



IPM Edition 13
Temporary Revision 1


Reference:	IPM.ED13.TR1
Issue date:	7 Feb 2022
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General Overview

This Temporary Revision IPM.ED13.TR1 (TR) to the IOSA Program Manual (IPM) Ed 13 updates provisions related to organizational changes within IATA. It also updates and clarifies currency and qualification requirements related to IOSA Auditors.

This TR only contains changed provisions or sub-provisions. Unchanged provisions have been omitted for brevity. Unless an item is clearly marked as changed or deleted, it remains in effect as published in IPM Ed 13.

The changes introduced also have an impact on various Figures. These Figures will be updated with the next scheduled revision of the IPM. Changes to provisions are also applicable to respective Figures.

Effective and Validity Date of This Temporary Revision

This TR shall become effective on 21 Feb 2022 and shall remain valid until further notice.

Glossary of Symbols

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



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Introduction

5) Manual Revision - Regular, Temporary & Corrections

- (i), (ii) & (iv) unchanged, omitted for brevity.*
(iii) (i) – (iii) unchanged, omitted for brevity.
△ *(iv) the date of the approval by the Head IOSA.*

6) Manual Approval Process

- (i) – (iv), (vi) unchanged, omitted for brevity.*

- △ (v) The Head of IOSA is the final approving authority for new editions or temporary revisions for this manual;

Figures

The following Figures have been updated and are contained at the end of this document:

- ⊗ **Figure 1.1** *(deleted)*
Figure 1.2
Figure 1.3
Figure 7.7
Figure 7.8
Figure 9.1

- △ **1.1.7** The Head of IOSA reserves the right to allow exemption(s), taking into account all circumstances and escalating specific matters to the Director Safety as required, and is responsible for authorizing any such exemption(s). IATA shall log all exemptions granted by the Head of IOSA in accordance with this provision.

- △ **1.2.11** IATA shall have an IAR quality oversight process for a detailed examination of selected IARs for integrity and consistency to include but not limited to:
(i) – (ix) unchanged, omitted for brevity.

- △ **1.2.12** IATA shall have a process to ensure any discrepancies found in an IAR as a result of implementation of the quality oversight process in accordance with IPM 1.2.11 are conveyed to the AO that conducted the Audit for subsequent procedural and performance improvements, as applicable.

- △ **1.7.1** IATA shall have a process for the effective management of all standards contained in the IOSA Standards Manual (ISM) to ensure IOSA is responsive to and meets the needs of IATA members and the airline industry. Standards management processes shall ensure changes to IOSA standards:

- ⊗ *(i) & (ii) unchanged, omitted for brevity;*
(iii) provision deleted;
△ *(iv) are published in a timely manner, following IATA approval.*



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- △ **1.7.10** *Membership of the IOSA Standards Board as specified in 1.7.1 (iii) shall consist of the IATA Director, Safety, the IOC Chairperson and IOC Vice-Chairperson.*

- 1.9.3** IATA shall evaluate and determine the validity of a claim of extenuating circumstances submitted in accordance with IPM 7.5.6, to ensure:
 - (i) The applicable Operator and AO are consulted when making a final decision as to the validity of a claim of extenuating circumstances.
 - △ (ii) A claim of extenuating circumstances is granted by the Head, IOSA.

- **2.11.10** The AO shall have an auditor performance evaluation process for each Auditor on its list of approved IOSA Auditors which includes the following:
 - (i) Review of performance evaluation observations conducted as per IPM 3.16;
 - (ii) Evaluate recommendations as in INS.F18 form in combination with any other applicable auditor performance information;
 - (iii) Perform any identified improvement activity (e.g. training, coaching, monitoring etc.).

- **2.11.11** The AO shall have a process for sharing de-identified information of its auditor performance evaluation with IATA QA on a quarterly basis to include significant areas of improvement and methods used to address them (e.g. training, coaching etc.).

- △ **3.3.7** A candidate for IOSA Auditor that provides documented evidence of audit and professional experience well in excess of the minimum specified in IPM 3.3.6 may be considered for an exemption from a maximum of one other qualification prerequisite contained in IPM 3.3. The AO shall submit a written exemption request to IATA that shall include comprehensive professional background information supporting the request. IATA shall review and assess the request and provide its feedback. Any exemption granted under this provision shall be at the sole discretion of IATA who shall make a determination based on analysis of the quality and quantity of the professional background of an individual candidate.

Note: Active involvement in the IOSA program that is supported by documented evidence may be considered for an exemption from the currency requirements as specified in IPM 3.15 to IPM 3.18.

- △ **3.13.1** A performance evaluation shall last for at least half a day to include all phases of the audit as identified in the form provided by IATA. Evaluators that are an active member of the audit team are limited to one of the following combinations of evaluations on the same audit:
 - (i) The evaluation of a Lead Auditor as per IPM 3.11.1, (or a Lead Auditor re-establishing qualification, as per IPM 3.18.4), combined with the performance evaluation of one auditor, as per IPM 3.16; or
 - (ii) The evaluation of a Lead Auditor as per IPM 3.11.1, (or a Lead Auditor re-establishing qualification, as per IPM 3.18.4), combined with the performance evaluation of one auditor, for the purpose of re-establishment of qualifications, as per IPM 3.18.4; or
 - (iii) Performance evaluations for two auditors, as per IPM 3.16.



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- **3.13.2** Evaluators that are not an active member of the audit team can conduct multiple evaluations by meeting following requirements:
 - (i) Complete all applicable auditor preparation activities;
 - (ii) Participate in the IOSA Audit Team Meeting;
 - (iii) Participate in the Opening Meeting;
 - (iv) Participate in at least 2 daily meetings and conduct a daily debriefing for each auditor being evaluated;
 - (v) Observe the auditor being evaluated during the ISARPs assessment;
 - (vi) Observe, as applicable, a part of the MOs carried out by the auditor being evaluated;
 - (vii) Conduct a final debriefing for each auditor being evaluated.

Note: Evaluators are expected to apply professional judgement when planning the allocation of multiple roles as Evaluator, Lead Auditor and Auditor.

- △ **3.16.1** The AO shall have a process to evaluate and conduct a performance evaluation observation of each Auditor on its list of approved IOSA Auditors a minimum of once during every two (2) calendar years, when an Auditor wants to re-establish Audit conduct currency as per IPM Table 3.9, or when required by IATA. Performance evaluations shall have satisfactory results and shall be accomplished by an evaluator while the Auditor is conducting a full or partial Audit. Performance evaluation shall last for at least half a day to include all phases of the Audit as identified in the form provided by IATA.
- △ **3.16.5** The AO shall use the evaluation forms provided by IATA for the evaluation process in accordance with IPM 3.16. The evaluation form shall be forwarded to IATA for any initial and additional qualification or re-qualification. The evaluation form need not to be forwarded to IATA for the regular bi-annual performance evaluation observation.
- △ **4.5.3** The AO shall ensure the recurrent training curriculum is designed to provide information that updates and refreshes auditor knowledge with regard to IOSA program changes, issues, and program feedback provided by IATA. The course content shall, as a minimum, include the following:
 - (i) IOSA program changes;
 - ⊗ (ii) *item deleted;*
 - ⊗ (iii) *item deleted;*
 - (iv) Specific discipline critical ISARP review;
 - (v) AO Alerts and Bulletins;
 - ⊗ (vi) *item deleted;*
 - (vii) Audit software;
 - (viii) Audit principles and techniques;
 - (ix) AO Quality Assurance, and Quality Control issues and Auditor's performance monitoring;
 - ⊗ (x) *item deleted;*
 - ⊗ (xi) *item deleted;*
 - ⊗ (xii) *item deleted;*
 - ⊗ (xiii) *item deleted;*
 - ⊗ (xiv) *item deleted;*



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- (xv) Other system and local issues, as appropriate (e.g. IOSA Audit experience, program development, and other sources of program information and/or feedback);
- (xvi) AO-specific changes and issues.

△ **6.5.1** Following an Audit, the declaration of Audit closure by the AO is not the final step in the registration process. The IOSA Audit Report (IAR) must then be:

- (i) quality control checked by the AO;
- (ii) reviewed and then released by IATA.

△ **8.3.6** The AO shall ensure that the Audit of the FLT section is planned over a minimum of five on-site auditor-days (mandatory observations excluded). The Audit Team shall comprise of at least two current FLT Auditors, unless approval has been received from IATA to conduct the Audit with a single FLT Auditor.

Note: This provision is not applicable for audits of affiliated Operators in accordance with IPM 8.2.6 or Verification Audits with reduced scope in the FLT section in accordance with IPM 7.7.5.

8.8.2 The Lead Auditor shall ensure the Operator understands that findings and observations presented in a “Summary of Findings and Observations” during the on-site closing meeting:

- △ (i) shall not be revised or withdrawn, except in accordance with IPM 8.12.5 or IAR quality control processes in accordance with IPM 9.2;
- (ii) & (iii) *unchanged*

8.13.1 The AO shall have a process to:

- (i) *unchanged*
- △ (ii) issue an Audit closure notice to the Operator, that shall include language to inform the Operator that, although the Audit has been declared closed, the Audit is not valid for initial registration, registration renewal or registration reinstatement as applicable, until the IAR has been released by IATA.

9.2.2 The AO shall ensure the IAR quality control process, as specified in IPM 9.2.1, has been completed prior to:

- (i) *unchanged*
- △ (ii) submission of an IAR to IATA.

△ **9.2.3** The AO shall have a process to address Audit issues and amend an IAR as necessary to resolve discrepancies that have been identified during the IAR quality control processes conducted by the AO. The AO may be required to conduct further assessment of the operations of an Operator in order to resolve discrepancies involving an omission, error or misapplication of an IOSA checklist provision by the Audit Team during the original on-site Audit.

11.2.1 Provision unchanged

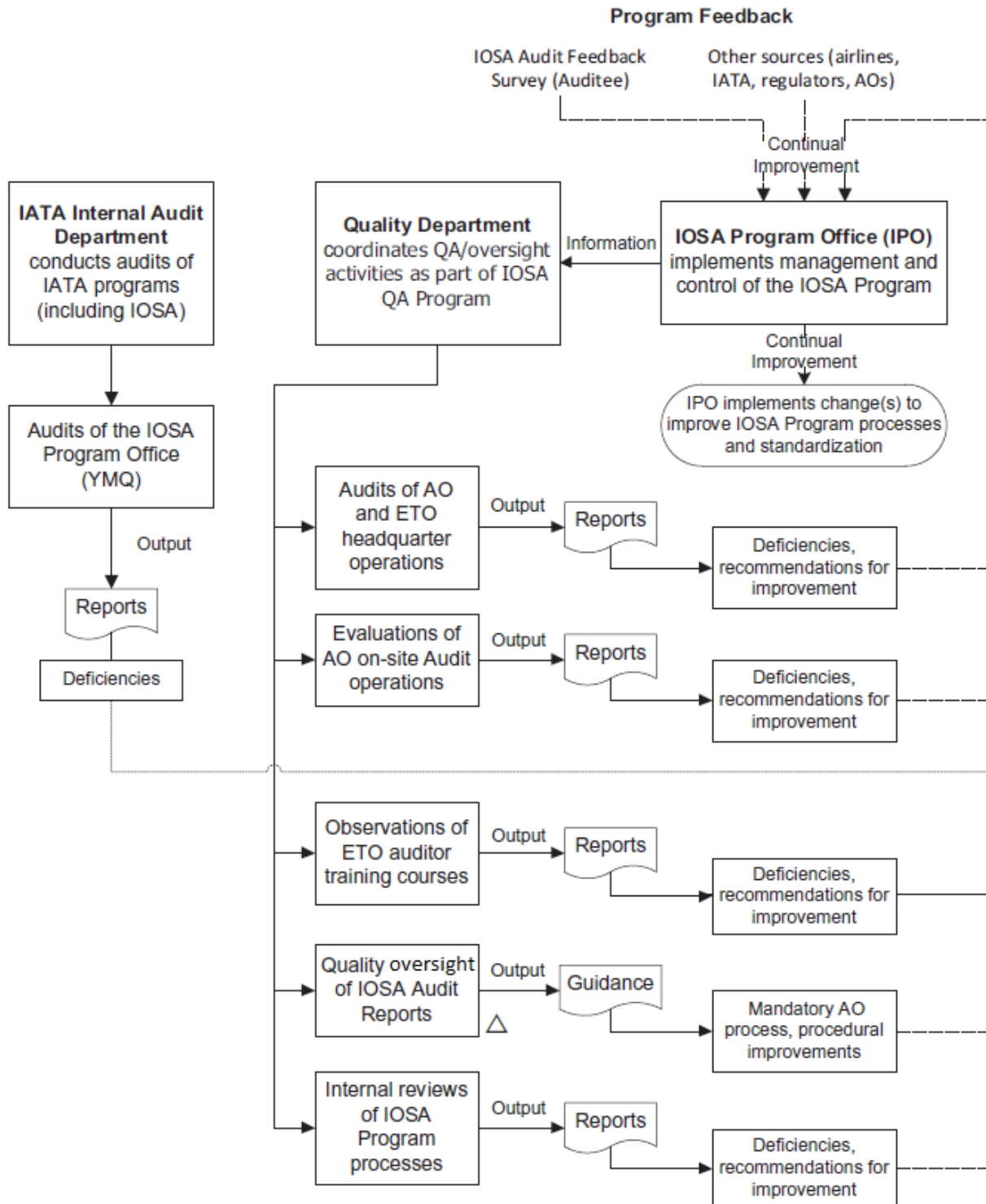
- ⊗ Note 1: *deleted*



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Figure 1.2 IOSA Quality Assurance Program (Functional Overview)

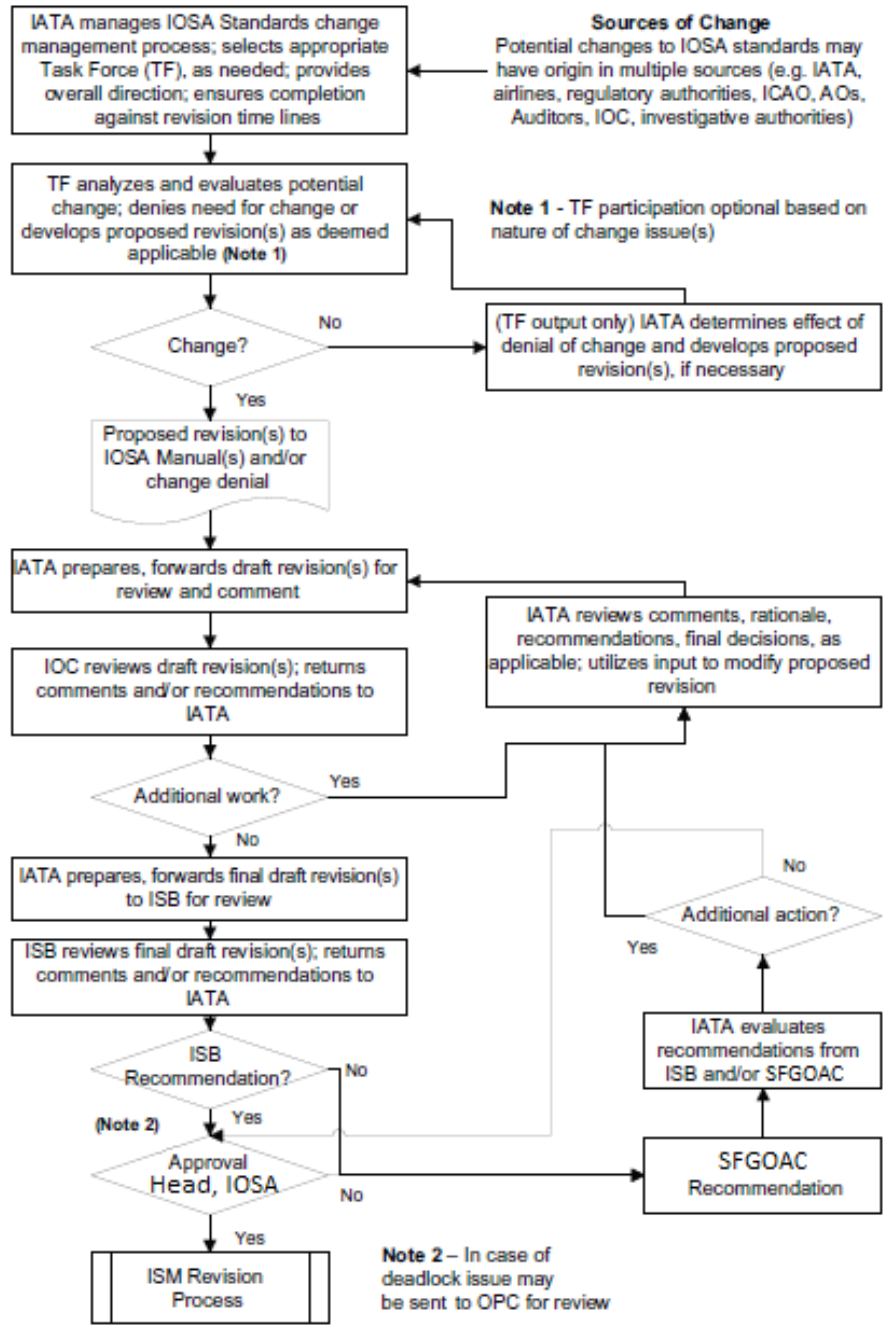




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Figure 1.3 IOSA Standards Change Management Process Flow



Note 3 – New IOSA standards (including the upgrade of existing recommended practices), when such standards contain specifications that are not derived from the ICAO Annexes, should be supported by a formal safety risk assessment (SRA) in accordance with IPM 1.7.6.

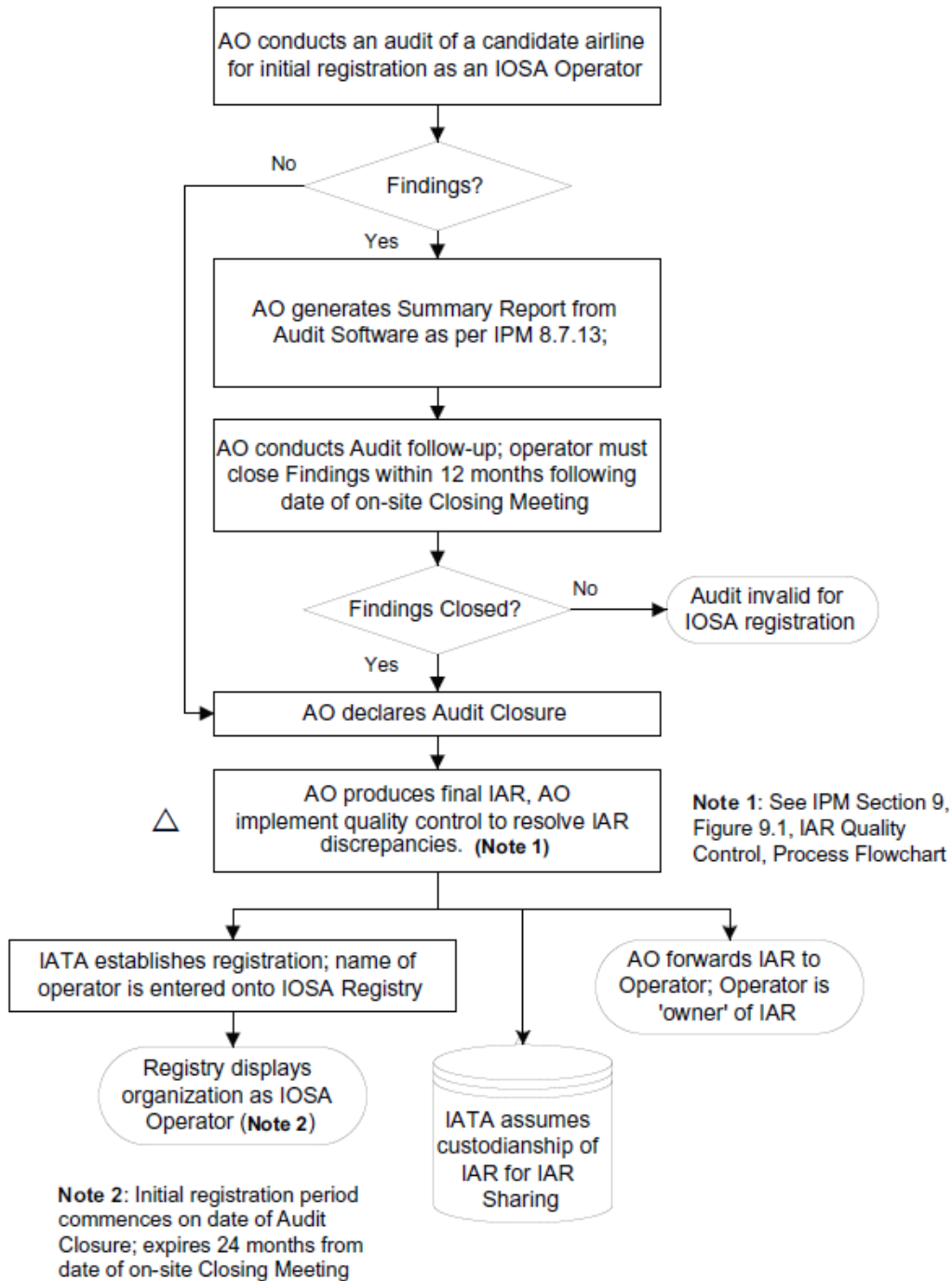
Note 4 – The above process flow also applies to Temporary Revisions to the ISM in accordance with IPM 1.7.2.



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Figure 7.7 Initial IOSA Registration, Process Flowchart

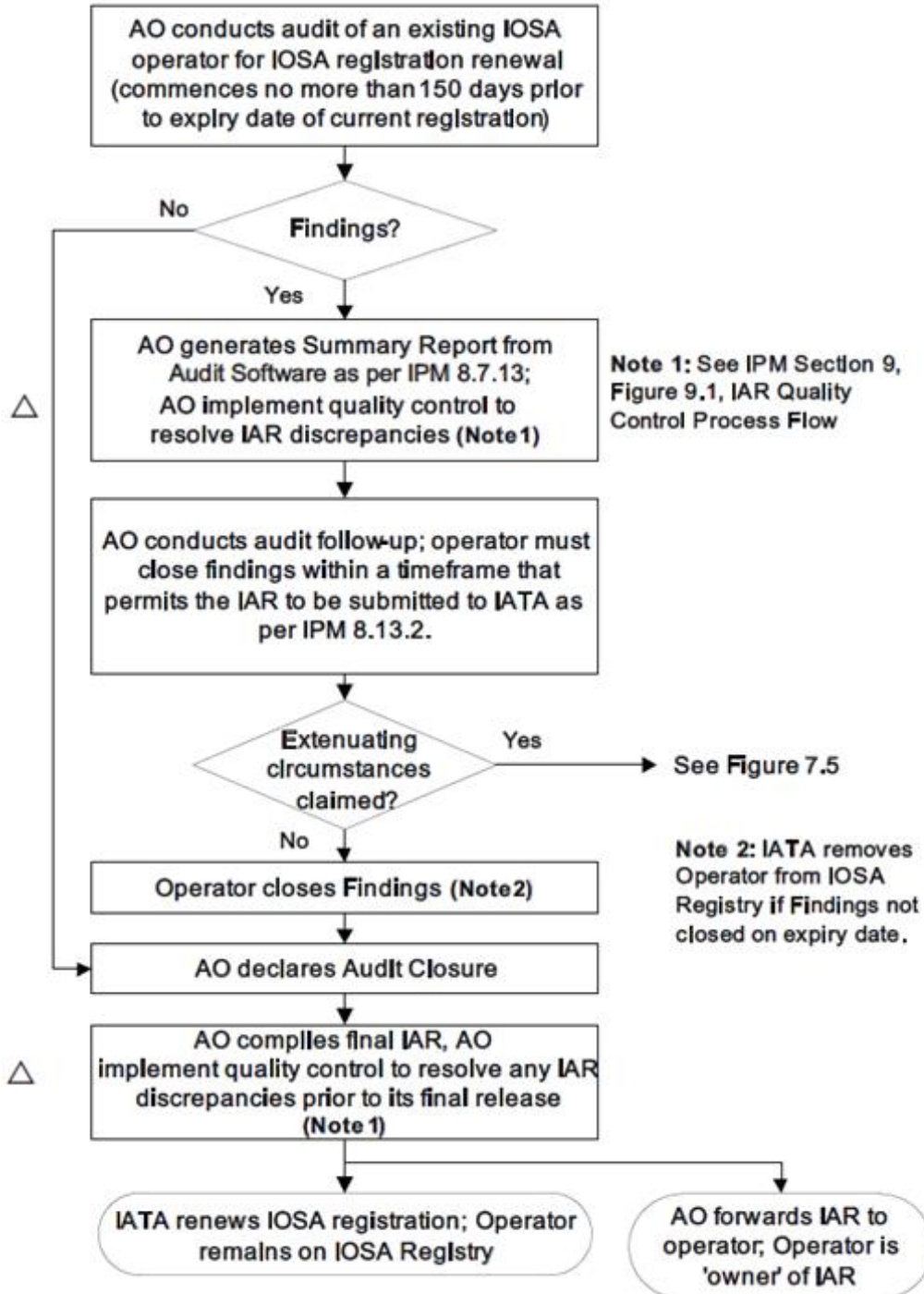




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Figure 7.8 IOSA Registration Renewal, Process Flowchart

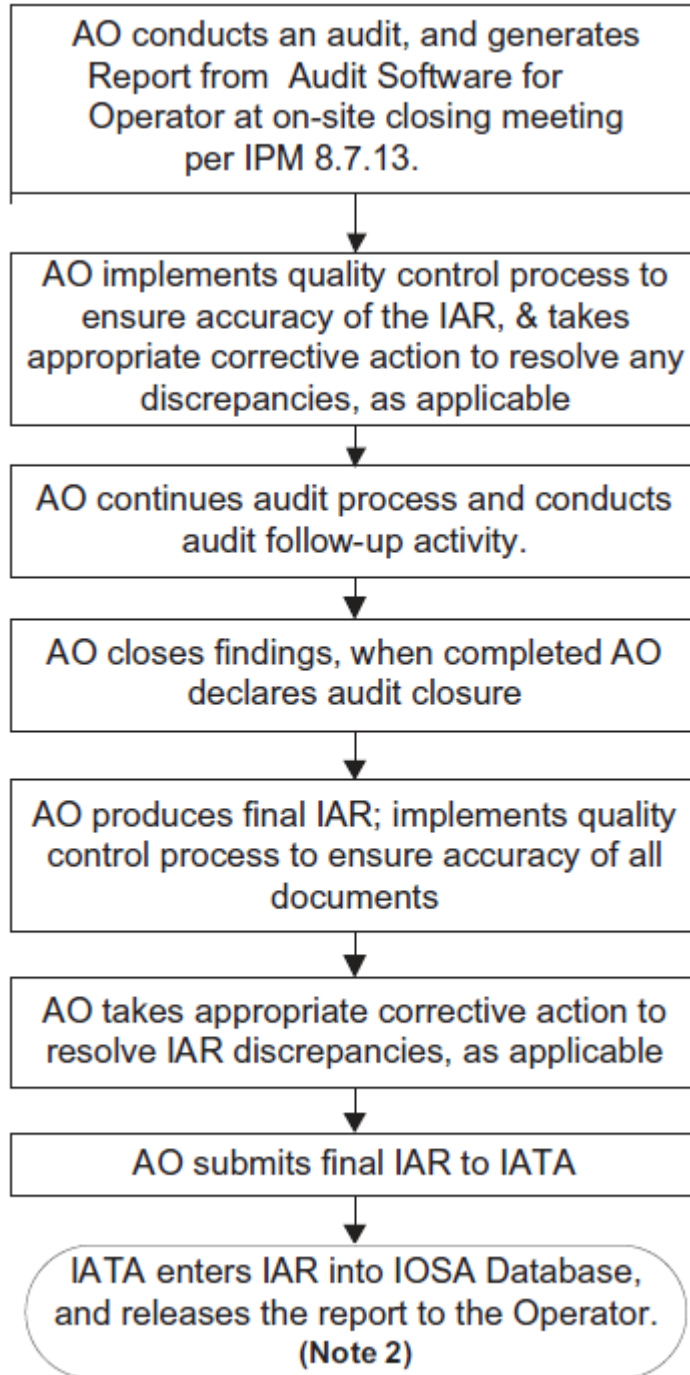




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Figure 9.1 IAR Quality Control, Process Flowchart



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