

→ ISAGO Services

Our support in your pre- and post-Audit process.

// The ISAGO (IATA Safety Audit for Ground Operations) programme is a renowned quality standard for handling services all around the globe. It eases quality control within the industry and helps to save costs by reducing the number of required audits. However many small ground handling companies and stations are now facing the requirement to join ISAGO in order to remain in the market.

→ Our ISAGO services.

Ground handling companies often have limited access to comprehensive know-how and management resources and face challenges in gaining such knowledge and expertise. Having launched the product, ISAGO Preparation Services, Aviation Quality Services offers a tailor-made solution to these challenges allowing small ground handling companies a safe and easy way to get onto the ISAGO registry.

→ Our experience.

Our team consists of ground handling professionals also being ISAGO programme experts having gone through many of such audits as auditors. This experience is offered to you for preparing and streamlining your company documentation and operational processes and procedures for successfully accomplishing your initial or renewal ISAGO audit.

→ The ISAGO Preparation by AQS.

Modules:

1

Training

One day ISAGO familiarisation training.

2

Gap Analysis

We have a close look on the documentation and implementation side of your ISAGO related processes and create a detailed report with potential findings and a corrective action plan.

3

Documentation and Implementation

Developing and editing of Quality Manual and Ground Ops Manual. We will work on the corrective action plan and simultaneously on creation of manuals (Corporate Manual, Ground Ops Manual, Quality Manual etc.)

4

Trial Audit

We will conduct a trial audit. The trial audit needs to be at least one month prior to the actual audit in order to have a final check well in advance. The audit will be conducted like the actual audit including opening and closing meetings as well as daily reporting in accordance with an actual schedule.

5

Assistance during Audit

We will accompany the appropriate managers during the complete audit process.

6

Post-Audit assistance

We will support in closing all findings, in case that findings arose during the actual audit.

Customised ISAGO Solutions.

We will assemble effectively the above mentioned components to create an ISAGO preparation plan according to your individual requirements.