We confirm that IATA Connect is launching by the end of Summer!

How can I prepare to be ready when the platform goes live?
There are a few things all users can do to be ready to hit the ground running once IATA Connect opens:

1. Familiarize yourself with the communication we have sent out so far:
   - IATA Connect Announcement
   - IOSA Operator Alert 37

2. If your airline is IOSA-registered or undergoing an initial audit, please ensure that you have completed the Airline Administrator nomination form. We will require the nomination of two airline administrators responsible of managing the airline information, IOSA audit report requests (the current IOSA Repository feature), and airline profiles on behalf of each IOSA-registered airline. These administrators will be able to add more users from their organization, meaning the access is not limited to the two administrators.

Be sure to subscribe to our documentation alerts to not miss out on the latest information regarding IATA Connect!

_iosa@iata.org_

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Since 2023:
50 RBI audits conducted in 34 countries

May 2024:
First RBI audit by an all female audit team
ISM Ed. 17 is published!

The IOSA Standards Manual (ISM), Edition 17 was published on 15 July 2024 and becomes effective 1 January 2025.
As previously communicated, the ISM along with the other IOSA publications will be moving to the new IATA Connect platform. While we wait for the launch of IATA Connect, the IOSA team has sent out the ISM Ed. 17 via email.

Where is my copy of ISM Ed. 17?
The manual was sent to the nominated contact person of each IOSA registered airline, as well as any airlines already in the process of achieving their initial IOSA registration. Please contact us at iosa@iata.org to get your copy if you have not yet received it.

As a kind reminder, please note that the ISM Ed. 17 and its content are made available to you by permission by IATA, and may therefore not be copied, published, shared, disassembled, reassembled, used in whole or in part, or quoted without the prior written consent of IATA. Therefore, you may share the document within your organization however, please ensure to respect the rights of use of copyright and accordingly, for third-party users the ISM and corresponding checklists will be accessible as a commercial product through the IATA Store.

Highlights of the ISM Ed. 17
ISM Ed. 17 introduced a new symbol [MA] for the identification of those provisions that form part of the Maturity Assessment under risk based IOSA. The introduction of the maturity assessment criteria makes the use of [Eff] obsolete, and therefore all effectiveness criteria, and effectiveness tools were deleted from all scopes.
Additionally, the new edition has eliminated four standards and has introduced one repeated and two additional standards while also adding five new recommended practices in ORG, CGO and SEC.
ISM Ed. 17 mandates the development of selection criteria for service providers which is an upgrade of a recommended practice and will enhance airlines' oversight capacity on all service providers, while ensuring that safety standards are raised and maintained.

Q&A Sessions on ISM Ed. 17 – Back by popular demand!
In August we will be organizing two Q&A sessions with a focus on ISM. The Q&A sessions will give you an opportunity to engage with our subject matter experts and to get answers to any questions that you may have on the ISM.

Save the date:
Session 1 – 27 August 2024 at 19:00 – 20:00 (EST) - click here to register!
Session 2 – 29 August 2024 at 09:00 – 10:00 (EST) - click here to register!
The World Safety and Operations Conference (WSOC) will be held this year in Marrakech, Morocco this year. Join us on 1-3 October 2024 and participate in engaging and interesting panels and discussions.

Prior to the event the IOSA Oversight Group (IOG) will have their bi-annual meeting. Highlights of the agenda include “IATA Connect”, regulatory use of IOSA audits and potential variable registration periods.

Following that, the conference’s Safety Track will be focusing on several topics around IOSA. Day 1 will kick off the afternoon with IOSA insights and latest developments and continue with a panel discussion on collaboration enabled by latest technology, panelists will include both airline experts and members of the technology community. Among other topics, we will talk about “IATA Connect” and how this plays a role in industry collaboration. We will also hear about the audit process through the auditor’s perspective.

Naturally, the WSOC is about more than just IOSA! It tackles all aspects of safety, including flight operations, cabin operations, maintenance, and crisis management. It is also an opportunity to meet, network and develop partnerships with aviation professionals and decision-makers, gathered over 3 days under one roof.

Check out the [WSOC event page](#) for more information and have a look at the [Program](#)!
Introducing the Quality Team

Quality Assurance (QA) is a dedicated function helping IOSA sustain integrity, reliability and a high standard of the audit process. The QA program is an independent team that is committed to engaging with airlines and auditors to maintain trust and to drive continuous improvement. QA is a team of eight international experts, headed by Mark Vincent, Head Safety Risk and Quality Assurance.

How it works?
The journey begins with YOU – the airlines and auditors. You provide us with valuable feedback through the questionnaires that are completed after each audit. Once collected, the feedback is recorded in our data warehouse, feeding our performance monitoring dashboards, where the performance metrics are tracked and analysed.

These dashboards provide a picture of the Program’s health, allowing us to identify patterns, trends, and areas that require attention. These insights drive our actions. The insights are communicated to the Program, and they are also used to develop the QA Oversight plan. Insights and data from the oversight activities are then fed back to the data warehouse, creating a loop of feedback and improvement.

Feedback in numbers
Since the beginning of QA for Risk-based IOSA, we have collected, analyzed and recorded 54 Operators and 168 Auditors feedback forms. The insights gathered contributed to the planning of 10 onsite audits and 8 internal audits since Risk-Based IOSA rollout.

Want to learn more about QA for IOSA? Meet Mark at the World Safety and Operations Conference (WSOC)!
Want to get in touch? Email us at cr-oss@iata.org
From around the World:
IOSA and ISAGO Workshop in Beijing

IATA conducted an IOSA & ISAGO Workshop for North Asia on 26-27 June in Beijing. The workshop was attended by approximately 130 participants from the region.

Discussion topics on IOSA included:
- Insights of the IOSA Oversight Group (IOG) Members & Institute and Airline Executives
- Safety Risk Picture and Regional feedback on Risk-based Audits by airlines and auditors
- IOSA auditor onboarding journey
- Initiatives on core risks and voluntary reporting programs

Updates on the IOSA Registry

We are pleased to announce that in the second quarter of 2024, 13 new airlines were added to the IOSA Registry. Achieving IOSA registration is a major milestone for an airline, and we would like to congratulate all our newcomers!

In addition to our new IOSA registered airlines we also had a total of 45 airlines that renewed their registration in Q2. Congratulations to all successful renewals as well!

A special thank you to Air Incheon who shared their team picture with us!
What would you like to see in the future editions of the IOSA Newsletter?

Use the QR code on the right to access our feedback form, or alternatively click on this link: https://forms.office.com/e/GHEkE6EQMn