could not realistically be observed in the practical environment and to refocus on actions observed during the practical assessment that may have been cause for concern.

Oral assessments may be conducted away from the practical environment. Oral assessments are usually scenario-based and are designed around situations that the instructor/evaluator wants to explore further. The instructor/evaluator explains the scenario and then asks the trainees to describe what actions they would take. After the trainees have described their actions, the instructor/evaluator may ask further clarifying questions. The instructor/evaluator then assesses the trainees' responses in relation to the adapted competency model.

Examinations are generally used to evaluate theoretical knowledge. Examinations may be written or completed with the aid of digital equipment and/or online applications.

### **Compliance**

The state of being in accordance with rules or 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.

#### **Compliance Obligation**

A mandatory compliance obligation or a voluntary compliance obligation. Mandatory compliance obligations include laws and regulations while voluntary compliance obligations include contractual commitments, community and industry standards, ethical codes of conduct, and good governance guidelines. A voluntary obligation becomes a mandatory compliance obligation once the operator decides to comply with it.

#### **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/ISSA/ISAGO Standard or Recommended Practice that is applicable only when an operator or 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*)

## Conflict Zone

Airspace over areas where armed conflict is occurring or is likely to occur between militarized parties; also taken to include airspace over areas where such parties are in a state of heightened military alert or tension, which might endanger civil aircraft.

## Conformance Report

The official and accurate record, compiled in a document for the purpose of sharing the results of the internal auditing conducted by an operator against the ISARPs under its quality assurance program in accordance with applicable IOSA standards. Such report provides information that reflects:

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

See [ISARPs](#).

**Note:** A Conformance Report may be created using IATA's template or the Operator's internal database, controlled procedural documents or any combination thereof.

## Conformity

Fulfillment of specifications contained in standards or recommended practices; under IOSA/ISSA/ISAGO conformity means specifications are documented and/or implemented by the Operator/Provider.

## Conformity (IEnvA)

Meeting a requirement, such as an IEnvA Standard, a compliance obligation or any additional environmental requirements that the Operator establishes for itself.

## 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.

## Contaminated Runway

The state of a runway when more than 25 per cent of the runway surface area (whether in isolated areas or not) within the required length and width being used is covered by:

- Water, or slush more than 3 mm (0.125 in) deep, or
- Loose snow more than 20 mm (0.75 in) deep, or
- Compacted snow or ice, including wet ice.

See [Dry Runway](#), [Wet Runway](#)

### **Contingency**

An event that may, but is not certain to occur, in the future.

**Equivalent Term:** *Eventuality*

### **Continual Improvement (IEnvA)**

Continual improvement is a set of recurring activities that operators use to enhance their environmental performance. Environmental performance is enhanced whenever the environmental aspects of activities, procedures, products, services, and systems are controlled and whenever adverse environmental impacts are reduced and beneficial environmental impacts are produced.

### **Continuing Airworthiness**

The set of processes by which an aircraft, engine, propeller or part complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life.

### **Continuing Airworthiness Information**

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.

### **Continuing Airworthiness Management Exposition (CAME)**

See [Maintenance Management Manual \(MMM\)](#).

### **Continuing Qualification**

A program that provides the training and evaluation on the subjects, skills, functions and/or activities necessary for ensuring operations and maintenance personnel retain the knowledge and maintain proficiency in the skills that were required for initial qualification.

### **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 Descent Final Approach (CDFA)**

A technique, consistent with stabilized approach procedures, for flying the final approach segment (FAS) of an instrument non-precision approach (NPA) procedure as a continuous descent, without level-off, from an altitude/height at or above the final approach fix (FAF) altitude/height to a point approximately 15 m (50 ft) above the landing runway threshold or the point where the flare maneuver begins for the type of aircraft flown; for the FAS of an NPA procedure followed by a circling approach, the CDFA technique applies until circling approach minima (circling OCA/H) or visual flight maneuver altitude/height are reached.

## 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 method specified by the authority.

## Controlled Document

A document that is subject to processes that provide for the positive control of content, revision, publication, distribution, availability and retention.

## Controlled Flight into Terrain (CFIT)

An accident type in which an airworthy aircraft, under pilot control, is unintentionally flown into the ground, a mountain, a body of water or an obstacle.

## Co-pilot

See [Second-in-command](#).

## 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 or provider to close a Finding or Observation through implementation of comprehensive and permanent corrective action.

## Corrective Action Report/Record (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 checked 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.

See [Human Factors Principles](#), [Human Performance](#).

### 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](#).

### CRM Facilitator

A specially trained instructor that is competent to deliver initial and recurrent CRM training courses; has the ability to observe human behavior and attitudes as well as address technical issues; possesses good presentation skills and is familiar with problems experienced in the operational environment.

See [Crew Resource Management \(CRM\)](#).

**Equivalent Terms:** *CRM Instructor, CRM Trainer*

### Cruise Relief Pilot (CRP)

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.*

### Cybersecurity

The body of technologies, controls and measures, and processes and practices designed to ensure confidentiality, integrity, availability and overall protection of systems, networks, programs, devices, information and data from attack, damage, unauthorized access, use and/or exploitation.

**Equivalent Term:** *Information Security, Aviation Cybersecurity*

☐ **Cyber-Attack**

The intentional use of electronic means to interrupt, alter, destroy, or gain unauthorized access or control, to information or assets.

☐ **Cyber Hazards**

A potential unwanted state of a system, data, or information resulting from failures, malfunctions, errors, natural events, or a combination thereof.<sup>1</sup>

☐ **Cyber-Incident**

Single or series of unauthorized, unlawful or unexpected cyber event(s) that jeopardize(s), or is reasonably likely to jeopardize, the confidentiality, integrity, or availability of critical assets and have the potential to adversely impact aviation safety and/or security.

☐ **Cyber Risk**

Potential for an unwanted outcome resulting from a cyber incident, event, or occurrence. Risk can be estimated by considering the likelihood of threats, hazards, vulnerabilities and consequences or impacts.

☐ **Cyber Threat**

A potential cyber incident on an asset, with the possibility to cause harm to life, assets, operations, the environment and/or property.

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<sup>1</sup> Based on SAE ARP5150.



### D

#### **Damp Lease Agreement**

A commercial wet-lease agreement that does not include all the elements of an ACMI lease agreement.

See [ACMI Lease Agreement](#), [Wet Lease Agreement](#)

#### **Dangerous Goods (DG)**

Articles or substances that are capable of posing a hazard 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.

#### **Data Link Recorder (DLR)**

A flight recorder for recording data link communication messages, both uplinks (to the aircraft) and downlinks (from the aircraft); recorded data includes, to the extent practicable, the time the messages were displayed to the flight crew and the time of the responses. A DLR may be integrated with an FDR, CVR or with a combination FDR/CVR/DLR unit.

#### **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*

#### **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-identified Data

Data that has undergone a process to prevent any connection between the data and an individual. The process may include preserving identifying information which can only be re-linked by a trusted party in certain situations. In contrast, anonymous or unidentified data would also have no links to an individual, but it may not have been derived with credibility.

## Deadheading

The transferring of a non-operating crew member from place to place as a passenger at the behest of the operator.

**Equivalent Term:** *Crew Positioning*

## 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 Terms:** *Hold Item, Deferred Defect*

## 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.

See [Competent Authority](#)

### Design Approval Holder (DAH)

The holder of a type certificate, a Parts Manufacturer Approval or a Technical Standard Order authorization, or the licensee of a Type Certificate.

### Designated Land Areas

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

### Desired Outcome

A statement that describes the result of an effective implementation of the corresponding ISARP.

### Disinsection

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

### Desktop Audit

An off-site documentary review of the policies and procedures of an operator or provider to determine a level of conformity with ISARPs or GOSARPs; may be used to plan for an on-site audit; also might provide an indication of the effectiveness of the auditee's document control system.

### Disruptive Passenger

A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the 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.

The ISM, ISSM 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.
- Amendment to the document is not possible by the operator or provider.

## *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.
- Amendment to the document could be initiated by the operator or provider but performed by another entity.

## *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.
- Amendment to the document could be initiated, carried out and controlled by the operator or provider.

See [Controlled Document](#), [Electronic Documentation](#), [Paper Documentation](#).

## **Documented**

The state of an operational specification as being published and accurately represented in a controlled document by the operator or provider.

## **Documented Information (IEnvA)**

Information that is controlled and maintained either physically or electronically in accordance with approved document management requirements.

## **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.

**Dry Runway**

The state of a runway when it is clear of contaminants and visible moisture within the required length and the width being used.

See [\*Contaminated Runway\*](#), [\*Wet Runway\*](#)

**Dual Inspection**

See [\*Independent Inspection\*](#).

## E

### **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 \(Extended Diversion Time Operations\)](#).

### **Effective**

The Desired Outcome, as specified in the Assessment Tool, that is achieved when an ISARP is assessed as documented and implemented, and additionally the defined suitability and effectiveness criteria are fulfilled.

### **Effectiveness (IEnvA)**

The degree to which a planned effect is achieved.

### **Effectiveness Criteria**

A set of criteria, as specified in the Assessment Tool, that define what an operator needs to have in place in order to be assessed as implementing selected ISARPs/GOSARPs in an effective manner.

See [Assessment Tool](#)

### **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 through electronic media.

**Note:** All types of electronic documentation are 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 airport 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(AF)*—Permanently attached to the aircraft and automatically activated.

*Automatic Portable ELT(AP)*—Rigidly attached to an aircraft and automatically activated but may be readily removed from the aircraft.

*Automatic Deployable ELT(A/D)*—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(S)*—Removable from the aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

## Emergency Management Center (EMC)

A coordination center established by an operator once the emergency response has been activated. Typically, it would include staffing, communications equipment, documentation & logs, facilities for securing records, and reference material. An operator may sub-contract this functioning to another carrier or a specialist organization.

## 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:** The 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/ISSA.

## 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 Vision System (EVS)

A system to display electronic real-time images of the external scene, achieved through the use of image sensors.

### Environment

The natural and human surroundings, externally and internally, that typically include air, water, land, flora, and fauna (including people), and natural resources.

### Environmental Aspect (IEnvA)

An element or characteristic of an activity, product, or service that interacts or can interact with the environment. Environmental aspects can cause environmental impacts. They can have either beneficial impacts or adverse impacts and can have a direct and decisive impact on the environment or contribute only partially or indirectly to a larger environmental change.

### Environmental Impact (IEnvA)

A change to the environment that is caused either partly or entirely by one or more environmental aspects. An environmental aspect can have either a direct impact on the environment or contribute partially or indirectly to a larger environmental change. In addition, it can have either a beneficial environmental impact or an adverse environmental impact.

### 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)**

An environmental result an Operator intends to achieve. Objectives should be based on or derived from the environmental policy and must be consistent with this policy. Objectives can consist of multiple shorter-term targets.

## **Environmental Performance**

The results that is achieved whenever the environmental aspects of activities, processes, products, services, systems, and organizations are managed and controlled. Environmental performance is improved whenever the environmental aspects of activities, processes, products, services, systems, and organizations are managed and controlled and whenever adverse environmental impacts are reduced and beneficial environmental impacts are produced. Environmental performance can be measured by using indicators to compare environmental results against environmental objectives and environmental policies (or other suitable criteria).

## **Environmental Performance Improvement (IEnvA)**

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

## **Environmental Policy**

A commitment, direction, vision or intention that is formally stated by the top management of an organization.

## **Environmental Target (IEnvA)**

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

## **Equipment Restraint Area (ERA)**

The area of the apron bordered by a red line known as the Equipment Restraint Line, or otherwise indicated, in which an aircraft is parked during ground operations.

**Equivalent Term:** *Equipment Safety Area*

## **Error (Flight Crew)**

An action or inaction by the flight crew that leads to deviations from organizational or flight crew intentions or expectations.

## **Error Management**

The process of detecting and responding to errors with countermeasures that reduce or eliminate the consequences of errors and mitigate the probability of further errors or undesired aircraft states.

## **Estimated Time of Use (ETU)**

A time, period of time or time window when or during which an airport would be used as a point of departure, destination, en route alternate or destination alternate, as applicable. The ETU is typically established by the operator at the preflight planning and/or in-flight re-planning stage(s) of a flight to account for the uncertainty of

flight time estimates, meteorological events and other operational conditions that could limit the usability of an airport for departure or arrival.

### 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

An acronym referring to 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 but typically encompasses approved multi-engine operations traditionally known as 'Extended Twin Operations' (EASA for Twins only), 'Long Range Operations' (EASA LROPS for Tris and Quads), 'Extended Twin Engine Operations', 'Extended-range Twin-engine Operations', 'Extended Operations' (FAA), 'Extended Range Operations (EROPS)', 'Extended-range Twin-engine Operation Performance Standards' and 'Extended Diversion Time Operations' (CASA Australia).

**Equivalent Term:** *Extended Diversion Time Operations (EDTO)*

### 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 fulfils 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/ISSA, an Evaluator is an experienced Lead Auditor who has demonstrated requisite qualities and has been designated by the AO to assess Audit activities and Auditor performance.

**Note:** Under the ISAGO, an Evaluator shall be an assigned ISAGO Auditor who is tasked with evaluating a candidate auditor's overall 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.

### Evidence-based Training (EBT)

A training and evaluation program that is based on operational data and characterized by the development and assessment of the overall capability of a trainee across a range of competencies (rather than by the measurement of the performance of individual events or maneuvers).

**Equivalent Terms:** *Advanced Qualification Program, Alternative Training and Qualification Program*

## Exemption

Authorization, other than an approval, granted by an appropriate national authority providing relief from the provisions of regulatory requirements under conditions specified by the appropriate national authority.

**Note:** *The under the IOSA program, exemptions may be granted in accordance with the provisions of the IPM.*

## 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.

## Export Certificate of Airworthiness

A declaration issued by the NAA of one state (exporting state) to the NAA of another state (importing state) to provide documentary proof that an aircraft conforms to airworthiness requirements. Such certificate does not authorize operation of the aircraft.

## Extended Diversion Time Operations (EDTO)

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 defined by the State of the Operator.

**Note:** *EDTO is an ICAO term applicable to approved multiengine aircraft operations and encompasses operations traditionally known as ETOPS. The regulatory approval, typically specified on the AOC/Operation Specification, is applicable to the aircraft thus authorized to exceed the threshold time(s) defined by the state of the operator. Threshold times and other operational requirements may vary depending on the aircraft type, configuration and number of engines installed.*

**Note:** *For the purposes of ISM, an ETOPS approval is deemed equivalent to an EDTO approval.*

See [ETOPS, Threshold Time](#).

## Extenuating Circumstances

Circumstances or factors that are mitigating and reduce a party's level of capability or responsibility for completing a defined action. In the IPM, the term is used to address or describe circumstances that are beyond the control of the operator.

## Exterior Aircraft Inspection (Walkaround)

The visual inspection of an aircraft exterior (i.e. a "walkaround") conducted prior to each flight by a flight crew member, licensed aircraft maintenance technician or other suitably qualified individual to observe critical areas of the aircraft to determine there are no existing abnormalities or discrepancies that could affect the safety of flight.

**Note:** *The exterior aircraft inspection does not satisfy requirements as an airworthiness inspection required by regulation that must be carried out by a licensed aircraft maintenance technician (e.g. engineering airworthiness inspection, daily inspection).*

### F

#### Family Assistance

The provision of services and information during implementation of an operator's emergency response plan (ERP) after an aircraft accident to satisfy the critical areas of support for, as well as address the concerns and needs of, passengers, crew members and their families.

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, extended wakefulness, circadian phase, and/or workload (mental and/or physical activity) that can impair a person's alertness and ability to perform safety-related operational 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/ISSA/ISAGO Standard.

**Note:** *The term Finding refers specifically to nonconformity with an IOSA/ISSA/ISAGO Standard, whereas the term finding is generic.*

#### First Officer

See [Second-in-command](#).

#### Fixed Platform

A platform or pier extending above water from the shore and supported by pillars or pilings to hold it in position, intended to align alongside seaplanes for the purposes of embarkation and disembarkation of passengers, loading and unloading of cargo, refueling and seaplane parking.

#### 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 a Captain that is the Pilot-in-Command and may include, as appropriate:

- An additional Captain and one or more First Officers;
- 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;

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 flight crew to operate the aircraft; 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.

See [Flight Monitoring](#), [Flight Watch](#).

### 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 Watch](#).

### 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.

**Equivalent Terms:** *Weather Analyst, Navigation Analysts/Flight Planning Specialist, Load Agent, Operations Coordinators/Planner, Maintenance Controller, Air Traffic Specialist and Ground to Air Radio Operator.*

### 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 Recorder

Any type of recorder installed in the aircraft for the purposes of complementing accident/incident investigation. Examples include:

- Flight data recorder (FDR).
- Cockpit voice recorder (CVR).
- Airborne image recorder (AIR).
- Data link recorder (DLR).



## 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;
- Issuance of an 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.

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 takeoff 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.

**Equivalent Terms:** *Synthetic Training Device; Full Motion Simulator, Full Flight Simulator, Flight Simulator Training Device (FSTD)*

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](#).

### **Floating Platform**

A platform that floats on open water and is placed for use in seaplane operations; authorized for the purpose of embarkation and disembarkation of passengers and the loading and unloading of cargo.

### **Foreign Object Debris/Damage (FOD)**

An acronym used to describe both foreign debris or articles that could cause aircraft damage and the aircraft damage caused by such debris.

Foreign Object Debris (FOD): A substance, debris or article alien to an aircraft or aircraft system that could potentially cause damage.

Foreign Object Damage (FOD): Any damage attributed to a foreign object that can be expressed in physical or economic terms which may or may not degrade the product's required safety and/or performance characteristics.

**Equivalent Term:** *Foreign Debris Damage*

### **Forward-looking Wind Shear Warning System**

Equipment aboard an aircraft that identifies potentially severe wind shear ahead of the aircraft and in advance of an encounter.

See [Airborne Wind Shear Warning System](#), [Wind Shear](#).

### **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 radioactive goods without a requirement for 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 takeoff 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.

### **Fueling Safety Zone**

An area with associated restrictions that is established on the ramp around the aircraft fueling receptacles, tank vents, and around the fueling equipment during aircraft fueling operations.

**Equivalent Term:** *Refueling Safety Zone*

## G

### Gangway

A movable walkway between a seaplane and a platform or pier for the purpose of embarkation and disembarkation of passengers.

### Gate Delivery Item

Baggage withdrawn from passengers at the boarding gate that, because of size/weight/space, is not possible to handle as DAA and delivered on arrival baggage belt with other checked baggage.

### 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.

See [Operations Manual](#).

### General Procedures Manual (GPM)

See [Maintenance Management Manual \(MMM\)](#).

**Equivalent Terms:** *Flight Operations Manual (FOM), Cabin Operations Manual (COM), General Maintenance Manual (GMM)*

### Global Aviation Data Management

The Global Aviation Data Management (GADM) is an aviation safety solution integrating sources of data from various channels, such as Flight Operations, Infrastructure, Audits, into a single data base structure.

### GOAR Quality Control

Processes implemented by IATA and Lead Auditor to ensure all documents comprising the ISAGO Audit Report (GOAR) are completed accurately and in accordance with guidance and procedures issued by IATA.

### GOSARPs

An abbreviation and acronym for ISAGO Standards and Recommended Practices.

### Ground Damage Database (GDDB)

See [IATA Ground Damage Database \(GDDB\)](#).

### 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 Handling Operations Manual

See [Operations Manual \(OM\)](#).

### 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.

A GPWS has the following five basic modes that automatically provides a warning to the flight crew when the aircraft is in close proximity to the earth's surface with:

- Excessive descent rate;
- Excessive terrain closure rate;
- Excessive altitude loss after takeoff or go-around;
- Unsafe terrain clearance while not in the landing configuration; and/or
- Excessive descent below the instrument glide path.

### Ground Proximity Warning System (GPWS) 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 SGHA.

See [Provider](#).

### Ground Support Equipment (GSE)

A vehicle or apparatus that is used on the apron for the servicing and ground handling of aircraft.

**Equivalent Term:** *Aircraft Ground Support Equipment (AGSE)*

### Group Company

Any subsidiary or holding company of an operator or an AO, or any subsidiary of any such holding company. For the purposes of IOSA, the holding company shall include the controlling company of the group in which the operator or the AO is part, and subsidiary shall include any company in or over which the operator, AO or such holding company has a direct or indirect controlling interest.

### GSP Bulletin

A numbered document issued to communicate ISAGO Program matters to Ground Service Providers for reference purposes.

### 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/ISSA/ISAGO provision indicates the existence of guidance material associated with that provision.

## H

### Hazard

A condition, behavior, situation or object with the potential to cause or contribute to an aircraft incident or accident.

See [Operational Function](#).

### Hazard Identification

The structured process of identifying hazards to aircraft operations. Hazard identification comprises three methodologies:

- Reactive—The analysis of data from past outcomes or events.
- Proactive—The analysis of data from existing or real-time situations.
- Predictive—The analysis of data that might identify future hazards.

See [Hazard \(Aircraft Operations\)](#).

### Headquarters Audit

An Audit, under ISAGO, which assesses conformity with the applicable GOSARPs related to a GSP's corporate management policies, processes and procedures for the provision of ground operations within the scope of ISAGO at all stations.

**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 Term:** *Head-up Guidance System (HGS)*

### Heavy Maintenance

See [Base Maintenance](#).

### High-risk Cargo

Cargo or mail that is deemed to pose a threat to civil aviation as a result of specific intelligence; or shows anomalies or signs of tampering which give rise to suspicion.

### Hold

See [Cargo Compartment](#).

### Hold Baggage

See [Checked Baggage](#).

### Hold Item

An item that does not have any bearing on flight safety, but that is defective and whose maintenance is currently "on hold" awaiting rectification.

**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.

See [Crew Resource Management](#), [Human Performance](#).

### Human Performance

Human capabilities and limitations that have an effect on the safety and efficiency of aeronautical operations.

See [Crew Resource Management](#), [Human Factors Principles](#).

### 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).

### Hybrid Audit

An Audit that is performed using a combination of onsite auditing and remote auditing activities

**Note:** *Specific IATA approval is required for a hybrid audit as it addresses circumstances that preclude the physical onsite presence of auditors.*

See [IPM](#)

## 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 Accident Data Exchange (ADX)**

A database system that provides a repository of commercial aviation accidents and contributing causes for use by aviation safety professionals and researchers.

### **IATA Cargo Handling Manual (ICHM)**

An IATA manual that contains the latest procedures and recommended practices for the safe and efficient handling of cargo.

### ☐ **IATA Connect**

IATA Connect is a digital platform for safety collaboration between operators, auditors, regulators, aviation professionals, and IATA. It hosts IOSA Program processes such as IAR sharing, the IOSA Registry, reporting as per IPM requirements, airline profiles, as well as all other relevant provisions in accordance with the IPM. The platform also includes the Safety Issue Hub, and the Safety Connect collaborative discussion groups.

**Equivalent Terms:** *Collaboration platform, Platform*

### **IATA Ground Operations Manual (IGOM)**

An IATA produced manual that is the source for the latest industry-approved standards harmonizing ground handling processes and procedures for frontline personnel.

See [Airport Handling Manual \(AHM\)](#).

### **IATA Incident Data Exchange (IDX)**

A worldwide, aggregated, de-identified database of incident reports that includes flight, cabin and ground operations safety and security occurrences; provides a secure environment for participants to view and benchmark aggregated incident data.

### **IATA Safety, Flight and Ground Operations Advisory Council (SFGOAC)**

The body within the IATA governance structure that acts as advisor to the Board of Governors (BoG) and the Director General and CEO on matters involving safety, flight operations and ground operations in international air transport.

### **IATA World Air Transport Statistics (WATS)**

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**

Annexes to the Convention on International Civil Aviation (ICAO) that provide guidelines for the national aviation authorities of Contracting States for use in developing the civil aviation rules and regulations that govern commercial flight operations.

See [Contracting State](#)



### IEnvA Assessment

An evidence gathering process to evaluate how well assessment criteria (IESM Standards) are being met. IEnvA Assessments must be objective, impartial, and independent, and the assessment process must be both systematic and documented. Assessments can be either internal or external.

Assessment evidence includes records, factual statements, and other verifiable information that is related to the assessment criteria being used. Assessment criteria may be thought of as a reference point and include policies, requirements, and other forms of documented information. They are compared against assessment evidence to determine how well they are being met. Assessment evidence is used to determine how well policies are being implemented and how well requirements are being followed.

### IEnvA Context

The operators business environment that is defined by its Scope.

### 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 or provider to achieve full technical conformity with a designated IOSA/ISSA or ISAGO Standard or Recommended Practice; 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 to ensure the desired outcome is being achieved.

### Inaccessible Cargo Hold

A cargo hold is considered inaccessible if it secured by a locked door or physical barrier, thereby protecting its contents from unauthorized interference.

### Inactive Approved Operations

Situations where an operator elects not to conduct certain types of operations for which it has regulatory approval (e.g. transport of dangerous goods). In such cases, IOSA provisions with specifications that address such inactive operations would not be applicable to the operator during an Audit *if it is stated clearly in a controlled document (e.g. Operations Manual) that the specified operations are not conducted by the operator.*

### Inadmissible Passenger

An airline passenger who is refused admission to a country or is refused onward carriage (e.g. lack of a visa or expired passport).

### Incapacitated Passenger

A passenger with disabilities, unable to move or function in usual way.

### 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)**

The description of dangerous goods that, 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 after maintenance has been performed 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**

The period that starts the moment the aircraft is ready to move for the purpose of taking off and ends the moment it finally comes to rest at the end of the flight and the engine(s) are shut down.

## **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 (Assessment) of an operator or a provider, for the purpose of achieving initial IOSA/ISSA or ISAGO registration.

See [Audit \(Assessment\)](#), [IOSA Operator](#), [IOSA Registration](#).

## **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**

Term 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**

An independent documented conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing or gauging, in order to verify compliance with applicable requirements.

### **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 that require an aircraft to be flown primarily by reference to instruments; expressed in terms of visibility, distance from cloud, and ceiling; less than the minima specified for operations under visual meteorological conditions (VMC).

See [Visual Meteorological Conditions \(VMC\)](#)

### **Integral Airstairs**

A 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*

### **Interchange of Aircraft**

As system of exchanging or interchanging airplanes between distinct operators, for very short periods of time, to achieve maximum utilization of airplanes and higher efficiency. The responsibilities of each operator are carefully defined to ensure the safety of operations, and compliance with the regulations and legislations.

### **Interested Party**

An interested party is any person, group, or organization who can affect, be affected by, or believe that they are affected by a decision or activity. In this context, any person, group, organization who can affect or be affected by the environmental performance of the Operator.

## 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; acceptable only when the Operator 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).

**Equivalent Term:** *Internal Evaluation*

See [Audit](#).

## Internal Auditor

An auditor who conducts internal audits.

See [Auditor](#), [Internal Audit](#)

## International English

The term used by IATA to describe the English used in IATA publications; refers to the form of English that is most widespread internationally and is most commonly used on the Internet; the spelling of words largely follows U.S. English.

## 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 (IAH)**

The published document that contains information, guidance and instructions relevant to AOs, Auditors and the audit processes under IOSA and ISSA.

### **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](#).

## **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.

See [Endorsed Training Organization \(ETO\)](#)

## **ISAGO**

An abbreviation and acronym for IATA Safety Audit of Ground Operations.

## **ISAGO Agent (GOA)**

An agent contracted by IATA to administer ISAGO Audits that are allocated to it on an annual basis to fulfill the ISAGO Audit schedule.

## **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 Report**

The document that is the official record of an Audit; contains detailed information regarding the conduct and results of the Audit.

## **ISAGO Audit Report Quality Control**

Processes implemented by IATA and Lead Auditor to ensure all documents comprising the ISAGO Audit Report are completed accurately and in accordance with guidance and procedures issued by IATA.

**ISAGO Auditor**

An individual that has satisfied ISAGO qualification and competence standards, and has been nominated to conduct an Audit.

See [Charter of Professional Auditors \(CoPA\)](#)

**Note:** The term ISAGO Auditor is generic within ISAGO and may refer to an Auditor or a Lead Auditor.

**ISAGO Auditor Training Course (GOAT)**

A course that provides the Candidate Auditor with training regarding the ISAGO processes and procedures, as well as information regarding the conduct of audits, and auditing techniques and tools.

**ISAGO Checklist**

The working document used by ISAGO Auditors to document Audit conclusions and factual evidence that supports Findings and Observations.

**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 Safety Flight and Ground Operations Advisory Committee (SFGOAC).

**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 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 Provider on the ISAGO Registry for a defined registration period.

**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.

**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, Jump-seater*

### Just Culture

An environment of trust in which people are encouraged to provide or report essential information, but also in which people are clear about where the line is drawn between acceptable and unacceptable behavior. Just Culture involves:

- Managing behavioral choices in line with organizational values and beliefs, and
- Balancing both system and individual accountability.



### K

#### **Known Cargo**

A shipment of cargo accepted by a regulated agent, a known consignor or operator directly from a regulated agent, operator or known consignor, to which appropriate security controls (that may include screening) 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](#), [Secure Cargo](#), [Regulated Agent](#).

#### **Known Consignor**

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.

## L

### **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 takeoff 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/ISSA/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 Cycle**

The consecutive and interlinked stages of a product system from the acquisition of raw materials to end-of-life disposal. The life cycle of a product system includes all associated activities, products, and services and may include procured goods and services as well as end-of-life treatment, decommissioning, and disposal.

### **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.

## Live Animal Attendants

Competent attendant/s, provided by the shipper or by the carrier, when a shipment of animals is required by the laws of the countries involved to be accompanied or required by the air carrier providing transportation, or for any other reason. For compliance purposes, any such attendant must, in advance, liaise with the air carrier concerned to acknowledge and to adhere to the applicable safety and security measures.

## Live Animals Regulations (LAR)

A document (manual) published by IATA in order to provide procedures for shippers, freight forwarders, operators and animal care professionals for the transport of animals by air in a safe, humane and cost-effective manner, and in compliance with airline regulations and animal welfare standards.

## 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 Load Sheet 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.

## Load Sheet

A document that contains the weight data for a particular flight, including:

- the weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail, and
- the details of the distribution of the load in the aircraft.

See [Balance Sheet](#).

## 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.

## 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.

## Local Standard Operating Procedure

Controlled document issued at station level to define operational procedures applicable in local and/or regional areas.

**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).

**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.

See [Over-water Flights](#)

**Low Visibility Operations (LVO)**

Approach operations in RVRs less than 550 m and/or with a DH less than 60 m (200 ft) or takeoff operations in RVRs less than 400 m.

## 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 (Aircraft)

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)

An 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 Operations

The total system of resources, including their deployment and usage, required for the performance of actions necessary to ensure aircraft, aircraft engines and/or aircraft components are maintained in an airworthy and serviceable condition. Such system includes both line maintenance and base maintenance.

See [Base Maintenance](#), [Line Maintenance](#), [Maintenance \(Aircraft\)](#).

### 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 organization (AMO) or maintenance, repair and overhaul organization (MRO) is structured to achieve delivery of its activities.

### Maintenance Personnel

Personnel qualified to perform maintenance on aircraft, engines and components.

**Equivalent Terms:** AME, AMT, LAME, Mechanic, A and P Mechanic, Technician

### Maintenance Planning

A general maintenance function that, 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;
- In line maintenance, sub-functions such as maintenance scheduling, aircraft allocation and/or maintenance watch.

### 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.

## 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.

## Malfunction Clustering

Equivalency of malfunctions. Equivalent groups of aircraft system malfunctions that are determined by reference to malfunction characteristics and the underlying elements of crew performance required to manage them.

## Management System

The collective body of managers and other associated managerial elements that provide for direction, oversight and control of an organization.

## Management System (IEnvA)

A set of interrelated or interacting elements that Operators use to formulate policies and objectives and to establish the processes that are needed to ensure that policies are followed and objectives are achieved. These elements include structures, programs, procedures, practices, plans, rules, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, tools, techniques, technologies, and resources.

## Mandatory Observations (MOs)

The observations of normal operational activities during an audit for the purpose of assessing whether the specifications of certain IOSA standards or recommended practices are being implemented by the operator.



### 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 used for aircraft takeoff, landing and taxiing; does not include aprons.

See [Movement Area](#)

### Marshaller

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)*

### Maturity Assessment

The maturity assessment is a model intended to determine the degree to which an operator's safety relevant systems and programs are robust, suitable, and effective.

**Note:** *The maturity assessment is an integral part of the risk-based IOSA methodology (RBI).*

### ☐ Maturity Criteria

The criteria that are examined to determine Maturity levels

#### Desired Outcome

##### *Suitability*

- Size, type, and complexity of the operation

##### *Established*

- There is a process in place to identify improvements
- The process for improvement has been applied
- There is a means to measure the outcome and performance of the process or measure
- Everyone in the process is appropriately trained and qualified
- Employees can easily find applicable documentation

##### *Mature*

- The process/measure has been improved over several years
- Process is fully integrated within the overall system
- Process/measure follows process design characteristics
- Employees are aware of process interfaces and have holistic view
- The management system is not perceived as a separate system, but fully integrated in all processes
- Documentation is designed beyond conformity, with reasonable and appropriate level of detail
- Process interfaces are clearly managed

## Leading

- Process/measure is leading in industry - based on benchmarking
- Process supports and ensures contribution to a positive safety culture
- There is full support and engagement from senior management

## Maturity Level

The IOSA Maturity Model provides a framework to determine the maturity of an airline's safety relevant systems and programs. These systems and programs go beyond the ICAO SMS framework as the IOSA standards encompass operational safety and aspects well beyond the SMS itself.

**Note:** *There are the following maturity levels that could result from the application of the maturity assessment model:*

1. **Conformity:** *The process/measure has been documented and suitably implemented based on the requirement. Implementation is commensurate to the size, nature, and complexity of the organization.*
2. **Established:** *In addition to conformity, the process/measure has been consistently and seamlessly implemented throughout the organization and first improvements to the original design have been identified and potentially implemented.*
3. **Mature:** *The process/measure has been consistently improved (e.g. over several years) and it is fully integrated within the organization's system. All employees relevant in the execution and improvement of the process/measure are fully aware of their responsibilities and are actively contributing to the improvement. The desired outcome is consistently achieved, implementing all relevant measures. Continuous improvement and systemic measurement for effectiveness are in place.*
4. **Leading:** *The process/measure can be considered leading in the industry based on benchmarking and consistent leadership. The organization actively engages in promoting and further developing the system and benchmark in the industry. All Management Systems are fully and effectively integrated. Senior Management are fully knowledgeable and engaged in safety relevant systems and lead by example. There is a strong Safety and security culture within the organization that is embraced throughout all levels.*

## 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.

See [Area Navigation](#), [North Atlantic Track High Level Airspace \(NAT HLA\)](#), [Navigation Specification](#)

**Mishandled Baggage**

Checked baggage that has been separated from passengers or crew members.

**Mobility Aid**

A device designed to assist walking or otherwise improve the mobility of people with a temporary or permanent mobility impairment or problem (e.g. due to injury, disability, health or age).

**Monitoring**

The process of observing, checking, measuring and/or assessing the performance of operations, operational or environmental systems, programs or functions for the purpose of determining if, or verifying that, specified requirements are being fulfilled.

See [Operational Function](#)

**Mooring**

A fixed installation on or above the water surface (e.g. a pier, platform or buoy) that is used to secure seaplanes.

**Mooring Buoy**

A buoy connected by chain or cable to a permanent unmovable anchor sunk deeply into the bottom of a body of water.

**Movement Area**

That part of an airport used for aircraft takeoff, landing, taxiing, and towing of aircraft; consisting of the maneuvering area and the apron(s).

See [Maneuvering Area](#)

**Multilateration (MLAT)**

A surveillance application that accurately establishes the position of transmissions, matches any identity data that is part of the transmission and sends it to the ATM system.

## 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.

### Navigation Specification

A set of aircraft and aircrew requirements needed to support Performance-based Navigation operations within a defined airspace.

There are two kinds of navigation specification:

- (i) **RNAV specification:** A navigation specification based on area navigation that does not include the requirement for on-board performance monitoring and alerting, designated by the prefix RNAV, e.g. RNAV 5, RNAV 1.
- (ii) **RNP specification:** A navigation specification based on area navigation that includes the requirement for on-board performance monitoring and alerting, designated by the prefix RNP, e.g. RNP 4, RNP APCH.

RNP and RNAV specifications are designated as below:

<b>Basic RNAV/RNP</b>	RNP-5 RNAV-5
<b>Oceanic and Remote Navigation Applications</b>	RNP 4, RNP 2 RNAV 10
<b>En route and Terminal Navigation Applications</b>	RNP 2, RNP 1, A-RNP, RNP APCH, RNP AR APCH, RNP 0.3 RNAV 5, RNAV 2, RNAV 1

See [Performance-based Navigation \(PBN\)](#), [PBN Navigation Specification AR \(Authorization Required\)](#)

### New (Maintenance Reference)

A product, accessory, component, part or material that has no operating time or cycles.

**Equivalent Term:** Unused

### 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](#).

### Nonconformity (IEnvA)

Nonconformity refers to the non-fulfilment of a requirement. When the Operator fails to meet a requirement, a nonconformity exists. Since there are many kinds of requirements, nonconformity can take many forms. An Operator may fail to conform (or fail to comply) with mandatory requirements like laws and regulations or with voluntary requirements such as contracts, agreements, codes, and standards, including IEnvA Standards.

### 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 and Magnetic Particle Inspection.

**Equivalent Term:** *Non-Destructive Inspection (NDI)*

### Non-lethal Protective Device

A device designed to temporarily incapacitate, confuse, delay, or restrain an adversary. Types of devices may include electrical shock, chemical, impact projectile, physical restraint, light, and acoustic. As non-lethal weapons have a temporary effect, they should be used in conjunction with physical restraint devices (e.g. handcuffs, flexible cuffs, body belts).

### Normal Activities (IEnvA)

The activities that occur frequently, e.g. daily or under standard operating circumstances e.g. generation of waste.

### North Atlantic Track High Level Airspace (NAT HLA)

ICAO North Atlantic Systems Planning Group (NAT SPG) re-designation of North Atlantic Minimum Navigation Performance Specifications (MNPS) airspace to support the NAT MNPS to PBN (performance-based navigation) transition plan.

See [Minimum Navigation Performance Specifications \(MNPS\)](#).

### Nose Gear Steering Bypass Pin

A dedicated pin installed into aircraft nose landing gear hydraulics system steering mechanism that deactivates the steering function. Used for operational aircraft pushback & towing. Installation and removal of such equipment is mainly performed by operational personnel.

**Equivalent Terms:** *Nose Wheel Steering Deactivation Pin, Lock Pin–Nose Gear Towing Lever, Steering Bypass Pin.*

### 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.

### Notice to CoPA Members (NoToCM)

A numbered document issued to communicate ISAGO Program and audit matters to ISAGO Auditors.

### 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)*

## O

### Observation

A documented statement based on factual evidence that describes nonconformity with an IOSA/ISSA/ISAGO Recommended Practice.

**Note:** *The term Observation refers specifically to nonconformity with an IOSA/ISSA/ISAGO Recommended Practice, whereas the term observation is generic.*

### Occupational Health and Safety

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.

### Occupational Health and Safety Management System OH&S Management System

Management system or part of a management system used to achieve the occupational health and safety policy OH&S policy.

**Note:** *The intended outcomes of the OH&S management system are to prevent injury and ill health to and to provide safe and healthy workplaces.*

**Note:** *The terms “occupational health and safety” (OH&S) and “occupational safety and health” (OSH) have the same meaning.*

### Occupational Health and Safety Policy

Policy to prevent work-related injury and ill health to workers and to provide safe and healthy workplaces.

### 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/ISSA or ISAGO Audit process that generally take place at the site of the operator or 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 or 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, and the regularity and efficiency of the flight. 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.

*Partially Shared*—Operational control authority over a flight is delegated to:

- The PIC and FOO for decisions, functions, duties and/or tasks during preflight.
- The PIC during flight.

**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 Credits

The State approval for operations with aeroplanes equipped with automatic landing systems, a HUD or equivalent displays, EVS, SVS or CVS. Where the operational credit relates to low visibility operations. Such authorizations shall not affect the classification of the instrument approach procedure.

**Note:** Operational credit includes:

- (a) for the purposes of an approach ban, a minima below the aerodrome operating minima;
- (b) reducing or satisfying the visibility requirements; or
- (c) requiring fewer ground facilities as compensated for by airborne capabilities.

**Note:** Guidance on operational credit for aircraft equipped with automatic landing systems, a HUD or equivalent displays, EVS, SVS and CVS is contained in the ICAO Manual of All-Weather Operations (Doc 9365).

**Note:** Information regarding a HUD or equivalent displays, including references to RTCA and EUROCAE documents, is contained in the ICAO Manual of All-Weather Operations (Doc 9365).

### 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 Function

A job, duty or task that is performed by personnel of an operator/provider as part of, or in direct support of the operator's aircraft operations.

**Note:** When used in certain ISM or GOSM sections, the term Operational Function may be tailored to be more specific to the respective operational discipline addressed in that section. In such cases, the above basic definition of the term still applies.

**Note:** The term Operational Function does not refer to or include operational products (e.g. FMS database, EGPWS database, navigation data/manuals, training manuals, weather/performance data).

**Note:** The term Operational Function does not refer to or include wet lease or code share operations.

See [Audit Scope \(IOSA\)](#), [Audit Scope \(ISAGO\)](#), [Outsourcing](#)



## Operational Manager

An individual who has been assigned responsibility for supervision and control of a functional area within the operator's organization that has a direct impact on 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 \(ALoSP\)](#), [Performance Measures](#).

## Operational Personnel

Persons (e.g. managers, supervisors, frontline personnel) who are trained and authorized to perform operational functions, associated with, or in direct support of, operations.

See [Operational Function](#)

## 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 frontline ground handling personnel;
- Other applicable operational personnel.

## Operations Specifications

The authorizations, conditions and limitations associated with the Air Operator Certificate (AOC) and subject to the conditions in the Operations Manual (OM).

See [Air Operator Certificate \(AOC\)](#), [Operations Manual \(OM\)](#).

## Operational Variations

Deviations, Alternative Means of Compliance, 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 Aviation Security.

**Note:** The term operations as used in GOSM and GOPM refers to activities carried out under the disciplines of Load Control, Passenger and Baggage Handling, Aircraft Handling and Loading, Aircraft Ground Movement, and Cargo and Mail.

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 handling manual, passenger handling manual, cargo operations manual etc.).

See [Aircraft Operating Manual](#), [General Operations Manual](#), [Route Manual](#), and [Training 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, AOC Holder*

### Organogram

A diagram that shows the structure of an organization, the relationships and the 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) transfers, usually under the terms of a contract or binding agreement, the conduct of an operational function to a second party (e.g. an external service provider). 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.

See [Operational Function](#).

## 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-hang Cargo

Cargo that protrudes out over the base of an aircraft unit load device.

## 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.

See [Long Range Over-water Flights](#)

## Oxygen Generator

A device containing chemicals that, on activation, releases oxygen.

**Equivalent Terms:** *Chemical Oxygen Generator, O<sub>2</sub> Generator*

### 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](#).

#### **Paper Documentation**

Documents that are presented or displayed to users in printed form on paper.

See [Documentation](#).

#### **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**

An aeronautical product intended for use on an aircraft, aircraft engine or aircraft component.

#### **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 carries 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 carries passengers.

See [Passenger](#).

## Passengers with Disabilities (PWD)

Disability is a term used to refer to individual functioning, including physical impairment, but also used for sensory impairment, cognitive impairment, intellectual impairment, mental illness, neurodevelopmental conditions and various types of chronic disease. Non-visible disabilities are defined as disabilities that are not immediately apparent. Passengers with disabilities include, but is not limited to, passengers with the following types of disabilities and temporary or permanent conditions:

- people with reduced mobility (PRM);
- people who are blind or have low vision;
- people who are deaf or hard of hearing;
- people with speech disabilities;
- people with intellectual disabilities;
- people with cognitive disabilities, including people with mental health conditions;
- people with an illness and are authorized to travel by medical authorities, but whose mobility is impaired due to pathology in progress; and
- people unable to stand or walk due to injury.

## Passengers with Reduced Mobility (PRM)

The definition of passengers with reduced mobility is understood to be any person whose mobility is reduced due to physical disability (locomotory or sensory) intellectual impairment, age, illness or any other cause of disability and who needs some degree of special accommodation or assistance over and above that provided to other passengers. This requirement will become apparent from special requests made by the passengers and/or their family or by a medical authority or reported by airline personnel or industry-associated persons (travel agents, etc.). The level of assistance required by the airport and/or the Carrying Members can vary depending on the different needs that people have when travelling by air.

## Performance-based Communication (PBC)

Communication based on performance specifications applied to the provision of air traffic services.

See [Performance-based Communication and Surveillance \(PBCS\)](#).

## Performance-based Communication and Surveillance (PBCS)

A framework to apply required communication performance (RCP) and required surveillance performance (RCP) specifications to ensure acceptable levels of communication and surveillance capabilities and performance in an operational system that includes air traffic services (ATS) and an operator's use of such services.

See [Performance-based Communication \(PBC\)](#), [Performance-based Surveillance \(PBS\)](#).

## Performance-based Compliance

A safety risk-based approach to regulatory compliance that involves the setting or application of target levels of system or process safety performance, 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 Navigation (PBN)**

Area navigation based on performance requirements for aircraft operating along an air traffic services (ATS) route, on an instrument approach procedure or in a designated airspace.

**Note:** Performance requirements are expressed in navigation specifications (RNAV specification, RNP specification) in terms of accuracy, integrity, continuity, availability and functionality needed for the proposed operation in the context of a particular airspace concept.

See [Area Navigation \(RNAV\)](#), [Navigation Specification](#).

### **PBN Navigation Specification AR (Authorization Required)**

An approval that authorizes an operator to carry out defined PBN operations with specific aircraft in designated airspace. The operational approval for an operator may be issued when the operator has demonstrated to the regulatory authority of the State of Registry/State of the Operator that the specific aircraft are in compliance with the relevant airworthiness standard and that the continued airworthiness and flight operations requirements are satisfied.

See [Navigation Specification](#), [Performance-based Navigation \(PBN\)](#).

### **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-based Surveillance (PBS)**

Surveillance based on performance specifications applied to the provision of air traffic services.

See [Performance-based Communication and Surveillance \(PBCS\)](#).

### **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.

### **Perishable Cargo Regulations (PCR)**

A document (manual) published by IATA to provide procedures for all parties involved in the packaging and handling of perishable cargo.

### **Performance Criteria**

Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to measure whether the required level of performance has been achieved.

## Personal Electronic Device (PED)

A Personal Electronic Device (PED) is an item of electrically powered equipment that uses internally or externally supplied electrical power and is of a size that enables it to be portable. This includes devices that may be brought on board aircraft by passengers, such as:

- Laptop computers and mobile phones;
- Devices that are provided to the passengers by the aircraft crew, e.g. DVD players for on-board entertainment;
- Devices that may be used by the aircraft crew when performing their duties, (e.g. duty free point of sale equipment).

## 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 an operator as being in command of the aircraft and charged with responsibility for the operational control and safe conduct of a flight.

**Equivalent Terms:** *Aircraft Commander, Captain, Commander*

## Pilot Not Flying (PNF)

The pilot crew member who is monitoring and supporting the pilot flying (PF).

**Equivalent Term:** *Pilot Monitoring (PM)*

## 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 Term:** *Point of no Return (PNR)*

## Policy

The stated intentions and direction of an organization.

## Policy and Procedure Manual (PPM)

The generic name for a manual (or, in some cases, a collection of manuals) that contains an organization's policies and procedures. Such manual is made available to relevant employees and typically includes best practices, standards/instructions for how work is to be performed and core business process descriptions. Examples of PPMs relevant to IOSA/ISSA and ISAGO include Aircraft Operating Manual (AOM), Cabin

Operations Manual, Ground Operations Manual, Ramp Handling Manual, Passenger Handling Manual, Cargo Operations Manual and other similar manuals applicable to specific operational disciplines or functions.

See [Operations Manual \(OM\)](#), [Procedure Manual \(PM\)](#)

### **Pollution Prevention Hierarchy (IEnvA)**

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

### **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.

### **Portable Electronic Device (PED) Cargo**

Any kind of electronic device brought on board the aircraft as part of the cargo, that is not included in the configuration of the certified aircraft. It includes all equipment that is able to consume electrical energy. The electrical energy can be provided from internal sources such as batteries (chargeable or non-rechargeable) or the devices may also be connected to specific aircraft power sources.

See [Electronic Chart Display \(ECD\)](#), [Electronic Checklist \(ECL\)](#) and [Electronic Flight Bag \(EFB\)](#).

### **Post Holder**

An individual who is approved or accepted by the Authority as the designated person responsible for the management and supervision of a specific area of operations for an operator.

**Note:** The term *Post Holder* as used in the ISM, ISSM and the GOSM is generic. Individual states might refer to this position by a different name (e.g. Director).

See [Authority](#).

### **Practical Manual**

A condensed version of the Operations Manual designed for use by personnel in conducting frontline 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)*

### **Preighter**

An aircraft specifically designed for transporting passengers but which is operated temporarily as a cargo aircraft by transporting cargo in the passenger cabin (with no passengers).

See [Cargo Aircraft](#)

### **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/Lead Auditor prior to Audit Closure.

## **Prevention of Pollution (IEnvA)**

To avoid, reduce, or control the creation, emission, or discharge of contaminants or waste materials. Pollution must be prevented in order to reduce adverse environmental impacts. Operators may use a wide variety of methods, techniques, practices, processes, products, and services to prevent pollution. These include the reduction or elimination of pollution at the source; the efficient use of resources, materials, and energy; the reuse, recovery, reclamation, and recycling of resources; the redesign of processes, products, and services; and the substitution of one type of energy source or substance for another cleaner energy source or substance.

## **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.

## **Procedures 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.

## **Process Based Audit Approach**

The process approach to auditing focuses on reviewing the sequence and interaction of processes and their inputs and outputs. It analyzes the management system not just as if it were a set of documented procedures, but rather as an active system of processes that addresses risks and its applicable requirements.

## **Program**

An organized set of processes directed toward a common purpose, goal or objective.

## **Protected Area**

An area protected from large waves that could endanger seaplane operations; structures that provide protection can be natural or constructed.

## **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*

### **Provider Security Program**

A program consisting of requirements and/or standards adopted for safeguarding international civil aviation against acts of unlawful interference. The Provider Security Program is compliant with the requirements of civil aviation security authorities in the State and states where operations are conducted.

### **Provision**

A generic term for any IOSA/ISSA/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*

### **Public Health Emergency (PHE)**

An emergency declared by a state when there is an occurrence or imminent threat of an illness or health condition, caused by bio terrorism, epidemic or pandemic disease, or by a novel and highly fatal infectious agent or biological toxin, that poses a substantial risk to the population; a PHE may also be declared by a state upon activation by the World Health Organization (WHO); the declaration of a PHE permits the suspension of state regulations and changes to the functions of state agencies.

## Q

### 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;
- Assessing the effectiveness of safety and security risk controls.

**Equivalent Terms:** *Internal Evaluation, Compliance Monitoring*

### 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, Compliance Monitoring Manager*

### 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).

**Equivalent Terms:** *Product Inspection, Product Audit, Frontline Inspection, Line Check, Line Evaluation.*

### 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.

See [Maintenance Management Manual \(MMM\)](#), [Maintenance Procedures Manual \(MPM\)](#).

**Equivalent Term:** *Quality Policy Manual.*

### Quality Objectives

Quality objectives are goals that operators may use to improve the value of their products, services or products.

**Quality Policy**

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 Executive).

**Quality System Standards**

The framework for achieving a defined level of quality within an organization.

**Quarantine (Maintenance)**

An action taken upon discovery of a part or material that 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.

**Quick Change Aircraft**

Aircraft designed to carry either passengers or cargo (but not in combination) on the main deck; when operated in the cargo configuration, standards applicable to a cargo aircraft apply.

## R

### Ramp

See [Apron](#).

### Ramp Operations

All aircraft activities that occur on an airport ramp area.

**Equivalent Term:** *Tarmac Operations*

### Receiver Autonomous Integrity Monitoring (RAIM)

A technology developed to assess the integrity of Global Positioning System (GPS) signals in a GPS receiver system. The locations, paths and scheduled outages of each GPS satellite are published and, therefore, systems can calculate in advance geographical areas without sufficient GPS coverage.

### 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 provision that specifies a 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/ISSA/ISAGO, and with which conformity is 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](#)

## △ Registration Renewal Audit

The Audit of an IOSA Operator for the purpose of IOSA registration renewal.

Registration Renewal Audits conducted by IATA will use risk-based methodology, while Renewals conducted by AOs will use conventional methodology.

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.

### **Remote Audit**

The audit of an operator conducted without any onsite verification of evidence; conducted remotely using document and record review as well as interviews using teleconferencing technology.

### **Remote Pilot Station**

The component of an unmanned aerial system (or remotely piloted aircraft system) containing the equipment used to pilot the unmanned aircraft.

See [Unmanned Aerial System \(UAS\)](#)

### **Remotely-piloted Aircraft (RPA)**

See [Unmanned Aerial Vehicle \(UAV\)](#)

### **Remotely-piloted Aircraft System (RPAS)**

See [Unmanned Aerial System \(UAS\)](#)

### **Repair**

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 Communication Performance (RCP)**

A statement of the performance requirements for operational communication in support of specific ATM functions. The RCP usually has a numerical appendix (e.g. RCP 240), that represents the values assigned to RCP parameters for communication transaction time, continuity, availability and integrity.

### **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.*

See [Area Navigation](#), [Navigation Specification](#)

### **Requirement**

A specification that is considered an operational necessity; compliance is typically mandatory.

### **Rescue and Fire Fighting Services (RFFS)**

The rescue and firefighting services provided at an airport that are specifically dedicated to the support of aircraft operations. Includes a special category of firefighting 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

An obligation to execute or perform assigned functions, duties, tasks or actions; typically includes an appropriate level of delegated 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](#).

## Risk Based Audit

An audit methodology where the audit planning is driven by the combination of risk profile and safety performance; and execution focuses on the management of risk, in addition to ensuring conformity for individual operator audit scope.

**Equivalent Term:** Risk Based IOSA

## Risk Register

A centralized compilation of documented information associated with the management of organizational risks; a register typically provides, for each risk:

- A single point of access for associated information, data and history;
- Background and descriptive information;
- Risk priority and the assignment of ownership for the risk management process;
- Description and results of the risk assessment process;
- As applicable:
  - Mitigation/control measures developed and implemented;
  - Activities and results associated with monitoring risk mitigation/control measures for effectiveness.
- Additional information or activities deemed relevant to management of the 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 Excursion

An event in which an aircraft veers off or overruns the runway surface during either takeoff or landing.

### Runway Incursion

The incorrect presence of an aircraft, vehicle or person on the protected area of a airport surface designated for the landing and takeoff of aircraft.

### Runway Condition Report (RCR)

A comprehensive standardized report relating to runway surface condition and its effect on the aircraft landing and takeoff performance.

### Runway Visual Range (RVR)

A visibility value, reported in hundreds of feet or meters. In contrast to prevailing or runway visibility, the RVR represents the visibility seen from an aircraft moving down the centerline of the runway, and not from an aircraft on final approach.

The RVR may be derived by electronic methods utilizing transmissometers located alongside the runway, or by converting a reported visibility.

See [Converted Meteorological Visibility](#).

**Equivalent Term:** *Runway Visual Value (RVV)*

## 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 Action Group (SAG)**

A high level tactical committee within an SMS that comprises designated line managers and representatives of frontline 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/provider'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 Data**

A defined set of facts or set of safety values collected from various aviation-related sources, which is used to maintain or improve safety. Safety data is typically collected from proactive or reactive safety-related activities, such as:

- Accident or incident investigations
- Safety reporting
- Continuing airworthiness reporting
- Operational performance monitoring
- Inspections, audits, surveys, and/or
- Safety studies and reviews.

### **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 Information**

Safety data that is processed, organized or analyzed in a given context so as to make it useful for safety management purposes.

See [Safety Data](#).

### **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 Objective**

A high-level statement of a desired safety outcome that is to be achieved within an operator's safety management system (SMS).

### **Safety (Operational)**

The state in which the possibility of harm to persons or of property damage is reduced to and maintained at or below an acceptable level through a continuing process of hazard identification and safety risk management.

**Note:** The term safety used in the ISM and the ISSM refers to the management of safety and/or security risks that have the potential to affect aircraft operations.

**Note:** The term safety used in the GOSM refers to the management of safety and/or security risks that have the potential to affect aircraft or ground operations

See [Aircraft Operations](#).

### **Safety Performance Indicator (SPI)**

A data-based safety parameter used for monitoring and assessing safety performance; aligns with relevant safety objectives.

See [Safety Objective](#)

### **Safety Performance Target (SPT)**

A planned or intended target for a safety performance indicator to be achieved over a given period.

### **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

The projected severity and likelihood of any adverse consequence(s) or outcome(s) from or associated with an existing hazard. A projected outcome could be an accident, but an intermediate unsafe event or consequence might be identified as the most credible outcome.

See [Hazard \(Aircraft Operations\)](#), [Safety Risk Assessment \(SRA\)](#).

## Safety Risk Assessment (SRA)

A formal process used to determine safety risk by assessing the potential severity and likelihood of occurrence of an adverse consequence or outcome from an existing hazard.

See [Safety Risk](#), [Safety Risk Management](#).

## Safety Risk Management (SRM)

The component of a safety management system that includes the organization-wide implementation of hazard identification and safety risk assessment processes to ensure safety risks are mitigated or controlled to an acceptable level.

See [Hazard \(Aircraft Operations\)](#), [Safety Management System \(SMS\)](#), [Safety Risk Assessment \(SRA\)](#).

## Safety Risk Mitigation

The development and implementation of action(s) or measures designed to reduce a safety risk to, and maintain such risk at or below, an acceptable level in accordance with an organization's safety risk tolerability.

**Equivalent Terms:** *Safety Risk Control, Safety Risk Reduction, Safety Risk Tolerability*

See [Safety Risk](#), [Safety Risk Management](#), [Safety Risk Tolerability](#).

## Safety Risk Tolerability

The level of safety risk that is acceptable (or unacceptable) to an organization based on the risk acceptance criteria of that organization.

**Equivalent Terms:** *Safety Risk Acceptability, Safety Risk Appetite*

See [Safety Risk](#), [Safety Risk Management](#).

## 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.

## Seaplane

An airplane designed to take off from and land on water; may have floats or a main body hull designed to float on water (e.g. flying boat); a seaplane can be amphibious (i.e. operates on land or water) or non-amphibious (i.e. operates only on water).

**Equivalent Terms:** *Amphibious Aircraft, Float Plane*

## Second-in-command (SIC)

A licensed and qualified pilot that assists or relieves the pilot-in-command, not to include a pilot that is on board the aircraft for the sole purpose of receiving flight instruction.

**Equivalent Terms:** *Co-pilot, First Officer*

### Secure Cargo

The cargo that has been screened using appropriate methods of screening by a regulated agent, or if it originates from a known consignor approved by the appropriate authorities, and that remains in the custody of the secure supply chain protected from unlawful interference until it is loaded on board the aircraft and thereafter at transfer and transit points.

**Equivalent Term:** *Known cargo*

### Secure Supply Chain

The interconnected security procedures that are applied to cargo consignments to maintain the integrity of such a consignment from the point where screening or other security controls are applied until it arrives at its last airport of arrival, including through transit and/or transfer points.

**Equivalent Term:** *Supply chain security*

### 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.

### 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 related 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

See [Air Operator Security Program \(AOSP\)](#).

## Security Restricted Area

The 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 Sterile Area

The portion of an airport within the security restricted area that provides passengers access to aircraft boarding, and to which such access is generally controlled through the screening of persons and property.

See [Security Restricted Area](#).

**Equivalent Term:** *Critical Part of Security Restricted Area*

## 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 internal systems or programs (e.g. SMS, quality system, quality assurance program).

**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.

**Equivalent Terms:** *Top Management, Leadership*

## 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)

A letter sent by an aircraft, aircraft engine or aircraft component manufacturer detailing a maintenance improvement program.

### Service Level Agreement (SLA)

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 or other aircraft-related work/functions performed 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 takeoff 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 [Competent Authority](#), [Dangerous Goods Regulations \(DGR\)](#).

## **Special Category Passengers**

Passengers that requires special attention, specific guidelines to be followed and appropriate security procedure.

## **Special Cargo**

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 \(LOS\)](#).

## **Specific Approval**

An approval that is documented in the Operations Specifications for commercial air transport operations or in the list of specific approvals for non-commercial operations.

### Specialized Operations

Operations in geographic areas having unique characteristics that require the use of special equipment, procedures, and/or techniques to safely conduct flight operations.

### Stabilized Approach

An approach during which key flight parameters are controlled to within a specified range of values to ensure the aircraft arrives in a position over the runway to make a safe landing in the touchdown zone.

**Equivalent Term:** *Stable Approach*

See [Approach Stabilization Gates](#), [Stabilized Approach Criteria](#)

### Stabilized Approach Criteria

The specified range of values associated with key flight parameters that the aircraft must remain within during an approach for the approach to be considered stable. Stabilized approach criteria are defined by the operator and/or the State, and typically provide limitations designed to control aircraft configuration, flight path trajectory (vertical and lateral), airspeed, rate of descent, thrust setting and checklist completion.

**Equivalent Term:** *Stable Approach Criteria*

See [Approach Stabilization Gates](#), [Stabilized Approach](#)

### Standard

A provision that specifies a 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/ISSA/ISAGO that is considered an operational necessity, and with which conformity is required by an operator/provider.

### 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 Part

An aircraft 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 or the State in which the Provider operates.*

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 Manufacture

The State having jurisdiction over the organization responsible for the final assembly of the 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 the aircraft is entered.

**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 an operator normally conducts aircraft operations or where a provider conducts ground operations for one or more customer airlines.



### Station Audit

The Audit, under ISAGO, which assesses conformity with the applicable GOSARPs for the GSP's implementation of corporate and locally managed processes and procedures for the ground operations performed that are within the scope of ISAGO.

### 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.

### Suitability/Suitability Criteria

A set of factors to consider if the ISARP is implemented, taking into account the size, nature, and complexity of operations.

### 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. dangerous goods handler, cargo attendant, security guard, cabin smoke watch/firefighting personnel).
- 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. animal handler, loadmaster, 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:** *Supernumeraries assigned to a flight by the operator as necessary for the safety of operations include appropriately qualified smoke watch/firefighting personnel in the cabin of a passenger aircraft that is being used to transport cargo (without passengers) in the passenger cabin.*

**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](#), [Cargo Attendant](#), [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).

See [All-cargo Aircraft](#)

**Equivalent Terms:** *Courier Compartment, Courier Area*

## 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.

## Supplementary Station Procedures

Supplementary Station Procedures (SSP, a new concept recently introduced in ICAO Amendment 18 to Annex 17) are designed to be country-specific security procedures that are not already incorporated in the main AOSP in order to operate into third country. In such a scenario, the operator will typically have an AOSP approved by its state of registry and a number of SSPs approved by third country regulators.

## Supplier

An organization that sells or otherwise provides products or services for use by the air transport industry; 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**

- **Organizational System**—A combination of interacting or interrelated elements within an organization functioning in a coordinated manner to achieve desired outcomes.
- **Technical System**—An assembly or network of hardware (e.g. machines, components) and/or software that function as a unit to produce a defined output.

### **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.

## T

### Targeted Exemptions (TEs)

Are tightly scoped and time limited State-issued exemptions to a specified subset of Standards, granted as a result of the COVID-19 pandemic. TEs should not be granted in response to systemic issues.

### 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*

### Taxi Channel

A defined path on a water aerodrome that is intended for the use of taxiing seaplanes.

See Water Aerodrome

### 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 \(ATL\)](#).

### Temperature Control Regulations (TCR)

A comprehensive guide published by IATA, designed to enable stakeholders involved in the transport and handling of time and temperature sensitive products, to safely meet all applicable requirements.

### Temporary Revision

An addition or modification to an IOSA/ISAGO/ISSA manual that becomes part of the that manual 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

Events or errors that occur beyond the influence of the flight crew, increase operational complexity and must be managed to maintain the margin of safety.

### Threat Management

The process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired aircraft states.

### Threat and Error Management (TEM)

The actions taken by the flight crew to detect and respond to threats with countermeasures that reduce or eliminate potential consequences and to mitigate the probability of errors or undesired aircraft states.

*Threats*—Events or errors that occur beyond the influence of the flight crew, increase operational complexity and require management to maintain an acceptable margin of safety.

*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 a specific approval for EDTO (ETOPS) from the State.

See [Specific Approval](#).

### 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 personnel with operational responsibilities, 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 Indoctrination*

*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 personnel with operational responsibilities 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*

*Re-qualification Training*—Training required for personnel with operational responsibilities 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 operations 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.

See [Training to Proficiency](#)

## 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.

See [Operations Manual \(OM\)](#).

## 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

An academic document that provides detailed information about a specific training course; 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 or maneuver is unsatisfactory and subsequently conducts training and repeats the evaluation testing of that event or maneuver; events or maneuvers determined to be unsatisfactory must be recorded. This type of training provision is typically provided 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

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

A document issued by a ICAO member State to define the design of an aircraft type and to certify 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.



### U

#### **Unit Load Device Regulations (ULDR)**

A document (manual) published by IATA that provides technical and operational standard specifications, regulatory requirements and airline requirements applicable to overall ULD operations.

See [Aircraft Unit Load Device](#).

#### **Unaccompanied Baggage**

Checked baggage that has been loaded into an aircraft that does not have the owner/passenger also onboard.

#### **Unaccompanied Minor**

A child, usually under twelve years of age, traveling without a parent or guardian.

#### **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.
- There is 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.

#### **Underwater Locator Beacon/Device (ULB/ULD)**

A device fitted to aircraft flight recorders (e.g. cockpit voice recorder, flight data recorder) or attached directly to an aircraft fuselage. Such device is designed to:

- Be activated by immersion in water,
- Operate on a specified frequency for a specified duration, and
- Survive the impact of an accident and function correctly after impact.

#### **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)**

Any type of freight container, aircraft container, aircraft pallet with a net, or aircraft pallet with a net over an igloo.

**Equivalent Term:** *Freight Container (Non-radioactive Materials)*

#### **Unmanned Aerial Vehicle (UAV)**

An aircraft without a human pilot on-board. UAVs can be remote controlled aircraft (e.g. flown by a pilot at a ground control station) or can fly autonomously based on pre-programmed flight plans or more complex dynamic automation systems.

**Equivalent Terms:** *Drone, Remotely-piloted Aircraft (RPA)*

## Unmanned Aircraft Systems (UAS)

An unmanned and remotely piloted aircraft, its associated remote pilot station(s), the required command and control links and any other components as specified in the type design.

**Equivalent Term:** *Remotely-piloted Aircraft System (RPAS)*

See [Remote Pilot Station](#)

## Unknown Cargo

A shipment of cargo that has not been subjected to the appropriate security controls, that may include screening, or subjected to unlawful interference while in the custody of the secure supply chain.

See [Cargo](#), [Regulated Agent](#), [Secure Supply Chain](#), [Unsecure Cargo](#).

## Unsecure Cargo

Any consignment that have not been secured in accordance to the “Secure Cargo” requirements, meaning not appropriately screened by a regulated agent, nor subjected to appropriate security controls by a known consignor approved by the appropriate authorities, nor protected from unlawful interference throughout the security supply chain from the point where screening or other security controls are applied until it arrives at its last point of arrival, including through transit and transfer points.

**Equivalent Term:** *Unknown Cargo*

## Unruly Passenger

See [Disruptive Passenger](#).

## 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*

### V

#### **Valuable Cargo**

A cargo shipment that contains one or more valuable articles (specified in the IATA Cargo Services Conference Resolutions Manual, Resolution 012).

#### **Vendor**

See [Supplier](#).

#### **Verification Audit (VA)**

An audit conducted under the IOSA/ISAGO program to ensure continuing conformity with the ISM/IPM or the GOSM/GOPM respectively. A Verification Audit (VA), which may not always cover all IOSA/ISAGO disciplines, is conducted during the IOSA/ISAGO registration period of an operator. The VA is initiated by the SVP, SFO in accordance with IPM/GOPM provisions.

See [Audit](#), [IOSA Program](#), [IOSA Program Manual \(IPM\)](#).

#### **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 in which there is sufficient visibility to fly the aircraft maintaining visual separation from terrain and other aircraft; expressed in terms of visibility, distance from cloud, and ceiling; equal to or better than specified minima for operations under visual flight rules.

## W

### 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 or device that is capable of and intended for being used to inflict damage or harm to living beings, structures, or systems; normally prohibited from being carried on board 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 Agreement

A commercial aircraft lease agreement whereby an operator (the "Lessee") satisfies its own operational needs by utilizing aircraft from an external operator (the "Lessor"); the Lessor exercises operational control of such aircraft in operations conducted for the Lessee.

**Equivalent Term:** [ACMI Lease](#)

See [Damp Lease](#)

### Wet Runway

A runway that is neither dry nor contaminated.

See [Contaminated Runway](#), [Dry Runway](#)

### Wind Shear

A difference in wind speed or direction between two points in the atmosphere; a difference between two points at different altitudes is vertical shear; a difference at two points geographically is horizontal shear.

See [Airborne Wind Shear Warning System](#), [Forward-looking Wind Shear Warning System](#)

### 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*

See [\*Occupational Health and Safety\*](#)

**X**

**XRAY**

An electromagnetic wave of high energy and very short wavelength, which is able to pass through many materials opaque to light.

### Z

#### **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.



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