

	IOSA Operator Alert 18 Program Changes	Issue date: 22-Feb-2021
		Effective date: 22-Feb-2021

1. Introduction

The following changes to the IOSA Program are being introduced to support Operators' continuing needs during the COVID-19 outbreak and drive Program improvements.

2. IPM & Program Rules update

The IOSA Program Manual (IPM) Temporary Appendix has been updated and becomes effective as of 17 February 2021. With this update, the rules pertaining to Extenuating Circumstances for Audit Conduct are changed. Currently, an Operator can claim Extenuating Circumstances for Audit Conduct, provided the Operator has temporarily ceased operations and is unable to undergo an Audit. This option will be discontinued as of 1 May 2021. This means that, as of 1 May 2021, Extenuating Circumstances will no longer be available to Operator under any circumstance. Valid claims received before that date will still be processed according to current rules.

Starting 1 May 2021, if an Operator has temporarily ceased operations and is unable to undergo an Audit, such Operator will be suspended from the registry on the expiry date or the Extenuating Circumstances (EC) deadline date, whichever is applicable. The Operator will continue to be visible on the registry with the suspended status and will have 90 calendar days from the expiry date or EC deadline date to undergo either an onsite or a remote Audit. The Audit does not need to be closed during this period but be conducted by the Audit Organization. If an Operator is unable to undergo an Audit within these additional 90 calendar days, the Operator will be removed from the registry.

Following the Audit's closing meeting date, the Operator will have 150 calendar days to close any Findings and/or Observations resulting from such Audit. The suspension will be lifted once the Audit been closed and the IOSA Audit Report has been finalized. The 12 or 24 months renewed registration period, respectively, will be based on the closing meeting date of the Audit.

To provide additional time to accommodate to this new rule, all current and validated Extenuating Circumstances deadlines dates which fall before 30 Apr 2021, will be extended by IATA to 30 Apr 2021.

In addition, upon extensive demand by the industry, the requirement for submission of the Operator questionnaire (SAR.F23) will continue, even if an onsite Audit has been conducted and closed. Under current rules, an Operator is relieved from this requirement after successful closure of an onsite Audit conducted on or after 1 Jul 2020. This option will be removed until further notice, requiring all operators to submit the form every calendar 60 days.

The IOSA Program Manual (IPM) Temporary Appendix can be obtained from www.iata.org/iosa.

3. IAH Updates

A new Edition of the IOSA Audit Handbook Procedures & Guidance has been published in February 2021, becoming effective as of 1 March 2021. Significant changes introduced with this Edition include the following. It is strongly recommended to review the respective IAH changes in detail:



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- **Basic Information on Root Cause Methodologies and Best Practices**

Commonly used root cause identification methods in the aviation industry such as '5 Whys' and Fishbone Diagram are described in basic form in IAH 2.9.4 to assist operators in their IOSA Audit and internal audit follow up processes.

- **New Root Cause Categories and Descriptions**

Root cause categories listed in the IOSA Audit Software based on the Human Factors Analysis and Classification System (HFACS) are replaced with new IOSA root cause categories to provide better assistance to Operators in determining the proper root cause. A new list with brief descriptions for each category is included in IAH 2.9.4.

- **Simplification of Final Action Taken (FAT)**

With the changes introduced in IAH 2.9.7 and IAH 4.2.14, Operators will not be required anymore to provide detailed information in the Audit Software on the final action taken, to close an IOSA non-conformity.

- **New Guidance for Auditing Operators' ISAGO Program and Audit Pools Registration**

IAH 4.5.4 and IAH 4.5.5 have been revised to clarify auditing techniques used for reviewing operators' ISAGO registration and/or participation in DAQCP and IFQP audit pools.

ISAGO registration is an acceptable means to demonstrate a monitoring process, provided the Operator has requested the latest of the applicable audit report(s) through official program channels, and has considered the content of the report(s) in its monitoring process.

- **Elimination of 'MO-5 Maintenance Outsourcing Management' and Introduction of 'MO-5 Line Maintenance Operations'.**

As described in IAH 2.3.2, current 'MO-5 Maintenance Outsourcing Management' will be eliminated as of 31 August 2021 and a new mandatory observation 'MO-5 Line Maintenance Operations' will be effective as of 1 September 2021 in alignment with the effective date of ISM Edition 14.

The new mandatory observation includes observation/direct examination of line maintenance operations, the review of MEL use and the assessment of the repair and physical statuses of the aircraft/engine(s)/propeller(s) and their repaired components, as applicable.

The mandatory observation checklists can be found in IAH Tables and Mandatory Observation, Edition 14 Section 7, applicable for ISM Edition 14.

- **Procedures for Auditing Line Maintenance Operations**

IAH 4.12.5 and IAH 4.12.6 have been revised to provide further assistance in auditing line maintenance operations and continuing airworthiness information, repairs & modifications (ADs, SBs, MEL, and etc.).

The IAH can be obtained from www.iata.org/iosa.



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4. Operator Questionnaire

The IOSA Operator Questionnaire has been revised incorporating feedback from Operators and authorities. The new questionnaire will be issued in the upcoming days and will be accessible through IOSA repository for the next submission cycle, at the end of March 2021. The intention of the revision is to have questions that lead to more effective monitoring of partner airlines and to provide authorities with relevant information to complement their oversight. Significant changes are summarized below:

- The total number of questions is decreased.
- Introduced questions related to the return to service of the B737MAX.
- Introduced requirement to provide details on mitigating measures, if any.
- Added questions related to low or reduced activity and related risks.
- Revised questions related to authority extensions to now include duration and expiry dates.
- Added questions with regards to the following:
 - Operator's plans to continue transport cargo in the passenger cabin.
 - Operator's currently identified top three operational safety risks.
 - Operator's communication system.
 - Problems/technical issues on aircraft after they returned to service following long-term storage.
 - Hazards and associated risks in the maintenance & engineering.

5. IATA Health Safety checklist

The IATA Health Safety checklist has been revised to align it with latest updates from the ICAO CART Guidance (CART Take-off document) and related EASA and FAA documentation. The checklist can be obtained from this [link](#).

The checklist is intended for self-assessment purposes and therefore adherence to related provisions is voluntary.

To gauge interest in and use of the checklist Operators are encouraged to fill in a short survey under the following link <https://www.surveymonkey.com/r/WFHSRJ5>.

Questions or recommendations can be directed at AirlineHealthChecklist@iata.org.

6. Data Link Recorder Updates - Table 4.11 xv)

ISM TR 2021-1 to the IOSA Standards Manual (ISM) Edition 13 was issued in 1 February 2021. It introduced changes to ISARPs that address the installation of data link recorders (DLR). The specifications are contained in Tables within the ISM Engineering and Maintenance (MNT) section.

ICAO Annex 6 specifies that data link messages shall be recorded on aircraft that use data link communications for the authorization and/or control of the aircraft flight path.



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With the Temporary Revision, the requirement to install DLR in aircraft utilizing datalink communications, for which the individual certificate of airworthiness was first issued before 1 Jan 2016 is now a Recommended Practice. In alignment with this change, ISM Ed. 14 will also be revised to ensure same changes are incorporated.

7. IOSA Operator Trainings

The recently published the [IOSA Program Update](#) e-learning course provides Operators and other stakeholders with an overview of all relevant changes introduced into the IOSA program and the ISM Ed 14. The Update provides a clear overview of the changes and increases planning security.

Furthermore, the following training courses are now available in virtual classroom format:

- [Airline IOSA Auditor Training](#)
- [Flight Operations \(FLT\) Discipline](#)
- [Operational Control and Flight Dispatch \(DSP\)](#)
- [Aircraft Engineering and Maintenance \(MNT\)](#)

Shortly, training courses related to the Ground, Cargo and Security disciplines will become available too.

To stay abreast of changes, please [subscribe to e-mail notifications here](#). For any questions, contact us at iosa@iata.org and

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Final Audit Report

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