

Risk-based IOSA

Newsletter | December 2023



IOSA: 20 years of enhanced operational safety audits



In today's dynamic environment, airlines need an [IATA Operational Safety Audit \(IOSA\)](#) that focuses on a deeper understanding of operational safety risks.

[Risk-based IOSA](#) tailors the audit scope for each airline within the IOSA Registry. Furthermore, these risk-based audits introduce a Maturity Assessment of each airline's safety-critical systems and programs.

This newsletter provides information and updates regarding the IOSA move to a risk-based audit program.

Risk-Based Audits in 2023

- The IOSA Oversight Group, under the governance of the IATA Operations Advisory Council, concluded that the trial audit phase was completed successfully.
- Risk-Based IOSA is now fully operational and will evolve through continuous improvement initiatives; 25 Risk-Based IOSA Audits were conducted in 2023
- The IATA Quality Assurance team monitors the audit performance to ensure airline feedback is captured on a regular basis; and identifies where this input provides opportunities for further enhancement.
- Recruitment of Risk-Based IOSA Auditors continues; 150 Auditors will be recruited in 2024
- Delivered 11 workshops worldwide, engaging over 267 airlines and 25 regulators, with the new Risk-Based IOSA program.

Feedback Received

- The feedback received from operators and regulators alike is largely positive.
- Comments included that “the new approach was found to be dynamic and more suitable than going through each ISARP individually”.
- The audits delivered significant safety insights which have been acknowledged to providing additional audit value to IOSA operators.
- The audits indicated more effective and efficient auditing, through a more focused evaluation, with greater auditor feedback in areas requiring attention.
- Any new non-conformities identified, have been regarded as learning opportunities and were embraced by the operators.
- The Maturity Assessment has proven to be a valuable addition to the operators as an independent validation of their SMS maturity.
- The processes and methods will be continuously refined based on the operators’ and governance bodies’ feedback.



Next Steps

- In April 2024, the new IOSA Platform will be launched where all IOSA operators will have their profile; and will be able to exchange information with each other, as well as IATA and other entities.
- **As of April 2024, all IOSA publications will be available to Operators through the new platform and won't be provided through the public IOSA website anymore. Therefore, IOSA Operators and their IOSA Audit Report (IAR) Repository users will need to sign up to the new platform in time.**
- Full functionality of the IOSA Platform is planned for summer 2024; Watch out for further news on this exciting project!
- In 2024 and onwards, the IOSA Standards Manual (ISM) will be published in the month of April, effective January of the following year.

Other Important Items

- As per [IOSA Operator Alert 31](#), operators are required to submit the Operator Questionnaire.
- The questionnaire is required:
 - every six (6) months
 - thirty (30) days prior to any Audit,
 - in case of reportable circumstances or events as per IPM
- "Risk-based IOSA Executive Brief" has been launched. Its aim is to familiarize executives with Risk-Based IOSA and set expectations of upcoming audits. Refer to the last page for the link.

Who will perform the Risk-Based IOSA audits during the transition period?

The Risk-Based IOSA audits are performed by IATA. During the transition period the Audit Organizations will conduct the traditional IOSA audits.

Is IATA making these changes to generate a profit?

The IOSA Program is intended to support the continuous improvement in aviation safety performance and to reduce redundant audit/assurance activities. IOSA is not a commercial product and is not intended to generate a commercial surplus to IATA.

Will the audit fees change under Risk-Based IOSA?

The audit fees will remain unchanged. The variable fees such as travel, and accommodation of the auditors will be payable by the operator, which has also remained unchanged as a policy.

Are Risk-Based IOSA audits in alignment with regulations?

The risk-based approach is recognized as the next step in safety oversight to achieve safety improvements. Risk-Based IOSA will enhance the effectiveness of audits, continue to contribute to regulatory safety oversight, and support code-share safety monitoring as the industry safety standard for airlines.

In this context, IATA is in close contact with key regulators who provide input into the program's evolution. There has been broad support for the change, and feedback on the move to risk-based auditing has been positive.

Will the Risk-Based Audit result in more findings than usual?

Results from the limited number of risk-based audits conducted to date indicate an increasing trend in findings. The number of findings may vary from what an operator has received in past audits. Additional findings may not be due to a degradation of the operator's safety practices, or driven by operational changes, but rather a result of the enhanced audit methods. It is recommended that Operators plan to undergo their Risk-Based Audit as early as possible.

Will there be a training for operators on the IOSA Risk-Based IOSA audit methodology?

IATA will provide Risk-Based IOSA training for operators. Follow the [IATA Training site](#) for new developments.

Risk-Based IOSA Media

- Our latest [Podcast](#)
- Presentation recording at the [ICAO SkyTalks](#) during the 41st ICAO Assembly
- [Celebrating 20 years of IOSA-based safety | Airlines \(iata.org\)](#)
- [Risk-based IOSA an important step forward | Airlines \(iata.org\)](#)
- [Aviation safety to benefit from Risk-Based IOSA | Airlines \(iata.org\)](#)
- [Risk-Based IOSA Executive Brief](#)
- www.iata.org/risk-based-iosa

World Safety and Operations Conference (WSOC)

The 2024 [IATA World Safety and Operations Conference](#) will be held 1-3 October in Marrakech, Morocco. Follow the Events site for details and registration. The WSOC brings under one roof the previous Cabin Ops Safety Conference (COSC), the IATA Safety Conference, the Emergency Response Planning (ERP) Forum, and the Aircraft Recovery Forum (ARF).

You can expect a wide range of topics, discussions and workshops, including IOSA.

Other Questions?

Do you have a question that isn't covered by our FAQs? Don't hesitate to reach out to the IOSA program office by emailing iosa@iata.org.

More information about the changes in the IOSA program is available on the [Risk-Based IOSA](#) page.