



IATA Reference Manual for Audit Programs

Effective June 2017

8th | Edition

NOTICE

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Introduction

The IRM contains the abbreviations and terms used in IATA's audit documentation. Terms that do not have a unique meaning in IATA audit programs, or are defined in most dictionaries, are not included in this Glossary. Likewise, commonly used operational terms that would generally be understood by most airline industry personnel are not defined.

Where two or more terms have the same meaning, the definition shown is for the preferred term.

In preparing the document, every effort was made to achieve consistency with definitions of terms used in various industry documents. However, inconsistencies will continue to exist in some of these documents, and users should understand that, where such inconsistencies are noted, common sense will prevail in providing an interpretation.

Applicability and Purpose

The purpose of the IRM is to provide common definitions of terms, as well as the meaning of definitions and acronyms, contained in or associated with:

- Standards in the IOSA Program Manual (IPM);
- Standards in the ISAGO Program Manual (GOPM);
- Standards in the ISSA Program Manual (ISPM);
- Standards and Recommended Practices in the IOSA Standards Manual (ISM);
- Standards and Recommended Practices in the ISAGO Standards Manual (GOSM);
- Standards and Recommended Practices in the ISSA Standards Manual (ISSM); and
- Procedures and Guidance in various parts of the IOSA Audit Handbook (IAH);
- Procedures and Guidance in various parts of the ISAGO Audit Handbook (GOAH).

Thus, the IRM is applicable to the above-mentioned documents and is effective from the date of publication.

Record of Revisions (ROR)

Edition Number	Revision Number	Issue Date
1 (ITRM)	Revision No. 1	Feb 2009
1	Revision No. 0	Jul 2010
2	N/A	Aug 2011
3	N/A	Nov 2012
4	N/A	Aug 2013
5	N/A	Jul 2014
6	N/A	Jun 2015
7	N/A	Jun 2016
8	N/A	Jun 2017

Note: The IRM is effective on the published date.

Record of Temporary Revisions (ROTR)

Revision Number	Issue Date	Effective Date
Nil		

List of Effective Pages

Section	Page Number	Date
Title Page	Front Cover	N/A
Disclaimer	Inside of Front Cover	N/A
Introduction, Applicability and Purpose, ROR, ROTR, LEP, Modification Status, Distribution	1 - 3	May 2017
Table of Contents	4	May 2017
Description of Changes	5 - 9	May 2017
List of Abbreviations	10 - 16	May 2017
Glossary of Terms	17 - 118	May 2017

Modification Status

All changes in this document are listed in the revision highlights table. For easier orientation, the following symbols identify any changes made within each section:

- Addition of a new item.
- △ Change to an item.
- ⊗ Deletion of an item.

Distribution

Electronic distribution only, via public website: www.iata.org/iosa

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Description of Changes

The following tables describe the significant changes contained in the IOSA Reference Manual for Audit Programs, Edition 8 (IRM Ed. 8).

Revision Highlights
Description of Significant Changes
<ul style="list-style-type: none"> No significant changes

Revisions to IRM Introduction
<ul style="list-style-type: none"> Editorial changes

Revisions to IRM List of Abbreviations *		
* Abbreviations listed alphabetically		
New Abbreviations	Changed Abbreviations	Deleted Abbreviations
<ul style="list-style-type: none"> <AC> ACMI ADS ADS-B ADS-C ADT AIB AMP ANSP APCH APV A-RNP ATA ATSU BRNAV CE CFR CFSS CM CNS CoPA CPA CSS/C DME ERA 	<ul style="list-style-type: none"> ETOPS IS LOE LOFT NOTOC QFE QNE QNH STAR 	<ul style="list-style-type: none"> Q5AIMS



Revisions to IRM List of Abbreviations * * Abbreviations listed alphabetically		
<i>New Abbreviations</i>	<i>Changed Abbreviations</i>	<i>Deleted Abbreviations</i>
<ul style="list-style-type: none">• FLTA• FOA• FSTD• GADSS• GOA• HF• HLA• IAP• ICHM• ILS• ISTARs• kg• LNAV• LOC-I• MLAT• MPL• N/A• NAT-HLA• NEO• OOF• OOOF• QC• RLAT• RPAS• SAFA• SAR• SATCOM• SB• SDCPS• SELCAL• SPI• SVP• SWIM• TBD• TCH		

Revisions to IRM List of Abbreviations *		
* Abbreviations listed alphabetically		
New Abbreviations	Changed Abbreviations	Deleted Abbreviations
<ul style="list-style-type: none"> • TCO • TCR • TOR • TSO • UAS • UAV • ULD • UPRT • USOAP • VHF • VNAV • VOR 		

Revisions to IRM Glossary of Terms *		
* Abbreviations listed alphabetically		
New Terms/Definitions	Revised Terms/Definitions	Deleted Terms/Definitions
<ul style="list-style-type: none"> • ACMI Lease • Anticipated Operating Conditions • Assessment • ATA Chapters • Behavior • Behavioral indicator • Capacity Purchase Agreement (CPA) • Cargo Aircraft • Code Share • Contaminated Runway • Combined Audit • Competency • Competency-based Training • Competent Authority • Continuing Airworthiness • Continuing Airworthiness Information 	<ul style="list-style-type: none"> • Accountable Executive • Active Implementation • Aircraft Tracking • Audit Funnel • Audit Scope (IOSA) • Audit Scope (ISAGO) • Auditor Actions • Auditor Currency Database • Auditor Notes • Cargo • Converted Meteorological Visibility • Corrective Action Report/Record • Documentation • Emergency Response Plan (ERP) • Endorsed Training Organization (ETO) • Enhanced Vision System (EVS) 	<ul style="list-style-type: none"> • AA Alert • Applicant Airline • Continuing Airworthiness Data • Enhanced IOSA • Extended Over-water Operations • Extended Range Operations (EROPS) • GOTA Instructor • ISAGO Audit Funnel • ISAGO Training for Auditors (GOTA) • Operational Function (Aircraft Operations) • Pool Advisory Group (PAG)

Revisions to IRM Glossary of Terms *		
* Abbreviations listed alphabetically		
New Terms/Definitions	Revised Terms/Definitions	Deleted Terms/Definitions
<ul style="list-style-type: none"> • Damp Lease • Dry Runway • Error (Flight Crew) • Error Management • Global Aviation Data Management • GOAT Instructor • IATA Cargo Handling Manual (ICHM) • Inaccessible Cargo Hold • Interchange of Aircraft • ISAGO Auditor Training Course (GOAT) • Monitoring • Multilateration (MLAT) • Navigation Specification • Operational Function • Operational Personnel • Operations Specifications • Performance Criteria • Provider Security Program • Remote Pilot Station • Remotely-piloted aircraft (RPA) • Remotely-piloted Aircraft System (RPAS) • Runway Excursion • Safety Performance Indicator • Standard • State of Manufacture • Temperature Control Regulations (TCR) • Threat • Threat Management • Unmanned Aircraft Systems (UAS) • Unmanned Aerial Vehicle (UAV) • Wet Runway 	<ul style="list-style-type: none"> • Equipment Restraint Area (ERA) • ETOPS • Evaluator • Extended Diversion Time Operations (EDTO) • Fatigue • Ground Proximity Warning System (GPWS) • Ground Services Provider (GSP) • Ground Support Equipment (GSE) • Hazard • Headquarters Audit • IATA Ground Operations Manual (IGOM) • Initial Audit • Initial Cadre of Auditors • Interim Corrective Action • ISAGO Auditor • ISAGO Registration Period • Operational Function (Aircraft Operations) • Operational Manager • Operations • Operations Manual (OM) • Passengers with Reduced Mobility (PRM) • Perishable Cargo Regulations (PCR) • Pilot-in-Command (PIC) • Recommended Practice • Registration Renewal Audit • Runway Incursion 	

Revisions to IRM Glossary of Terms *		
* Abbreviations listed alphabetically		
New Terms/Definitions	Revised Terms/Definitions	Deleted Terms/Definitions
	<ul style="list-style-type: none"> • Runway Visual Range (RVR) • Safety (Operational) • Safety Audit • Safety Risk Management • Service Information Letter (SIL) • Special Arrangement • State • State of Registry • Station Audit • Training • Training Manual • Type Certificate • Underwater Locator Beacon/Device • Valuable Cargo • Verification Audit (VA) • Wet lease (Operational) 	

List of Abbreviations

A	Annex	AMU	Areas of Magnetic Unreliability
AAL	Altitude above Aerodrome Level	ANP	Actual Navigation Performance
AC	Advisory Circular	<input type="checkbox"/> ANSP	Air Navigation Service Provider
A/C	Aircraft	AO	Audit Organization
<input type="checkbox"/> <AC>	All Cargo	AOC	Air Operator Certificate
ACARS	Aircraft Communications Addressing and Reporting System	AOG	Aircraft on Ground
ACAS	Airborne Collision Avoidance System	AOM	Aircraft Operating Manual
ACI	Airports Council International	AOSP	Air Operator Security Program
<input type="checkbox"/> ACMI	Aircraft, Crew, Maintenance and Insurance (lease)	<input type="checkbox"/> APCH	Approach
ACWG	IATA Accident Classification Working Group	<input type="checkbox"/> APV	Approach Procedure with Vertical guidance
AD	Airworthiness Directive	APU	Auxiliary Power Unit
ADFR	Automatic Deployable Flight Recorder	AQP	Advanced Qualification Program
<input type="checkbox"/> ADS	Automatic Dependent Surveillance	AQR	Auditor Qualification Record
<input type="checkbox"/> ADS-B	Automatic Dependent Surveillance—Broadcast	ARFF	Airport Rescue Fire Fighting
<input type="checkbox"/> ADS-C	Automatic Dependent Surveillance—Contract	<input type="checkbox"/> ARNP	Advanced RNP
<input type="checkbox"/> ADT	Autonomous Distress Tracking	AS	Audit Summary
AE	Accountable Executive	ASD	Accelerate Stop Distance
AEA	Association of European Airlines	ATA	Actual Time of Arrival
AED	Automatic External Defibrillator	<input type="checkbox"/> ATA	Air Transport Association (now, Airlines for America)
AFE	Above Field Elevation	ATC	Air Traffic Control
AFM	Approved Flight Manual	ATD	Actual Time of Departure
AFS	Auto-flight System	ATL	Aircraft Technical Log
AGL	Above Ground Level	ATM	Air Traffic Management
AGM	Aircraft Ground Movement (ISAGO)	ATO	Approved Training Organization
AHM	IATA Airport Handling Manual	ATQP	Alternative Training and Qualification Program
AI	Active Implementation	ATS	Air Traffic Services
<input type="checkbox"/> AIB	Accident Investigation Board	<input type="checkbox"/> ATSU	Air Traffic Services Unit
AIP	Aeronautical Information Publication	BoG	IATA Board of Governors
ALI	Abbreviated Load Information Message	BP	Best Practice
ALoSP	Acceptable Level of Safety Performance	<input type="checkbox"/> BRNAV	Basic RNAV
AMO	Approved Maintenance Organization	CAA	Civil Aviation Authority
<input type="checkbox"/> AMP	Aircraft Maintenance Program	CAB	Cabin Operations (IOSA)
		CAP	Corrective Action Plan
		CAR	Corrective Action Report/Record
		CASE	Coordinating Agency for Supplier Evaluation

CAT I	Category I Approach	CPM	Container/Pallet Distribution Message
CAT II	Category II Approach	CPR	Cardio-pulmonary Resuscitation
CAT III	Category III Approach	CPT	Cockpit Procedure Trainer
CAT IIIA	Category IIIA Approach	CR	Conformance Report
CAT IIIB	Category IIIB Approach	CRM	Crew Resource Management
CAT IIIC	Category IIIC Approach	CRS	Certificate of Release to Service
CAVOK	Visibility, cloud and present weather better than prescribed values or conditions	CSD	Constant Speed Drive
CBT	Computer-Based Training	<input type="checkbox"/> CSS/C	Call Sign Similarity/Confusion
CC	Cabin Crew	CTD	Cabin Training Devices
CDL	Configuration Deviation List	CVR	Cockpit Voice Recorder
CDP	Carbon Disclosure Project	DAA	Delivery at Aircraft
<input type="checkbox"/> CE	Critical Elements	DAQCP	(IATA) De-/Anti-icing Quality Control Pool
CEI	Continuous Environmental Improvement	DAR	Designated Airworthiness Representative
CFIT	Controlled Flight into Terrain	DCS	Departure Control System
CFR	Crash Fire Rescue	DDG	Dispatch Deviation Guide
<input type="checkbox"/> CFR	Code of Federal Regulations (FAA)	DDM	Dispatch Deviation Manual
<input type="checkbox"/> CFSS	Cargo Fire Suppression System	DER	Designated Engineering Representative
CG	Center of Gravity	DFDAU	Digital Flight Data Acquisition Unit
CGO	Cargo Operations (IOSA)	DFDR	Digital Flight Data Recorder
CGM	Cargo and Mail Handling (ISAGO)	DG	Dangerous Goods
CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora	DGR	(IATA) Dangerous Goods Regulations
CLC	Centralized Load Control	<input type="checkbox"/> DME	Distance Measuring Equipment
<input type="checkbox"/> CM	Condition Monitoring	DoD	(United States) Department of Defense
CMM	Component Maintenance Manual	DOI	Dry Operating Index
CMR	Certification Maintenance Requirements	DOT	Department of Transport
CMV	Converted Meteorological Visibility	DOW	Dry Operating Weight
<input type="checkbox"/> CNS	Communications, Navigation and Surveillance	DP	Decision Point
CoA	Certificate of Airworthiness	DSP	Operational Control and Flight Dispatch (IOSA)
COMAT	Company Material	DVT	Deep Vein Thrombosis
<input type="checkbox"/> CoPA	(ISAGO) Charter of Professional Auditors	EASA	European Aviation Safety Agency
<input type="checkbox"/> CPA	Capacity Purchase Agreement	EBT	Evidence-based Training
CPCP	Corrosion Prevention and Control Program	ECL	Emergency Checklist
CPDLC	Controller-pilot data link communications	EDP	Electronic Data Processing
		EDTO	Extended Diversion Time Operations
		e.g.	For example, As an example

EGPWS	Enhanced Ground Proximity Warning System		FLT	Flight Operations (IOSA)
EIC	Equipment in Compartment	<input type="checkbox"/>	FLTA	Forward Looking Terrain Avoidance
ELT	Emergency Locator Transmitter		FMS	Flight Management System
ELT (AF)	Automatic-fixed ELT		FO	Fuel Order
ELT (AP)	Automatic-deployable ELT	<input type="checkbox"/>	F/O	First Officer
ELT (s)	Survival ELT		FOA	Flight Operations Assistant
EME	Event Management Evaluation		FOB	Fuel on Board
EMS	Environmental Management System		FOD	Foreign Object Damage
ER	Engineering Request		FOO	Flight Operations Officer
<input type="checkbox"/> ERA	Equipment Restraint Area		FOQA	Flight Operations Quality Assurance
ERP	Emergency Response Plan	<input type="checkbox"/>	FRMS	Fatigue Risk Management System
EROPS	Extended Range Operations		FSTD	Flight Simulation Training Device
ES	Executive Summary		FTD	Flight Training Device
ESARPs	IEnvA Standards and Recommended Practices	<input type="checkbox"/>	GADM	Global Aviation Data Management
ESD	Electrostatic Discharge		GADSS	Global Aeronautical Distress Safety System
ESD	Electrostatic Sensitive Device		GDDB	IATA Ground Damage Database
ETA	Estimated/Expected Time of Arrival	<input type="checkbox"/>	GM	Guidance Material
ETO	Endorsed Training Organization		GOA	ISAGO Agent
<input type="checkbox"/> ETOPS	Extended Twin Operations/Extended Range Operations with Two Engined Airplanes		GOAH	ISAGO Auditor Handbook
EVAS	Enhanced Vision Augmentation System		GOAR	ISAGO Audit Report
EVS	Enhanced Vision System		GOAT	ISAGO Auditor Training Course
EZFW	Estimated Zero Fuel Weight		GOC	ISAGO Oversight Council
FAA	Federal Aviation Administration (USA)		GOLAT	ISAGO Lead Auditor Training
FAF	Final Approach Fix		GOM	General Operations Manual
FAR	Federal Aviation Regulation		GOPM	ISAGO Program Manual
FAR	Final Action Required		GOPV	ISAGO Preparation Visit
FAT	Final Action Taken		GOSARPs	ISAGO Standards and Recommended Practices
FCA	Final Corrective Action		GOSB	ISAGO Standards Board
FCB	Flight Crew Bulletin		GOSM	ISAGO Standards Manual
FDA	Flight Data Analysis		GNSS	Global Navigation Satellite System
FDAP	Flight Data Analysis Program		GPS	Global Positioning System
FDAU	Flight Data Acquisition Unit		GPU	Ground Power Unit
FDM	Flight Data Monitoring		GPWS	Ground Proximity Warning System
FDR	Flight Data Recorder		GRH	Ground Handling Operations (IOSA)
FFS	Full Flight Simulator		GRI	Global Reporting Initiative
FL	Flight Level		GSE	Ground Support Equipment
			GSP	Ground Services Provider
			HAA	Height Above Airport

HAT	Height Above Touchdown, Height Above Threshold	IPV	IOSA Preparation Visit
HAZMAT	Hazardous Materials	IRM	IATA Reference Manual for Audit Programs
HDL	Aircraft Handling and Loading (ISAGO)	△ IS	Information Sources
<input type="checkbox"/> HF	High Frequency	ISA	International Standard Atmosphere
HGS	Head-up Guidance System	ISAGO	IATA Safety Audit of Ground Operations
<input type="checkbox"/> HLA	High Level Airspace	ISARPs	IOSA Standards and Recommended Practices
HOT	Hold-Over Time	ISM	IOSA Standards Manual
HTML	Hypertext Mark-up Language	ISPM	ISSA Program Manual
HUD	Head-up Display	ISSA	IATA Standard Safety Assessment
HVAC	Heating, Ventilation and Air Conditioning	ISSM	ISSA Standards Manual
IAH	IOSA Audit Handbook	<input type="checkbox"/> ISTARs	(ICAO) Integrated Safety Trend Analysis and Reporting System
<input type="checkbox"/> IAP	Instrument Approach Procedure	ISO	International Organization for Standardization
IAP	Implementation Action Plan	JAA	Joint Aviation Authorities (Europe)
IAR	IOSA Audit Report	JAR	Joint Aviation Requirements
IAT	IOSA Auditor Training	<input type="checkbox"/> kg	Kilogram(s)
i.a.w.	In accordance with	KPI	Key Performance Indicator(s)
ICA	Interim Corrective Action	LA	Lead Auditor
ICAO	International Civil Aviation Organization	LAHSO	Land and Hold Short Operations
<input type="checkbox"/> ICHM	(IATA) Cargo Handling Manual	LAR	(IATA) Live Animal Regulations
i.c.o.	In case of	LDM	Load Message
IDG	Integrated Drive Generator	LEP	List of Effective Pages
IDQP	IATA Drinking-water Quality Pool	LI	Lithium Ion (Battery)
i.e.	In other words; that is	LIR	(Aircraft) Loading Instruction/Report
IEEnvA	IATA Environmental Assessment	LLP	Limited Life Part
IEOWG	IEEnvA Oversight Working Group	LLWAS	Low Level Windshear Alert System
IFQP	IATA Fuel Quality Pool	<input type="checkbox"/> LNAV	Lateral Navigation
IFR	Instrument Flight Rules	LMC	Last Minute Changes
IFSD	In-flight Shut Down	<input type="checkbox"/> LOC-I	Loss of Control Inflight
IGOM	IATA Ground Operations Manual	LOD	Load Control (ISAGO)
IHR	International Health Regulations	△ LOE	Line Operational/Oriented Evaluation
<input type="checkbox"/> ILS	Instrument Landing System	△ LOFT	Line Operational/Oriented Flight Training
IMC	Instrument Meteorological Conditions	LOS	Line Operational Simulation
IMP	Interchange Message Procedures	LOSA	Line Operations Safety Audit
IOC	IOSA Oversight Council	LRBL	Least Risk Bomb Location
IOE	Initial Operating Experience	LRN	Long-Range Navigation
IOSA	IATA Operational Safety Audit	LROPS	Long-Range Operations
IPM	IOSA Program Manual		

LTO	Landing/Take-off Cycle		OFFP	Operational Flight Plan
LVA	Low Visibility Approach		OM	Operations Manual
LVO	Low Visibility Operations	<input type="checkbox"/>	OOF	Outsourced Operational Function
LVP	Low Visibility Procedures	<input type="checkbox"/>	OOOF	Oversight of OOF
LVTO	Low Visibility Take-Off		OPC	IATA Operations Committee
MAP	Missed Approach Point		ORG	Organization and Management System (IOSA)
MCC	Multi-Crew Composition		ORM	Operational Risk Management
MCM	Maintenance Control Manual		ORM	Organization and Management (ISAGO)
MEL	Minimum Equipment List		OSH	Occupational Safety and Health
<input type="checkbox"/> MLAT	Multilateration		PA	Public Address/Passenger Address
MMEL	Master Minimum Equipment List		PAB	Passenger and Baggage Handling (ISAGO)
MMM	Maintenance Management Manual		PANS-OPS	Procedures for Air Navigation Service—Aircraft Operations
MNPS	Minimum Navigation Performance Specification		PBC	Performance-based Communications
MNT	Aircraft Engineering and Maintenance (IOSA)		PBE	Personal Breathing Equipment
MOM	Maintenance Organization Manual		PBI	Passenger Baggage Information
MOU	Memorandum of Understanding		PBN	Performance-based Navigation
MPD	Maintenance Planning Document		PBS	Performance-based Surveillance
<input type="checkbox"/> MPL	Multi-crew Pilot License		PCA	Planned Corrective Action
MPM	Maintenance Procedures Manual		PCO	Parallel Conformity Option
MRB	Maintenance Review Board		PCR	(IATA) Perishable Cargo Regulations
MRO	Maintenance, Repair and Overhaul		PDP	Predetermined Point
MRB	Maintenance Review Board		PED	Portable/Personal Electronic Device
MSA	Minimum Safe Altitude		PF	Pilot Flying
MVT	Aircraft Movement Message		PIC	Pilot-in-Command
<input type="checkbox"/> N/A	Not Applicable		PMA	Parts Manufacturer Approval
NAA	National Aviation Authority		PM	Pool Member
NAT	North Atlantic		PM	Pilot Monitoring
<input type="checkbox"/> NAT-HLA	North Atlantic High Level Airspace		PNF	Pilot Not Flying
NCR	Non-conformance Report		PNR	Point of No Return
NDT	Non-destructive Testing		POC	Portable Oxygen Concentrator
<input type="checkbox"/> NEO	New Engine Option		PSR	Point of Safe Return
NOTAM	Notice to Airmen		PTL	Passenger Transfer List
<input type="checkbox"/> NOTOC	Notification to Captain/Crew			
O ₂	Oxygen	<input checked="" type="checkbox"/>		
OCR	On-site Correction Record		QA	Quality Assurance
ODS	Ozone-Depleting Substances		QAR	Quick Access Recorder
OE	Operating Experience		QC	Quality Control
OEM	Original Equipment Manufacturer	<input type="checkbox"/>	QC	Quick Change (type of cargo airplane)
OFN	Operational Feedback Notice			

△	QFE	Barometric pressure at a station	SLS	Statistical Load Summary	
	QM	Quality Manager	SM	IATA Security Manual	
	QMS	Quality Management System	SME	Subject Matter Expert	
△	QNE	Standard Altimeter Setting	SMGS	Surface Movement Guidance System	
△	QNH	QFE corrected to AMSL using ISA	SMM	(ICAO) Safety Management Manual	
	QRG	Quick Reference Guide	SMS	Safety Management System	
	QRH	Quick Reference Handbook	SOIR	Simultaneous Operations to Intersecting Runways	
	QRR	Question Response Report	SOM	Seats Occupied Message	
	QSR	Quality Safety Requirement	SOP	Standard Operating Procedure	
	RCA	Root Cause Analysis	□	SPI	Safety Performance Indicator
	RCP	Required Communication Performance	□	SPOT	Special Purpose Operational Training
	RFFS	Rescue and Fire Fighting Services	SRA	Safety Risk Assessment	
□	RLAT	Reduced Lateral Separation Minima	SRB	Safety Review Board (SMS)	
	RNAV	Area Navigation	SSO	State Safety Oversight	
	RNP	Required Navigation Performance	SSP	State Safety Program	
□	RPAS	Remotely Piloted Aircraft System	△	STAR	Standard Terminal Arrival Route/Standard Instrument Arrival
	RSP	Required Surveillance Performance		STC	Supplemental Type Certificate
	RTO	Rejected Takeoff	□	SVP	(IATA) Senior Vice President
	RVR	Runway Visual Range	□	SWIM	System Wide Information Management
□	RVSM	Reduced Vertical Separation Minima		TACT	(IATA) Air Cargo Tariff and Rules
□	SAFA	Safety Assessment of Foreign Aircraft	□	TBD	To Be Determined
	SAG	Safety Action Group (SMS)		TCAS	Traffic Collision Avoidance System
□	SAR	Search and Rescue	□	TCH	Type Certificate Holder
	SARPs	(ICAO) Standards and Recommended Practices	□	TCO	Third Country Operators
□	SATCOM	Satellite Communications	□	TCR	(IATA) Temperature Control Regulations
□	SB	Service Bulletin		TEM	Threat and Error Management
	SCC	Senior Cabin Crew		TERPS	Terminal Instrument Procedures
□	SDCPS	Safety Data Collection and Processing Systems		TF	Task Force
	SEC	Security Management (IOSA)		TM	Training Manual
□	SELCAL	Selective Calling System		T/O	Take-Off
	SeMS	Security Management System	□	TOR	Terms Of Reference
	SFAR	Special Federal Aviation Regulation	□	TSO	Technical Standard Order
	SFO	Safety and Flight Operations (IATA)	□	UAS	Unmanned Aircraft Systems
	SGHA	Standard Ground Handling Agreement	□	UAV	Unmanned Aerial Vehicle
	SIC	Second-in-Command		ULB	Underwater Locator Beacon
	SID	Standard Instrument Departure	□	ULD	Underwater Locator Device
	SLOA	Side Letter of Agreement			



ULD	Unit Load Device
ULDR	(IATA) ULD Regulations
<input type="checkbox"/> UPRT	Upset Prevention and Recovery Training
UPU	Universal Postal Union
URL	Uniform Resource Locator
<input type="checkbox"/> USOAP	(ICAO) Universal Safety Oversight Audit Program
UTC	Coordinated Universal Time
UTM	(IATA) ULD Technical Manual
VFR	Visual Flight Rules
<input type="checkbox"/> VHF	Very High Frequency
<input type="checkbox"/> VNAV	Vertical Navigation
VMC	Visual Meteorological Conditions
V_{mc}	Minimum Control Speed
VOI	Verification of Implementation
<input type="checkbox"/> VOR	VHF Omni-directional Radio Range
W&B	Weight and Balance
WATS	World Air Transport Statistics
WHO	World Health Organization
WI	Work Instruction
WS	Windshear
X-wind	Cross Wind

Glossary of Terms

A

⊗

AA Bulletin

A numbered document issued to communicate ISAGO Program issues to Participating Airlines for reference purposes.

See [Participating Airline](#).

Abnormal Activities (IEnvA)

Shut down and start up conditions or activities that rarely take place but are planned.

Acceptable Level of Safety Performance (ALoSP)

The minimum level of safety performance of civil aviation in a State, as defined in its State safety program, or of a service provider, as defined in its safety management system, expressed in terms of safety performance targets and safety performance indicators.

Acceptance (State or Authority)

See [State Acceptance](#).

Accident (Aircraft)

An occurrence associated with the operation of an aircraft that takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked in which a person is fatally or seriously injured, the aircraft sustains substantial damage, or the aircraft is missing or is completely inaccessible.

Equivalent Terms: *Aircraft Accident, Hull Loss*

Accountability

The obligation to accept ultimate responsibility for decisions and policies, and for the performance of applicable functions, duties, tasks or actions; implies being answerable (i.e. accountable) for ensuring such responsibility is executed or performed. Accountability may not be delegated.

Note: In the context of a Safety Management System (SMS), accountability means being ultimately responsible for safety performance, whether at the overall SMS level (accountable executive) or at specific product and/or process levels (other applicable members of management).

See [Accountable Executive](#), [Responsibility](#), [Safety Management System](#).

Accountable Executive (AE)

The single, identifiable senior management official designated by an organization as having responsibility for the operational performance of an organization's management system(s).

△ **Note:** The term *organization* as used in this IOSA/ISSA/ISAGO definition may refer to an operator, a ground service provider, an audit organization, an ISAGO agent, or an endorsed training organization.

See [Accountability](#).

□ ACMI Lease

An aircraft leasing arrangement whereby one operator (the Lessor) provides the aircraft, crew, maintenance, and insurance (ACMI) to another operator (the Lessee). The latter covers fuel, airport and overflight charge, etc., and pays for the hours operated. The Lessor exercises operational control over the flight.

See Also [Damp Lease](#), [Wet Lease](#)

Action Document

An Engineering Instruction, Engineering Order, Engineering Request or a Special Instruction raised by Technical Service Department or Engineering to define the operator or AMO's requirements resulting from airworthiness service literature (i.e. ADs, SBs).

Equivalent Terms: *Engineering Order (EO), Engineering Instruction (EI), Engineering Request (ER)*

△ Active Implementation

A means of achieving conformity with a designated IOSA and/or ISAGO provision through acceptance of an Implementation Action Plan (IAP).

Acts of Unlawful Interference

Any act or attempted act that may jeopardize the security of civil aviation, including, but not limited to:

- Unlawful seizure of an aircraft;
- Destruction of an aircraft in service;
- Hostage-taking on board an aircraft or at an airport;
- Forcible intrusion on board an aircraft, at an airport or on the premises of a related civil aviation facility;
- Introduction on board an aircraft or at an airport of a weapon, a hazardous device or material intended for criminal purposes;
- Use of an aircraft in service for the purpose of causing death, serious bodily injury, or serious damage to property or the environment;
- Communication of false information that jeopardizes the safety of an aircraft in flight or on the ground, or the safety of passengers, crew, ground personnel or the general public at an airport or on the premises of a related civil aviation facility.

Advanced Qualification Program (AQP)

A training and evaluation program that is an alternative method of complying with the traditional training requirements prescribed by a regulatory authority.

Such advanced or alternative training and evaluation programs are typically established to allow a greater degree of flexibility in the approval of innovative training programs, and can be used to qualify and certify, as applicable, flight crew members, cabin crew members, flight dispatchers/flight operations officers (FOOs), instructors, evaluators, and other operations personnel.

See Also [Alternative Training and Qualification Program \(ATQP\)](#), [Evidence Based Training](#)

Advisory Circular (AC)

Information issued by an authority that provides applicable guidance and/or describes a change (e.g. improvement) to aircraft operations and the means of accomplishment.

Aeronautical Information Publications (AIP)

A publication issued by or with the authority of a state and containing aeronautical information of a lasting character essential to air navigation. It is designed to be a manual containing thorough details of regulations, procedures and other information pertinent to flying aircraft in the particular country to which it relates. It is usually issued by or on behalf of the respective civil aviation administration.

Aeronautical Product

Any material, compound, fluid, component or part manufactured specifically for fitment to an aircraft, engine or component.

Equivalent Terms: *Consumable, Aircraft Part, Aircraft Component*

Air Cargo Tariff and Rules (TACT)

A reference database published and maintained by IATA for the purpose of providing the industry with up-to-date information regarding the rules, rates, surcharges applicable to air cargo transportation.

Air Operator

The holder of an Air Operator Certificate (AOC) issued by the Authority.

Equivalent Terms: *Airline, Air Carrier, Operator*

Air Operator Certificate (AOC)

A certificate authorizing an operator to carry out specified commercial air transport operations.

Air Operator Security Program (AOSP)

A program consisting of requirements and/or standards adopted for the purpose of safeguarding international civil aviation against acts of unlawful interference. The AOSP is compliant with the requirements of civil aviation security authorities in the State and states where operations are conducted.

Note: The security program of a ground services provider is compliant with the AOSP its customer airline(s) and requirements of civil aviation security authorities in states where operations are conducted.

Air Traffic Control (ATC)

A service provided for the purpose of controlling aircraft movement in a manner that:

- Prevents collisions:
 - Between aircraft;
 - On the maneuvering area between aircraft and obstructions.
- Expedites and maintains an orderly flow of air traffic.

Equivalent Term: *Air Traffic Control Service*

Air Traffic Management (ATM)

The integrated management of air traffic and airspace for the purpose of providing the safe movement of aircraft in the air and on the ground. ATM comprises three complementary systems:

- Airspace management;
- Air traffic flow and capacity management;
- Air traffic control (ATC).

Air Traffic Services (ATS)

A generic term collectively referring to flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service and airport control service).

Airborne Collision Avoidance System (ACAS)

An aircraft system based on secondary surveillance radar (SSR) transponder signals, which operates independently of ground-based equipment to provide advice to the pilot on potential conflicting aircraft that are equipped with SSR transponders.

Equivalent Term: *Traffic Collision Avoidance System (TCAS)*

Airborne Collision Avoidance System II (ACAS II)

An airborne collision avoidance system (ACAS) that provides vertical resolution advisories in addition to traffic advisories.

See [Airborne Collision Avoidance System \(ACAS\)](#).

Equivalent Term: *Traffic Collision Avoidance System II (TCAS II)*

Airborne Windshear Warning System

Equipment aboard an aircraft that identifies the presence of windshear.

See [Windshear](#).

Aircraft

Any machine that can derive support in the atmosphere from the actions of the air.

Equivalent Terms: *Airplane, Aeroplane, Helicopter*

Aircraft Access Doors

Doors that provide access to the passenger cabin or lower compartment(s), which may be actuated manually or by electrical, hydraulic or pneumatic means.

Aircraft Component

Any part or equipment for an aircraft that when fitted to, or provided in an aircraft may, if it is not sound or functioning correctly, affect the safety of the aircraft, its occupants or its cargo or cause the aircraft to become a danger to person or property; or flotation equipment, evacuation equipment, ration packs, portable breathing apparatus, fire-fighting equipment or any other equipment or apparatus fitted to, or provided in, an aircraft for use in an emergency.

Equivalent Terms: *Component, Aircraft Part, Part*

Aircraft Ground Movement

Operations associated with moving of an aircraft on the ground, to include aircraft taxi, pushback, aircraft powerback, aircraft power-out (power-in), or aircraft towing.

See [Aircraft Pushback](#), [Aircraft Powerback](#), [Aircraft Power-out \(Power-in\)](#) and [Aircraft Towing](#).

Aircraft Handling

Activities associated with servicing of an aircraft on the ground, including aircraft access, equipment attachment and removal, and operation of vehicles and equipment in the immediate vicinity of the aircraft.

Aircraft Interior Areas

Bay—A subdivision of a compartment for the carriage of ULDs (containers or pallets).

Cabin—The area of an aircraft where passengers are carried, including sections with passenger seats and aisles, cabin crew areas, galleys, lavatories, storage compartments and other areas associated with in-flight passenger handling.

Cabin Section—A division of the cabin into zones for the purpose of balance.

Compartment—A space designated within a larger space or area of an aircraft.

Deck—A structured floor level. For aircraft having only one structured floor level, this level is referred to as the *main deck*. For aircraft having more than one structural floor level, the different levels shall be referred to as *lower deck*, *main deck* and *upper deck*, starting from bottom to top.

Flight Deck—The area or compartment at the front of the aircraft where the flight controls and instruments are located, and from which the flight crew controls the aircraft.

Hold—The space of an aircraft confined by ceiling, floor, walls and bulkhead, used for carrying load other than passengers.

Section—The subdivision of an area or space within the aircraft.

Zones—Divisions of the aircraft created for the purpose of weight and balance calculation.

Aircraft Maintenance

The performance of tasks required to ensure the continuing airworthiness of an aircraft, including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair.

Aircraft Maintenance Manual (AMM)

A manual produced and continuously updated by the aircraft manufacturer that contains procedures relating to the maintenance of aircraft, engines and components.

Aircraft Marshalling

The detailed direction of an aircraft from outside by a marshaller who is in a position to see the aircraft exterior as well as areas on and adjacent to the path over which the aircraft is moving.

Aircraft Operating Manual (AOM)

A separate manual, or collection of manuals that may be part of the Operations Manual (OM), acceptable to the State of the Operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems and other material relevant to the operation of the aircraft. The AOM may include the MEL and CDL.

Equivalent Terms: *Aeroplane Flight Manual (AFM), Aircraft Flight Manual (AFM), Company Flight Manual (CFM), Flight Crew Operating Manual (FCOM), Pilot Operating Manual*

Aircraft Operations

All activities associated with the operation of an aircraft on the ground and in the air.

Aircraft Powerback

Rearward moving of an aircraft from a parking position to a taxi position by use of the aircraft engines.

Aircraft Power-out (Power-in)

Forward moving of an aircraft from (into) a parking position by use of the aircraft engines.

Aircraft Pushback

Rearward moving of an aircraft from a parking position to a taxi position by use of specialized ground support equipment.

- Nose gear-controlled pushback includes either the towbar method, where the rearward movement and steering of the aircraft is controlled by a tractor and towbar attached to the nose gear, or the towbarless method, where a tractor is attached directly to the nose gear.
- Main gear-controlled pushback utilizes a tractor that grasps the aircraft main gear tires to provide rearward movement, and directional control is provided from the flight deck through use of the nose wheel steering system.

Equivalent Term: *Pushback*

Aircraft Security Check

An inspection of the interior of an aircraft to which passengers may have had access, and an inspection of the hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous/prohibited items.

Aircraft Security Search

A thorough inspection of the interior and exterior of the aircraft for the purpose of discovering suspicious objects, weapons or other dangerous/prohibited devices, articles and substances.

Aircraft Stand

A designated area on an apron intended for parking an aircraft.

Equivalent Terms: *Stand, Parking Stand*

Aircraft Technical Log (ATL)

The record of reported or observed malfunctions, failures, or defects in the airframe, powerplant, or appliances on an aircraft, including information concerning repairs, replacements, adjustments, or deferrals. The log normally resides in the aircraft.

Equivalent Terms: *Technical Log, Aircraft Log Book (Logbook)*

Aircraft Towing

Moving of an aircraft, other than aircraft pushback, by use of specialized ground support equipment.

See [Aircraft Pushback](#) for a description of the towbar and towbarless methods.

△ **Aircraft Tracking**

A process, established by an operator, that maintains and updates, at standardized intervals, a ground-based record of the four-dimensional position (latitude, longitude, altitude, time) of individual aircraft in flight. The terms associated with Aircraft Tracking are:

- 4D/15 Service—In the provision of air traffic services, an ATS unit receives four-dimensional aircraft position information at 15-minute intervals or less from suitably equipped aircraft.
- 4D/15 Tracking—The operator obtains four-dimensional aircraft position information at 15-minute intervals or less.

Aircraft Turnaround Coordinator

The appropriately qualified person that is assigned the authority and responsibility to coordinate the implementation of an aircraft turnaround plan.

See [Aircraft Turnaround Plan](#).

Aircraft Turnaround Plan

The detailed description of duties, responsibilities and tasks, and their relation in the chain of ground operations activities associated with the handling of an aircraft and passengers during the period of time from aircraft arrival to departure (i.e. aircraft turnaround), and to ensure the safety, security and efficiency of such operations, as well as compliance with the requirements of customer airlines and relevant authorities.

Aircraft Type

All aircraft of the same basic design, including all modifications except those modifications which result in a change of handling, flight characteristics or flight crew complement.

Aircraft Type Certificate

See [Type Certificate](#).

Aircraft Variant (within Type)

As used with respect to the licensing and operation of flight crew, means an aircraft of the same basic certificated type which contain modifications not resulting in significant changes of handling and/or flight characteristics, or flight crew complement, but causing significant changes to equipment and/or procedures.

Airport Handling Manual (AHM)

An manual published by IATA that defines industry standards in the following areas relevant to airline ground operations: Passenger Handling, Baggage Handling, Cargo and Mail Handling, Aircraft Handling and Loading, Load Control, Airside Management and Safety, Aircraft Movement Control, Ground Handling Agreements, Airport Handling Ground Support Equipment Specifications, Environmental Specifications for Ground Handling Operations.

Airside

The movement area of an airport, adjacent terrain and building or portions thereof, access to which is controlled.

Airside Safety Training

Training designed to ensure an acceptable level of safety by personnel in the performance of duties in the airside areas of an airport.

Airworthiness

The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

Airworthiness Certificate

See [Certificate of Airworthiness](#).

Airworthiness Data

Data issued by the aircraft, engine or component original equipment manufacturer (OEM) or an NAA that is to be used during the maintenance of aircraft, engines and components.

Airworthiness Directive (AD)

A directive issued by an NAA that requires specific action within a specific time frame for specified aircraft, engines or components. ADs are usually issued to address a current or possible deficiency.

Airworthiness Release

A certification in accordance with the applicable authority as it applies to the completion of a particular check (e.g. Service Check, 'A' Check, 'C' Check, 'D' Check, 30K Check, Special Inspection, engine change, major repair, or major alteration).

Equivalent Terms: *Certificated Release to Service, Release To Service*

Airworthy

Meeting aircraft type design, and in condition for safe flight.

Alternate Airport

An airport to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the airport of intended landing. Alternate airports include the following:

Take-off alternate—An alternate airport at which an aircraft can land, if necessary, shortly after take-off when it is not possible to return to the airport of departure.

En route alternate—An airport at which an aircraft would be able to land after experiencing an unplanned abnormal or emergency condition while en route.

ETOPS en route alternate—A suitable and appropriate alternate airport at which an aircraft would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an ETOPS operation.

Destination alternate—An alternate airport to which an aircraft may proceed and be able to land should it become either impossible or inadvisable to land at the airport of intended landing.

Alternative Training and Qualification Program (ATQP)

See [Evidence Based Training](#), [Advanced Qualification Program \(AQP\)](#).

Altitude Deviation

Any deviation from an assigned altitude or flight level.

Equivalent Terms: *Altitude Bust, Level Bust, Altitude Acquisition Error*

Altimeter Reference Setting

The reference to which the barometric altimeter is set to indicate a defined altitude as required for the area of operations.

QNH—An altimeter setting derived from a station that will cause the barometric altimeter to indicate a height above mean sea level over that station.

QFE—An altimeter setting derived from a station that will cause the barometric altimeter to indicate the height above that station.

QNE—An altimeter setting at the ISA standard pressure of 1013.2 hPa or 29.92 in Hg.

Anticipated Operating Conditions

Those conditions which are known from experience, or which can be reasonably envisaged to occur, during the operational life of the aircraft, taking into account the operations for which the aircraft is made eligible, the conditions so considered being relative to the meteorological state of the atmosphere, to the configuration of terrain, to the functioning of the aircraft, to the efficiency of personnel and to all the factors affecting safety in flight.

Anticipated operating conditions do not include:

- Those extremes which can be effectively avoided by means of operating procedures, and
- Those extremes which occur so infrequently that to require the Standards to be met in such extremes would give a higher level of airworthiness than experience has shown to be necessary and practical.

Anti-Icing

A precautionary process for protecting clean aircraft surfaces against the formation of ice and frost, and the accumulation of snow and slush for a limited period of time.

AO Alert

A numbered document issued to communicate urgent IOSA/ISSA/ISAGO Program issues to Audit Organizations for immediate reference and action.

AO Bulletin

A numbered document issued to communicate IOSA/ISSA/ISAGO Program issues to Audit organizations for reference purposes.

AO Meeting

A meeting organized by IATA and attended by AOs and other invited parties for the purpose of discussing and standardizing the IOSA Program.

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Approval (Dangerous Goods)

An authorization granted by the appropriate national authority for:

- The transport of dangerous goods forbidden on passenger and/or cargo aircraft where the Dangerous Goods Regulations (DGR) states that goods may be carried with an approval, or
- Other purposes as provided for in the Dangerous Goods Regulations (DGR).

See [Dangerous Goods Regulations \(DGR\)](#).

Approval (State or Authority)

See [State Approval](#).

Approved Data

Approved Data consists of:

- Directly applicable Manufacturer's Manuals and procedural information;
- Airworthiness information from outside sources which has been cleared by an operator's Engineering Support for applicability and compatibility;
- Data that has been approved by the applicable NAA.

Approved Flight Manual (AFM)

The operating manual for a type of aircraft produced by the aircraft manufacturer and approved by the applicable CAA that contains operational data, specifications, limitations, procedures and information specific to the aircraft type.

Equivalent Terms: *Aircraft Flight Manual (AFM), Airplane Flight Manual (AFM), Aeroplane Flight Manual (AFM), Aircraft Operating Manual (AOM), Flight Crew Operations Manual (FCOM)*

Approved Maintenance Organization (AMO)

A Maintenance Organization that has been approved by the NAA of a State to perform specific maintenance on aircraft, engines and components. Such approval:

- Could be documented in an independent/separate Certificate issued by the NAA to the maintenance organization (e.g. Maintenance Organization Approval Certificate—issued by EASA under Part-145, or Repair Station Certificate—issued by FAA under 14CFR145) or could be approved by the NAA and documented as an integral part of another certificate which the maintenance organization is part of (e.g. Holder of an Air Carrier Certificate or Operating Certificate conditional to Part 121 rules and, thus, acting in compliance with Subpart L of 14CFR121).
- Specifies in the Certificate, its annexes or the equivalent document, the maintenance organization scope of approval and associated privileges and limitations.

Equivalent Terms: *Maintenance organization, Maintenance Provider, Principal Maintenance Provider, Repair Station*

Approved Maintenance Program

A program approved by the Original Equipment Manufacturer and/or the applicable NAA that specifies required maintenance and maintenance intervals for aircraft, engines and components.

Equivalent Terms: *Maintenance Program, Aircraft Maintenance Program, Maintenance Planning Document (MPD)*

Approved Maintenance Schedule

See [Approved Maintenance Program](#).

Apron

A defined area on an airport intended to accommodate aircraft for loading or unloading of passengers or cargo, or for fuelling, parking or maintenance.

Equivalent Term: *Ramp*

Area Navigation (RNAV)

A method of navigation that permits aircraft operation on any desired flight path within the coverage of ground- or space-based navigation aids or within the limits of the capability of self-contained aids, or a combination of these.

See Also [Navigation Specification](#)

Areas of Magnetic Unreliability (AMU)

Airspace located near the north or south poles where, due to the polar magnetic fields and closeness of the meridians, rapid changes in true headings/courses are created with small changes in aircraft position. Operations in such areas generally require special equipment and flight crew training.

Assessment

The determination as to whether a candidate/produce/service meets the requirements of the competency standard.

ATA Chapters

The chapter numbering system controlled and published by the Air Transport Association (now called Airlines for America), which provides a common referencing standard for all commercial aircraft documentation.

ATS Flight Plan

Specified information supplied to an Air Traffic Services (ATS) unit relative to an intended flight or portion of an intended flight.

Equivalent Terms: *Air Traffic Services (ATS), ATC Flight Plan*

Audit/Assessment

The structured, independent and objective assessment that determines the level of conformity with specific standards, rules, regulations or other applicable requirements.

Note: The term “Audit” specifically refers to an audit under the IOSA/or ISAGO programs, whereas the term “audit” is generic.

Note: Use of the term “Audit” refers to any of the audits conducted under the IOSA or ISAGO programs, including the verification audit.

Note: Use of the term “Assessment” refers to any of the assessments conducted under the ISSA program.

See [Initial Audit](#), [Internal Audit](#), [IOSA Program](#), [Quality Audit](#), [Renewal Audit](#), [Safety Audit](#), [Verification Audit](#).

Audit Closure

An administrative action performed by the AO or Auditing Airline at the point in the audit process when all Findings have been closed by the Operator/Provider, and such closure has been verified by the AO or Auditing Airline.

Audit Conclusions

The determination, as a result of an Audit, of conformity or non-conformity with ISARPs/GOSARPs by the Operator/Provider.

Audit Feedback Survey

A program that provides a means for an Operator/Provider to submit detailed, confidential feedback to IATA relating to the conduct of an Audit under IOSA/ISSA/ISAGO.

△ **Audit Funnel**

A report submitted to IATA by an AO or Participating Airline that provides detailed information relative to the scheduling and status of all audit activities under IOSA/ISSA.

Audit Objective(s)

Tangible achievement(s) expected to be accomplished from the conduct of an Audit normally expressed as a statement of intent.

Audit Organization (AO)

An organization that has been accredited by IATA as a provider of auditing services under the IOSA and ISAGO programs.

Audit Plan

A detailed program of action for the implementation and completion of an Audit.

Audit Process

The entire course of proceedings and activities associated with an Audit.

Audit Program

The documented management, organization, strategy, policies, and procedures used by an AO for providing audit services under IOSA/ISSA/ISAGO.

Audit Results

The final determination of the outcome of an Audit, based on the closure of Findings by the Operator/Provider in a manner acceptable to the AO or Auditing Airline.

△ **Audit Scope (IOSA)**

The audit scope of IOSA consists of the specifications contained in the standards and recommended practices in the following ISM disciplines:

- Organization and Management System–ISM Section 1 (ORG)
- Flight Operations–ISM Section 2 (FLT)
- Operational Control and Flight Dispatch–ISM Section 3 (DSP)
- Aircraft Engineering and Maintenance–ISM Section 4 (MNT)
- Cabin Operations–ISM Section 5 (CAB)
- Ground Handling Operations–ISM Section 6 (GRH)
- Cargo Operations–ISM Section 7 (CGO)
- Security Management–ISM Section 8 (SEC)

△ **Audit Scope (ISAGO)**

The audit scope of ISAGO consists of the specifications contained in the standards and recommended practices in the following GOSM disciplines:

- Organization and Management–GOSM Section 1 (ORM)
- Load Control–GOSM Section 2 (LOD)
- Passenger and Baggage Handling–GOSM Section 3 (PAB)
- Aircraft Handling and Loading–GOSM Section 5 (HDL)
- Aircraft Ground Movement–GOSM Section 6 (AGM)
- Cargo and Mail Handling–GOSM Section 7 (CGM)

Audit Sharing

The process under IOSA/ISSA/ISAGO whereby an Interested Party utilizes the Audit of an Operator/Provider to satisfy its own need for an audit of that same Operator/Provider.

Audit Team

The group of Auditors that coordinates and works together to conduct an Audit.

Auditee

A generic term that refers to any entity, person or activity that is subjected to an audit.

Note: Under IOSA the Operator is the auditee; under ISAGO the Provider is the auditee.

Auditing Airline

The Participating Airline that performs an Audit of a Provider on behalf of the ISAGO Audit Pool.

Auditor

An individual who conducts an audit.

Note: The term *Auditor* refers to an IOSA Auditor, whereas the term *auditor* is generic.

△ **Auditor Actions**

Pre-determined action steps that an auditor would normally be expected to take in order to gather sufficient evidence to support a determination of either conformity or nonconformity with an IOSA/ISAGO standard or recommended practice.

△ **Auditor Currency Database**

A database maintained by IATA that contains the qualifications of the approved IOSA/ISAGO Auditors for each Audit Organization (AO), as well as the dates when currency requirements were satisfied.

△ **Auditor Notes**

Guidance for Auditors that may be contained in the IOSA/ISAGO Checklist.

Auditor Personal Data File

An IOSA/ISSA/ISAGO document that provides a record of the personal, background and qualifications data of an IOSA/ISSA/ISAGO Auditor.

Auditor Qualifications Record (AQR)

An administrative document prepared by an AO or Participating Airline and reviewed by IATA for the purpose of approving or tracking the qualifications of IOSA/ISSA/ISAGO Auditors.

Authorized Person

A person authorized by the operator, AMO or applicable authority to carry out specific aircraft maintenance work and, where required, to certify for conduct of such work within the terms of the approval. A person may also be authorized by the authority for a specific purpose by the issue of a Maintenance Authorization.

Authority (Regulatory)

A government agency or other administrative body that exercises regulatory or oversight control over operations or activities within a defined jurisdiction.

Note: The term *Authority* as used in the IOSA Standards Manual (ISM), the ISSA Standards Manual (ISSM) and the ISAGO Standards Manual (GOSM) is a specific term that means the National Aviation Authority (NAA) of the State of the Operator.

See [National Aviation Authority](#).

Note: The term *authority* as used in the ISM, ISSM or GOSM when referring to a regulatory or oversight agency is a generic term that means any applicable or relevant authority.

Authority

The delegated power or right to:

- Command or direct;
- Make specific decisions;
- Grant permission and/or provide approval;
- Control or modify a process.

Automatic Deployable Flight Recorder (ADFR)

A flight recorder installed on the aircraft which is capable of automatically deploying from the aircraft.

Automated Flight Monitoring System

A system that incorporates automation to ensure operational data of a flight in progress is provided to operational control personnel (typically FOOs, FOAs or Designated Management) when certain operational parameters are exceeded. Data may vary depending upon the requirements of the operator or the State, but may include items such as departure and arrival delays, route and/or altitude deviations, lost communications, destination/alternate minimum reports/forecasts, weather/winds changes, aircraft fuel status, air traffic delays or choke points, airport status or delay information, navaid facility changes, volcanic ash advisories, windshear alerts, hazardous weather advisories and security alerts. An operator may extend this system into a specific "mission" parameter for each flight incorporating risk assessments. In order to account for a potential system failure, an operator would have an effective backup system available to ensure operational safety is maintained.

B

Background Check

A check of a person's identity and previous experience, including, where legally permissible, any criminal history, as part of the assessment of an individual's suitability to implement a security control and/or for unescorted access to a security restricted area.

Baggage

The personal property or other articles of a passenger or crew member that is transported on an aircraft.

Equivalent Term: *Luggage*

Baggage Reconciliation

A security process that matches a passenger with his or her checked baggage, and ensures the passenger and baggage travel together on the same aircraft.

Balance Sheet

A sheet which records the distribution of weight in an aircraft and shows the center of gravity of an aircraft at takeoff and landing. It may be an attachment to the Loadsheets or a separate document.

See Also [Loadsheets](#).

Base Maintenance

Any maintenance task falling outside the criteria for Line Maintenance.

Note: Aircraft maintained in accordance with a “progressive” type program need to be individually assessed in relation to this paragraph. In principle, the decision to allow some “progressive” checks to be carried out is determined by the assessment that all tasks within the particular check can be carried out safely to the required standards at the designated line maintenance station.

See [Line Maintenance](#).

Equivalent Term: *Heavy Maintenance*

Base Month

For the purposes of establishing flight crew member qualification intervals, base month refers to the month containing the anniversary date when a flight crew member's qualification was first established, or was re-established following a period of extended absence.

Behavior

The way a person responds, either overtly or covertly, to a specific set of conditions, which is capable of being measured.

Behavioral Indicator

An overt action performed or statement made by any flight crew member that indicates how the crew is handling the event.

Best Practice

A strategy, process, approach, method, tool or technique that is generally recognized as being effective in helping an operator to achieve operational objectives.

Biochemical Testing

A process whereby a sample of breath, blood, urine or other body fluid or tissue is procured from an individual and submitted for biochemical or biophysical laboratory examination and analysis, and where the result of this testing is cited as proof of a particular conduct.

C

Cabin

See [Passenger Cabin](#).

Cabin Access Door

Door in the aircraft fuselage utilized for gaining entry and exiting the passenger cabin.

Equivalent Term: *Cabin Entry Door*

Cabin Baggage

Baggage that is or is intended to be brought onto an aircraft in the custody of a passenger or crew member for stowage in the cabin.

Equivalent Terms: *Hand Baggage, Unchecked Baggage, Carry-on Baggage*

Cabin Crew

Crew members that are not flight crew members and are designated to perform safety duties in the passenger cabin in accordance with requirements of the Authority, and as assigned by the operator and/or the pilot-in-command; qualified to perform cabin functions in emergency situations and enact procedures to ensure a safe and orderly evacuation of passengers when necessary.

Cabin Crew Member

A member of the cabin crew.

See [Cabin Crew](#).

Equivalent Terms: *Flight Attendant, Cabin Attendant*

Cabin Crew Station

The area in the passenger cabin that is near or adjacent to a floor-level emergency exit where a forward or rearward facing seat fitted with a safety harness (jump seat) is installed. Such station typically includes some or all of the following:

- Service unit that contains oxygen masks;
- Interphone handset and Public Address (PA) system;
- Reading/working light;
- Safety equipment compartment(s);
- Attendant indication panel (on some aircraft types).

See [Jump Seat](#).

Equivalent Terms: *Emergency Evacuation Station, Cabin Crew Member Station*

Calendar Month

For the purposes of establishing the expiration of flight crew qualifications, a calendar month typically refers to the period from the beginning of a month to the end of that same month when the qualification interval is set to expire. For example; a 12 calendar month qualification interval means that, if the original qualification date for a flight crew member is 1 March 2016, such crew member remains qualified until 31 March 2017.

Calendar Year

The period of time between the beginning of the first day of January and the end of the last day of December in the Gregorian calendar (365 days, or 366 days in a leap year). For example, the period of time 1 January 2016 through 31 December 2016 is calendar year 2016.

Calibration

The application of specifically known and accurately measured input to ensure an item will produce specifically known output which is accurately measured or indicated. Calibration includes adjustment or recording of corrections, as appropriate.

Callout

See [Standard Callout](#).

Capacity Purchase Agreement (CPA)

A commercial agreement for one carrier to purchase all, or a portion of, the capacity of another carrier at predetermined rates.

Captain

A person qualified to be the pilot-in-command of an aircraft.

See [Pilot-in-command](#).

Equivalent Term: *Commander*

Cargo

Any revenue or non-revenue shipment of goods or property, that is transported on an aircraft and is not consumed or used during flight.

Revenue cargo—Cargo that is transported on an aircraft for commercial purposes; generates revenue for the operator.

Non-revenue cargo—Cargo that is transported on an aircraft for non-commercial purposes; does not generate revenue for the operator.

Note: COMAT (Company Material) is non-revenue cargo.

△ **Note:** In IOSA/ISAGO standards, non-revenue cargo and revenue cargo are identically addressed, for the purposes of handling, loading, securing and transporting.

△ **Note:** In the IOSA/ISAGO standards 'mail' is considered to be an item of 'cargo': therefore, any reference to cargo also includes mail.

See [COMAT \(Company Material\)](#), [Known Cargo](#), [Unknown Cargo](#).

Equivalent Term: *Freight*

Cargo Aircraft

An aircraft, other than a passenger aircraft, that is carrying only cargo.

Cargo aircraft may be of different types, as given below:

- **AC:** Only cargo and configuration cannot be readily changed to carry pax.
- **QC:** Quick Change airplanes, designed to carry pax OR cargo, but not a combination, on the main floor. When operated in the Cargo configuration, the standards applicable to 'all cargo' operations will apply.
- **Combi:** Planes that can accommodate both pax and cargo in different proportions on the main floor.

See [Cargo](#), [Passenger Aircraft](#).

Cargo Attendant

A supernumerary transported onboard a cargo aircraft to accompany a cargo shipment or other cargo.

See [Cargo](#), [Cargo Aircraft](#).

Cargo Compartment

The area of an aircraft that may be utilized for the transport of cargo, and/or baggage. There are different classifications of cargo compartments and, depending on aircraft type and/or configuration, some cargo compartments are accessible by the crew in flight, while others are not.

Class A compartment—Can be used to carry baggage or cargo; is easily accessible in flight; a fire could be easily discovered by a crew member while at his or her station.

Class B compartment—Can be used for baggage or cargo; has sufficient access in flight to enable a crew member to effectively reach any part of the compartment with the contents of a hand fire extinguisher; when access provisions are being used, no hazardous quantity of smoke, flames, or extinguishing agent, will enter any compartment occupied by the crew or passengers; has separate approved smoke detector or fire detector system that provides a flight deck warning.

Class C compartment—Can be used to carry baggage or cargo; does not meet the access requirements of a Class A or Class B compartment; has separate approved smoke detector or fire detector system that provides a flight deck warning; has an approved built-in fire extinguishing or suppression system controllable from the flight deck; has a means to control ventilation and drafts within the compartment so that extinguishing agent used can control any fire that may start within the compartment.

Class D compartment—No current classification.

Class E compartment—Is used only to carry cargo; has separate approved smoke detector or fire detector system that provides a flight deck warning; has means for flight crew to shut off the ventilating airflow to, or within, the compartment; has means to exclude hazardous quantities of smoke, flames, or noxious gases, from the flight deck; permits required crew emergency exits to be accessible under any cargo loading condition.

Equivalent Terms: *Cargo Hold, Cargo Area, Baggage Hold, Baggage Compartment*

Cargo Compartment Fire Suppression System

A portable or built-in method for fire suppression that does not cause dangerous contamination of the air within the aircraft, and provides a means to contain, or to detect and extinguish, fires that might occur in such a way that no additional danger to the aircraft is caused. Such systems cannot affect the ability of the flight crew to maintain controlled flight and may also take into account a sudden and extensive fire such as could be caused by an explosive or incendiary device or dangerous goods.

In aircraft with cargo compartments accessible to the flight crew or from the passenger compartment (combi aircraft), a crewmember with access to a fire extinguisher, approved or accepted for the purpose by the State of the Operator, can satisfy the means for fire suppression. Such crew member action when used in combination with fixed fire detection systems and fire resistance materials, in the applicable areas, as approved or accepted by the State, meets the definition of a fire suppression system.

Cargo Facility

Any facility where cargo acceptance and/or cargo handling operations are conducted.

Cargo Flight

A flight that carries cargo.

See [Cargo](#).

Cargo (High-risk)

See [High-risk Cargo](#).

Cargo Operations Manual

See [Operations Manual](#).

Cargo Restraint System

A system in the aircraft designed to keep cargo from moving within the aircraft as a result of loads exerted during normal and emergency aircraft ground and flight maneuvers; includes nets, seat tracks, pallet locks, side restraints, and roller trays; may also include a 9G cargo net or 9G rigid barrier/bulkhead (i.e. a net or barrier that is stressed for a load of nine Gs of force) when cargo is carried on the same deck as the flight deck and/or passengers or supernumeraries).

Equivalent Term: *9G system*

Certificate of Airworthiness

A certificate applicable to a specific aircraft and issued by an NAA (or a delegate) on the basis of satisfactory evidence that the aircraft complies with the design aspects of the appropriate airworthiness requirements, and which allows such aircraft to commence or continue flight operations.

When, in IOSA, a reference is made to the “date of initial application for certification”, it implies the date when the OEM first submitted the application for certification for a new aircraft type to the applicable Authority. The equivalent ICAO SARP wording are: “...aeroplanes for which the application for certification was submitted on or after...”

When, in IOSA, a reference is made to the “date of the issue of their initial certificate of airworthiness”, it implies the date of certification of each individual aircraft. The equivalent ICAO SARP wording is: “...aeroplanes for which the individual certificate of airworthiness is first issued after...”

Equivalent Term: *Airworthiness Certificate*

Certificate of Approval (COA)

A Certificate issued by the applicable NAA (or a delegate) to an operator or AMO, which allows the operator or AMO to perform aircraft, aircraft engine or aircraft component maintenance.

See [Approved Maintenance Organization \(AMO\)](#).

Certificated Release to Service (CRS)

See [Airworthiness Release](#).

Equivalent Term: *Release to Service*

Certification

The normal signed name of a person responsible for a certifying activity as specified in the signatory responsibilities section of the Maintenance Management Manual (MMM).

This signature must be accompanied by the date, the person's stamp, staff number, license approval or authorization, if applicable, and be identifiable with the aircraft registration or component serial number, if applicable. A certification made on a document specified in the MMM constitutes a certification pursuant to a regulation of the Authority.

Certification can also be the act of issuing an Aircraft Type Certificate to a manufacturer after successfully demonstrating compliance of the Type Design with the Airworthiness requirements.

Certifying Staff

The persons authorized by the operator or AMO to certify by signature that aircraft maintenance has been done in accordance with the various requirements.

See [Certifying Signatory](#).

Equivalent Term: *Certifying Signatory*

Certifying Signatory

The person who has been certified for aircraft maintenance as per “Signatory Responsibilities” in the signatory block of Task Card fields identified as Licensed Aircraft Maintenance Engineer (LAME); Signatory; Certified; Approved Signatory; Quality Surveyor; or Inspector, as applicable.

All certifications are to be made by a Signatory who is either:

- An appropriately Licensed Aircraft Maintenance Engineer (LAME) for maintenance carried out on an aircraft, or
- An appropriately authorized Inspector for a Task Card carried out in any Workshop.

The term *signatory* also includes certifications made by a LAME who hold a Maintenance or Transit Authority, Non-Destructive Testing (NDT) Authority, Welding Authority or Approved Signatories who certify for the work performed by them on applicable documentation.

Equivalent Terms: *Certifying Staff, Certifying Person*

Change Management

A systematic approach to identifying and analyzing internal and external changes with the potential to affect the functionality of an organization, and assessing and controlling the risks associated with such changes.

Check

An examination to determine the functional capability or physical integrity of an item.

Checked Baggage

Passenger baggage that has been taken into custody by the Operator, and for which a baggage claim check has been issued to the passenger; includes cabin baggage that has been taken from a passenger and loaded into the hold (e.g. due to physical size/weight restrictions, lack of cabin stowage space).

See [Hold Baggage](#).

Equivalent Terms: *Cabin Baggage, Registered Baggage, Registered Luggage*

Chemical Oxygen Generator

A device containing chemicals that, upon activation, will make and release oxygen for emergency use by passengers and/or crew.

Equivalent Terms: *Oxygen Generator, O₂ Generator*

Chronic Items

Aircraft components that continually fail or cause problems.

Equivalent Term: *Rogue Components*

Clean Aircraft Concept

The assurance that a takeoff is not attempted when ice, snow, slush or frost is present or adhering to the wings, propellers, control surfaces, engine inlets or other critical surfaces of the aircraft.

Circling Approach

An extension of a straight-in instrument approach procedure to a runway, which provides for visual maneuvering to bring an aircraft into position for landing on another runway for which the final approach track alignment or descent gradient fall outside the design criteria for a straight-in approach.

CITES (The Convention on International Trade in Endangered Species of Wild Fauna and Flora)

An international agreement between governments with the aim to ensure that international trade in specimens of wild animals and plants does not threaten their survival.

Clear Zone

The area of the passenger cabin immediately in front of the flight deck entry compartment door, including galleys and lavatories.

Closing Meeting

The formal meeting at the conclusion of the on-site assessment phase of an Audit that permits the Audit Team to discuss with the Operator/Provider information relative to Findings and Observations, the Corrective Action Plan (CAP) and other subjects relevant to the audit process.

Cockpit

See [Flight Deck](#).

Cockpit Voice Recorder (CVR)

A flight recorder that records audio information on the flight deck.

Code Share

A business arrangement whereby two or more operators cooperate to transport passengers and/or cargo on a flight operated by only one of the operators.

The operator that transports the passengers and/or cargo is referred to as the operating (or administering) carrier and exercises operational control of such flight; the other operator(s) is (are) referred to as the marketing operator(s).

Each of the operators market the flight (i.e. sell seats and/or cargo space) under their respective individual designator (i.e. code) and flight number.

Equivalent Terms: *Code-share, Codeshare*

COMAT (Company Material)

Any non-revenue cargo that is owned by or is for use by the operator, and is transported on the operator's aircraft.

See [Cargo](#).

Equivalent Term: *Company Supplies*

Combi (Combined Passenger and Cargo) Aircraft

An aircraft that is designated as a "combi" aircraft and is configured with a passenger cabin and dedicated cargo space on the same deck for the purpose of transporting both cargo and passengers simultaneously.

Note: A combi aircraft is defined as a passenger aircraft when it is utilized to transport passengers.

See [Cargo](#), [Cargo Aircraft](#), [Cargo Restraint System](#), [Passenger](#), [Passenger Aircraft](#) and [Smoke Barrier](#).

Combined Audit

An audit that assesses conformity with the applicable GOSARPs related to a GSP's corporate management policies, processes and procedures for the provision of ground operations within the scope of ISAGO at only one station worldwide. The GSP must have its only headquarters located in close proximity of the station, allowing the headquarters and station audits to be treated as the same audit.

Command Training

Training designed to prepare a flight crew member for the position of PIC; addresses the technical and non-technical aspects of commanding an aircraft relevant to the operations of a particular operator.

Commercial Operations

Flights conducted for the carriage of passengers and/or cargo for remuneration or hire.

Note: Non-commercial operations includes flights conducted for purposes other than remuneration or hire (e.g. delivery flights, training flights, test flights).

Company Mail (COM)

Airline internal inter-office correspondence transported by air between airports, which is unmanifested and carried without the payment of postal charges.

Equivalent Term: COMAIL

Competency

A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

Competency-based Training

Training and assessment that are characterized by a performance orientation, emphasis on standards of performance and their measurement and the development of training to the specified performance standards.

Competent Authority

An entity within a state that has the legally delegated or invested authority, capacity, or power to perform a designated function.

Note: The term Competent Authority as used in the IOSA Standards Manual (ISM), the ISSA Standards Manual (ISSM) and the ISAGO Standards Manual (GOSM) is the designated authority within a state that has the necessary powers and allocated responsibilities for the certification and oversight of persons and organizations involved in civil aviation.

Compliance

The state of being in accordance with rules or requirements specified in standards or regulations.

Compliance-Based Regulatory Oversight

The conventional and prescriptive method used by a state's Civil Aviation Authority to ensure safety; requires operators to be in strict compliance with pre-established non-variable regulations.

Component Maintenance Manual (CMM)

A Manual produced and continuously updated by the manufacturer of a particular component for use during maintenance of that component.

Conditional Provision

An IOSA/ISSA/ISAGO Standard or Recommended Practice that is applicable only when an Operator/Provider meets a specific operational condition, which is stated in the provision as part of a phrase (the *conditional phrase*) that begins with "If the Operator..." or "If the Provider..."

Configuration Deviation List (CDL)

A list established by the organization responsible for the aircraft type design, with the approval of the State of Design, which identifies any external parts of an aircraft type that may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance correction.

Equivalent Terms: MEL/CDL, DDM, DDG, List of Acceptable Malfunctions (*Russian built aircraft*)

Conformance Report

The official and accurate record of internal auditing conducted by an operator against the ISARPs under its quality assurance program in accordance with applicable IOSA standards. Such report is certified by the Accountable Executive (or designated senior management official) and provides information that reflects:

- Specific details associated auditing that has been conducted against all ISARPs.
- The status of conformity with all ISARPs.

See [ISARPs](#).

Conformity

Fulfillment of specifications contained in standards or recommended practices; under IOSA/ISSA/ISAGO conformity means specifications are documented and/or implemented by the Operator/Provider.

Consignment

See [Shipment](#).

Consulting Services

Assistance, counseling, coaching or training imparted to an operator or ground services provider through the provision of professional or expert advice and/or delivery of services or products, to include, but not limited to, training delivery, operational support, development of documentation and/or quality assurance services.

Contaminated Runway

This is the state of a runway when more than 25 per cent of the runway surface area (whether in isolated areas or not) within the required length and width being used is covered by:

- Water, or slush more than 3 mm (0.125 in) deep, or
- Loose snow more than 20 mm (0.75 in) deep, or
- Compacted snow or ice, including wet ice.

See Also [Dry Runway](#), [Wet Runway](#)

Contingency

An event that may, but is not certain to occur, in the future.

Equivalent Term: *Eventuality*

Continuing Airworthiness

The set of processes by which an aircraft, engine, propeller or part complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life.

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Continuing Airworthiness Information

Information required to continually maintain an aircraft in a state of airworthiness. Such information includes, but is not limited to:

- Airworthiness Directives (AD);
- Manufacturers maintenance manuals;
- Repair Manuals;
- Supplementary Structures Inspection Documents, Service Bulletins (SB);
- Service Instructions;
- Service Information Letters (SIL);
- Modification Leaflets;
- Aircraft Maintenance Program;
- Non-destructive Testing (NDT) Manual;
- Others.

Continuing Airworthiness Management Exposition (CAME)

See [Maintenance Management Manual \(MMM\)](#).

Continuing Qualification

A program that provides the training and evaluation on the subjects, skills, functions and/or activities necessary for ensuring operations and maintenance personnel retain the knowledge and maintain proficiency in the skills that were required for initial qualification.

Continuing Structural Integrity Program

A program or schedule to assure the robustness and integrity of an Operator's aircraft structure through continuous inspections and evaluations.

Continuous Surveillance

See [Surveillance](#).

Equivalent Terms: *Surveillance, Audit*

Contracting

See [Outsourcing](#).

Contracting State

A state that is party to the Convention on International Civil Aviation (Chicago Convention).

Equivalent Term: *Member State*

△ **Converted Meteorological Visibility (CMV)**

A visibility value (equivalent to an RVR) which is derived from the reported meteorological visibility, as converted in accordance with the method specified by the authority.

Co-pilot

See [Second-in-command](#).

Controlled Document

A document that is subject to processes that provide for the positive control of content, revision, publication, distribution, availability and retention.

Corporate Audit

See [Headquarters Audit](#).

Corrective Action

Action to eliminate the cause(s) and prevent recurrence of an existing (detected) non-conformance or an existing (detected) undesirable condition or situation.

See [Preventive Action](#).

Equivalent Term: *Permanent Fix*

Corrective Action Plan (CAP)

The plan of an Operator/Provider to close a Finding or Observation through implementation of comprehensive and permanent corrective action.

△ **Corrective Action Report/Record (CAR)**

A document that describes each Finding and Observation that results from an Audit, and provides a history of a Finding or Observation, and the associated steps taken toward closure of the Finding or Observation.

Country of Registry

See [State of Registry](#).

Courier Baggage

Shipments tendered by one or more shippers that are transported as the baggage of a courier passenger onboard the aircraft under normal passenger hold baggage documentation.

Crew Member

A member of either the flight crew or the cabin crew; when used in the plural (i.e. crew members), refers to flight and cabin crew members collectively.

See [Flight Crew Member](#), [Cabin Crew Member](#).

Crew Resource Management (CRM)

The effective use of all the resources available to a flight crew, including each other, to achieve a safe and efficient flight.

See [Human Factors Principles](#), [Human Performance](#).

Crisis

An unstable or crucial situation that has reached a critical phase and presents the distinct possibility of an undesirable outcome.

Critical Phases of Flight

The phases of flight, typically excluding cruise flight, but including all ground operations involving taxi, takeoff and landing, and all other flight operations conducted below a specified altitude (typically 10,000 feet) or under specified flight conditions as defined by the operator or state. During such phases of flight the flight crew is restricted from performing:

- Duties other than those duties required for the safe operation of the aircraft;
- Any activity that could distract any flight crew member from the performance of his or her duties, or which could interfere in any way with the proper conduct of those duties.

See [Sterile Flight Deck](#).

Cruise Relief Pilot

A flight crew member that possesses a type rating limiting the privileges to act as a pilot only during the cruise phase of flight or any pilot flight crew member who is assigned to perform pilot tasks during cruise flight, to allow the pilot-in-command or a co-pilot to obtain planned rest.

Equivalent Terms: *Cruise Relief Officer (CRO), Relief Pilot, Relief Flight Officer (RFO)*

Customer Airline

An air operator that has entered into a contractual agreement with an external services provider for the conduct of specified operational functions for the airline.

Equivalent Term: *Client Airline*.

D

Damp Lease

A Damp Lease is a wet-leased of an aircraft that does not include all the elements of an ACMI lease.

See [ACMI Lease](#), [Wet Lease \(Operational\)](#)

Dangerous Goods (DG)

Articles or substances that are capable of posing a risk to health, safety, property or the environment, and that are shown in the list of dangerous goods in the Technical Instructions or Dangerous Goods Regulations (DGR), or are classified according to those Instructions or Regulations.

Accessible Dangerous Goods—Dangerous goods cargo that has been loaded onto a cargo aircraft in a manner that permits access by a crew member or other authorized person in flight.

Inaccessible Dangerous Goods—Dangerous goods cargo that has been loaded onto a cargo aircraft in a manner that does not permit access in flight.

See [Dangerous Goods Regulations \(DGR\)](#), [Technical Instructions](#).

Equivalent Term: *Hazardous Materials*

Dangerous Goods Regulations (DGR)

A document (manual) published by IATA in order to provide procedures for the shipper. The operator and the provider that delivers ground handling services for an operator, by which articles and substances classified as dangerous goods can be safely transported by air on commercial flights. Information in the DGR is derived from the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions).

Database

Any structured collection of information, records or data that are specifically organized in a system for rapid search and retrieval.

Electronic Database—A database whereby information is accessed and managed electronically through use of a computer.

De-/Anti-icing Program

A program approved by the Authority that requires an Operator to comply with the Clean Aircraft Concept. A typical program includes a management plan, de-icing/anti-icing procedures; holdover times, aircraft inspection and reporting procedures, and training and testing.

Equivalent Term: *De-icing/Anti-icing Program*

De-Icing

A process for removal of ice, snow, slush or frost from the aircraft surfaces.

De-icing/Anti-icing

A process that combines both de-icing and anti-icing, which can be performed in one or two steps.

Deadheading

The transferring of a non-operating crew member from place to place as a passenger at the behest of the operator.

Equivalent Term: *Crew Positioning*

Decision Point (DP)

The nominated en route point, or points, beyond which a flight can proceed provided defined operational requirements, including fuel, are met. If these requirements cannot be met the flight will proceed to a nominated alternate airport.

Decision Point (DP) Planning

A flight planning method that utilizes a nominated point, or points, along a given route beyond which a flight can proceed provided operational requirements defined by the Operator, including required fuel remaining, are met. If these predefined requirements cannot be met at any such point, the flight must proceed to a nominated alternate airport. A flight that progresses beyond the last or Final DP may not have the ability to divert and may be committed to a landing at the destination airport.

Declaration of Dangerous Goods

See [Shipper's Declaration for Dangerous Goods](#).

Defect

Any confirmed abnormal condition associated with an aircraft, aircraft engine or aircraft component.

Major Defect—a defect in that could affect the safety of the aircraft or cause the aircraft to become a danger to person or property.

Deferred Maintenance

Required maintenance of defects, that do not have any bearing on flight safety, which have not been accomplished but are logged and re-scheduled to be completed at a specific time and/or location in the future.

See [MEL](#).

Equivalent Term: *Hold Item*

Defect Reporting

The official reporting of significant aircraft, aircraft engine and aircraft component defects to the Authority, the Type Certificate Holder and the engine or component manufacturer.

Equivalent Terms: *Major Defect Reporting (MDR), Significant Defect Reporting (SDR)*

Departure Control System (DCS)

An automated method of performing check-in, capacity and load control, and dispatch of flights.

Deportee

A person who had legally been admitted to a state by its authorities or who had entered a state illegally, and who later is formally ordered by the competent authorities to leave that state.

See [Competent Authority](#)

Designated Land Areas

Land areas that have been designated by the State concerned as areas in which search and rescue would be especially difficult.

Disinsection

The procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

Disruptive Passenger

A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the aircraft.

Equivalent Term: *Unruly passenger*

Distance Learning

Training or evaluation that is not conducted in a classroom or face-to-face with an instructor/evaluator, but rather is conducted through the use of material that is distributed to the student in either a printed or electronic format (e.g. Internet, compact disc).

Equivalent Terms: *Computer-based Training, Computer Training, E-learning*

Ditching

A planned event in which an aircraft not designed for the purpose is intentionally landed in water.

Documentation

The written information considered necessary to define and support the performance of administrative or operational functions. Documentation may be displayed via electronic or paper media, and may serve various purposes (e.g. communicating, presenting processes and procedures, proving conformity, knowledge sharing). Specific examples of documentation include operations manual, management manual, quality manual, training manual and policy manual.

The ISM, ISSM and GOSM refer to three types of electronic documentation.

Type 1 Documentation (URL-based Documentation)

- △ • Documentation that is available through intranet, extranet, or internet-based resources; the *controlled* version of documents is always presented or displayed to users electronically. Such documentation is URL-based and is typically displayed as an html page.
- Characteristics—Controlled content is displayed to users as an intranet, extranet or web page through an electronic medium.
- Amendment to the document is not possible by the Operator/Provider.

Type 2 Documentation (Software-based)

- △ • Documentation that is available from software that has been developed by the user or acquired from commercial providers (e.g. electronic flight bag, document management system); the *controlled* version of documents is always presented or displayed to users electronically.
- Common identifiers of information in such programs can be frames or modules by which one can navigate (e.g. EFB modules for “FCOM”, “Takeoff”, “Weight and Balance”, and other functional areas). These frames or modules can be mostly referred to by a path to or title of the respective module.
- Characteristics—Controlled content is displayed to users in various software applications through an electronic medium.
- Amendment to the document could be initiated by the Operator/Provider but performed by another entity.

Type 3 Documentation (Files on Servers)

- △ • Documentation that is available from server files (e.g. .doc, .pdf files) and accessed through organization-wide networks (e.g. MS Sharepoint). The *controlled* version of documents may be presented or displayed either electronically or on paper, as defined by the operator. Each version of such documentation must display a version identifier and effective date.
- Characteristics—Controlled content is displayed to users in conventional user files through an electronic medium, or is displayed in printed form in a paper document; whether displayed electronically or on paper, must include a version identifier and effective date.
- Amendment to the document could be initiated, carried out and controlled by the Operator/Provider.

See [Controlled Document](#), [Electronic Documentation](#), [Paper Documentation](#).

Documented

The state of an operational specification as being published and accurately represented in a controlled document by the Operator/Provider.

Domestic Flight

A flight conducted between airports within the territories of one nation or country.

Equivalent Term: *Domestic Operations*

Driftdown

The descent of a multi-engine aircraft to a planned (or predetermined) altitude after an en route failure of one engine.

Driftdown (Altitude)

The highest altitude, based on a planned aircraft weight, that can be maintained by a two engine aircraft after an en route engine failure.

Driftdown (Performance)

The minimum level of aircraft performance, achieved by limiting the takeoff weight as a means to limit the en route weight, which maximizes the driftdown altitude in critical terrain areas. For critical terrain areas, driftdown performance is maximized in order to clear all terrain along the intended route by a margin acceptable to the Operator or Authority.

Dry Lease

The practice whereby equipment is leased through a commercial lease agreement between lessee and lessor, and such equipment is operated by the lessee.

Dry Runway

The state of a runway when it is clear of contaminants and visible moisture within the required length and the width being used.

See Also [Contaminated Runway](#), [Wet Runway](#)

Dual Inspection

See [Independent Inspection](#).

E

EDTO Critical Fuel

The fuel quantity necessary to fly to an en route alternate airport considering, at the most critical point on the route, the most limiting system failure as defined by the State of the Operator.

See [EDTO \(Extended Diversion Time Operations\)](#).

EDTO Significant System

An aircraft system whose failure or degradation could adversely affect the safety particular to an EDTO flight, or whose continued functioning is specifically important to the safe flight and landing of an aircraft during an EDTO diversion.

See [EDTO \(Extended Diversion Time Operations\)](#).

Electronic Flight Bag (EFB)

An electronic display system intended primarily for flight deck or cabin use. EFB devices can display a variety of aviation data (e.g., checklists, navigation charts, aircraft operating manual (AOM)) or perform basic calculations (e.g., performance data, fuel calculations). The scope of the EFB system functionality may also include various other hosted databases and applications. Physical EFB devices may use various technologies, formats, and forms of communication.

Physical EFB displays may be portable (Class 1), attached to an approved mounting device (Class 2), or built into the aircraft (Class 3).

- A Class 1 EFB is considered a Portable Electronic Device (PED), which is part of a pilot's flight kit and is usually not attached to the aircraft or connected to its systems other than for the purpose of charging internal batteries. Typically carry-on, commercial off-the shelf systems, Class 1 EFBs may have the capability to connect to systems completely isolated from the avionics/aircraft systems (e.g., EFB system connected to a transmission media that receives and transmits data for AAC purposes on the ground only). Class 1 EFBs are typically not subject to airworthiness requirements or approvals;
- A Class 2 EFB is still considered a PED and has all of the capabilities of a Class 1 EFB, but it is typically attached to the aircraft by a mounting device, connected to a data source(s), a hard-wired power source, and/or an installed antenna. As Class 2 EFBs are capable of reading data from aircraft busses they are typically subject to airworthiness requirements or approvals;
- A Class 3 EFB is essentially an avionics system subject to airworthiness requirements and approvals. These range from panel mounted Multi-Function Displays (MFDs) to custom integrated airworthy systems.

See [Electronic Chart Display \(ECD\)](#), [Electronic Checklist \(ECL\)](#) and [Personal Electronic Device \(PED\)](#).

Electronic Chart Display (ECD)

A display device that presents a comprehensive depiction of interactive information and/or pre-composed information that is the functional equivalent of a paper aeronautical chart. An ECD may be a portable device or installed in the instrument panel of an aircraft. An ECD is not a multi-function display (MFD) that is permanently installed into an aircraft that is designed under a technical standard order (TSO). However an MFD may incorporate databases that depict checklists, navigation charts, POH, and other relevant data or information.

See [Electronic Flight Bag \(EFB\)](#), [Electronic Checklist \(ECL\)](#) and [Personal Electronic Device \(PED\)](#).

Electronic Checklist (ECL)

A checklist that is displayed to the flight crew by means of an electronic device.

See [Electronic Chart Display \(ECD\)](#), [Electronic Flight Bag \(EFB\)](#) and [Personal Electronic Device \(PED\)](#).

Electronic Documentation

Documents that are developed and maintained electronically, and presented or displayed to users either through electronic media.

Note: All types of electronic documentation must be protected against access and modification by unauthorized persons to ensure document control.

See [Documentation](#).

Electrostatic Discharge (ESD) Program

Procedures that outline the precautions necessary for handling of ESD categorized aircraft parts.

Equivalent Terms: *ESDS, ESD, ESD Program*

Emergency Equipment

Aircraft equipment specifically used on aircraft for emergency situations.

Emergency Exit

A door, window exit, or any other type of exit (e.g. hatch, tail cone exit) used as an egress portal to allow maximum opportunity for cabin evacuation within an appropriate time period.

Emergency Airport

Off-line airports not typically used by an operator for normal operations, which may be available for use in the event of an emergency. Emergency airports are typically categorized by the level of support, facilities and risk to be expected, and are only used when a flight cannot continue either to its destination or to an appropriate alternate due to a specific emergency.

Emergency Escape Path Lighting System

An aircraft cabin emergency lighting system designed to provide passengers and crew with an illuminated visual indication of the path to the emergency exits in the case of darkness, smoke or fire.

Equivalent Terms: *Emergency Exit Path Lighting System, Emergency Exit Path Illumination System, Floor Proximity Emergency Lighting*

Emergency Lighting System

A system of lighting designed for use during emergency situations that is independent from the aircraft main electrical supply and activates automatically upon loss of normal power.

Emergency Locator Transmitter (ELT)

A generic term describing equipment that broadcasts distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. The *types* of ELT are defined as follows:

Automatic Fixed ELT(AF)—Permanently attached to the aircraft and automatically activated

Automatic Portable ELT(AP)—Rigidly attached to an aircraft and automatically activated, but may be readily removed from the aircraft.

Automatic Deployable ELT(A/D)—Rigidly attached to the aircraft and automatically deployed and activated by impact; in some cases, also by hydrostatic sensors. Manual deployment is also provided.

Survival ELT(S)—Removable from the aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

Emergency Response Plan (ERP)

A formal plan that defines the actions taken following an emergency (or crisis) situation to ensure an orderly and efficient transition from normal to emergency operations, and then safe continuation of operations or the return to normal operations as soon as possible. An ERP specifies the:

- Delegation of emergency authority and assignment of emergency responsibilities;
- Authorization for action by key personnel;
- Coordination of efforts to cope with the emergency.

△ **Note:** The ERP is defined in terms of a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of operations.

Equivalent Terms: *Emergency Management Plan, Crisis Management Plan*

△ Endorsed Training Organization (ETO)

A company or other entity that has been accredited by IATA as a provider of training services under IOSA/ISSA.

Engine (Aircraft)

The basic aircraft engine assembly plus its essential accessories as supplied by the engine manufacturer.

Engineer, Aircraft Maintenance (AME)

A person employed to carry out the duties normally associated with the maintenance of aircraft and not holding an aircraft maintenance engineer's license.

Equivalent Terms: *Mechanic, Technician*

Engineer, Licensed Aircraft Maintenance (LAME)

A person employed to carry out the duties normally associated with the maintenance of aircraft, who holds an aircraft engineer's license. Such person may be issued a maintenance authority for the purpose of certifying maintenance on an aircraft type and category for which the LAME is not rated.

Equivalent Terms: *Aircraft Maintenance Technician (AMT), A and P Mechanic*

Engineering Authorization (EA)

The document issued by the design organization from (or contracted by) an Operator that indicates (on behalf of the Operator) how compliance is shown with applicable airworthiness requirements in order to certify modifications or repairs on type designs under the responsibility of the Operator.

Engineering Instruction (EI)

The documents produced by Operator's Technical Service or Engineering Department specifying instructions to comply with:

- Airworthiness Directives (AD) and Service Bulletins (SB);
- Aircraft modifications and/or repairs;
- Component modifications and/or repairs;
- Time Limits involving design considerations;
- Inspections in lieu of modifications; or
- Inspections which may be terminated by repair or modification action;
- Advice or authority to the Supply Department, and/or Production Department to cover provisioning, warranty or manufacturing criteria.

Equivalent Terms: *Engineering Order (EO), Maintenance Instructions, Engineering Request (ER)*

Engineering Order (EO)

See [Engineering Instruction](#).

Equivalent Terms: *EO, ER, EI*

Engineering Request (ER)

See [Engineering Instruction](#).

Equivalent Terms: *EO, EI*

Enhanced Ground Proximity Warning System (EGPWS)

See [Ground Proximity Warning System with a Forward Looking Terrain Avoidance Function](#).

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△ Enhanced Vision System (EVS)

A system to display electronic real-time images of the external scene, achieved through the use of image sensors.

Environmental Aspect (IEnvA)

An element of an operator's activities, products or services that interact with the natural environment.

Environmental Impact (IEnvA)

A change to the environment, whether adverse or beneficial, wholly or partially resulting from an operator's environmental aspects.

Environmental Impact Categories (IEnvA)

The environmental impacts that directly or indirectly affect the natural environment or ecology (including the humans) that can be grouped into the following broad categories: Air (including odor), Noise, Waste, Wastewater, Resource Use, Biodiversity, Land.

Environmental Management Improvement (IEnvA)

Tasks performed by an operator intended to improve the overall management of IEnvA-related activities and recommended practices. Environmental Management Improvement may include improved measurement of data through the provision of actual data, irrespective of any increase or decrease on any environmental metric.

Environmental Management System (IEnvA)

A systematic approach to managing environmental programs and issues within an organization; includes the structure, planning and resources that ensure compliance with environmental regulations and protection of the environment in the conduct of activities.

Environmental Objective (IEnvA)

Overall environmental goal, consistent with the environmental policy that an operator sets out to achieve.

Environmental Performance Improvement (IEnvA)

A quantifiable improvement of an environmental metric from an impact that could be actual or normalized (relative).

Environmental Target (IEnvA)

Detailed performance requirement, applicable to all or part of the operator's activities, derived from the environmental objectives.

△ **Equipment Restraint Area (ERA)**

The area of the apron bordered by a red line known as the Equipment Restraint Line, or otherwise indicated, in which an aircraft is parked during ground operations.

Equivalent Term: *Equipment Safety Area*

□ **Error (Flight Crew)**

An action or inaction by the flight crew that leads to deviations from organizational or flight crew intentions or expectations.

□ **Error Management**

The process of detecting and responding to errors with countermeasures that reduce or eliminate the consequences of errors, and mitigate the probability of further errors or undesired aircraft states.

ETO Accreditation Agreement

The legal document executed by IATA and an Endorsed Training Organization (ETO) that sets out the terms and conditions associated with the accreditation of that ETO by IATA.

ETO Meeting

A meeting organized by IATA and attended by representatives from ETOs and other invited parties for the purpose of addressing issues associated with the IOSA Auditor Training (IAT) course.

□ **ETOPS**

An acronym referring to the operation of multiengine aircraft on routes that are, at some point, more than the flying time from a landing airport as specified by the State; ETOPS requires regulatory approval.

Note: The acronym ETOPS has multiple definitions but typically encompasses approved multi-engine operations traditionally known as 'Extended Twin Operations' (EASA for Twins only), 'Long Range Operations' (EASA LROPS for Tris and Quads), 'Extended Twin Engine Operations', 'Extended-range Twin-engine Operations', 'Extended Operations' (FAA), Extended Range Operations (EROPS), 'Extended-range Twin-engine Operation Performance Standards' and 'Extended Diversion Time Operations' (CASA Australia).

Equivalent Term: *Extended Diversion Time Operations (EDTO)*

Evaluation

The process of determining whether an item, individual or activity meets specified criteria; when used in conjunction with training, refers to the process by which an evaluator or instructor determines how well a student's performance fulfils the course competencies; processes may include a demonstration of knowledge, proficiency and/or competency as appropriate.

Equivalent Terms: *Examination, Testing, Checking, Assessment*

Evaluation Program

The documented management, organization, strategy, policies, and procedures used to determine whether an item, individual or activity meets specified criteria

Equivalent Terms: *Self-Audit, Self-Evaluation, Audit Program, Audit Schedule, Audit Plan*

Evaluator

A person who assesses, examines or judges the performance of crew members, instructors, other evaluators, or other operations personnel.

Note: Under IOSA/ISSA, an *Evaluator* is an experienced Lead Auditor who has demonstrated requisite qualities, and has been designated by the AO to assess Audit activities and Auditor performance.

- **Note:** Under the ISAGO, an *Evaluator* shall be an assigned ISAGO Auditor who is tasked with evaluating a candidate auditor's overall performance.

Equivalent Term: *Examiner*

Evidence

Data or information discovered during an audit that is analyzed by an auditor and used to determine conformity with the criteria upon which an audit is based.

Evidence-based Training (EBT)

A training and evaluation program that is based on operational data and characterized by the development and assessment of the overall capability of a trainee across a range of competencies (rather than by the measurement of the performance of individual events or maneuvers).

Equivalent Terms: *Advanced Qualification Program, Alternative Training and Qualification Program*

Exemption (Dangerous Goods)

Authorization, other than an approval, granted by an appropriate national authority providing relief from the provisions of the DGR.

Expedited Baggage

Baggage that is being transported to its original destination station in an expedited manner because, due to mishandling, flight misconnection or other reasons, such baggage did not arrive at the original destination on the originally intended flight for claim by the passenger.

△ **Extended Diversion Time Operations (EDTO)**

Any operation by an aircraft with two or more turbine engines where the diversion time to an en route alternate airport is greater than the threshold time defined by the State of the Operator.

Note: EDTO is an ICAO term applicable to approved multiengine aircraft operations and encompasses operations traditionally known as ETOPS. The regulatory approval, typically specified on the AOC/Operation Specification, is applicable to the aircraft thus authorized to exceed the threshold time(s) defined by the state of the operator. Threshold times and other operational requirements may vary depending on the aircraft type, configuration and number of engines installed.

Note: For the purposes of ISM, an ETOPS approval is deemed equivalent to an EDTO approval.

See [ETOPS](#), [Threshold Time](#).

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F

Family Assistance

A plan or set of plans to provide assistance to certain family members of one or more persons that have been involved in an event associated with activation of an operator's emergency response plan.

See [Emergency Response Plan \(ERP\)](#).

Family member

A parent, sibling, child, spouse, grandparent, or grandchild.

△ Fatigue

A physiological state of reduced mental or physical performance capability resulting from sleep loss, extended wakefulness, circadian phase, and/or workload (mental and/or physical activity) that can impair a person's alertness and ability to perform safety-related operational duties.

Fatigue Risk Management System (FRMS)

A data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

Ferry Flight

A non-revenue flight to position an aircraft for any reason.

Equivalent Term: *Positioning Flight*

Finding

A documented statement based on factual evidence that describes nonconformity with an IOSA/ISSA/ISAGO Standard.

Note: The term *Finding* refers specifically to nonconformity with an IOSA/ISSA/ISAGO Standard, whereas the term *finding* is generic.

First Officer

See [Second-in-command](#).

Flight Crew

The crew members essential to the operation of an aircraft, the number and composition of which shall not be less than that specified in the operations manual and shall include flight crew members in addition to the minimum numbers specified in the flight manual or other documents associated with the certificate of airworthiness, when necessitated by considerations related to the type of aircraft used, the type of operation involved and the duration of flight between points where flight crews are changed.

For each flight, the flight crew members shall include the Pilot-in-Command and may include, as appropriate:

- One or more Co-Pilots;
- When a separate flight engineer's station is incorporated in the design of an aircraft, one flight engineer especially assigned to that station, unless the duties associated with that station can be satisfactorily performed by another flight crew member, holding a flight engineer license, without interference with regular duties;

- One member who holds a flight navigator license in all operations where, as determined by the State of the Operator, navigation necessary for the safe conduct of the flight cannot be adequately accomplished by the pilots from the pilot station;
- One member who holds a valid license, issued or rendered valid by the State of Registry, authorizing operation of the type of radio transmitting equipment to be used.

See [Crew Member](#).

Flight Crew Bulletin

A temporary or permanent document or directive, which may not be part of the Operations Manual, that contains operational information, guidance and/or instructions for flight crew members.

Equivalent Term: *Flight Operations Bulletin*

Flight Crew Member

A member of the Flight Crew.

See [Flight Crew](#).

Flight Data Analysis (FDA) Program

A non-punitive program for gathering and analyzing data recorded during routine flights to improve flight crew performance, operating procedures, flight training, air traffic control procedures, air navigation services, or aircraft maintenance and design.

Equivalent Terms: *Flight Data Monitoring (FDM) Program, Flight Operations Quality Assurance (FOQA) Program*

Flight Data Recorder (FDR)

A flight recorder used to record specific aircraft performance parameters.

Flight Deck

The area of an aircraft designed to enable the pilot(s) to operate the aircraft, which contains the required instrumentation, controls, systems and equipment, and is separated from other areas of the aircraft.

Equivalent Terms: *Flight Crew Compartment, Cockpit*

Flight Dispatch

See [Operational Control](#).

Flight Dispatcher

See [Flight Operations Officer \(FOO\)](#).

Flight Duty Period

The total time from the moment a flight or cabin crew member commences duty, and prior to making a flight or a series of flights, to the moment the flight or cabin crew member is relieved of all duties having completed such flight or series of flights.

Equivalent Term: *Flight Duty Time*

Flight Engineer

A member of the flight crew who, when a separate flight engineer's station is incorporated in the design of an aircraft, is especially assigned to that station, unless the duties associated with that station can be satisfactorily performed by another flight crew member, holding a flight engineer license, without interference with regular duties.

Equivalent Term: *Second Officer*

Flight Following

The recording in real time of departure and arrival messages by operational personnel to ensure that a flight is operating and has arrived at the destination airport.

See [Flight Monitoring](#), [Flight Watch](#).

Flight Management System (FMS)

A computerized aircraft navigation system that uses positional data from inertial navigation systems or GPS to locate the position of the aircraft and display data and information to the flight crew for the purpose of navigation.

Flight Monitoring

In addition to requirements for flight following, flight monitoring includes:

- Operational monitoring of flights by suitably qualified operational control personnel (FOO/FOA) from the point of departure throughout all phases of flight;
- The communication of all available and relevant safety information between the flight crew and operational control personnel on the ground;
- The provision of critical assistance to the flight crew in the event of an in-flight emergency or security issue, or upon request from the flight crew.

See [Flight Following](#), [Flight Watch](#).

Flight Navigator

A member of the flight crew who holds a flight navigator license in all operations when, as determined by the State of the Operator, navigation necessary for the safe conduct of the flight cannot be adequately accomplished by the pilots from the pilot station.

Flight Operations Assistant (FOA)

A suitably qualified person or specialist designated by an Operator with specific responsibilities relevant to the control and supervision of flight operations who supports, briefs and/or assists the FOO and/or pilot-in-command.

Equivalent Terms: *Weather Analyst, Navigation Analysts/Flight Planning Specialist, Load Agent, Operations Coordinators/Planner, Maintenance Controller, Air Traffic Specialist and Ground to Air Radio Operator.*

Flight Operations Officer (FOO)

A person designated by an Operator to engage in the control and supervision of flight operations who is, whether licensed or not, competent in all functions of operational control (preflight preparation, flight planning, flight monitoring) and suitably qualified in accordance with applicable state requirements and/or industry standards, and who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.

See [Operational Control](#).

Equivalent Term: *Flight Dispatcher*

Flight Recorder

Any type of recorder installed in the aircraft for the purposes of complementing accident/incident investigation.

Flight Safety Analysis Program

A support management function that specializes in the collection and analysis of operational information and data for the purpose of identifying hazards and supporting the risk management process in order to prevent accidents or incidents associated with aircraft operations. Typical program elements include:

- Investigation of operational accidents, incidents and irregularities;
- Liaison with regulatory and investigative authorities;
- Collection and analysis of flight data and information;

- Review and analysis of flight safety and confidential human factors reports;
- Issuance of an operational safety publications;
- Generation of operational safety statistics;
- Maintenance of a flight safety database.

Equivalent Terms: *Flight Safety Program, Accident Prevention Program*

Flight Simulator

A device that replicates the flight deck of a specific type or make, model and series of aircraft and simulates the experience of operating the aircraft; includes the assemblage of equipment and computer programs necessary to represent the aircraft in ground and flight operations, a visual system providing an out-of-the-cockpit view, and a force cueing system that provides motion cues at least equivalent to that of a three degrees-of-freedom motion system.

Equivalent Terms: *Synthetic Training Device; Full Motion Simulator, Full Flight Simulator, Flight Simulator Training Device (FSTD)*

Flight simulators are evaluated and qualified to Levels, A–D (or equivalent) based on the device meeting various technical criteria, which include, inter alia, fidelity of aircraft and visual simulation, flight deck equipment and motion capability. A simulator qualification level is generally suitable for an associated level of flight crew qualification training based on the flight training program of the operator and the approval or acceptance by the Authority.

Level A—The lowest simulator qualification level available for flight crew training; suitable for procedures training, instrument flight training, testing/checking (except for takeoff and landing maneuvers), recurrent training, type and instrument rating renewal or revalidation testing/checking.

Level B—Increased training capability above Level A; suitable for recency-of-experience training (takeoff and landing), transition or conversion training for take-off and landing maneuvers, transition or conversion testing and checking (except for takeoffs and landing maneuvers).

Level C—The next to highest simulator qualification level; suitable for limited zero flight time training (ZFTT) based on flight crew experience levels specified in the training program of the operator.

Level D—The highest level of simulator qualification level; suitable for all ZFTT without restriction.

An equivalent level will possess the same or substantially similar characteristics as the defined Level A–D devices.

See [Zero Flight Time Training \(ZFTT\)](#).

Flight Time (Aircraft)

The total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Out Time—The time a flight commences (aircraft first movement).

Off Time—The time of takeoff.

On Time—The time of landing.

In Time—The time the flight is terminated (aircraft comes to rest).

Equivalent Term: *Block Time*

Flight Training Device (FTD)

A device that replicates an aircraft flight deck instruments, equipment, panels, and controls in an open or enclosed area; includes the assemblage of equipment and computer software programs necessary to represent the aircraft in ground and flight conditions to the extent of the systems installed in the device; does not require a force (motion) cueing or visual system. An FTD meets the criteria outlined in the regulatory requirements of a state for specific flight training or checking that may be accomplished in that device.

Equivalent Term: *Synthetic Training Device*

Flight Watch

In addition to all of the elements defined for flight following and flight monitoring, flight watch includes the active tracking of a flight by suitably qualified operational control personnel (FOO/FOA) throughout all phases of the flight to ensure that the flight is following its prescribed route, without unplanned deviation, diversion or delay, and, where required, in order to satisfy State requirements.

See [Flight Following](#), [Flight Monitoring](#).

FOD (Foreign Object Damage)

Damage to any part of an aircraft caused by impact, collision or contact with, or ingestion of, debris or other items.

Equivalent Terms: *Foreign Object Debris, Foreign Debris Damage*

Forward-looking Windshear Warning System

Equipment aboard an aircraft that identifies potentially severe windshear ahead of the aircraft and in advance of an encounter.

See [Airborne Windshear Warning System](#), [Windshear](#).

Framework for Safety Management Systems (SMS)

The structure of a safety management system (SMS), which is published in ICAO Annex 19 and comprises the four components and twelve elements that define the minimum requirements for SMS implementation.

See [Safety Management System \(SMS\)](#).

Freight Container (Radioactive Materials Only)

An article of transport equipment designed to facilitate the transport of goods without intermediate reloading, which must be:

- Of a permanent enclosed character;
- Rigid and strong enough for repeated use;
- Fitted with devices for facilitating its handling.

Fuel Farms

Establishments that hold and distribute aircraft grade fuel to airline operators.

Equivalent Term: *Joint Holder User Installation (JHUI)*

Fuel (Flight Planning)

The following terms refer to fuel values used during the flight planning process.

Taxi Fuel—The fuel required from engine start to the start of take-off roll.

Trip Fuel—The aggregate fuel required for a planned flight calculated from takeoff or the point of in-flight re-planning until landing at the destination airport. Trip fuel is based on accurate consumption data and takes into consideration an appropriately planned ATC routing (considering weather, NOTAMS, ATS procedures/restrictions/delays and MEL/CDL restrictions) at an optimum altitude and speed schedule for the winds, temperatures and mass of the aircraft. Trip fuel does not include *Taxi Fuel (in or out)*, *Alternate Fuel*, *Holding Fuel*, *Contingency Fuel*, *Reserve Fuel*, *Additional Fuel and/or Tanker Fuel*.

Takeoff Alternate Fuel—The fuel required for diversion after takeoff to an approach and landing at a designated takeoff alternate whenever the weather conditions at the airport of departure are at or below the applicable airport operating landing minima or other operational conditions exist that would preclude a return to the airport of departure.

En route Alternate Fuel—The fuel required for a diversion to an approach and landing at a designated en route alternate after an aircraft experiences an abnormal or emergency condition while en route.

EDTO (ETOPS) En route Alternate Fuel—The fuel required for a diversion to an approach and landing at a designated ETOPS en route alternate at which an aircraft would be able to land after experiencing an engine shutdown or other abnormal or emergency condition while en route in an EDTO (ETOPS) operation.

Destination Alternate Fuel—The fuel required for a missed approach at the destination and diversion to an approach and landing at a designated alternate airport via an appropriate ATC routing and under conditions of altitude and fuel consumption designated by the Authority.

Holding Fuel—The fuel required for anticipated and/or possible air traffic, weather, low visibility/instrument landing conditions, or other in-flight delays.

Contingency Fuel—The fuel, in addition to trip fuel, required to compensate for unforeseen factors that could have an influence on fuel consumption to the destination airport; such factors include un-forecast en route variations in winds, temperatures, weather, deviation from planned flight routing, cruising levels and extended taxi times.

Reserve Fuel—The required fuel, in addition to trip fuel, not planned for normal use but remaining available for unplanned events in the case where all other useable fuel beyond trip, contingency, holding and alternate fuel has been consumed. This fuel is to be used only when there is no other safer alternative and is often defined by the Authority.

Final Reserve Fuel—The amount of fuel calculated using the estimated aircraft mass on arrival at the destination alternate airport or the destination airport, when no destination alternate airport is required:

- For a reciprocating engine aircraft, the amount of fuel required to fly 45 minutes, under speed and altitude conditions specified by the State of the Operator; or
- For a turbine engine aircraft, the amount of fuel to fly for 30 minutes at a height of 1500 feet above the airport in standard conditions or under speed and altitude conditions specified by the State.

Additional Fuel—A supplementary amount of fuel required only if the sum of *Trip Fuel*, *Destination Alternate Fuel*, *Contingency Fuel* and *Final Reserve Fuel* is insufficient to allow an aircraft to comply with the most critical fuel scenario as defined by the State.

Discretionary Fuel—The extra amount of fuel to be carried at the discretion of the pilot-in-command.

Tanker Fuel—The fuel transported for economic reasons or for Operator convenience (e.g. due to price/availability at destination).

Unusable Fuel—The fuel transported for operational purposes, such as fuel carried to meet MEL requirements or as ballast for weight and balance purposes.

Fuelling Safety Zone

An area with associated restrictions that is established on the ramp around the aircraft fuelling receptacles, tank vents, and around the fuelling equipment during aircraft fuelling operations.

Equivalent Term: *Refueling Safety Zone*

G

General Maintenance Manual (GMM)

See [Maintenance Management Manual \(MMM\)](#).

General Operations Manual (GOM)

A separate manual or the general section of the Operations Manual (OM) that contains flight crew policies and procedures, not related to a specific type of aircraft, relevant to the following operations personnel as applicable:

- Flight crew;
- Cabin crew;
- Flight operations officer/flight dispatcher;
- Other operational personnel as determined by the operator or required by the State.

See [Operations Manual](#).

General Procedures Manual (GPM)

See [Maintenance Management Manual \(MMM\)](#).

Equivalent Terms: *Flight Operations Manual (FOM), Cabin Operations Manual (COM), General Maintenance Manual (GMM)*

Global Aviation Data Management

The Global Aviation Data Management (GADM) program is a data management platform, integrating all sources of operational data received from various channels.

GOAR Quality Control

Processes implemented by IATA and an Auditing Airline or AO to ensure all documents comprising the ISAGO Audit Report (GOAR) are completed accurately and in accordance with guidance and procedures issued by IATA.

GOAT Instructor

An instructor qualified and approved to conduct the ISAGO Training for ISAGO Auditors (GOAT) course.

GOSARPs

An abbreviation and acronym for ISAGO Standards and Recommended Practices.

Ground Damage Database (GDDB)

See [IATA Ground Damage Database \(GDDB\)](#).

Ground Handling

The ground services necessary for the arrival and departure of an aircraft at an airport, other than air traffic services.

Ground Handling Agreement

A contract between a customer organization and a provider of ground handling services that sets out all conditions and requirements associated with the delivery of ground handling services by the provider for the customer.

Ground Operations

The conduct of activities associated with the ground services that comprise ground handling.

See [Ground Handling](#).

△ **Ground Proximity Warning System (GPWS)**

An aircraft system that automatically provides a timely and distinctive warning to the flight crew when the aircraft is in potentially hazardous proximity to the earth's surface.

A GPWS has the following five basic modes that automatically provides a warning to the flight crew when the aircraft is in close proximity to the earth's surface with:

- (i) Excessive descent rate;
- (ii) Excessive terrain closure rate;
- (iii) Excessive altitude loss after takeoff or go-around;
- (iv) Unsafe terrain clearance while not in the landing configuration; and/or
- (v) Excessive descent below the instrument glide path.

Ground Proximity Warning System with a Forward-Looking Terrain Avoidance (FLTA) Function

A GPWS that provides a forward looking capability and terrain clearance floor, and automatically provides the flight crew with an alerting time necessary to prevent a potentially hazardous proximity to the earth's surface and controlled flight into terrain (CFIT) events.

Equivalent Terms: *Terrain Awareness and Warning System (TAWS), Enhanced Ground Proximity Warning System (EGPWS)*

△ **Ground Services Provider (GSP)**

A provider acting as the handling agent for one or more customer airlines, providing one or more of the ground services as defined in SGHA.

See [Provider](#).

△ **Ground Support Equipment (GSE)**

Any piece of mobile equipment, whether or not powered or self-propelled, used for ground handling in the civil air transport industry.

Equivalent Term: *Aircraft Ground Support Equipment (AGSE)*

Group Company

Any subsidiary or holding company of an AO, or any subsidiary of any such holding company. For the purposes of IOSA documents, holding company shall include the controlling company of the group in which the AO is part, and subsidiary shall include any company in or over which the AO or such holding company has a direct or indirect controlling interest.

Guidance Material

Information that serves to clarify the meaning and intent of certain ISARPs/GOSARPs; guidance material may also specify examples or acceptable means of achieving conformity. A **(GM)** symbol following an IOSA/ISSA/ISAGO provision indicates the existence of guidance material associated with that provision.

H

△ Hazard

A condition, situation or object with the potential to cause or contribute to unsafe aircraft operations, to include safety-related equipment, products, services or functions associated with aircraft operations.

See Also [Operational Function \(Aircraft Operations\)](#).

Hazard Identification

The structured process of identifying hazards to aircraft operations. Hazard identification comprises three methodologies:

- Reactive—The analysis of data from past outcomes or events.
- Proactive—The analysis of data from existing or real-time situations.
- Predictive—The analysis of data that might identify future hazards.

See Also [Hazard \(Aircraft Operations\)](#).

△ Headquarters Audit

An Audit, under ISAGO, which assesses conformity with the applicable GOSARPs related to a GSP's corporate management policies, processes and procedures for the provision of ground operations within the scope of ISAGO at all stations.

Equivalent Term: *Corporate Audit*

Head-up Display (HUD)

A display system that presents a variety of flight information into the pilot's forward external field of view without significantly restricting the external view.

Equivalent Term: *Head-up Guidance System (HGS)*

Heavy Maintenance

See [Base Maintenance](#).

High-risk Cargo

Cargo or mail presented by an unknown entity or showing signs of tampering, and meeting one of the following criteria:

- Specific intelligence indicates that the cargo or mail poses a threat to civil aviation; or
- The cargo or mail shows anomalies that give rise to suspicion; or
- The nature of the cargo or mail is such that baseline security measures alone are unlikely to detect prohibited items that could endanger the aircraft.

Hold

See [Cargo Compartment](#).

Hold Baggage

Any baggage that is carried in the hold of passenger aircraft.

See [Checked Baggage](#).

Hold Item

An item that does not have any bearing on flight safety, but that is defective and whose maintenance is currently "on hold" awaiting rectification.

Equivalent Term: *Hold Item List*

Holdover Time

Estimated time for which an anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft on the ground under icing conditions.

Housing and Facilities

Those buildings, offices, hangars and workshops that constitute an Operator or AMO.

Equivalent Terms: *Place of Business, Maintenance Base, Maintenance Facility(ies)*

Housekeeping

The general care and management of work areas, including those routine tasks that have to be done in order for the system to function properly (e.g. cleanliness, tidiness).

Human Factors Principles

Principles applied to aeronautical design, certification, training, operations and maintenance to ensure equipment, systems, processes and procedures take into account human capabilities and limitations, as well as the safe interface between the human and system components, for the purpose of optimizing human performance and reducing human error.

See [Crew Resource Management Human Performance](#).

Human Performance

Human capabilities and limitations that have an effect on the safety and efficiency of aeronautical operations.

See [Crew Resource Management](#), [Human Factors Principles](#).

Humane Killer

A tool utilized for the humane destruction of large animals (e.g. livestock).

Equivalent Term: *Free-bullet Pistol*

Hypoxia

A deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (which is an almost complete absence of oxygen).

I

IAR Quality Control

Processes implemented by IATA and an Audit Organization (AO) to ensure all documents comprising the IOSA Audit Report (IAR) are completed accurately and in accordance with guidance and procedures issued by IATA.

IAT Instructor

An instructor qualified and approved to conduct the IOSA Auditor Training (IAT) course.

IATA

The abbreviation and acronym for the International Air Transport Association.

IATA Cargo Handling Manual (ICHM)

An IATA manual that contains the latest procedures and recommended practices for the safe and efficient handling of cargo.

IATA Ground Damage Database (GDDB)

An IATA repository of structured data, submitted by industry participants, that is subjected to expert statistical analysis for the purpose of identifying the trends and causes of aircraft ground damages, and for supporting a performance-based approach to ground operations management.

IATA Ground Operations Manual (IGOM)

An IATA produced manual that is the source for the latest industry-approved standards harmonizing ground handling processes and procedures for frontline personnel.

See [Airport Handling Manual \(AHM\)](#).

IATA Operations Committee (OPC)

The body within the IATA governance structure that acts as advisor to the Board of Governors (BoG) and the Director General, reporting through the Strategy and Policy Committee (SPC), on all operations matters connected with international air transport (e.g. safety, security, flight operations, engineering and maintenance, the environment and airport development).

IATA World Air Transport Statistics (WATS)

WATS is the air transport industry's most comprehensive and up-to-date reference digest and offers extensive coverage of a wide range of critical industry issues. It is a comprehensive annual statistical picture of the airline industry assembling data from more than 200 airlines.

ICAO Annexes

Additional sections to the ICAO Convention, which are guidelines provided for the various national aviation authorities for use in developing the civil aviation rules and regulations that govern flight operations in their respective states.

Equivalent Term: *Annexes*

Illustrated Parts Catalogue (IPC)

Parts list produced by the manufacturer of an aircraft, engine or component.

Equivalent Term: *Illustrated Parts List (IPL)*

Illustrated Parts List (IPL)

See [Illustrated Parts Catalogue \(IPC\)](#).

Implementation Action Plan (IAP)

The detailed plan of an Operator/Provider to achieve full technical conformity with a designated IOSA/ISSA/ISAGO Standard or Recommended Practice, which describes a schedule with specific progress milestones and defines all activities, resources, equipment and material necessary to complete the plan.

Implemented (Operations)

The state of an operational specification as being established, activated, integrated, incorporated, deployed, installed, maintained and/or made available as part of the operational system, and monitored and evaluated as necessary for continued effectiveness.

Inaccessible Cargo Hold

A cargo hold is considered inaccessible if it secured by a locked door or physical barrier, thereby protecting its contents from unauthorized interference.

Inadmissible Passenger

A passenger who is refused admission to a country or is refused onward carriage (e.g. lack of a visa or expired passport).

Incident (Aircraft)

An occurrence other than an aircraft accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.

Serious Incident—An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

Equivalent Term: *Safety related event*

In-company training

The delivery of an IOSA Auditor Training (IAT) course at a time and location mutually agreed to by an AO and an ETO to meet the auditor training needs of the AO.

Incompatible (Dangerous Goods)

Description of dangerous goods which, if mixed, would be liable to cause a dangerous evolution of heat or gas or produce a corrosive substance.

Independent Inspection

Inspection of an aircraft system by a person other than the person who performed the maintenance. Usually relates to the inspection of Flight Controls.

Equivalent Term: *Dual Inspection*

Independent Quality Assurance System

See [Quality Assurance](#).

Infant

A child that, for the purpose of identification as a passenger, is typically defined as being less than two years of age.

In-flight

The period that starts the moment the aircraft is ready to move for the purpose of taking off and ends the moment it finally comes to rest at the end of the flight and the engine(s) are shut down.

In-flight Re-planning Point

A geographic point at which an aircraft can continue to the airport of intended landing (planned destination) or divert to an intermediate (alternate) airport if the flight arrives at the point with inadequate fuel to complete the flight to the planned destination while maintaining the required fuel including reserve.

Equivalent Terms: *Re-dispatch Point, Re-release Point.*

△ **Initial Audit**

The Audit of an operator or a provider, for the purpose of achieving initial registration as an IOSA Operator or ISAGO Provider, respectively.

See [Audit](#), [IOSA Operator](#), [IOSA Registration](#).

△ **Initial Cadre of Auditors**

The first group of IOSA/ISSA Auditors nominated by an AO prior to accreditation; comprises a sufficient number of qualified auditors to meet applicable audit commitments, to include Lead Auditor(s) and Evaluator(s).

In-plane Loading System

A conveyor system installed on the floor of an aircraft that allows loading and unloading of unit load devices (ULDs) into the aircraft; incorporates a suitable restraint system to secure ULDs in the parked position.

See [Unit Load Device \(ULD\)](#).

Equivalent Term: *Cargo Loading System (CLS)*

In-service

Adjective used in the ISM and GOSM to specify applicability during the time an aircraft is in operation (i.e. in service); for example, an in-service item is an item used in operations during a flight, an in-service occurrence is an occurrence that happens during a flight).

Inspect

To look upon, to view closely and critically, to scrutinize, to determine the condition, accuracy and efficiency of a part or unit, to ensure that equipment shall not be used unless it is in the best of condition and complies with an approved standard.

Equivalent Terms: *Inspection, Examination*

Inspection Procedures Manual (IPM)

See [Maintenance Management Manual \(MMM\)](#) and [Maintenance Procedures Manual \(MPM\)](#).

Inspection System

A system that requires the examination of an aircraft or aircraft component to establish conformity with an approved standard.

Equivalent Terms: *Quality Control, QC*

Instructor

A person who imparts knowledge or teaches practical skills through demonstration, direction, tutoring, training, drills, and/or exercises. Instructors may utilize testing, checking, assessment or evaluation of activities as a means for determining proficiency or competency.

Equivalent Terms: *Trainer, Teacher*

Instrument Flight Rules (IFR)

The rules and regulations that govern flight under conditions in which flight by outside visual reference is not safe. IFR flight depends upon flying by reference to instruments on the flight deck, and navigation is accomplished by reference to electronic signals.

Instrument Meteorological Conditions (IMC)

Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

Integral Airstairs

Stairway contained within or built into the aircraft fuselage, which may be deployed on the ground to provide a means for persons to enter or exit the aircraft.

Equivalent Term: *Integral Stairway*

Interchange of Aircraft

As system of exchanging or interchanging airplanes between distinct operators, for very short periods of time, to achieve maximum utilization of airplanes and higher efficiency. The responsibilities of each operator are carefully defined to ensure the safety of operations, and compliance with the regulations and legislations.

Interested Party

An entity that has been provided official access to an IOSA/ISSA/ISAGO Audit Report through the IOSA/ISSA/ISAGO system.

Interim Corrective Action

Action that provides satisfactory resolution of non-conformity on a temporary basis until permanent corrective action in accordance with the accepted CAP can be fully implemented by an Operator; acceptable only when the Operator is being audited for renewal of an existing Registration and approval has been requested and received from IATA.

Internal Audit

An audit conducted by an organization of its own functions or activities; performed either by an employee of the organization or by a non-employee on behalf of the organization (outsourced).

See [Audit](#).

Internal Auditor

An auditor who conducts internal audits.

See [Auditor](#).

International English

The term used by IATA to describe the English used in IATA publications; refers to the form of English that is most widespread internationally and is most commonly used on the Internet; the spelling of words largely follows U.S. English.

International Flights

Flights conducted from an airport in the territory of one state to an airport in the territory of another state.

Equivalent Term: *International Operations*

IOSA

An abbreviation and acronym for IATA Operational Safety Audit.

IOSA Accreditation

The formal and official recognition and approval by IATA of an organization to perform a specified function or service in accordance with an applicable legal agreement and the IOSA Program Manual (IPM).

IOSA Accreditation Agreement

The agreement between IATA and the AO that specifies the provisions and conditions applicable to the accreditation of the AO.

Note: Also referred to as Accreditation Agreement.

IOSA Accreditation Committee

The group of managers from appropriate areas within IATA that reviews the accreditation process and provides a formal approval (or disapproval) of a candidate for accreditation as an Audit Organization (AO) or Endorsed Training Organization (ETO).

IOSA Audit Agreement

The agreement among IATA, the AO and the Operator (referred to as the “Auditee”) that specifies the commercial arrangements and all other terms, conditions and restrictions associated with an Audit.

Note: Also referred to as the Audit Agreement.

IOSA Audit Funnel

See [Audit Funnel](#).

IOSA Audit Handbook (AH)

The published document that contains information, guidance and instructions relevant to AOs, Auditors and the audit process under IOSA.

IOSA Audit Report (IAR)

The document that is the official record of an Audit, and which contains detailed information regarding the conduct and results of the Audit.

IOSA Auditor

An individual that has satisfied IOSA qualification and competence standards, and has been formally approved to conduct an Audit in at least one operational discipline.

Note: The term *IOSA Auditor* is generic within the IOSA program and may refer to an Auditor, Lead Auditor or Evaluator.

IOSA Auditor Personal Data File

See [Auditor Personal Data File](#).

IOSA Auditor Training (IAT)

An element of the Auditor qualification process that is designed to familiarize an experienced aviation operational auditor with IOSA standards, methodology and documentation.

IOSA Checklist

The working document used by IOSA Auditors to document Audit conclusions and factual evidence that supports Findings and Observations.

IOSA Database

The official IATA system for the management of IOSA Audit Reports (IARs).

IOSA Operator

An Operator that is listed on the IOSA Registry.

IOSA Oversight Council (IOC)

The body within the IATA governance structure that ensures adequate oversight and influence upon the entire IOSA Program by IATA members. IOC members are approved by the IATA Senior Vice President, Safety Flight and Operations (SFO) and the IATA Operations Committee (OPC).

IOSA Preparation Visit (IPV)

An activity accomplished in advance of the on-site phase of an Audit that permits an AO to provide direct guidance to an Operator for the purpose of developing an Audit preparation plan.

IOSA Program

The total of all aspects of the system that is IOSA.

IOSA Program Manual (IPM)

A published document that contains the standards upon which the IOSA Program is based.

IOSA Recommended Practice

See [Recommended Practice](#).

IOSA Registration

The formal method used by IATA to recognize an Operator that is in conformity with IOSA Standards, and to list such Operator on the IOSA Registry for a defined registration period.

See [IOSA Registration Period](#).

IOSA Registration Period

The defined period of time, typically 24 months, between the date the IOSA registration (initial or renewal) of an IOSA Operator begins and the date such registration expires (expiry date).

See [IOSA Operator](#), [IOSA Registration](#).

IOSA Registry

The official listing of Operators that have undergone an Audit and demonstrated conformity with IOSA Standards.

IOSA Standard

See [Standard](#).

IOSA Standards Manual (ISM)

The published document that contains the ISARPs, Guidance Material and other supporting information.

IOSA System

All of the elements of the IOSA Program working together in accordance with standards published in the IOSA Program Manual (IPM).

IOSA Training Agreement

The agreement between IATA and an ETO that specifies the provisions and conditions applicable to the accreditation of the ETO.

ISAGO

An abbreviation and acronym for IATA Safety Audit of Ground Operations.

ISAGO Audit Agreement

The agreement between IATA and the Provider (referred to as the “Auditee”) that specifies the commercial arrangements and all other terms, conditions and restrictions associated with Corporate Audits and Station Audits of the Provider.

Note: Also referred to as the Audit Agreement.

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ISAGO Audit Pool

The group of IATA member airlines that have signed the Multilateral ISAGO Pool Agreement, and have committed to provide qualified ISAGO Auditors for the conduct Audits under the ISAGO Program.

ISAGO Audit Report (GOAR)

The document that is the official record of an Audit, and which contains detailed information regarding the conduct and results of the Audit.

ISAGO Auditor

An individual that has satisfied ISAGO qualification and competence standards, and has been nominated to conduct an Audit.

△ **Note:** The term *ISAGO Auditor* is generic within ISAGO and may refer to an Auditor or a Lead Auditor.

ISAGO Auditor Personal Data File

See [Auditor Personal Data File](#).

ISAGO Auditor Training Course (GOAT)

A course that provides the Candidate Auditor with training regarding the ISAGO processes and procedures, as well as information regarding the conduct of audits, and auditing techniques and tools.

ISAGO Checklist

The working document used by ISAGO Auditors to document Audit conclusions and factual evidence that supports Findings and Observations.

ISAGO Database

The official IATA system for the management of ISAGO Audit Reports (GOARs).

ISAGO Oversight Council (GOC)

The body within the IATA governance structure that ensures adequate oversight and influence upon the entire ISAGO Program by IATA members. GOC members are approved by the IATA Senior Vice President, Safety and Flight Operations (SFO) and the IATA Operations Committee (OPC).

ISAGO Pool Agreement

See [Multilateral ISAGO Pool Agreement](#).

ISAGO Pool Auditor

An ISAGO Auditor nominated by a Participating Airline.

ISAGO Program

The total of all aspects of the system that is ISAGO.

ISAGO Program Manual (GOPM)

A published document that contains the standards upon which the ISAGO Program is based.

ISAGO Provider

A Ground Services Provider that is listed on the ISAGO Registry.

ISAGO Provision

A generic term for any ISAGO Standard or ISAGO Recommended Practice.

ISAGO Recommended Practice

See [Recommended Practice](#).

△ ISAGO Registration

The formal method used by IATA to recognize a Provider that is in conformity with ISAGO Standards, and to list such Provider on the ISAGO Registry for a defined registration period.

ISAGO Registration Period

The defined period of time, typically 24 months, between the date the ISAGO registration of an ISAGO Provider begins (initial or renewal), and the date such registration expires (expiry date).

See [ISAGO Provider](#), [ISAGO Registration](#).

ISAGO Registry

The official listing of Providers that have undergone an Audit and demonstrated conformity with ISAGO Standards.

ISAGO Standard

See [Standard](#).

ISAGO Standards Manual (GOSM)

The published document that contains the GOSARPs, Guidance Material, and other supporting information.

ISAGO System

All of the elements of the ISAGO Program working together in accordance with standards published in the ISAGO Program Manual (GOPM).

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ISARPs

An abbreviation and acronym for IOSA Standards and Recommended Practices.

Isolated Airport

A destination airport for which there is no destination alternate airport within a prescribed flight time for a given aircraft type.

J

Job Card

See [Task Card](#).

Equivalent Term: *Work Card*

Jump Seat

A seat located at the rear of the flight deck and/or in the cabin or cargo compartment for use by crew members, supernumeraries, cargo attendants, observers or other approved persons.

Jump Seat Occupant

A person that is transported on an aircraft jump seat.

Equivalent Terms: *Jump Seat Rider, Jump Seat Observer, Jump-seater*

K

Known Cargo

A shipment of cargo accepted by a regulated agent or operator directly from a regulated agent, operator or known shipper/consignor, to which appropriate security controls have already been applied, and which is thereafter protected from unlawful interference, **or**

A shipment of unknown cargo that has been subjected to appropriate security controls, made “known,” and which is thereafter protected from unlawful interference.

See [Cargo](#), [Regulated Agent](#).

Known Shipper

An originator of shipments for transportation by air who has established business with a regulated agent or an Operator on the basis of having demonstrated satisfaction of specific requirements for safe transportation of cargo.

Equivalent Term: *Known Consignor*

L

Land and Hold Short Operations (LAHSO)

A situation whereby a landing aircraft, after landing, is required to stop short of a specified point on the runway to avoid a collision with another aircraft, an object, or to avoid hazardous conditions on the runway.

Equivalent Term: *Simultaneous Operations on Intersecting Runways (SOIR)*

Large Aircraft

An aircraft of a maximum certificated take-off mass of over 5 700 kg (12,566 lb).

Lavatory

A compartment or closet installed on an aircraft, with a toilet and typically washing facilities inside, which has structural walls and a door that, when closed, creates a fully enclosed and isolated interior space not visible from outside the compartment.

Equivalent Term: *Toilet*

Lead Auditor

An experienced Auditor who has acquired the requisite knowledge and skill, demonstrated the competence, and has successfully qualified and been approved under the IOSA/ISSA/ISAGO Program to lead an Audit Team.

Library

An organized system for the retention of paper or electronic documents.

Licensing Authority

The authority designated by a state as responsible for the licensing of personnel.

Life Status

The accumulated cycles, hours, or any other mandatory replacement limit of a life-limited part.

Life-limited Part (LLP)

Any part for which a mandatory replacement limit is specified in the type design, the Instructions for Continued Airworthiness, or the maintenance manual.

Line Maintenance

Any maintenance that must be carried out before flight to ensure the aircraft is fit for the intended flight. It may include:

- Troubleshooting;
- Defect rectification;
- Component replacement with use of external test equipment if required;
- Component replacement (may include components such as engines and Propellers);
- Scheduled maintenance and/or checks including visual inspections that will detect obvious unsatisfactory conditions or discrepancies but do not require extensive in depth inspection.

It may also include internal structure, systems and powerplant items, which are visible through quick opening access panels/doors, and minor repairs and modifications, which do not require extensive disassembly and can be done by simple means. For temporary or occasional cases (ADs, SBs) the Quality Manager may accept base maintenance tasks to be performed by a line maintenance organization provided all requirements are fulfilled. The Authority will prescribe the conditions under which these tasks may be performed.

See [Base Maintenance](#).

Line Operational Evaluation (LOE)

An evaluation of individual and crew performance in a flight simulation device conducted as a real-time Line Operational Simulation (LOS) scenario.

Line Operational Flight Training (LOFT)

A Line Operational Simulation (LOS) training session conducted during flight crew initial qualification and/or recurrent training. LOFT is conducted in real time as a line operation with no interruption by the instructor during the session except for a non-disruptive acceleration of uneventful en route segments.

Line Operational Simulation (LOS)

A training or evaluation session conducted in a “line environment” setting. Under LOS, instruction and training is based on CRM learning objectives, and includes behavioral observation and assessment of crew performance. Specific training activities under LOS include:

- Line Oriented Flight Training (LOFT);
- Special Purpose Operational Training (SPOT);
- Line Operational Evaluation (LOE).

Line Station (LS)

A location where specified aircraft maintenance is carried out.

Equivalent Term: *Line Maintenance Facility*

Line Training

The training or examination of flight or cabin crew members conducted during actual line operations under the supervision of a pilot authorized for the purpose by the operator and/or State.

See [Supervised Operating Experience \(SOE\)](#).

List of Acceptable Malfunctions

A part of the Aircraft Flight Manual of some Russian built aircraft types that contains a list of particular equipment that is permitted to be unserviceable at the commencement of a flight, and specified operating conditions, limitations or procedures. The List of Acceptable Malfunctions is established for a particular aircraft type by the organization responsible for the type design with the type approval of the Russian CAA.

Equivalent Term: *Master Minimum Equipment List (MMEL)*

List of Effective Pages (LEP)

Detailed list of manual pages and their current revision status.

Live Animals Regulations (LAR)

A document (manual) published by IATA in order to provide procedures for shippers, freight forwarders, operators and animal care professionals for the transport of animals by air in a safe, humane and cost-effective manner, and in compliance with airline regulations and animal welfare standards.

Load

Everything, including persons and items, but not including fuel, that is carried in an aircraft and is not included in the basic operating weight of the aircraft.

Load Control

A system to ensure the optimum utilization of aircraft capacity and distribution of the load as dictated by safety and operational requirements, and to ensure:

- Weight and balance conditions of the aircraft are correct and within limits;
- The aircraft is loaded in accordance with applicable regulations and loading instructions for a specific flight;
- Information on the Loadsheet corresponds with the actual load on the aircraft, to include passengers and fuel.

Load Planning

The part of the load control system that ensures a load is carried safely onboard the aircraft.

Loading Instruction

Instructions for loading of the aircraft produced by Load Control for the person responsible for aircraft loading.

Loading Instruction/Report (LIR)

The Loading Instruction, signed by the person responsible for aircraft loading and reflecting any deviations that occurred during actual aircraft loading, for action as necessary by Load Control.

Loadsheet

A document that contains the weight data for a particular flight, including:

- the weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail, and
- the details of the distribution of the load in the aircraft.

See Also [Balance Sheet](#).

Local Baggage Committee (LBC)

A committee at an airport, with a membership of airlines that serve that airport, which meets periodically for the purpose of discussing interline baggage handling issues, addressing baggage problems and developing and implementing corrective actions where required.

Location (Maintenance)

A place, approved by the applicable authority, from which an operator or AMO carries out aircraft maintenance activities.

Log Book

See [Aircraft Technical Log \(ATL\)](#).

Long-range Navigation

The specialized method(s) of navigation that permit aircraft operation in defined areas or airspace (e.g. extended over-water navigation, polar navigation, North Pacific navigation and/or Minimum Navigation Performance Specifications).

Equivalent Term: *Specialized Navigation*

Long-range Over-water Flights

Flights on routes where the aircraft may be over water and at more than a distance from land suitable for making an emergency landing corresponding to:

- (i) 120 minutes at cruising speed or 740 km (400 nm), whichever is the lesser, applicable to aircraft able to fly to and land at a suitable airport (appropriate for the aircraft type), without flying below minimum flight altitude at any point, in case one engine becomes inoperative at any point along the route;
- (ii) 120 minutes at cruising speed or 740 km (400 nm), whichever is the lesser, applicable to aircraft with more than two engines able to comply with i) above and to fly to and land at an airport (appropriate for the aircraft type), without flying below minimum flight altitude at any point, after the simultaneous failure of any two engines at any point along the route that is more than 90 minutes at cruise speed from an appropriate airport;
- (iii) 35 minutes at cruise speed or 185 km (100 nm), whichever is the lesser, applicable to aircraft unable to comply with the engine inoperative requirements outlined in i) and ii) above.

See Also [Over-water Flights](#)

Low Visibility Operations (LVO)

The conduct of Category II or Category III approach operations and takeoffs in low visibility conditions.

Note: Low visibility operations are considered in effect when the Runway Visual Range (RVR) is below a value prescribed by the Authority for takeoff or landing (e.g. below 400 m for takeoff and/or below Category I limits for landing).

M

Mail

Dispatches of correspondence and other items tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union (UPU).

Magnetic Unreliability

See [Areas of Magnetic Unreliability](#).

Maintenance (Aircraft)

Those actions required for restoring or maintaining an aircraft, aircraft engine or aircraft component in an airworthy and serviceable condition, including repair, modification, overhaul, inspection, replacement, defect rectification and determination of condition.

Major Alteration—An alteration that is not listed in the aircraft or engine specifications, and can affect weight, balance, structural strength, performance, powerplant operations, flight characteristics, or other qualities affecting airworthiness.

Minor Alteration—Any alteration that is not classified as a Major Alteration.

Major Repair—A repair that: if incorrectly done, can affect weight, balance, structural strength, performance powerplant operations, flight characteristics, or other qualities affecting airworthiness; or is not done according to accepted practices; or cannot be done by Elementary Operations.

Minor Repair—Any repair that is not classified as a Major Repair.

Modification—The alteration of an aircraft or aircraft component in conformity with an approved standard.

Mandatory Modification—A modification classified as compulsory by the applicable authority.

Equivalent Terms: *Aircraft Maintenance, Engine Maintenance, Component Maintenance*

Maintenance Control Center (MCC)

Organization's department established to be the focal point for all maintenance related communications.

Equivalent Terms: *Maintenance Watch, Maintenance Scheduling*

Maintenance Control Manual (MCM)

See [Maintenance Management Manual \(MMM\)](#) and [Maintenance Procedures Manual \(MPM\)](#).

Maintenance Controller

The person (or persons) approved by the applicable authority to ensure maintenance of aircraft, engines and components is performed in a compliant manner.

See [Post Holder](#).

Maintenance Data

Means any information necessary to ensure the aircraft, aircraft engine or aircraft component can be maintained in a condition such that airworthiness of the aircraft, or serviceability of operational and emergency equipment as appropriate, is assured.

Maintenance Inspection Manual (MIM)

See [Maintenance Management Manual \(MMM\)](#).

Maintenance Instruction

See [Engineering Instruction](#).

Equivalent Terms: *EI, EO, ER*

Maintenance Management Manual (MMM)

A generic document that defines how an Operator and its Engineering and Maintenance Organization and/or a separate Approved Maintenance Organization accomplishes and controls its aircraft maintenance activities. The MMM may comprise one manual or a 'suite' of manuals. This document contains the procedures by which Engineering and Maintenance is managed, and also sets out a description of each location where maintenance is carried out, including the type of maintenance, those that can perform the maintenance and certification requirements, the Approved Data for accomplishing aircraft maintenance, and a description of the Maintenance Organization and its Senior Staff. The purpose of the MMM is to give all Engineering and Maintenance personnel the necessary information to enable them to accomplish their duties and to allow the Authority to substantiate how the Operator and its AMO complies with the applicable Airworthiness Requirements.

If the MMM is produced as a 'suite' of manuals, then the 'Lead Document' should have a brief statement in the introduction stating that the 'MMM' comprises several manuals whose collective content constitute the MMM.

The MMM may have specific 'sections' extracted to form a 'customized' manual for distribution to maintenance contractors, line stations and others as needed.

Equivalent Terms: *CAME, GMM, GPM, MIM, MME, MOM, MPM, PM, IPM, MCM, MOE, QM, QPM*

Maintenance Manual (MM)

See [Maintenance Management Manual \(MMM\)](#).

Note: The MM should not be confused with the Aircraft Maintenance Manual (AMM).

Maintenance Operations

The total system of resources, including their deployment and usage, required for the performance of actions necessary to ensure aircraft, aircraft engines and/or aircraft components are maintained in an airworthy and serviceable condition. Such system includes both line maintenance and base maintenance.

See [Base Maintenance](#), [Line Maintenance](#), [Maintenance \(Aircraft\)](#).

Maintenance Organization

Organizations that perform specific maintenance on aircraft, engines and components.

Equivalent Term: *Approved Maintenance Organization (AMO)*

Maintenance Organization Exposition

The formal document that describes how an approved maintenance organisation (AMO) or maintenance, repair and overhaul organization (MRO) is structured to achieve delivery of its activities.

Maintenance Personnel

Personnel specifically utilized to carry out maintenance on aircraft, engines and components.

Equivalent Terms: *AME, AMT, LAME, Mechanic, A and P Mechanic, Technician*

Maintenance Planning Document (MPD)

A document developed by the aircraft manufacturer containing all required maintenance checks and inspections necessary to maintain continued airworthiness of the aircraft.

Equivalent Terms: *Maintenance Program, Maintenance System, Approved Maintenance Program*

Maintenance Procedures Manual (MPM)

Means a document containing procedures that defines how an Approved Maintenance Organization carries out its aircraft maintenance activities.

See [Maintenance Management Manual \(MMM\)](#).

Equivalent Terms: *IPM, MCM, MOE, QM, QPM*

Maintenance Program

A document which describes the specific scheduled maintenance tasks and their frequency of completion and related procedures, such as a reliability program, necessary for the safe operation of those aircraft to which it applies.

Maintenance Records

Specific records that contain the details of maintenance performed on a aircraft, aircraft engine or aircraft component, typically including the data that was used, certification for such maintenance, and names of persons that accomplished the maintenance.

Equivalent Terms: *Quality Records, Technical Records*

Maintenance Release

A document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner, either in accordance with the approved data and the procedures described in the Operator or AMO's procedures manual or under an equivalent system.

Maintenance Task

An action or set of actions required to achieve a desired outcome which restores or maintains an item in a serviceable condition, including inspection and determination of condition. Maintenance tasks include but are not limited to inspections, functional checks, item changes, lubrications, calibration, adjustment and cleaning.

Maintenance Technician

Individuals certificated by the Authority to maintain aircraft structures, systems and equipment to ensure an aircraft is airworthy.

Maintenance Planning

A general maintenance function, which as applicable a particular operator, might include in maintenance production sub-functions such as planning and support, production planning, production support, aircraft planning, and/or planning support, and in line maintenance sub-functions such as maintenance scheduling, aircraft allocation and/or maintenance watch.

Malfunction Clustering

Equivalency of malfunctions. Equivalent groups of aircraft system malfunctions that are determined by reference to malfunction characteristics and the underlying elements of crew performance required to manage them.

Management System

The collective body of managers and other associated managerial elements that provide for direction, oversight and control of an organization.

Maneuver Tolerances (Flight)

The published and defined permissible range of deviation from published targets when conducting training maneuvers in an aircraft or flight simulator, which incorporate an allowance for the specific characteristics of an aircraft or fidelity of a simulator.

Maneuvering Area

That part of an airport to be used for the take-off, landing and taxiing of aircraft, excluding aprons.

Marshaller

The person that performs aircraft marshalling during aircraft ground movement operations.

See [Aircraft Marshalling](#).

Equivalent Term: *Signalman*

Master Minimum Equipment List (MMEL)

A list established for a particular aircraft type by the organization responsible for the type design with the type approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.

Equivalent Term: *List of Acceptable Malfunctions (Russian built aircraft)*

Maximum Diversion Time

The maximum allowable range, expressed in time, from a point on a route to an en route alternate airport.

Minimum Equipment List (MEL)

A list that provides for the operation of an aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an Operator, and approved by the Authority, in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Equivalent Term: *List of Acceptable Malfunctions (Russian built aircraft)*

Minimum En route Altitude (MEA)

The altitude for an en route segment of flight that provides adequate reception of relevant navigation facilities and ATS communications, complies with the airspace structure and provides the required obstacle clearance.

Minimum Obstacle Clearance Altitude (MOCA)

The minimum altitude for a defined segment of flight that provides the required obstacle clearance.

Minimum Navigation Performance Specifications (MNPS)

Procedural and equipment requirements specified for the conduct of flight operations in certain defined airspace.

See Also [Area Navigation](#), [Navigation Specification](#)

Mishandled Baggage

Checked baggage that has been involuntarily or inadvertently separated from passengers or crew members.

Monitoring

The process of observing, checking, measuring and/or assessing the performance of operations or operational functions for the purpose of determining if, or verifying that, operational requirements are being fulfilled.

See Also [Operational Function \(Aircraft Operations\)](#)

Movement Area

That part of an airport to be used for the take-off, landing and taxiing of aircraft, consisting of the maneuvering area and the apron(s).

Multilateral ISAGO Pool Agreement

The formal document signed between a Participating Airline and IATA that specifies the terms, conditions, responsibilities and obligations of each party under the ISAGO Program.

Note: Also referred to as the Multilateral Agreement.

Multilateration (MLAT)

A surveillance application that accurately establishes the position of transmissions, matches any identity data that is part of the transmission and sends it to the ATM system.

N

National Aviation Authority (NAA)

The regulatory authority that governs civil aviation within a state.

See [Regulatory Authority](#).

Equivalent Term: *Civil Aviation Authority (CAA)*

Examples: CAA, FAA, DGAC, CASA

Note: In the ISM and GOSM, use of the term *Authority* has the same meaning as the National Aviation Authority of the State of the Operator.

National Civil Aviation Security Program

The documented program of a State for safeguarding civil aviation operations against acts of unlawful interference through regulations practices and procedures that take into account the safety, regularity and efficiency of flights.

Navigation Data Integrity

The degree of assurance that an aeronautical data element retrieved from a storage system has not been corrupted or lost while residing in a specified aeronautical data processing chain.

Navigation Specification

A set of aircraft and aircrew requirements needed to support Performance-based Navigation operations within a defined airspace.

There are two kinds of navigation specification:

- (i) **RNAV specification:** A navigation specification based on area navigation that does not include the requirement for on-board performance monitoring and alerting, designated by the prefix RNAV, e.g. RNAV 5, RNAV 1.
- (ii) **RNP specification:** A navigation specification based on area navigation that includes the requirement for on-board performance monitoring and alerting, designated by the prefix RNP, e.g. RNP 4, RNP APCH.

RNP and RNAV specifications are designated as below:

Basic RNAV/RNP	RNP-5 RNAV-5
Oceanic and Remote Navigation Applications	RNP 4, RNP 2 RNAV 10
Enroute and Terminal Navigation Applications	RNP 2, RNP 1, A-RNP, RNP APCH, RNP AR APCH, RNP 0.3 RNAV 5, RNAV 2, RNAV 1

New (Maintenance Reference)

A product, accessory, component, part or material that has no operating time or cycles.

Equivalent Term: *Unused*

Nonconformity

Non-fulfillment of specifications contained in ISARPs/GOSARPs as determined by the Auditor in terms of having been documented and/or implemented by the Operator/Provider.

Equivalent Term: *Nonconformance*.

See [Finding](#) and [Observation](#).

Non-destructive Testing (NDT)

Testing applications or methods used to examine aircraft or engine parts or components, which do not destroy or render the item or material unusable. Examples of such testing include Radiography, Eddy Current, Dye Penetrant, Ultrasonic, Thermal Imaging and Magnetic Particle Inspection.

Equivalent Term: *Non-Destructive Inspection (NDI)*

Normal Activities (IEnvA)

The activities that occur frequently, e.g. daily or under standard operating circumstances e.g. generation of waste.

NOTAM (Notice to Airmen)

An official notice or communication issued by an NAA to inform pilots of hazardous conditions that could affect flight operations, or temporary or permanent changes associated with aeronautical facilities, services, or procedures.

NOTOC (Notification to Captain)

Accurate and legible written or printed information provided to the pilot-in-command concerning dangerous goods shipments or other special cargo that is to be carried onboard the aircraft.

Equivalent Terms: *NOTAC (Notification to Aircraft Commander), NOPIC (Notification to Pilot-in-command)*

O

Observation

A documented statement based on factual evidence that describes nonconformity with an IOSA/ISSA/ISAGO Recommended Practice.

Note: The term *Observation* refers specifically to nonconformity with an IOSA/ISSA/ISAGO Recommended Practice, whereas the term *observation* is generic.

Occupational Safety and Health

The promotion and maintenance of safety and health in the workplace, which includes, inter alia, controlling workplace risk, setting occupational health and safety regulations, providing medical and health services, and generally ensuring the well-being of workers.

Onboard Library

The collection of documents required to be accessible onboard an aircraft for use by the flight crew during flight preparation and in flight.

One-stop Security

A concept whereby a passenger and accompanied baggage are subjected to only one security check during departure, even if the journey involves multiple transfers. The concept requires mutual acceptance of key security procedures used to verify that passengers, baggage, cargo shipments, the aircraft and any other item loaded on an aircraft for transport are free of dangerous items, thus not requiring duplication of such security procedures at transfer, transit and destination points.

One-stop security is normally achieved through harmonized or mutually accepted:

- Technical requirements for equipment used in key security measures;
- Vetting and training requirements for security personnel engaged in the implementation of key security measures;
- Methods of implementation of key security measures;
- Procedures for assessing compliance.

On-site Phase

The proceedings and activities of the IOSA/ISSA/ISAGO Audit process that generally take place at the site of the Operator/Provider, beginning with the Opening Meeting or first assessment activity and ending with the Closing Meeting.

Opening Meeting

The meeting at the beginning of the on-site assessment phase of the Audit that permits the Audit Team to discuss with the Operator/Provider the Audit Plan and other arrangements, activities and information relevant to the conduct of the Audit.

Operational Control

The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety and security of the aircraft and its occupants. There are two predominant systems of operational control:

Non-shared—Operational control authority over a flight is delegated only to the pilot-in-command (PIC);

Shared—Operational control authority over a flight is delegated to either:

- Both the PIC and a flight operations officer/flight dispatcher (FOO), or
- Both the PIC and a designated member of management.

Partially Shared—Operational control authority over a flight is delegated to:

- The PIC and FOO for decisions, functions, duties and/or tasks during preflight.
- The PIC during flight.

Note: Within the context of operational control, **authority** is defined as the power or right to give orders, make decisions, grant permission and/or provide approval.

Note: The term *operational control* is interchangeable with *control and supervision of flight operations*.

Equivalent Term: *Flight Dispatch*

Operational Flight Plan (OFP)

The operator's plan for the safe conduct of the flight based on considerations of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the airports concerned.

An OFP is completed for every intended flight, approved and signed by the pilot-in-command and, where applicable, signed by the flight operations officer/flight dispatcher. A copy of the OFP is typically filed with the operator or a designated agent, left with the airport authority or left on record in a suitable place at the airport of departure.

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□ Operational Function

A job, duty or task that is performed by personnel as part of, or in direct support of, an operator's or a provider's aircraft operations.

Note: When used in certain ISM or GOSM sections, the term Operational Function may be tailored to be more specific to the respective operational discipline addressed in that section. In such cases, the above basic definition of the term still applies

Note: The term Operational Function does not refer to or include operational products (e.g. FMS database, EGPWS database, navigation data/manuals, training manuals, weather/performance data).

Note: The term Operational Function does not refer to or include wet lease or code share operations.

See [Audit Scope \(IOSA\)](#), [Audit Scope \(ISAGO\)](#), [Outsourcing](#)

△ Operational Manager

An individual who has been assigned responsibility for supervision and control of a functional area within the organization that has a direct impact on operations.

Operational Performance

Actual operational outcomes of operations, typically in terms of safety and security, as measured against pre-defined or expected outcomes (e.g. operational performance objectives).

See [Acceptable Level of Safety Performance \(ALoSP\)](#), [Performance Measures](#).

□ Operational Personnel

Persons (e.g. managers, supervisors, front line personnel) who are trained and authorized to perform operational functions, associated with, or in direct support of, operations.

See [Operational Function \(Aircraft Operations\)](#)

Operational Security Personnel

Employees of an operator, or employees of a provider that performs aviation security functions, that are trained and/or certified by the appropriate civil aviation security authority and authorized to perform the application of security controls on goods and persons, the application of preventive security measures and the management of a response to acts of unlawful interference, to include:

- Personnel who implement security controls;
- Crew members and front line ground handling personnel;
- Other applicable operational personnel.

Operations Specifications

The authorizations, conditions and limitations associated with the Air Operator Certificate (AOC) and subject to the conditions in the Operations Manual (OM).

See [Air Operator Certificate \(AOC\)](#), [Operations Manual \(OM\)](#).

Operational Variations

Deviations, Alternative Means of Compliance, Exemptions, Concessions, Special Authorizations or other instruments used by a civil aviation authority to approve performance-based alternatives to prescriptive regulations.

See [Performance-Based Compliance](#).

Operations

The recurring activities of an organization directed toward delivering a product or service.

Note: The term *operations* as used in the ISM and GOSM primarily refers to activities carried out under the disciplines of Flight Operations, Operational Control, Engineering and Maintenance, Cabin Operations, Ground Handling, Cargo Operations and Aviation Security.

- Note:** The term *operations* as used in GOSM and GOPM refers to activities carried out under the disciplines of Load Control, Passenger and Baggage Handling, Aircraft Handling and Loading, Aircraft Ground Movement, and Cargo and Mail.

See [Aircraft Operations](#).

Operations Control Center (OCC)

An office or department within the organizational structure of an operator that is assigned responsibility for operational control of ongoing operations with authority to originate, delay, divert and cancel flights. Functions located within an OCC typically include management representatives, flight dispatch, flight planning, crew scheduling, maintenance experts, meteorology personnel, ATS specialists, and customer service specialists.

An OCC is equipped with communications equipment, technology tools and support materials necessary to accomplish required functions; serves as a “nerve center” for an operator, with multiple communications links (e.g. to en route flights, system stations, government agencies, as well as load control, security, technical and medical functions).

The size and location of an OCC is commensurate with the type and magnitude of operations; may consist of few or many personnel and may have one or more locations; all functions located in one central location is desirable for better communication and coordination.

Equivalent Terms: *System Operations Center (SOC), Flight Control, CCO (French or Spanish)*

Operations Engineering

A function within an airline with responsibility for analysis, application and/or customization of:

- Aircraft performance data;
- Infrastructure (routes and airports) issues, including FMS data base customization and NOTAMs;
- Equipment specifications and requirements.

△ Operations Manual (OM)

A manual, or collection of manuals, containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

The operations manual may be issued in separate parts with discipline-specific titles (e.g. flight operations manual, aircraft operating manual, training manual, cabin operations manual, ground handling manual, passenger handling manual, cargo operations manual etc.).

See [Aircraft Operating Manual](#), [General Operations Manual](#), [Route Manual](#), and [Training Manual](#).

Operator

An organization that holds an Air Operator Certificate (AOC) and engages in commercial passenger and/or cargo air transport operations.

Note: The term *Operator* as used in the ISM is a specific term that means the Operator being audited.

Note: The term *operator* as used in the ISM and GOSM is a generic term.

Equivalent Terms: *Air Operator, Airline*

Organogram

A diagram that shows the structure of an organization, the relationships and the relative ranks of its parts and positions.

Equivalent Terms: *Organization Chart, Org. Chart*

Original Equipment Manufacturer (OEM)

The original manufacturer of any hardware component or sub-component, including aircraft, aircraft engines, aircraft components and other equipment used in operations.

Equivalent Term: *Manufacturer*

Outsourcing

The business practice whereby one party (e.g. an operator or provider) voluntarily transfers, usually under the terms of a contract or binding agreement, the conduct of an operational function to a second party (e.g. an external service provider). Under outsourcing, the first party retains responsibility for the output or results of the operational function even though it is conducted by the second party.

See Also [Operational Function \(Aircraft Operations\)](#).

Overhaul (Maintenance)

The restoration of an item to zero time with respect to the level specified and in accordance with the instructions defined in the relevant manual.

The process applies to an airframe, aircraft engine, propeller, appliance, or component part using methods, techniques, and practices acceptable to the Authority, which has:

- Been disassembled, cleaned, inspected, repaired when necessary, and reassembled to the extent possible per the Approved Data;
- Been tested in accordance with approved standards and technical data, or current standards and technical data acceptable to the Authority (i.e. manufacturer's data), which have been developed and documented by the Type Certificate Holder, the Supplemental Type Certificate (STC) Holder or the Parts Manufacture Approval Holder.

Equivalent Terms: *Renewed, Reconditioned*

Overpack

An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage. An overpack may contain dangerous goods packages.

Note: A unit load device is not included in this definition.

Over-water Flights

Flights where the aircraft may be:

- Over water and at a distance of more than 93 km (50 nm) away from the shore or en route over water and beyond gliding distance from the shore, whichever is the lesser;
- Taking off or landing at an airport where, in the opinion of the State of the Operator, the takeoff or approach path is so disposed over water that in the event of a mishap there would be a likelihood of a ditching.

See Also [Long Range Over-water Flights](#)

Oxygen Generator

A device containing chemicals that, on activation, releases oxygen.

Equivalent Terms: *Chemical Oxygen Generator, O₂ Generator*

P

PANS-OPS (Procedures for Air Navigation Services–Aircraft Operations)

ICAO publications that contain information for pilots and flight operations personnel on:

- Flight procedure parameters and operational procedures;
- Criteria for the construction of visual and instrument flight procedures;
- Obstacle clearance criteria.

See [TERPS](#).

Paper Documentation

Documents that are presented or displayed to users in printed form on paper.

See Also [Documentation](#).

Parallel Audits of Affiliated Operators

Audits of two or more Operators that have a significant level of shared operations, whereby the Operators are audited simultaneously or one right after the other.

Parallel Conformity Option (PCO)

An additional specification contained in certain IOSA Standards that permits an optional means for an Operator to achieve conformity.

Part

Is an aeronautical product intended for use on an aircraft, aircraft engine or aircraft component.

Participating Airline

An airline participating in the ISAGO Audit Pool and party to the Multilateral ISAGO Pool Agreement or such other related Agreement that may be in force from time to time.

Parts Manufacturer Approval (PMA)

An Approval given to a manufacturer to produce an aircraft part.

Passenger

A person that is transported onboard an aircraft by an operator, mostly for commercial purposes, who is not:

- An operating crew member;
- A supernumerary.

Note: Non-operating crew members, company employees and employee dependents occupying passenger seats on passenger flights are considered passengers for the purpose of determining the applicability of ISARPs.

See [Crew Member](#), [Supernumerary](#).

Passenger Aircraft

An aircraft that carries passengers.

See [Passenger](#).

Passenger Boarding Bridge

A telescoping corridor that extends from an airport terminal to an aircraft for the boarding and disembarkation of passengers.

Equivalent Terms: *Jetway, Air Bridge, Boarding Bridge, Loading Bridge, Loading gate, Boarding Gate*

Passenger Cabin

An area of an aircraft designed primarily for the transport of passengers, which is configured with seats and/or berths, and other systems and equipment required for passenger operations.

Equivalent Term: *Cabin*

Passenger Flight

A flight that carries passengers.

See [Passenger](#).

△ Passenger with Reduced Mobility (PRM)

Passengers whose mobility is reduced due to physical disability (locomotor or sensory) intellectual impairment, age, illness or any other cause of disability and who need some degree of special accommodation or assistance over and above that provided to other passengers.

This requirement will become apparent from special requests made by the passengers and/or their family or by a medical authority, or reported by airline personnel or industry-associated persons (travel agents, etc.).

The level of assistance required by the airport and/or the Carrying Members can vary depending on the different needs that people have when travelling by air.

Performance-based Communication (PBC)

An ATS communication services and capability based on performance requirements for aircraft operating along an ATS route, on an instrument approach procedure or in a designated airspace.

Performance-based Compliance

A safety risk-based approach to regulatory compliance that involves the setting or application of target levels of safety performance of a system or process, which in turn facilitates the implementation of variable regulations or operational variations from existing prescriptive regulations.

Note: Performance-based compliance is supported by proactive operator processes that constantly monitor the real-time performance, hazards and safety risks of a system.

See [Operational Variations](#).

Performance-based Navigation (PBN)

Area navigation based on performance requirements for aircraft operating along an air traffic services (ATS) route, on an instrument approach procedure or in a designated airspace.

Note: Performance requirements are expressed in navigation specifications (RNAV specification, RNP specification) in terms of accuracy, integrity, continuity, availability and functionality needed for the proposed operation in the context of a particular airspace concept.

See [Area Navigation \(RNAV\)](#).

Performance-based Regulatory Oversight

A method, supplementary to the compliance-based oversight method, taken by a state's Civil Aviation Authority, which supports the implementation of variable regulations or variations from existing prescriptive regulations, based on the demonstrable capabilities of the operator and the incorporation of safety risk-based methods for the setting or application of target levels of safety performance.

Note: Performance-based regulatory oversight components rely on State processes that constantly monitor the real-time performance, hazards and risks of a system to assure that target levels of safety performance are achieved in an air transportation system.

See [Compliance-Based Regulatory Oversight](#).

Performance-based Surveillance (PBS)

An ATS surveillance services and capability based on performance requirements for aircraft operating along an ATS route, on an instrument approach procedure or in a designated airspace.

Performance Measures

Metrics (or values) that are set as a target (usually a number or rate) in order to measure the level of operational performance being achieved.

△ Perishable Cargo Regulations (PCR)

A document (manual) published by IATA to provide procedures for all parties involved in the packaging and handling of perishable cargo.

□ Performance Criteria

Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to measure whether the required level of performance has been achieved.

Personal Electronic Device (PED)

A Personal Electronic Device (PED) is an item of electrically powered equipment that uses internally or externally supplied electrical power and is of a size that enables it to be portable. This includes devices that may be brought on board aircraft by passengers, such as:

- (a) laptop computers and mobile phones;
- (b) devices that are provided to the passengers by the aircraft crew, e.g. Digital Versatile Disc (DVD) players for on-board entertainment; and
- (c) devices that may be used by the aircraft crew when performing their duties, e.g. duty free point of sale equipment.

Personal Protective Equipment (PPE)

Equipment or clothing worn by personnel to protect against operational injury and health hazards.

Pilot Flying (PF)

The pilot flight crew member who is operating or commanding the operation of the flight controls during flight.

△ Pilot-in-Command (PIC)

The pilot designated by an operator as being in command of the aircraft and charged with responsibility for the operational control and safe conduct of a flight.

Equivalent Terms: *Aircraft Commander, Captain, Commander*

Pilot Not Flying (PNF)

The pilot crew member who is monitoring and supporting the pilot flying (PF).

Equivalent Term: *Pilot Monitoring (PM)*

Plan

The formulation of action or series of actions designed to achieve a defined end result.

Plane Mate

A vehicle, the body of which may be raised and lowered, or otherwise maneuvered to attach to an aircraft or boarding gate, that is utilized to enplane and deplane passengers, as well as transport passengers between the aircraft and terminal.

Planned Flight Re-dispatch

A flight planning method that requires a flight to carry two flight plans for the purpose of fuel savings, weather, destination airport availability or planning with no destination alternate. One plan is from a designated or planned re-dispatch point to the planned destination. The second plan is from a departure airport to a designated intermediate airport. In-flight, at the designated or planned re-dispatch point, a decision is made either to proceed to the planned destination or the designated intermediate airport.

Equivalent Terms: *In-flight Re-planning, Planned Flight Re-release.*

Point of Safe Return (PSR)

In the context of isolated airport operations, a PSR is the geographic point along a given route of last possible diversion to an en route alternate beyond which a flight would be committed to the destination (isolated) airport.

Note: A PSR may coincide with the Final Decision Point when used in conjunction with Decision Point Planning or the Pre-determined Point when used in conjunction with a Pre-determined Point Procedure.

See [Isolated Airport](#), [Pre-determined Point Procedure](#).

Equivalent Term: *Point of no Return (PNR)*

Policy

The stated intentions and direction of an organization.

Pollution Prevention Hierarchy (IEnvA)

A hierarchy of the pollution prevention methods of prevention, reduction, reuse (and recycle) and control.

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Pool Member (PM)

An airline that is a member of the ISAGO Audit Pool.

Portable Electronic Device (PED)

Any electronic device that can be moved and contains its own power source. PEDs include laptop and tablet smartphones, handheld GPS devices and navigation devices that can be detached from an aircraft.

See [Electronic Chart Display \(ECD\)](#), [Electronic Checklist \(ECL\)](#) and [Electronic Flight Bag \(EFB\)](#).

Post Holder

An individual who is approved or accepted by the Authority as the designated person responsible for the management and supervision of a specific area of operations for an operator.

Note: The term Post Holder as used in the ISM, ISSM and the GOSM is generic. Individual states might refer to this position by a different name (e.g. Director).

See [Authority](#).

Practical Manual

A condensed version of the Operations Manual designed for use by personnel in conducting front line operations; contains selected reference information, policies, procedures, illustrations, memory aids, checklists and/or other material necessary from the OM to ensure standardization in performing normal duties and addressing non-normal, abnormal and/or emergency situations.

Equivalent Terms: *Quick Reference Manual (QRM), Quick Reference Handbook (QRH)*

Prescriptive Compliance

A conventional means of achieving target levels of safety performance of a system or process based on operator compliance with pre-established non-variable standards or limitations.

See [Compliance-Based Regulatory Oversight](#).

Predetermined Point (PDP) Procedure

A flight planning procedure to a destination alternate airport used when the distance between the destination airport and the destination alternate airport is such that a flight can only be routed via a fixed geographic point, nominated by the Operator, to one of these airports. This fixed point represents the last point of diversion to the destination alternate.

Note: A PDP may coincide with the Final Decision Point when used in conjunction with Decision Point Planning or the PSR when used in conjunction with isolated airport operations.

Preliminary Audit Report

Any full or partial issuance of the IOSA Audit Report (IAR) or ISAGO Audit Report (GOAR) by an AO or Participating Airline prior to Audit Closure.

Preventive Action

Action to eliminate the cause(s) and prevent occurrence of a potential non-conformance or potential undesirable condition or situation.

See [Corrective Action](#).

Problematic Use of Substances

The use of one or more psychoactive substances by aviation personnel in a way that:

- Constitutes a direct hazard to the user or endangers the lives, health or welfare of others, and/or
- Causes or worsens an occupational, social, mental or physical problem or disorder.

Procedure

An organized series of actions accomplished in a prescribed or step-by-step manner to achieve a defined result.

Procedure Manual (PM)

A document containing various procedures that typically comply with standards or requirements of the authority, manufacturer, operator and/or provider.

Process

One or more actions or procedures implemented in a coordinated manner to achieve a goal, a defined result or to satisfy a requirement.

Program

An organized set of processes directed toward a common purpose, goal or objective.

Protection Processes

See [Workplace Safety](#).

Protective Breathing Equipment (PBE)

Portable or non-portable equipment that protects the eyes, nose and mouth, and supplies breathing oxygen for a defined period of time; for use by crew members in the event of in-flight smoke, fire or harmful fumes or gasses.

Provider

An organization that delivers services (e.g. maintenance, ground handling, training) to an air operator on a contractual basis.

Note: The term *Provider* as used in the GOSM is a specific term that means the provider being audited.

Note: The term *provider* as used in the ISM and GOSM is a generic term.

See [Ground Services Provider \(GSP\)](#).

Equivalent Terms: *Service Provider, Service Vendor*

Provider Security Program

A program consisting of requirements and/or standards adopted for safeguarding international civil aviation against acts of unlawful interference. The Provider Security Program is compliant with the requirements of civil aviation security authorities in the State and states where operations are conducted.

Provision

A generic term for any IOSA/ISSA/ISAGO Standard or Recommend Practice.

Psychoactive Substances

Substances that can produce mood changes or distorted perceptions in humans, to include, but not limited to, alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens and volatile solvents; coffee and tobacco are excluded.

Equivalent Term: *Psychoactive Drugs*

Q

Quality

The degree to which a system consistently meets specified requirements, satisfies stated needs, or produces desired outcomes.

Quality Assurance (QA)

The formal and systematic process of auditing and evaluation of management system and operational functions to ensure:

- Compliance with regulatory and internal requirements;
- Satisfaction of stated operational needs;
- Identification of undesirable conditions and areas requiring improvement;
- Identification of hazards.

Equivalent Terms: *Internal Evaluation, Safety Assurance*

Quality Assurance Manager

The individual assigned the duties and responsibilities for management of the quality assurance function within a management system.

Equivalent Terms: *Quality Manager, Manager Quality (MQ), Manager Quality Assurance (MQA), QAM*

Quality Audit

A periodic, independent, and documented examination and verification of activities, records, systems, programs, processes, and other elements of an organization, to determine the level of compliance or conformity with applicable regulations, standards and other requirements.

Quality Control (QC)

The audit, inspection or testing of the output of a process, which may be a product, service or function, to determine compliance with technical, performance and/or quality standards.

Quality control activities are typically sponsored by the operations, maintenance or security managers that have direct responsibility for the safety and/or security of operations in their respective operational area(s).

Equivalent Terms: *Product Inspection, Product Audit, Front Line Inspection, Line Check, Line Evaluation.*

Quality Management System (QMS)

The aggregate of the organizational activities, plans, policies, procedures, processes, resources, responsibilities, and the infrastructure implemented to ensure all operational activities satisfy the customer's and the regulatory requirement. A controlled documentation system is used to reflect the plans, policies, procedures, processes, resources, responsibilities and the infrastructure used to achieve a continuous and consistent implementation and compliance.

Quality Manual (QM)

The document that states the quality policy of an organization (e.g. operator, AMO, service provider) and describes the quality management system of such organization, to include the scope of the system, established procedures for the system and the interaction between processes within the system.

See [Maintenance Management Manual \(MMM\)](#), [Maintenance Procedures Manual \(MPM\)](#).

Equivalent Term: *Quality Policy Manual.*

Quality Policy

Means the overall intentions and direction of an organization (operator, AMO, services provider) related to Quality, as approved by those managers that direct and control the organization (e.g. Accountable Manager).

Quality System Standards

The framework for achieving a defined level of quality within an organization.

Quarantine (Maintenance)

Quarantine indicates that a part or material has not been declared serviceable and is subject to investigation or further action.

Quarantine Area

An area set aside for holding parts or materials pending investigation or further action.

The area must be clearly defined and secured, preventing the removal of parts or materials until the investigation or further action has been completed.

R

Radio Operator

A member of the flight crew who holds a valid license, issued or rendered valid by the State of Registry, authorizing operation of the type of radio transmitting equipment to be used.

Ramp

See [Apron](#).

Ramp Operations

All aircraft activities that occur on an airport ramp area.

Equivalent Term: *Tarmac Operations*

Receiving Inspection (Maintenance)

The area of an organization that is responsible for receiving, checking, testing, evaluating and releasing to service all new and repaired and/or overhauled aircraft parts.

Equivalent Terms: *Receipt Inspection, Stores Inspection*

△ Recommended Practice

A provision that specifies a system, policy, program, process, procedure, plan, set of measures, facility, component, type of equipment, or any other aspect of operations under the Audit Scope of IOSA/ISSA/ISAGO, and with which conformity is optional, but desirable, by an operator/provider.

Reduced Vertical Separation Minima (RVSM)

The minimum vertical separation of 300 m (1000 feet) applied by ATC to aircraft operating in specially defined airspace between flight levels 290 and 410 inclusive.

Registration

See [IOSA Registration](#) and [ISAGO Registration](#).

△ Registration Renewal Audit

The Audit of an IOSA/ISAGO Operator for the purpose of IOSA/ISAGO registration renewal.

See [Audit](#), [IOSA Operator](#), [IOSA Registration](#).

Regulated Agent

An agent, freight forwarder or other entity that conducts business with an operator or representative of an operator, and provides security controls that are accepted or required by the applicable civil aviation security authorities with respect to cargo or mail.

Regulatory Authority

An organization designated or otherwise recognized by the government of a state for regulatory purposes, which issues rules and regulations in connection with protection and safety.

Reliability (Maintenance)

The probability that an item will perform a required function, under specified conditions, without failure, for a specified period of time.

Reliability Program (Maintenance)

A program for aircraft, aircraft engine and aircraft component reliability based on maintenance statistics.

Remote Pilot Station

The component of the remotely piloted aircraft system containing the equipment used to pilot the remotely piloted aircraft.

Remotely-piloted Aircraft (RPA)

An unmanned aircraft which is piloted from a remote pilot station.

Remotely-piloted Aircraft System (RPAS)

A remotely piloted aircraft, its associated remote pilot station(s), the required command and control links and any other components as specified in the type design.

See [Remote Pilot Station](#), [Remotely-piloted Aircraft \(RPA\)](#)

Repair

Means the restoration of an aircraft, aircraft engine or aircraft component to a serviceable condition and in conformity with an approved standard.

Repair Station Certificate

Certificate issued by an NAA.

Equivalent Terms: *Approved Maintenance Organization, AMO*

Required Communication Performance (RCP)

A statement of the performance requirements for operational communication in support of specific ATM functions. The RCP usually has a numerical appendix (e.g. RCP 240), that represents the values assigned to RCP parameters for communication transaction time, continuity, availability and integrity.

Required Navigation Performance (RNP)

A statement of the navigation performance necessary for operation of an aircraft within a defined airspace.

Note: Navigation performance and requirements are defined for a particular RNP type and/or application.

See Also [Area Navigation](#), [Navigation Specification](#)

Requirement

A specification that is considered an operational necessity; compliance is typically mandatory.

Rescue and Fire Fighting Services (RFFS)

The rescue and fire fighting services provided at an airport that are specifically dedicated to the support of aircraft operations. Includes a special category of fire-fighting that involves the response, hazard mitigation, evacuation and possible rescue of passengers and crew of an aircraft involved in an airport (or potentially off airport) ground emergency.

Equivalent Terms: *Airport Rescue Fire Fighting (ARFF), Crash Fire Rescue (CFR)*

Resource Management

The effective use of all the resources available to personnel, including each other, to achieve a safe and efficient outcome.

See [Crew Resource Management](#).

Responsibility

An obligation to execute or perform assigned functions, duties, tasks or actions; typically includes an appropriate level of delegated authority; implies holding a specific office, title, or position of trust.

See [Authority](#).

Rest Period

Any period of time on the ground during which a crew member is relieved of all duties by the Operator.

Equivalent Term: *Crew Rest*

RFP Summary Sheet

A required attachment to the Audit Agreement that defines the individual fixed and variable costs associated with conducting the Audit.

Note: RFP is an abbreviation for the phrase *Request for Proposal*.

Risk

See [Safety Risk](#).

RNAV

See [Area Navigation \(RNAV\)](#).

Root Cause

The initiating cause in a causal chain that leads to an undesirable situation or condition; the point in the causal chain where corrective action could reasonably be implemented and expected to correct and prevent recurrence of the undesirable situation or condition.

Root Cause Analysis

A method of analysis that focuses on identifying the root cause(s) of an undesirable situation or condition.

See [Root Cause](#).

Route and Airport Manual

A separate manual or a part of the operations manual, acceptable to the State, containing, for each route segment, the relevant information relating to communication facilities, navigation aids, airports, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary or the State may require for the proper conduct of flight operations.

See [Operations Manual](#).

Equivalent Terms: *Route Guide, Airway Manual, Route and Aerodrome Manual*

Runway Excursion

A veer off or overrun off the runway surface. It occurs when an aircraft departs the runway in use during the take-off or landing run. The excursion may be intentional or unintentional.

Runway Incursion

A runway incursion is any occurrence at an aerodrome involving the incorrect presence of an aircraft, vehicle or person on the protected area of a surface designated for the landing and takeoff off aircraft.

Runway Visual Range (RVR)

A visibility value, reported in hundreds of feet or meters. In contrast to prevailing or runway visibility, the RVR represents the visibility seen from an aircraft moving down the centerline of the runway, and not from an aircraft on final approach.

The RVR may be derived by electronic methods utilizing transmissometers located alongside the runway, or by converting a reported visibility.

See [Converted Meteorological Visibility](#).

Equivalent Term: *Runway Visual Value (RVV)*

S

Safe Forced Landing

An unavoidable landing or ditching with a reasonable expectancy of no injuries to persons in the aircraft or on the surface.

Safety Action Group (SAG)

A high level tactical committee within an SMS that comprises designated line managers and representatives of front line personnel; takes strategic direction from the SRB and addresses the implementation and effectiveness of risk control actions in operations.

See [Safety Management System \(SMS\)](#) and [Safety Review Board \(SRB\)](#).

Safety Assurance

The component of a safety management system that comprises processes for:

- Safety performance monitoring and measurement;
- The management of change;
- Continual improvement of the SMS.

See [Safety Management System \(SMS\)](#).

△ **Safety Audit**

An independent and documented examination of activities, records, systems, programs, processes, procedures, resources and/or other elements of operations to verify an operator's/provider's safety performance and validate the effectiveness of existing risk controls.

Safety Culture

The extent to which an organization actively seeks improvements, vigilantly remains aware of hazards, and utilizes systems and tools for continuous monitoring, analysis, and investigation; includes a shared commitment by personnel and management to personal safety responsibilities, confidence in the safety system, and a documented set of rules and policies. The ultimate responsibility for the establishment and adherence to sound safety practices rests with the management of the organization.

Safety Data

A defined set of facts or set of safety values collected from various aviation-related sources, which is used to maintain or improve safety. Safety data is typically collected from proactive or reactive safety-related activities, such as:

- Accident or incident investigations
- Safety reporting
- Continuing airworthiness reporting
- Operational performance monitoring
- Inspections, audits, surveys, and/or
- Safety studies and reviews.

Safety Harness

A seat harness consisting of a seat belt and shoulder straps that, when fastened, retains a person's torso secure in the seat. To provide greater upper body movement, the seat belt may be used independently with the shoulder straps unfastened.

Safety Information

Safety data that is processed, organized or analyzed in a given context so as to make it useful for safety management purposes.

See Also [Safety Data](#).

Safety Management System (SMS)

A systematic approach to managing safety within an organization, including the necessary organizational structures, accountabilities, policies and procedures. As a minimum, an SMS:

- Identifies safety hazards;
- Ensures that remedial action necessary to maintain an acceptable level of safety is implemented;
- Provides for continuous monitoring and regular assessment of the safety level achieved; and
- Aims to make continuous improvement to the overall level of safety.

Safety (Operational)

The state in which the possibility of harm to persons or of property damage is reduced to and maintained at or below an acceptable level through a continuing process of hazard identification and safety risk management.

- △ **Note:** The term *safety* used in the ISM and the ISSM refers to the management of safety and/or security risks that have the potential to affect aircraft operations.
- **Note:** The term *safety* used in the GOSM refers to the management of safety and/or security risks that have the potential to affect aircraft or ground operations

See [Aircraft Operations](#).

- **Safety Performance Indicator**

A data based safety parameter used for monitoring and assessing safety performance.

Safety Promotion

The component of an SMS that provides support for the processes associated with safety risk management and safety assurance, and defines:

- Training and education;
- Safety communication.

See [Safety Assurance](#), [Safety Management System \(SMS\)](#) and [Safety Risk Management](#).

Safety Review Board (SRB)

A strategic committee within an SMS that comprises senior management officials; addresses high level safety issues associated with an operator's policies, resource allocation organizational performance monitoring.

See [Safety Management System \(SMS\)](#) and [Safety Action Group \(SAG\)](#).

Safety Risk

The projected severity and likelihood of occurrence of an adverse consequence or outcome from an existing hazard. A projected outcome could be an accident, but an intermediate unsafe event or consequence might be identified as the most credible outcome.

See [Hazard \(Aircraft Operations\)](#), [Safety Risk Assessment \(SRA\)](#).

Safety Risk Assessment (SRA)

A formal process used to determine safety risk by assessing the potential severity and likelihood of occurrence of an adverse consequence or outcome from an existing hazard.

See [Safety Risk](#), [Safety Risk Management](#).

△ Safety Risk Management

The component of a safety management system that includes the organization-wide implementation of hazard identification and safety risk assessment processes to ensure safety risks are mitigated or controlled to an acceptable level.

See [Hazard \(Aircraft Operations\)](#), [Safety Management System \(SMS\)](#), [Safety Risk Assessment \(SRA\)](#).

Safety Risk Mitigation

The development and implementation of action(s) or measures designed to reduce a safety risk to, and maintain such risk at or below, an acceptable level in accordance with an organization's safety risk tolerability.

Equivalent Terms: *Safety Risk Control, Safety Risk Reduction, Safety Risk Tolerability*

See Also [Safety Risk](#), [Safety Risk Management](#), [Safety Risk Tolerability](#).

Safety Risk Tolerability

The level of safety risk that is acceptable (or unacceptable) to an organization based on the risk acceptance criteria of that organization.

Equivalent Terms: *Safety Risk Acceptability, Safety Risk Appetite*

See Also [Safety Risk](#), [Safety Risk Management](#).

Sampling

The process or technique of selecting a suitable and typically representative number of samples (subsets/evidence) with the purpose of determining the characteristics of the totality (set/range) and reach an acceptable level of confidence in order to assess implementation of a provision.

Screening

The application of technical or other means intended and designed to identify and/or detect weapons, explosives or other dangerous devices, articles or substances, which may be used to commit an act of unlawful interference.

Second-in-command (SIC)

A licensed and qualified pilot that assists or relieves the pilot-in-command, not to include a pilot that is onboard the aircraft for the sole purpose of receiving flight instruction.

Equivalent Terms: *Co-pilot, First Officer*

Security (Aviation)

The safeguarding of civil aviation against acts of unlawful interference, achieved by a combination of measures and human and material resources.

Note: The term *security* as used in the ISM and GOSM refers to the safeguarding against acts of unlawful interference that have the potential to affect aircraft operations.

See [Aircraft Operations](#).

Security Audit

An in-depth compliance examination of all aspects of the implementation of the national civil aviation security program.

Security Control

A means by which the introduction of weapons, explosives or other dangerous/prohibited devices, articles or substances that could be utilized to commit an act of unlawful interference can be prevented.

Security Equipment

Devices of a specialized nature for use, individually or as part of a system, in the prevention or detection of acts of unlawful interference with civil aviation and its facilities.

Security Inspection

An examination of the implementation of relevant national civil aviation security program requirements by an operator, provider, airport, or other entity involved in security.

Security Management System (SeMS)

The documented system of an operator and/or a provider that delivers ground handling services for an operator, which is based on threat assessment to ensure security operations:

- Consistently fulfill all requirements mandated in the applicable national civil aviation security program(s);
- Are conducted in the most efficient and cost effective manner considering the operational environment.

Security Manual

A manual or series of separate manuals containing policies, procedures, instructions and other guidance relevant to the implementation of the Security Program, which is intended for use by operational personnel in the execution of their duties.

Security Program

See [Air Operator Security Program \(AOSP\)](#).

Security Restricted Area

Those airside areas of an airport that are identified as priority risk areas where, in addition to access control, other security controls are applied. Such areas will normally include, inter alia, all commercial aviation passenger departure areas between the screening checkpoint and the aircraft, the ramp, baggage make-up areas, including those where aircraft are being brought into service and screened baggage and cargo are present, cargo sheds, mail centers, airside catering and aircraft cleaning premises.

Security Sterile Area

The portion of an airport within the security restricted area that provides passengers access to aircraft boarding, and to which such access is generally controlled through the screening of persons and property.

See [Security Restricted Area](#).

Equivalent Term: *Critical Part of Security Restricted Area*

Security Survey

An evaluation of security needs including the identification of vulnerabilities that could be exploited to carry out an act of unlawful interference, and the recommendation of corrective actions.

Security Test

A covert or overt trial of an aviation security measure that simulates an attempt to commit an unlawful act.

Security Threat

A measure of the probability of an act of unlawful interference being committed against civil aviation.

Base Threat Level—Low security threat condition where verifiable intelligence information does not indicate any probability that an airport, operator or provider that delivers ground handling services for an operator has been targeted for attack; the possibility exists for unlawful interference by individuals or groups due to civil unrest, labor disputes and/or local anti-government activities.

Intermediate Threat Level—Security threat condition where verifiable intelligence information indicates a probability that one or more airports, operators and/or providers that deliver ground handling services for operators have been targeted for attack.

High Threat Level—Security threat condition where verifiable intelligence information indicates one or more airports, operators and/or providers that deliver ground handling services for an operator have *specifically* been targeted for attack.

Segregation

The state of separation or division that must be maintained between aircraft and commercial components, materials or consumables as well as aircraft serviceable and unserviceable components, materials or consumables.

Self-evaluation

A continuous program that an organization applies to evaluate its own compliance with its quality system.

Equivalent Terms: *Self Audit, Evaluation Program*

Senior Management

The level of management within an organization that has the authority and responsibility for setting policy, demonstrating commitment, meeting requirements, approving resources, setting objectives, implementing processes and achieving desired outcomes.

Serious Incident

An incident involving circumstances indicating that an accident nearly occurred.

Serious Injury

An injury which is sustained by a person in an accident and which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received, or
- Results in a fracture of any bone (except simple fractures of fingers, toes or nose), or
- Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- Involves injury to any internal organ, or
- Involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface, or
- Involves verified exposure to infectious substances or injurious radiation.

Service Bulletin (SB)

Document issued by the manufacturer of a particular aircraft, aircraft engine or aircraft component to detail a product improvement.

△ Service Information Letter (SIL)

A letter sent by an aircraft, aircraft engine or aircraft component manufacturer detailing a maintenance improvement program.

Service Level Agreement (SLA)

A formal agreement, usually as part of a contract, between an operator and an external services provider, or in some cases, and internal services provider, that:

- Specifies, in measurable terms, the services the external provider is expected to perform;
- Becomes the basis for monitoring of the performance of the external services provider by the operator.

Service Literature

Service Literature includes all source documents (other than manufacturers' manuals and amendments thereto) detailing aircraft, engine, component and equipment modifications and/or inspections, and revisions thereto requiring review by engineering. They include;

- Service Bulletins (SB) and other documentation from manufacturers and vendors;
- Company Engineering Requests (ER);
- Correspondence or other information requiring consideration for maintenance or modification cables (e.g. alert information from vendors);
- NAA Orders and/or regulations detailing mandatory requirements;
- Data from any other sources (e.g. other airlines, foreign airworthiness authorities, country of manufacturer, customers).

Servicing

Maintenance carried out on an aircraft, aircraft engine or aircraft component.

Equivalent Term: *Maintenance*

Shipment

One or more packages of cargo accepted by an operator from one shipper at one time and at one address, received in one lot for transport to one receiving entity at one destination address.

Equivalent Term: *Consignment*

Shipper's Declaration for Dangerous Goods

A prescribed form, or electronic information, signed by the person (shipper) who offers a shipment of dangerous goods for transport on an aircraft; such declaration indicates that the dangerous goods are fully and accurately described by their proper shipping names and that they are classified, packed, marked, labeled, and in proper condition for transport by air in accordance with the relevant regulations.

Simulator

See [Flight Simulator](#).

Simultaneous Maintenance

In relation to EDTO/ER/ETOPS/LROPS, maintenance performed on like aircraft systems (i.e. magnetic chip detectors, engines) by the same person.

Small Aircraft

An aircraft of a maximum certificated take-off mass of 5 700 kg (12,566 lb) or less.

Smoke Barrier

A structure or other material installed on an aircraft between the cargo and the flight crew, passengers and/or supernumeraries for the purpose of protecting such personnel from smoke that might emanate from the cargo.

Special Airports

Airports designated by an operator or state that, due to factors such as surrounding terrain, obstructions, or complex approach or departure procedures, require special flight crew qualifications.

△ Special Arrangement

Provisions approved by the competent authority under which a shipment of radioactive material that does not satisfy all the applicable requirements of the Dangerous Goods Regulations (DGR) may be transported. For international shipments of this type, multilateral approval is required.

See [Competent Authority](#), [Dangerous Goods Regulations \(DGR\)](#).

Special Load

Any load that, owing to its nature or value, requires special attention and treatment during the processes of acceptance, storage, transportation, loading and unloading (includes, inter alia: dangerous goods, live animals, perishables, human remains).

Special Permit (Dangerous Goods)

A document issued by the United States (U.S.) Department of Transportation (DOT) that permits a person to perform a function that is not otherwise permitted under the U.S. hazardous material carriage regulations.

Special Purpose Operational Training (SPOT)

A simulator training session under Line Operational Simulation (LOS) designed to address specific training objectives based on technical and CRM requirements. A SPOT scenario may consist of full or partial flight segments depending on the training objectives for the flight.

See [Line Operational Simulation \(LOS\)](#).

□ Standard

A provision that specifies a system, policy, program, process, procedure, plan, set of measures, facility, component, type of equipment, or any other aspect of operations under the Audit Scope of IOSA/ISSA/ISAGO that is considered an operational necessity, and with which conformity is required by an operator/provider.

Standard Callout

A required uniform verbal statement made by crew members during operations that identifies conditions, actions, instrument settings, switch positions, visual sightings or other operational items specified by procedure.

Standard Part

Is a part manufactured in complete compliance with an established Government or industry-accepted specification, which includes design, manufacturing, and uniform identification requirements. The specification must include all information necessary to produce and confirm the part. The specification must be published so that any party may manufacture the part. Examples include, but are not limited to:

- National Aerospace Standards (NAS);
- Air Force-Navy Aeronautical Standard (AN);
- Society of Automotive Engineers (SAE);
- Aerospace Standard (AS);
- Military Standard (MS).

State

The government that has sovereignty over the territory and population that makes up a nation or country.

△ **Note:** The term *State* as used in the ISM and GOSM is a specific term that means the State of the Operator or the State in which the Provider operates.

See [State of the Operator](#).

Note: The term *state* as used in the ISM and GOSM is a generic term that means any relevant state.

State Acceptance

The method whereby a state addresses a matter submitted for its review with a response that is not formal or necessarily active. A state may accept a matter submitted to it for review as being in compliance with the applicable standards if the state does not specifically reject all or a portion of the matter under review, usually after some defined period of time after submission.

Where there is no method for acceptance, or where acceptance is not required by a state for a specific matter, then state acceptance of the matter is considered implicit.

State Approval

The method whereby a state addresses a matter submitted for its review with an active and formal response, which constitutes a finding or determination of compliance with the applicable standards. An approval will be evidenced by the signature of the approving official, the issuance of a document or certificate, or some other formal action taken by the relevant state.

State Approval Authority

The authority within a state or country that is responsible for issuing a state approval document or certificate.

See [State Approval](#).

Equivalent Terms: *Authority, National Aviation Authority*

State of Flight Arrival

The territory of a state in which a commercial flight arrives.

State of Flight Departure

The territory of a state from which a commercial flight departs.

State of Design

The state having jurisdiction over the organization responsible for an aircraft type design.

State of Destination

The state in the territory of which a cargo shipment is finally to be unloaded from an aircraft.

□ State of Manufacture

The State having jurisdiction over the organization responsible for the final assembly of the aircraft.

State of Origin

The state in the territory of which a cargo shipment was first loaded onto an aircraft.

△ State of Registry

The State on whose register the aircraft is entered.

Equivalent Term: *Country of Registry*

State of the Operator

The state in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.

Note: In the ISM and GOSM, use of the term *State* has the same meaning as State of the Operator.

State Safety Program (SSP)

An integrated set of regulations and activities established by a State aimed at managing civil aviation safety.

Station

An airport where a Provider conducts ground operations for one or more Customer Airlines.

△ Station Audit

The Audit, under ISAGO, which assesses conformity with the applicable GOSARPs for the GSP's implementation of corporate and locally managed processes and procedures for the ground operations performed that are within the scope of ISAGO..

Sterile Area

That area between any passenger inspection or screening station and the aircraft, into which access is strictly controlled.

Note: In some states, sterile areas and security restricted areas are the same; in others states different levels of security exist.

Equivalent Term: *Security Restricted Area*

Sterile Flight Deck

The operational state on the flight deck during critical phases of flight that prohibits the flight crew from performing any:

- Duties other than those duties required for the safe operation of the aircraft;
- Activity that could distract any flight crew member from the performance of his or her duties, or which could interfere in any way with the proper conduct of those duties.

See [Critical Phases of Flight](#).

Equivalent Terms: *Sterile Cockpit, Silent Cockpit*

Sub-Contracting

See [Outsourcing](#).

Substandard Performance

Performance of organizational systems or programs, or of individual tasks or actions, that does not meet the standards that define such systems, programs, tasks or actions.

Substantial Damage

Damage or structural failure that negatively affects the structural strength, performance, or flying characteristics of an aircraft, and which would require significant repair or replacement of the affected component or system. Damage to landing gear, wheels, tires, and flaps is excluded, as well as bent aerodynamic fairings, dents in the aircraft skin, small punctures in the aircraft skin, ground damage to propeller blades, or damage to only a single engine.

Supernumerary

A person in addition to the flight crew that is not a cabin crew member, but is on board either a cargo or passenger aircraft during commercial or non-commercial operations, and is not classified as a passenger by the operator or the Authority. Such person is typically any of the following:

- Assigned to the flight by the operator as necessary for the safety of operations and has certain (operator-required) knowledge and abilities gained through selection and mandatory training (e.g. animal handler, dangerous goods handler, cargo attendant, security guard).
- An inspector, auditor or observer authorized by the operator and the State to be on board the aircraft in the performance of his or her duties (e.g. CAA flight operations inspector, IOSA auditor, LOSA observer).
- Assigned to a passenger flight by the operator to conduct certain customer service activities (e.g. serving beverages, conducting customer relations, selling tickets) in the cabin; not designated to perform any safety duties.

- Any other individual that has a relationship with the operator, is not classified as a passenger by the Authority and authorized by the operator and the State to be on board the aircraft (e.g. loadmaster, courier, contract coordinator, individual with operator required knowledge and abilities traveling to/from a duty assignment, company employee or dependent in the supernumerary compartment of a cargo aircraft).

Note: Non-operating crew members, company employees and employee dependents occupying passenger seats on passenger flights are typically considered passengers for the purpose of determining the applicability of ISARPs.

See [Cabin Crew](#), [Flight Crew](#), [Passenger](#).

Supernumerary Compartment

A compartment separate from the flight deck and cargo compartment of a cargo aircraft where seating is provided for supernumeraries (e.g. animal handlers, cargo attendants, couriers).

Equivalent Terms: *Courier Compartment, Courier Area, Supernumerary*

Supervised Operating Experience (SOE)

Crew member operating experience on a specific aircraft type that is required in conjunction with flight or cabin crew member qualification training and evaluation. SOE is a form of line training conducted under the supervision of a current and qualified flight or cabin crew member authorized for the purpose by the Operator and/or State.

See [Line Training](#).

Equivalent Terms: *Initial Operating Experience (IOE), Operating Experience (OE), Transoceanic Operating Experience (TOE)*

Supplemental Type Certificate (STC) Holder

The organization that has approval by the applicable NAA to modify a specific aircraft type.

Supplemental Oxygen

The additional oxygen required on an aircraft to protect each occupant against the adverse effects of excessive cabin altitude and to maintain acceptable physiological conditions.

Supplier

An organization that sells products or services for use by the air transport industry. The products may include maintenance, spare parts and information.

Surplus (Maintenance)

Describes a product, assembly, part, or material that has been released as surplus by the military, manufacturers, owners/operators, repair facilities, or any other parts supplier. These products should show traceability to a manufacturing procedure approved by the applicable authority.

Surveillance

A continuing, but intermittent, inspection or audit of a system or combination of systems and procedures.

Equivalent Term: *Continuous Surveillance*

System

- **Organizational System**—A combination of interacting or interrelated elements within an organization functioning in a coordinated manner to achieve desired outcomes.
- **Technical System**—An assembly or network of hardware (e.g. machines, components) and/or software that function as a unit to produce a defined output.

System of Non-shared Responsibility (Operational Control)

A system whereby the PIC has sole responsibility for all aspects of operational control, assisted and/or supported by a Flight Dispatchers/Flight Operations Officer (FOO) or other operational control personnel.

System of Shared Responsibility (Operational Control)

A system whereby the pilot-in-command and a Flight Dispatcher/Flight Operations Officer (FOO) have joint responsibility for all aspects of operational control.

T

Task

An activity accomplished when following a procedure.

Task Card

A document or other medium that specifies all maintenance or workshop tasks or actions approved by an Instrument of Appointment Authorized Person as part of the System of Maintenance. Task Cards are computer or manually produced Sign-Off Sheets or Cards and include but are not limited to; Travelers; Tasks in Check Sheets; Survey Sheets; Maintenance Routines; Job Cards; Work Orders; Modification Cards; Scheduled Rectification Cards; Approved Repair Schemes; Operation Sheets.

They may detail all requirements or may refer to Amplification details in a particular manual or document. They are used to issue technical instructions and require certification for the accomplishment of that task. Task Cards are either Permanent or Inspection tasks and may be produced in either base, workshop or line maintenance locations for inspections, modifications or component changes.

Equivalent Terms: *Job Card, Work Card*

Technical Instructions

The Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284) approved and issued periodically in accordance with the procedure established by the ICAO Council.

Technical Log

See [Aircraft Technical Log \(ATL\)](#).

Temperature Control Regulations (TCR)

A comprehensive guide published by IATA, designed to enable stakeholders involved in the transport and handling of time and temperature sensitive products, to safely meet all applicable requirements.

Temporary Revision

A new or revised IOSA Standard or Recommended Practice that becomes part of the ISM on a temporary basis until included in a formal revision.

TERPS (Terminal Instrument Procedures)

Federal Aviation Administration (FAA) procedures for the clearing of airspace in order to conduct aircraft operations through the application of operating rules and terminal instrument procedures.

See [PANS-OPS](#).

Terrain Awareness and Warning System (TAWS)

See [Ground Proximity Warning System \(GPWS\) with a Forward Looking Terrain Avoidance Function](#).

Threat

Events or errors that occur beyond the influence of the flight crew, increase operational complexity and must be managed to maintain the margin of safety.

Threat Management

The process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired aircraft states.

Threat and Error Management

The actions taken by the flight crew to reduce threats or manage errors.

Threats—Factors that increase the likelihood of an error being committed—these may be environmental, pilot related and/or flight crew related.

Errors—Deviations from the right course or standard; irregularity; mistake; inaccuracy; something made wrong or left wrong. Errors on the flight deck are normally related to communication, procedures, flight crew member proficiency, and/or decision making.

Threshold Time

The range, established by the State and expressed in time, to an en route alternate airport, whereby any operation that results in a time beyond requires an EDTO (ETOPS) approval from the State.

Tooling and Calibration System

A system that records the holding and Calibration Details of calibration Tooling and Equipment used during aircraft, aircraft engine and aircraft component maintenance.

Equivalent Terms: *Tooling and Equipment System, Calibrated Tooling System*

Traceability

The ability via documentation or electronic means to track maintenance performed, parts, processes, and materials, by such means as Task Number, Inspection Reference Number, or Serial number to the person who performed or certified the maintenance, the original manufacturer or other source.

Traffic Collision Avoidance System (TCAS)

See [Airborne Collision Avoidance System \(ACAS\)](#).

△ Training

Formal instruction given to personnel with operational responsibilities, to ensure each person has the requisite awareness, knowledge and competence to meet job responsibilities and perform assigned duties or functions. Training may also include testing, checking, assessment, or evaluation activities as a means for demonstrating proficiency or competency.

Additional Training—Training provided when deemed necessary based upon operational outcomes, performance assessments, quality audit, regulatory changes or changes in standards or procedures.

Basic Familiarization Training—Ground training provided by an Operator to newly hired crew members to ensure familiarity with:

- Flight and cabin crew member duties and responsibilities, as applicable;
- Relevant state regulations;
- Authorized operations (not required for cabin crew members);
- Relevant sections of the OM.

Equivalent Term: *Basic Indoctrination*

Conversion Training—Training for flight crew members that hold a type rating in an aircraft and wish to serve in the same capacity on another aircraft of the same group or in the same capacity for another Operator in an aircraft for which a type or class rating is required.

Differences Training—Training for flight or cabin crew members currently qualified on an aircraft who are to serve in the same capacity on another variant within the same type of aircraft, or are on another type within the same class of aircraft, where it has been determined by the State that basic aircraft similarities require only familiarization and knowledge of the differences between variants or types in lieu of a complete transition training course for the new aircraft.

Initial Training—Formal training provided to personnel with operational responsibilities prior to being assigned to new duties, functions, positions and/or aircraft.

Recurrent Training—Ongoing training provided to operational and maintenance personnel on a frequency in accordance with requirements of, as applicable, the State, an operator, and/or a services provider.

Equivalent Terms: *Refresher Training, Continuation Training*

Re-qualification Training—Training required for personnel with operational responsibilities who have been previously trained and qualified to perform certain duties or functions, but who have subsequently become unqualified.

Transition Training—Training for flight and cabin crew members who are changing to another aircraft type or class and who have qualified and served in the same capacity on another aircraft of the same group. Transition training may also be required for flight operations officers/flight dispatchers for familiarization with a new type of aircraft under a shared system of operational control.

Type Rating Training—Training for flight crew members to satisfy requirements applicable to the issuance of a Flight Crew License for a type or class of aircraft for which a new type or class rating is required.

Equivalent Term: *Conversion Training*

Update Training—Training provided to ensure personnel remain competent and are made aware of any changes to duties or areas of responsibility.

Upgrade Training—Training for operations or maintenance personnel, particularly flight crew members, prior to being assigned to new duties or functions that have a higher level of authority and responsibility.

Training Course

A series of classes, lessons or meetings for the purpose of achieving specific training objectives.

Training Curriculum

An organized program of study or courses offered by an organization that conducts training.

△ Training Manual

A separate manual or part of the operations manual that, as applicable, is acceptable to the state, and contains the relevant details of training programs for operational personnel.

See [Operations Manual](#).

Training Flight

A training operation conducted in an aircraft in flight without passengers or cargo under the supervision of an instructor or evaluator authorized for the purpose by the Operator and/or State. Training flights are typically conducted due to the absence of a representative flight simulator that is approved for the purpose of establishing or maintaining the qualification of flight crew members in accordance with the Operator's training program.

Training Syllabus

A summary outline of a course curriculum that delineates course requirements, grading criteria, course content, trainer expectations, deadlines, examination requirements, grading policies, and other relevant course information.

Training-to-Proficiency

A method of training and evaluation employed when an evaluator determines that an event is unsatisfactory and subsequently conducts training and repeats the testing of that event. This provision is typically made in the interest of fairness and to avoid undue hardship and expense for airmen and operators. Training is not conducted, however, without recording the failure of these events. Training to proficiency typically contains the following elements:

- Training and checking is not conducted simultaneously. When training is required, the evaluation is temporarily suspended, training conducted, and then the check resumed;
- When training to proficiency is required, the evaluator records the events which were initially failed and in which training was given;
- When training to proficiency is conducted and the check is subsequently completed within the original training and evaluation session, the overall grade for the check may be recorded as satisfactory;
- When the training required to reach proficiency cannot be completed in the original checking session, the check is recorded as unsatisfactory and the crewmember entered into re-qualification training.

Transfer Cargo and Mail

Cargo and Mail shipments departing on an aircraft other than that on which it arrived.

Transmissometer

An apparatus, normally consisting of a projector and receiver, used to determine visibility by measuring the transmission of light through the atmosphere; it is the measurement source for determining runway visual range (RVR) and runway visibility value (RVV).

Transfer Baggage

Baggage that has been transported on a flight to a certain location, and then is offloaded and transferred to another flight within a defined time period for transportation to another location.

Transportation Index (TI)

Applicable to radioactive material only; a single number assigned to a package, overpack or freight container to provide control over radiation exposure.

Turbine Powered Aircraft

Fixed wing aircraft powered by internal-combustion engines consisting of an air compressor, combustion chamber, and turbine wheel that is turned by the expanding products of combustion.

Note: The term Turbine Powered Aircraft as used in the ISM includes turbofan, turbojet and turboprop aircraft, but does not include the turbo-shaft as commonly used to power rotary-wing aircraft.

△ Type Certificate

A document issued by a ICAO member State to define the design of an aircraft type and to certify that this design meets the appropriate airworthiness requirements of that State.

Equivalent Term: *Aircraft Type Certificate*

Type Certificate Holder

The organization that has approval by the applicable NAA to design, manufacture, test, and produce a specific aircraft type.

Type Design

The design of a specific aircraft type and components, which consists of:

- The drawings and specifications, and a listing of those drawings and specifications, necessary to define the configuration and the design features of the product shown to comply with the applicable type-certification basis and environmental protection requirements;
- Information on materials and processes and on methods of manufacture and assembly of the product necessary to ensure the conformity of the product;
- An approved airworthiness limitations section of the instructions for continued airworthiness as defined by the applicable airworthiness code;
- Any other data necessary to allow by comparison, the determination of the airworthiness, the characteristics of noise, fuel venting, and exhaust emissions (where applicable) of later products of the same type.

Type Design Organization

The organization that has approval from the NAA to design a specific aircraft type.

U

ULD Regulations (ULDR)

A document (manual) published by IATA in order to provide technical and operational standard specifications, regulatory requirements and airline requirements applicable to overall ULD operations.

See [Unit Load Device \(ULD\)](#).

Unaccompanied Baggage

Checked baggage that has been loaded into an aircraft that does not have the owner/passenger also onboard.

Unaccompanied Minor

A child, usually under twelve years of age, traveling without a parent or guardian.

Un-airworthy

A condition of an aircraft that precludes it from being approved for release to service and being flown.

Unauthorized Interference

Interference that occurs when any item for transport on an aircraft (e.g. baggage, cargo, mail, stores, catering equipment) that has been accepted for transport by an operator and subjected to security controls subsequently is in contact with a person who has not been screened and/or does not have authorized access to security restricted/sterile areas where such items are stored and handled.

Also, interference related to unauthorized access to passengers, the aircraft and/or property of the operator that are in security restricted/sterile areas by a person who has not been screened and/or does not have authorized access to such restricted/sterile areas.

Unclaimed Baggage

Baggage that arrives at an airport on a flight and is not picked up or claimed by a passenger or crew member.

△ Underwater Locator Beacon/Device (ULB/ULD)

A device fitted to aircraft flight recorders (e.g. cockpit voice recorder, flight data recorder) or attached directly to an aircraft fuselage. Such device is designed to:

- Be activated by immersion in water,
- Operate on a specified frequency for a specified duration, and
- Survive the impact of an accident and function correctly after impact.

Unidentified Baggage

Baggage at an airport, with or without a baggage tag, which has not been picked up by or identified with a passenger or crew member.

Unit Load Device (ULD)

Specific components that enable individual pieces of cargo, baggage or mail to be assembled into a standard-sized unit for the purpose of facilitating the rapid on-loading and off-loading of aircraft equipped with compatible cargo compartment handling and restraint systems. Each of the following constitutes a ULD:

- Aircraft pallet and pallet net;
- Aircraft pallet and pallet net over an igloo;
- Aircraft container.

Equivalent Term: *Freight Container (Non-radioactive Materials)*

Unmanned Aerial Vehicle (UAV)

A UAV is an aircraft without a human pilot on-board. UAVs can be remote controlled aircraft (e.g. flown by a pilot at a ground control station) or can fly autonomously based on pre-programmed flight plans or more complex dynamic automation systems. It is popularly known as a 'drone'.

Unmanned Aircraft Systems (UAS)

An aircraft and its associated elements that are operated with no pilot on board.

Unknown Cargo

A shipment of cargo tendered to a regulated agent or operator that has not been submitted to appropriate security controls, **or**

A shipment of cargo subjected to appropriate security controls that may have or is confirmed to have been subjected to unlawful interference.

See [Cargo](#), [Regulated Agent](#).

Unruly Passenger

See [Disruptive Passenger](#).

Unserviceable

The state of an aircraft, engine, component, or any piece of equipment as being in a condition that does not permit usage in operations.

Equivalent Term: *Inoperative*

V

△ Valuable Cargo

A cargo shipment that contains one or more valuable articles (specified in the IATA Cargo Services Conference Resolutions Manual, Resolution 012).

Vendor

See [Supplier](#).

△ Verification Audit (VA)

An audit conducted under the IOSA/ISAGO program to ensure continuing conformity with the ISM/IPM or the GOSM/GOPM respectively. A verification audit may not always cover all IOSA/ISAGO disciplines, and is conducted during the IOSA/ISAGO registration period of an operator. The VA is initiated by the SVP, SFO in accordance with IPM/GOPM provisions.

See [Audit](#), [IOSA Program](#), [IOSA Program Manual \(IPM\)](#).

Visual Flight Rules (VFR)

The rules and regulations that govern the operation of an aircraft in weather conditions that permit the pilot to see where the aircraft is going, and where the pilot is responsible for the observation and avoidance of terrain, obstacles and other aircraft.

Visual Inspection

A visual inspection either directly or by the assistance of a suitable apparatus to determine the state of an area or part.

Visual Meteorological Conditions (VMC)

Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.

W

Wake Turbulence

Turbulence that forms behind an aircraft as it passes through the air, resulting from vortices formed as the wings produce lift.

Equivalent Terms: *Wingtip Vortices, Jet Wash*

Warning Letter

An official letter issued by IATA to an Audit Organization (AO) indicating a need to immediately rectify defined program deficiencies or face accreditation revocation.

Weapon

An instrument or device that is capable of and intended for being used to inflict damage or harm to living beings, structures, or systems; normally prohibited from being carried on board an aircraft by a passenger.

Weight and Balance Manual (W&BM)

A manual published for each aircraft type by its manufacturer, which is approved by the airworthiness authority as part of the aircraft type's certification, and which defines the set of weight and balance limits not to be exceeded by the operator when loading the aircraft.

Wet Drill

A practical training exercise whereby crew members get into a life raft that is in the water, either by climbing into the raft from the water or boarding the raft directly from an aircraft exit.

△ Wet Lease (Operational)

The business practice whereby an operator (the “lessee”) satisfies its own operational needs by utilizing aircraft acquired from an external operator (the “lessor”) through a commercial lease agreement; the lessor exercises operational control of such aircraft in operations conducted for the lessee.

Equivalent Term: *ACMI Lease*

See Also [Damp Lease](#)

□ Wet Runway

A runway that is neither dry nor contaminated.

See [Contaminated Runway](#), [Dry Runway](#)

Windshear

A difference in wind speed or direction between two points in the atmosphere; a difference between two points are at different altitudes is vertical shear; a difference at two points geographically is horizontal shear.

Wing Walker

A member of the ground crew whose primary job function is to walk alongside an aircraft's wing tip during aircraft ground movement (e.g. pushback, towing) to ensure the aircraft does not collide with any objects.

Work Card

See [Task Card](#).

Workplace Safety

Process and procedures in place with an operator or services provider that protect people and aircraft from inadvertent injury or damage (i.e. safety of maintenance operations, environment, fire prevention or protection, identification of Safety First Equipment, safety guarding of machinery, FOD protection, housekeeping and proper identification of “maintenance vital” greases and fluids).

Equivalent Term: *Protection Systems*

X

XRAY

An electromagnetic wave of high energy and very short wavelength, which is able to pass through many materials opaque to light.

Z

Zero Flight Time Training (ZFTT)

A flight crew qualification concept whereby:

- Flight training and evaluation is conducted solely in advanced simulation devices without the need for flight time in an aircraft;
- A final demonstration of competency is completed in an aircraft during actual line operations under the supervision of an instructor, evaluator or current and qualified Pilot-in-Command (PIC) designated for the purpose by the Operator and/or State.



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