



ISAGO for Ground Service Providers

 Classroom and In-Company Course (4 days/32 hours)

This workshop will teach you how to apply the tools and skills of the ISAGO Program to prepare your organization for a successful audit. Review the ISAGO standards and recommended practices as per the IATA Ground Operations Standards Manual (GOSM).

Objectives

Upon completion of this course you will be able to:

- Apply the philosophy, standards, and recommended practices of ISAGO
- Identify processes specific to the ISAGO program: registration, audit preparation and closing
- Apply tools to prepare your operations for an audit

Target audience

- Quality staff
- Safety officers
- Operations staff

Activities

- Exercises evaluating audit findings
- Conduct a hazard identification and risk analysis
- Develop a gap analysis, root cause analysis and corrective action plan

Key topics

- ISAGO program overview
- ISAGO documentation requirements
- Audit preparation
- Safety Management System
- GOSM organization and management
- GOSM sections (LOD, PAB, HDL, AGM, CGM)
- Audit follow-up activities
- Provider responsibilities
- Root cause analysis and action plan
- Final corrective action
- Root cause analysis toolkit
- Electronic Audit System (EAS) Q5AIMS

Certificate awarded

An **IATA Certificate** is awarded upon successful completion of the course and final examination.

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Course schedule

Day 1

- **ISAGO program overview**
 - ISAGO concept
 - ISAGO scope
 - ISAGO documentation review requirements
- **Audit preparation**
 - Preparation steps
 - Audit team – logistics assessment
- **Safety management system (SMS)**
 - SMS Introduction
 - Exercise: hazard identification and risk analysis

Day 3

- **GOSM sections (LOD, PAB, HDL, AGM, CGM) cont.**
- **Audit follow-up**
 - Follow-up activities
 - Provider responsibilities
 - Lead auditor responsibilities
- **Electronic Audit System (EAS) Q5AIMS**
 - Accessing the system
 - Corrective action record (CAR)

Day 2

- **GOSM organization and management**
 - Organization and management (ORM) section structure
 - GOSARPs interpretation
 - Exercise: self-assessment GAP analysis
- **GOSM sections (LOD, PAB, HDL, AGM, CGM)**
 - GOSARPs interpretation
 - Exercise: self-assessment GAP analysis

Day 4

- **Root cause analysis and action plan**
 - Root cause analysis
 - Corrective action plan
 - Final corrective action
 - Root cause analysis toolkit
 - Exercise: CARs
- **Course review**
- **Exam**

This course can be customized for your company and delivered at the location of your choice.
[Request in-company training](#)