	IPM Edition 12 Temp. Rev. 5	Reference:	IPM ED.12.TR5
		Issue date:	24 Sep 2020
		Effective date:	28 Sep 2020

General Overview

This Temporary Revision IPM.ED12.TR5 (TR) to the IOSA Program Manual (IPM) Ed 12 updates program requirements regarding Data Privacy policy, Quality Control and Quality Assurance.

This TR is applicable to all stakeholders and parties within the IOSA Program and is in effect until incorporated into the next IPM Edition.

If there are conflicting requirements between IPM Edition 12 and this TR, the content of this TR shall prevail.

Effective and Validity Date of This Temporary Revision

This TR shall become effective on 28th of September 2020 and shall remain valid until further notice.

Approval

Step	Name	Date
Reviewed by:	Michael Benneter Manager, Quality Assurance & Compliance Standardization	September 2020
Recommended by:	Monika Mejstrikova Director, Quality Assurance and Risk Management	September 2020
Approved by:	Gilberto Lopez Meyer Senior Vice President, Safety and Flight Operations	September 2020

Glossary of Symbols

☐   Addition of a new item.

△   Change to an item.

⊗   Deletion of an item.

3) IOSA Documentation System

△   This IPM, including any Temporary Revisions, used in association with the following related manuals, together comprise the IOSA documentation system:

(i)   IOSA Standards Manual (ISM);

(ii)   IOSA Audit Handbook (IAH) (all parts);

(iii)   IATA Reference Manual for Audit Programs (IRM);

(iv)   SFO Quality Assurance Program Manual (QAPM);

(v)   Auditor Quality Performance Program (AQPP);

(vi)   AO/ETO Performance Monitoring Program (AO/ETO PMP);

(vii) IOSA Audit Software manuals.

☐   IATA also have policies, guidelines, resolutions, and additional strategy and position papers, that are published and amended as complementary to the IPM. These documents may relate to various different topics (e.g. privacy policy, digital strategy, code of conduct etc.) and are always communicated to respective IOSA program's participants. Requirements from those additional documents are incorporated by reference into agreements between IATA and IOSA program participants, this program manual or user manual, as the case may be.

Supporting documents such as Alerts, Bulletins are also used to disseminate related information.

1.1 Organization and Management System

☐   **1.1.8** Personal Data shall only be used, stored and processed in accordance with applicable data protection laws, including the European Union General Data Protection Regulation EC 2016/679 if applicable. IATA shall process all personal information in accordance with applicable data protection laws, and IATA's "Audit Programs' Privacy Policy".

1.2 Quality Assurance

△ **1.2.4** The IATA QA Program shall include oversight of each Audit Organization (AO) to ensure ongoing conformity with IPM requirements and any other applicable procedures. Such oversight shall include headquarters audits and/or on-site audit evaluations conducted either onsite at the AO HQ/operator's facility or remotely, on a periodic basis, with a focus on conformity and standardization in the following areas:

△ **1.2.5** The IATA QA Program shall include oversight of each Endorsed Training Organization (ETO) to ensure ongoing conformity with IPM requirements. Such oversight shall include headquarters audits and training evaluations conducted either onsite at the ETO HQ, at the training facility or remotely, on a periodic basis, with a focus on conformity and standardization in the following areas:

△ **1.2.9** IATA shall ensure that personnel that perform AO/ETO headquarter audits, on-site audits, auditing remotely and/or training evaluations as part of the IOSA QA program, shall complete recurrent training during each calendar year. The recurrent training curriculum shall be designed to provide information that updates and refreshes auditor knowledge with regards to IOSA and IATA program updates. Typical course content shall, as a minimum, include and/or address the content as described in the QA program requirements.

△ **1.2.10** The IATA QA Program shall have a process for oversight of internal and external providers who provide services and products necessary for the functionality of the audit process. This includes a process to observe audits remotely, in full or in part, for the purpose of continuous improvement of the Audit, overall quality assurance and data gathering.

2.1 Accreditation General

△ **2.1.5** An AO shall be subject to ongoing quality assurance review and on-site or remote monitoring activities by IATA during a term of accreditation. Such activities shall include, but not be limited to:

(i) audits of its headquarters operations;

(ii) evaluations of its on-site Audit process;

(iii) quality reviews of its IOSA Audit Reports (IAR);

(iv) application of monitoring programs.

2.6 Organization and Management

⚠ **2.6.7** The QC Manager roles and responsibilities shall include:

(i) having responsibility and accountability for IAR production, in accordance with ISM, IPM, IAH, AO Alerts / Bulletins and Program Quality requirements, including:

(a) structuring the QC process for IOSA reports,

(b) ensuring that a complete QC review of all IARs is carried out in a standardized manner;

(c) ensuringthatpublisheddeadlinesforreportdeliveryasperIPM8.13.1aremet;

(d) ensuring that published deadlines for QC processes are met.

(ii) developing and maintaining internal QC procedures and documentation support structures for auditors;

(iii) monitoring and administering the AO's QC process;

(iv) providing Corrective Actions as required by IATA QC;

(v) monitoring AO and auditor quality performance and providing feedback to the auditors by means of:

(a) analyzing gaps in the internal QC process and auditor QC performance;

(b) analyzing the IATA AO Quarterly Performance Report;

(c) identifying weaknesses in internal processes, repetitive errors, trends related to specific ISARPs misinterpreted by auditors, and auditor behavior or techniques;

(d) identifying any training needs, providing internal QC training, or any other action necessary to ensure and improve the IAR quality.

(vi) having the authority to take immediate and appropriate actions to address and correct problems arising from the QC process related to auditor assessments and/or evidence reporting, audit process or control procedures within the AO, or AO QC performance concerns raised by IATA.

⚠ **2.6.11** If, for reasons beyond the AO's control, the responsible QC Manager's position suddenly becomes vacant, the AO shall immediately inform IATA and outline the interim delegation and measures that were taken to ensure the continuity of the quality control process, until a new QC Manager has been appointed and trained.

2.8 Facilities and Resources

⚠ **2.8.41** The AO shall ensure that any IT system used for the storage and/or exchange of information and data with IATA, Operators, and the Auditors has adequate security measures in place to avoid any unauthorized access to such information and data. This includes preventing the sharing of usernames or passwords in accordance with IATA's password policy, as communicated in relevant IOSA manuals.

2.11 Auditor Administration

☐ **2.11.9** An AO shall process all auditor personal information, for the purpose of the auditors' management and participation in an IATA audit program, in accordance with applicable data protection laws and IATA's Audit Programs' Privacy Policy.

3.21 Suspension and Removal of IOSA Auditors

Notes:

1. *The AO is responsible for the timely re-arrangement of planned or pending Audit activities which were assigned to the suspended Auditor.*

2. *Depending on the change of circumstances, IATA may lift the suspension of the IOSA Auditor through written notice to the AO.*

3. *An Auditor that has been suspended shall be considered non-current for all AOs. That Auditor shall not be used by any AO until the suspension period is expired or lifted and such Auditor receives a satisfactory performance evaluation by an Evaluator, as specified in the "Auditor Quality Performance Program" (AQPP) manual Section 6 "Measurement and Actions".*

☐ 4. *AQPP performance measures shall be suspended until the end of 2020, at which time IATA shall review the situation to determine the performance measures to be used moving forward. In the interim, AQPP data collection shall continue in a non-punitive manner, and Auditor performance feedback shall also continue to be communicated to the AOs as applicable.*

5.3 Observation and Monitoring

△ **5.3.1** As part of the ongoing IOSA quality assurance review and on-site or remote monitoring program, an ETO, with appropriate coordination, shall agree to periodic:

(i) evaluations by selected and trained IATA observers of training being conducted;

(ii) reviews by IATA of all documentation and records associated with delivery of the IAT course;

(iii) access by IATA, with prior notice, to personnel, facilities, equipment and other areas associated with the organizational administration and delivery of the IAT course;

(iv) observations by representatives of parties approved by IATA.

8.13 Closing an Audit

△ **8.3.13** The AO should ensure that the IAR is submitted to IATA 15 calendar days prior to the current expiration date for a Registration Renewal Audit.