

Ground Operations Quality Audit Processes - IATA ISAGO Program

ISAGO is an assessment program for ground operations and identifies a number of areas where the ground operator must demonstrate an acceptable level of Quality Control, related to the effective management of ground operations.

Quality Control Program

The Provider shall have a station quality control program that provides for scheduled and unscheduled inspections and/or evaluations of ground operations at the station for the purpose of ensuring compliance with standards of the Provider, quality assurance program as specified in applicable regulations, and requirements of the customer airline(s)

Auditor Actions

Identified/Assessed station quality control program (focus: role/purpose within organization; definition of audit program scope/objectives; description of program elements/procedures for ongoing auditing of management system/operational areas).

To interview quality manager and/or designated management representative(s).

To interview selected operational managers (focus: interface with quality assurance program).

To Examine selected audit reports (focus: audit scope/process/organizational interface).

To Verify implementation of an quality assurance audit program in all operational areas.

The Provider shall have a process for addressing findings that result from audits, inspections and/or evaluations conducted under the station quality control program which ensures:

- (i) A determination of root cause(s);
- (ii) Development of corrective action as appropriate to address findings;
- (iii) Implementation of corrective action in appropriate operational area(s);
- (iv) Monitoring and evaluation of corrective action to determine effectiveness. (GM)

The Provider shall have a process to ensure significant issues arising from the station quality control program are subject to management review

Auditor Actions – Identify & Assess the process for management review of quality assurance program recommendations (focus: continual improvement of Provider's processes and procedures).

To examine records/documents of management review of quality assurance program recommendations

The Provider shall have a means for disseminating information from the station quality control program as specified to management and non-management operational personnel as appropriate to ensure an organizational awareness of compliance with applicable regulatory and other requirements.

Auditor Actions – To Identified/Assessed means used for dissemination of quality assurance program information.

To Interview non-management operational personnel (focus: awareness of quality assurance program issues).

To examine examples of information disseminated to management/non-management personnel

To verify dissemination of quality assurance information in all operational areas.

Outsourcing Quality Control Program If the Provider outsources ground operations and/or associated functions to external ground service providers, the Provider shall have a program that ensures a contract or agreement is executed with such external providers. The contract or agreement shall identify measurable specifications that can be monitored by the Provider to ensure requirements that affect operational safety and/or security are being fulfilled by the external provider.

Auditor Actions

To Identify/Assessed processes for contract/agreement production/execution with external service providers that conduct outsourced operations functions.

To examine selected outsourcing contracts/agreements (focus: inclusion of measurable specifications applicable to service providers).

To verified implementation of service provider contract/agreement processes in applicable operational areas.