

## ISSA FAQ's

**Question:** Where may an Operator find and download necessary documentation regarding the ISSA?

**Answer:** [www.iata.org/issa](http://www.iata.org/issa)

**Question:** What is the duration of the ISSA Registration period?

**Answer:** Twenty-four (24) months.

**Question:** How far in advance should an Operator consider scheduling an ISSA Registration Renewal Audit?

**Answer:** Not earlier than 120 days before the Registration Expiry Date.

**Question:** What is the maximum allowable time that a renewal audit may be completed prior to the expiry date?

**Answer:** 150 days.

**Question:** How far in advance should an Operator provide the AO with a completed ISSM/internal documentation cross-reference list?

**Answer:** A minimum of four (4) weeks prior to the start of the audit.

**Question:** Who should the airlines pay for the ISSA Audit?

**Answer:** In accordance with the Audit Agreement, upon signature of the agreement, airlines shall pay the full cost of an ISSA Audit, directly to IATA.

**Question:** What is the restriction for Operators with aircraft above 5,700Kg?

**Answer:** Aircraft above 5,700Kg MTOW will be eligible for one ISSA initial assessment; afterwards the operator needs to pursue an IOSA registration initial audit to stay on an IATA Audit registry

**Question:** Who is authorized to conduct assessment under ISSA?

**Answer:** Assessments may only be conducted by IATA accredited Audit Organizations (AOs).

**Question:** How many auditors and man-days are planned for an ISSA?

**Answer:** Assessments are planned for two auditors, for two days each, making a total of 4 auditor-days.

**Question:** What must the Operator do if it undergoes any significant changes in the organization?

**Answer:** The Operator must immediately notify IATA, in accordance with ISPM 7.7.

**Question:** What shall be the result of the determination of nonconformity with specifications contained in an IOSA Standard, during an Assessment?

**Answer:** A non-conformity with a specification, during an assessment, shall result in a "Finding".

**Question:** What shall be the result of the determination of nonconformity with specifications contained in an IOSA Recommended Practice during an Assessment?

**Answer:** A non-conformity with a Recommended Practice, during an assessment, shall result in an "Observation".