

QUALITY & SAFETY NEWSLETTER

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IOSA MOVES FORWARD

The success of the [IOSA Programme](#) continues with over 550 audits conducted and 206 airlines listed on the IOSA Registry to date.

IATA Accredited Audit Organisations (AO's) Quality Workshop Focuses on Improvements

A Quality Workshop was held in Montreal in April for all eight AO's to promote consistency, enhance audit performance and report production. Common issues including standards interpretation, foreign language restrictions and clarification of IOSA operating procedures were addressed. Because of the success of the workshop, this will now become a yearly event.

Upcoming IOSA Summit In Montreal

An IOSA Summit will be held

in Montreal on 30 September and 1 October to discuss the future of IOSA and possible improvements to the Programme with the ultimate goal to better serve the industry. Airlines, Regulatory Authorities and other industry representatives will be present to join discussions and contribute to the future growth of the Programme.

Please send any questions or comments regarding IOSA to iosa@iata.org.

SAFETY MANAGEMENT SYSTEMS TRAINING

In May, the hot topic for safety was Safety Management Systems (SMS). IATA decided to hold a SMS workshop to assist airlines in reaching the ICAO

deadline (1 January 2009) to implement a SMS system. Four consultants (Airline Safety or Quality Managers) were trained in May. The workshop focused on practical guidance and assistance for operators to prevent duplications and unnecessary complications. Safety Management and Data Sharing were also central themes for the FAA/ European Aviation Safety Agency (EASA) conference held in St. Petersburg, Florida 3-5 June.

Source: IATA newsletter.

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TIME TO STEP IN

Dubrovnik Airline has participated voluntarily in IOSA program since March 2006. Note that it was second year of our operation as a charter, non-scheduled airline from non-EU country. Last November we had renewal audit and our registry is valid until 17 MAR 2010 - this is public on following address: <http://www.iata.org/ps/certification/iosa/operator?c=DBV>

IOSA program follows the work of leading regulatory and oversight agencies and ICAO – International Civil Aviation Organization and formulates best industry practice beyond minimum regulatory requirements. Major changes like introduction of Safety Management System – SMS, Quality Management System – QMS, Security Management System – SEMS, Emergency Response Program - ERP and

English language proficiency requirements are reflected in IOSA standards updates and incorporated in design and control of operation.

Our local industry is also active in promoting new management concepts, thanks to Mr. Srdjan Cop, CAA Chief Inspector and Mrs. Aleksandra Krasovec, Chairman of Croatian engineers and technicians society for flight

POSITIVE TURN POINT

integrity assurance – HUITOPZ (MEMBER OF IFATSEA).

It is great opportunity to hear and meet experts from various segments of our local industry (air traffic management and control, airport authorities, academia and airlines) through series of workshops organized by HUITOPZ.

Last year we have consolidated our Accident Prevention Programme in active collaboration with our authority, which was the

prerequisite of further development in line with new regulatory framework.

Based on honest use of reporting systems and flight data monitoring programme, we were able to develop a real foundations of airline safety culture .

Our confidential human factors reporting system is in full swing now, exceeding highest expectations and targets set-up for this year, following last years extraordinary improvement.

On return, we see constant positive trend in daily

operation through statistical analysis coming from flight data monitoring programme.

Although many airlines formally commit to such a culture, the real work is seen in number of voluntary reports submitted by operational personnel and improvement of operation.

“we see constant positive trend in daily operation through statistical analysis coming from flight data monitoring programme. “

NON-EU BIAS

We had a chance to benchmark different airlines in all regions of the world coping with new requirements. It is a matter of fact that some countries in EU are lagging behind last decade development in regulatory framework, despite “common rules”.

On the contrary, all three commercial operators in Croatia are participating in IOSA program (Croatia Airlines from year 2003!) - two of them being non-scheduled operators.

As some operators in EU are still struggling this summer to meet last deadlines to incorporate basic minimums that we are talking about for last ten years, a lot of progress was already made in our back-yard.

However, we continue to see EU “double standard” approach in effect, despite our “single sky” commitment.

We have observed this on-going bias in first place

coming from SAFA program. SAFA – Safety Assessment of Foreign Aircraft is a program developed by regional ICAO branch – ECAC .

It was adopted by EU in reality as a main metric for safety of the foreign airlines (non-EU) subject to possible bans - reflecting several accidents in short period involving non-EU airlines. It is prone to misuse, as SAFA inspectors do not have public code of conduct and measurable and comparable standards to calibrate their work, when actually inspecting the aircraft on the ramp, typically during short turn-around. Variability in application of regulatory framework and “local rules” add to this “objectivity”.

Although IOSA program is used widely for code-share agreements between major airlines and its satellites, it appears that authorities possibly do not anticipate that IOSA standards are same for any type of operation, being scheduled or non-scheduled. This could be comprehended politically as “marginal” ignorance, for no political interests lie behind potential partnership, rather pure economical reasoning (better standard for market price).

We are receiving on weekly basis audits from different partner airlines from EU despite our transparent status—and last week results. This is being mandated by their authorities, even on short terms.

While we work on standardization in first place—for safety and economical reasons, we have to cope with the variability of “common rules” EU. This is in effect leading to status-quo, as our resources are exhausted dealing with variability.

Non-scheduled airlines are the only segment of this industry subject fully to the market forces while in some aspects suffering to “common rules” bias, so our pioneering work is a matter of our success, in joint participation of all stakeholders.



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Articles and letters with comments and suggestions are invited. Address correspondence related to articles in this issue to Dubrovnik Airline Quality & Safety Department.

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