



PROGRAMME UPDATE

July/August 2019

From The Director- Ben Walsh

Audit Monitors

Audit Monitors (APM 3.14) are an important part of IBAC's Programme quality assurance. The audit monitor is helpful for the operator, auditor, and IBAC alike. Feedback from operators that have experienced an audit monitor has been good and the majority agree that the event was productive and they enjoyed having the IBAC team member present.

The monitor is there as a resource and observer as well as a mentor. They will not engage in auditing or render any decisions or judgements, nor will they be a part of the review team that validates the audit. The process is for the monitor to evaluate the IS-BAO Programme's policies, and the application of the Standard and Protocols by the auditor. This invaluable information allows IBAC to validate effectiveness of processes and policies. Additionally, when on site, the monitor will clarify IBAC positions on any issues brought up by the operator or auditor.

The monitor also observes the auditor's conformance to IBAC policy, auditing skills, and professionalism. They will take advantage of feedback opportunities that support standardization at appropriate times in the breaks, or over lunch. There is a formal feedback mechanism, and the emphasis is making it personal, positive, and transparent.

The notification process is based upon receiving the Planned Audit Notification (PAN) and our monitor's availability. Please file the PAN as quickly as you know your audit date. We contact the operator first, since this is their audit, and then the auditor. We do expect cooperation from all parties. The monitor is random but not optional. Similar to an Authority showing up in a simulator to observe your instructor and/or training syllabus.

Please contact me directly with any questions at bwalsh@ibac.org

Audit Protocol Update – Evidence of Implementation

Daniel Devraignes, IS-BAO Audit Manager

We are receiving more and more audits conducted using the 2018 IS-BAO and protocols. The 2018 protocols are the latest and there will be used into 2020. Some items are already standing out as more commonly appearing in the audit reviews. By far, the one that leads the list is the new Evidence of Implementation



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IS-BAO™ Event Review & Update for 2019

Visit us in 2019 at these events:

NBAA-BACE - Las Vegas Oct. 22-24

IS-BAO™ Workshops & FREE SafetyNet Webinars:

Find an upcoming opportunity [HERE](#)

Recent News / INFO

[Audit Protocol Update](#)
[IS-BAH Operators List](#)
[SAFA Survey](#)



Don't Forget The IS-BAO/H LinkedIn Forum

This is a forum where operators, auditors, or those just curious about either International Standard to interact with peers, ask questions, and learn about important IS-BAO and/or IS-BAH events and news. You can locate the forum [HERE](#).



Update Vision 2020 Fact Sheet [Read more HERE](#)

requirement, which requires comments to be inserted in column H.

First of all, it is important to clarify that column H is not expected to be filled in by the operator, and the auditors must not require the operator to fill that column; only the document reference column (column G) needs to be filled in by the operator prior to the onsite audit. Column H is to be filled in by the auditor based on what he observed onsite, not by the operator. If the operator nonetheless chooses to provide comments in column H, these must be validated by the auditor, adjusted as appropriate (or identified as being from the operator) and complemented with the information on the evidence he/she observed onsite regarding implementation. [READ MORE](#)



Feeling Out of Touch with IBAC?

IBAC sends out many important updates and communications to all IBAC auditors and operators alike. We send out newsletters, updates, INFO's, and announcements about events that are being held, as well as reminder letters when accreditation or registration is coming up. These communications are sent to the email address that we have in our database. In order to make sure that you receive this important information, it is essential that you make sure IBAC has the latest contact information for you or your organization.

If your organization has a new Safety Manager, your communications may be going to the wrong place. An auditor that has changed jobs since they became accredited may have no access to their former company email. In this manner, IBAC can lose touch with you quite easily. Please be sure to contact us to update your contact information or just to check to see who is listed in our database. If you know of an auditor or operator that has made this type of change, please remind them to contact us because we may not have any way of reaching them.

If you are affected by the General Data Protection Regulation, (GDPR) that restricts how we can communicate with you, please make sure you visit the ibac.org website and complete the communications form [HERE](#).

Auditors wanting to check their contact information can do so on the auditor portal at www.ibac.org/auditor/login.php or contact the Auditor Accreditation Manager, Yvonne Marinus, at ymarinus@ibac.org.

Operators please visit your operator portal at www.ibac.org/ibacorg/login.php or feel free to contact the IS-BAO Audit Manager at is-baoauditmanager@ibac.org.

And please connect with us socially on [Facebook](#), [Twitter](#) and [LinkedIn](#), as well as join the IS-BAO/H LinkedIn Forum [HERE](#).

Swift Blame, No Blame or Justice? (Episode 2)

Stéphane De Wolf, E.U. Operations Specialist

This piece follows a previous article [\[LINK\]](#) that analysed the concept of blame in the context of a runway overrun and of the response that organisations and humans would have to negative events in general. This time we're going to dig a bit more into the concept of 'no blame' to trace its origins, its aims, and its achievements (if any).

Before we get into that, perhaps a quick summary on blame would be helpful. Blame is deeply ingrained in our minds and in our societies for centuries. Some cultures may initially aim to inspire shame while others initially aim for guilt (by the way, social sciences suggest the latter is more effective), but the overarching goal remains the same: to spur behavioural changes in individuals who compromise the achievement of personal or collective goals. Put simply, blame is a two-step cognitive process by which people solve everyday problems and become more effective in their interactions with their environment. The first step is to assign responsibility to someone; the second is to hold those deemed blameworthy responsible for their perceived transgression, typically by sanctioning them (although forgiveness can be a viable alternative). [READ MORE](#)

If you have any questions, please contact Stéphane De Wolf, sdewolf@ibac.org for more information.

Renew and Refresh Your IS-BAO Skills: Attend a Workshop!!

Katherine Hilst, Operations Manager

“I wish I'd taken this workshop five years ago!” said one of the first-time workshop participants recently to me after we'd finished up the class for the day. This safety manager has been through several IS-BAO audits, from Stage 1 through Stage 3 and still found an abundance of information and guidance from being at the workshop. As of July 1, 2019, it is required for an operator seeking their initial IS-BAO registration to send a representative of the organization to the Fundamentals workshop within 48 months before their external registration audit. (2018 IS-BAO 2.7.1). This is intended to provide insights and guidance as to what is required in the protocols and hopefully, to help operators and safety managers better understand, from the start, the roadmap to IS-BAO registration.

For those operators who have already attained IS-BAO registration, we highly recommend sending the safety manager (or another appropriate representative) from your organization to the workshops, even if they've attended before, and especially if they have never participated in one before. It's quite possible that the representative who attended a workshop at your company's initial registration has in the intervening years, moved on from that position, and someone who has never attended has taken their place. As you prepare for your next audit, consider the benefits of sending your safety representative to the workshops to get the latest updates and information firsthand, and to learn from the experience of others in their class. You might also consider the benefits of making attendance at the IS-BAO workshops one of your safety targets! And, an added benefit is that you get to spend a day or two with at least one of us from the IS-BAO team and get to know us better! We are here to help answer questions, guide you through the requirements of the IS-BAO standard, and to have some fun while we're doing that!

Just as the recent workshop participant quoted above exclaimed about how much he learned during the day, it's our goal that everyone leaves the workshop with a renewed and deeper understanding of the standard. Our workshop participants are fantastic sources of diverse experience, and while the discussions that evolve during the workshops are different every time, there is always something to be gleaned from others' experiences. We are all on the road of continuous improvement. I'm looking forward to meeting as many of you as possible at a workshop!

Upcoming



Workshops

[Atlanta - AUG 6-7](#)

[LABACE - AUG 12-13](#)

[Houston - AUG 27-28](#)

[VIEW THE ENTIRE LIST](#)

For more information
contact
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at KHilst@ibac.org

Coming Soon!



New Webinar Series on Fatigue

September 10, 2019: Fatigue in Corporate Aviation: Part 1 - The Science of Fatigue, Operational Risk and Mitigation Strategies.
Presented by: Daniel Mollicone, Ph.D. - CEO, Pulsar Informatics

October 15, 2019: Webinar: Fatigue Part 2 - Implementing a Fatigue Management Program (FMP) and IS-BAO; An overview of the key elements for effectiveness

November 7, 2019: Webinar: Fatigue Part 3 - Enhancing Flight Operations using Biomathematical Tools to Address Fatigue Risk

MORE DETAILS TO FOLLOW...

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Further details can be found on
the IBAC website: www.ibac.org

Thank you all for your participation.

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