Table 1. Webinar 1 (AM) Questions

Questions	Answers
Hi Again Gurprit, are you able to email me? This way We don't have to use the public chat to communicate. Would much appreciate any support on getting access to the files.	Recordings and slide deck are being shared with all attendees.
Self-Assessment by GHPS was usually expected to be done before any ISAGO previous model. The principle to make self-assessment is maintained by the new ISAGP model.	Very correct, sadly, this rarely happened and the auditors had to spend several hours on recording the documentary references into the audit software. The process is now changing as it will be the GHSP that will need to record it in the OPS portal.
Sorry Q&A is not working- here is my question- Did I understand correctly - "Arrange for translators or translation services if needed" means that the documentation must be in English because other languages are not audit compliant? Although the main language spoken in our company is German, all documentation must be in English?	This process has not been fully addressed yet. IATA will not request the GHSP to have their documentation in English, local language must be accepted as per present model, making sure the local language is understood by the front-line personnel. It was expected that auditor once assessing documentation will either use an online translation tool or an assistance of a translator. Thank you for the feedback, we will discuss it internally and revert. If you have a solution or at least a proposal, please do share it.
In the training syllabi review example, if a GSP states that GSE Operator's training syllabi shall be reviewed every three years, but in the Training Manual it states that instructors are required to use the most updated Ground Operations manual (which is reviewed annually) when conducting training, does that ensure that the GSE operators receive the most current training?	If GSE states that the training material shall be reviewed every 3 years, that the GHSPs does not meet requirement of AHM1110 4.2 that specify that the Training program shall be reviewed annually to ensure that it fits purpose and the training manual is up to date. Such GHSPs would have to declare a variation for these standards, the variation is below the industry standards and it would be classified as the standard has not been adopted and potential lead to the finding.
we are certified for ORM, passenger and baggage and load control, when I will perform the gap analysis, shall i do the gap analysis for all IGOM chapters against our GOM including chapter 03 and 04 or not needed?	Yes and no, you will need to the gap analysis only for the IGOM scope that is applicable to your operations, which are chapters 1,2, and 5. However, for the remaining chapters, you will need to record "out of scope" as they are not part of your service offering.
HOW MUCH TIME BEFORE GAP ASSESSMENT SHALL BE SUBMITTED	30 days prior the date for which the documentation assessment is planned/scheduled. Do not hesitate to do (at least) the IGOM gap analysis already today and publish it anytime. For AHM and CGM, use the excel checklist to ensure you are ready and once available in the OPS portal, the gap can be completed there.
What's alterative of Combine audit? Is it mandatory to have both registry and accreditation?	Combine audit will be performed as MHQ and STN, however logistic will be aligned so you won't feel major difference in terms of disruption to your operations.
Good day! For the One (1) Auditor section, is it applicable to Desktop Audit or On-Site Audit as well?	Both, we are aiming for single auditor audit for all type of audits.
Hi, If IGOM not applicable to GHSP how to publish gap analysis with CGM/ICHM. Is there standard format(excel) to publish?	Presently, you can only use GOSM-CGM excel checklists/gap analysis tool that is part of digital AHM and IGOM toolkit. ICHM is not yet available. AHM and CGM will be part of OPS portal as of Feb 2025.
since doc assessment will be done via portal/desktop, do we need to clear all finding (if any) prior auditor come for on-site implementation assessment?	No.
HOW MUCH TIME BEFORE GAP ASSESSMENT SHALL BE SUBMITTED before registration of HQ	30 days prior the date for which the documentation assessment is planned/scheduled
When will the new model ISAGO checklist be published? (Looking for the detailed QA model Smarter checklists, in addition to the excel checklists that are currently available in IGOM toolbox. Thanks	Those detailed checklists are already available for a purchase at : https://www.iata.org/en/publications/manuals/iata-ground-operations-manual/isago-checklist/ However, every ISAGO GHSP MHQ will receive those checklist from IATA once they sign the new audit contract.
If not started yet, is it ok to wait for the Operations portal or do we need to use IGOM portal first?	We would suggest starting using the IGOM portal and publish the gap for IGOM and once OPS portal is launched, you can add the AHM (600, 1110) and CGM. The data will not be lost, IGOM portal data will be rolled over to OPS portal, so the sooner you start, the better for your organization.
we are certified for ORM, passenger and baggage and load control when I will perform the gap analysis, shall i do the gap analysis for all IGOM chapters against our GOM including chapter 03 and 04 or not needed?	duplicate question
If a function is outsourced, potable water for instance, should I document the procedures in the GOM or not? since we do not	We are working on the simplification of the outsourced functions auditing, we do not have an answer yet, we will follow up.

provide it, it is out of scope. If not to document, based on which internal reference (documented procedures) should I audit the provider?	
Will the same auditor responsible for the documentation also handle the implementation?	Yes, this is our aim, at least as we roll out this new audit model.
Will the analysis time frame be included in the overall audit duration? If not, what is the time limit for completing the gap analysis?	The gap analysis must be published by the GHSP 30 days prior the date, for which the documentation assessment is planned/scheduled. Auditor will be required to finalize the DA no later than one week prior to the scheduled implementation assessment.
For the slide regarding grooming and cleaning. Can you clarify how it falls out of scope - if some of these GHP's (including mine) does the grooming or cleaning. Would it still be out of scope?	If your company performs cabin cleaning and grooming or outsource it, then this section is in the scope for your audit. In our presentation, it was used as an example of "out of scope" options, applicable to those who do not perform or offer this service.
HOW MUCH TIME BEFORE GAP ASSESSMENT SHALL BE SUBMITTED FOR registration of HQ	The gap analysis must be published by the GHSP 30 days prior the date for which the documentation assessment is planned/scheduled.
In the training syllabi review example, if a GSP states that GSE Operator's training syllabi shall be reviewed every three years, but in the Training Manual it states that instructors are required to use the most updated Ground Operations manual (which is reviewed annually) when conducting training, does that ensure that the GSE operators receive the most current training?	duplicate question
ISAGO checks work instructions for airlines gap analysis	we do not understand this questions, please contact us at isago@iata.org
If the GSP and Airline are one company, do they have to carry out two GAP analysis?	Yes, one as airline and one as a GHSP however, the gap analysis can be cloned and amended for the GHPs needs and therefore the work won't be duplicated. Join the Webinar 2 to learn more.
For companies which are both an airline and GHSP, will it be possible to clone a gap analysis from HQ to both airlines and stations?	Yes, more to learn about this topic, please join Webinar 2.
What if we published our gap analysis but after review, we note that there is an error for example an out-of-scope section marked as conformity while that task is not performed	Prior the documentation assessment starts; you can correct and republish the gap analysis as many times as you wish. The auditor will perform the audit on the latest published gap version. Once the auditor is in progress with his/her assessment, the auditor will finalize the DA of the same version and will not accept any corrections onsite. You will need to wait for the DA to be completed and make any corrections via a CAR follow up. You can also continue to do any regular updates after the audit.
is there any deadline for GHSP to publish their gap analysis or it's depending on Audit schedule. if e.g. GHSP got Audit on Feb 2026, when this GHSP should published the gap analysis?	First, the audit will need to be planned, agreed and an auditor assigned and then the gap analysis will need to be published 30 days prior the audit date.
Is there a page for Key dates? If not, can one be shared/created by IATA?	Yes, part of Webinar 3.
Why is Out of Scope Mapping is not covered? Just want to know the reasons.	The IGOM/OPS Portal does not require any document reference provided for the "out of scope" mappings. Thus, there is nothing for the auditor to check, the DA shall be remote exercise. We would like to change the current practice requesting GHSPs to document also everything what they do not perform. We prefer that GHSPs focus on documenting the operation which is performed. However, auditor will verify the GHSPs profile in the real operations - meaning "Out of scope" to be verified during the Implementation Assessment - if it is or not performed, also via training records, if there is training provided for PAX handling while declared as out of scope, there will be questions.
Does IATA mandate the member airlines to share their gap analysis to their GHSP? if so, can this be access through IATA portal?	We do not mandate this to the airlines but we strongly encourage them to do so and have strong advocacy campaign to drive such a type of engagement with all our members. Yes, it is possible to be done via the OPS portal, watch for Webinar 2. Also encourage all your customer airlines to share their gap with you.
The excel spreadsheet is password protected... Can we get the password?	User
Prior to the implementation of the OPS portal on 1st FEB, do all GHSP have access to the IGOM portal?	Yes

no amendments possible after upload --> if it is 30 days before that may be difficult.	please see reply for questions 26 above
Our company has 86 stations-Q in gap analysis - we will need to document every regulatory/airport/airline/company (even if it's a higher-level safety) variation and in scope/out of scope for each station?	Yes, but you will be able to clone the gap analysis, do it only once and then clone it for all applicable stations and modify only those requirements that are different for each station.
What if we published our gap analysis but after review, we note that there is an error for example an out-of-scope section marked as conformity while that task is not performed	Prior the documentation assessment starts; you can correct and republish the gap analysis as many times as you wish. Once the auditor is in progress with his/her assessment, you will need to wait for this to be completed and make a correction via a CAR follow up process.
Hi, I have difficulties to understand how ONE SOURCE works and how we can update changes within MHQ and STN. would there be a training session in the future?	A session for One Source was not planned, contact us at isago@iata.org and we can schedule a session one on one.
Is it possible to clone HQ gap analysis to the station directly without putting each gap manually?	Yes, it is, watch for Webinar 2 to learn more.
Where can i get the excel spreadsheet?	AHM and IGOM digital library, toolbox
the main language spoken in our company is Spanish, all documentation must be in English?	This process has not been fully addressed yet. IATA will not request the GHSP to have their documentation in English, local language must be accepted as per present model, making sure the local language is understood by the front-line personnel. It was expected that auditor once assessing documentation will either use an online translation tool or an assistance of a translator. Thank you for the feedback, we will discuss it internally and revert. If you have a solution or at least a proposal, please do share it.
Are there standards on conducting desktop audits? 8 hours a day for 4.5 days is pretty difficult.	Stay tuned for Webinar 3, we will share the proposal.
do we already know how much time will be allocated to a full scope?	Stay tuned for Webinar 3, we will share the proposal.
What if there is only one departure at the station? How six flights will be monitored?	In this case, the audit plan will need to be adjusted and discussed with the auditor. More interviews with staff will need to be conducted to address alternative means of conformity.
My desktop questions ref. 8hours on Teams call.	we do not understand this questions, please contact us at isago@iata.org
In case of any regulatory OR airport variations- a Risk Assessment (RA) is required? Or RA is required only for own variations? Thanks	The Risk Assessment is required for all safety critical procedures - which are at this moment only in the IGOM. If there is a regulatory variation related to non-safety critical procedure, no RA is required.
If the station audit is before the MHQ audit, how is the AHM Ch.6 documentation audited? (as in the station audit AHM 6 is only audited as per its implementation)	If the STN audit takes place, the ORM sections is verified only during the Implementation Assessment at the station level.
How can i have access to the excel check list for AHM?	Purchase AHM and IGOM, digital version and you will get access to all checklists. The detailed checklists are already available for a purchase at: https://www.iata.org/en/publications/manuals/iata-ground-operations-manual/isago-checklist/ However, every ISAGO GHSP MHQ will receive those checklists from IATA once they sign the new audit contract.
Is the presentations and record of this session are shared to us?	Yes
How can a GSP person becomes ISAGO auditor, please guide	contact us at copa@iata.org

Table 2. Webinar 1 (PM) Questions

Questions	Answers
hello if the variation is more restrictive than industry standard, do we still complete a risk assessment?	Yes, you will still need to perform a risk assessment if it's driven by your company requirements.
Good morning, our document needs to be written English when we do gap analysis? because our document is written in our local language	This process has not been fully addressed yet. IATA will not request the GHSP to have their documentation in English, local language must be accepted as per present model, making sure the local language is understood by the front-line personnel. It was expected that auditor once assessing documentation will either use an online translation tool or an assistance of a translator.

	Thank you for the feedback, we will discuss it internally and revert. If you have a solution or at least a proposal, please do share it.
Good morning, My question: Before undergoing the ISAGO (Renewal) audit, we will conduct an internal audit as usual. Should we consider adopting the new audit standards for our internal process? Furthermore, if an organization encounters challenges in implementing these new standards, what steps would you recommend overcoming them?	Yes, you should adopt the industry standard, Kindly follow the steps of adoption; 1 Perform a gap analysis 2.•Define variation and eliminate unnecessary variances 3.Align internal documentation with the industry standards 4.Adjust to your MHQ / STN specifics 5 Train and implement the changes in operation for your personnel to be aware of the changes the compliance with the AHM/IGOM/CGM shall be included into your oversight - monitoring program.
hello, is the data used in the webinar available as a file to the participants?	Yes
If you are following a customer airlines procedure, but they are not aligned with industry standards, how do you assess it? Conforming? Variation? Plus, it is their responsibility to complete the Risk Assessment, correct?	Gap analysis will be based on your own documentation (GHSP) not the customer airline procedures, therefore: 1) you are not requested to declare airline variations within your gap 2) you will not be responsible for their risk assessment. However, the GHSP shall have a system to manage, communicate and implement airline specific requirements. Once doing on-site audit, the auditor will focus on IGOM and AHM compliance, if a customer airline variation (above IGOM) is observed, it will be considered as conformity. If a customer airline variation below IGOM is observed then auditor will need to verify GHSP process through an alternative means like interview with staff to ensure that GHSP process is aligned with IGOM and AHM.
New ISAGO audit checklist is available on AHM 45 digital version, what is the solution if we only have hard copy version (AHM 45)? DO I need to buy digital version?	Currently the new ISAGO checklist is only available in the digital version of IGOM 13th Edition and AHM 45th Edition - Under toolbox - ISAGO tab - (Password protected "User". Yes, you need digital version. OR You can purchase just the detailed checklists that are already available for a purchase at: https://www.iata.org/en/publications/manuals/iata-ground-operations-manual/isago-checklist/ However, every ISAGO GHSP MHQ will receive those checklists from IATA once they sign the new audit contract.
If a variation is more restrictive than the industry standard, is RA still needed?	Yes, it is but only for the safety critical procedures which are only in the IGOM at this moment.
In AHM chapter 11 for renewal training mentioned every 36 months while our company standard every 24 months, is this conformity or not?	AHM 1110 4.4.3 states "Be delivered at the frequency specified in the relevant training documentation, but not exceed 36 months from the completion of the previous training", therefore your procedure of every 24months is in conformity
Are there any designated forms for risk assessment for ISAGO purpose?	The is no specific form for risk assessment as it will be based on your own SMS. However, for further guidance kindly refer to the current version of AHM 610 for guidance
Hi, what if there is only limited number of flights in the station (e.g. three flights/week), how will the minimum of 6 flight observations be achieved?	Alternative means of compliance will be used to determine compliance; however, this will be addressed on a case-by-case situation.
How will the number of flights to be observed be calculated?	we do not understand this questions, please contact us at isago@iata.org
If you are following a customer airlines procedure, but they are not aligned with industry standards, how do you assess it? Conforming? Variation?	Gap analysis will be based on your own documentation (GHSP) not the customer airline procedures, therefore: 1) you are not requested to declare airline variations within your gap 2) you will not be responsible for their risk assessment. However, the GHSP shall have a system to manage, communicate and implement airline specific requirements. Once doing on-site audit, the auditor will focus on IGOM and AHM compliance, if a customer airline variation (above IGOM) is observed, it will be considered as conformity. If a customer airline variation below IGOM is observed then auditor will need to verify GHSP process through an alternative means like interview with staff to ensure that GHSP process is aligned with IGOM and AHM.
Hi, as for our renewal audit next year and our GOM was recently amended, do we delete the existing document or do we just add the new and current version and continue the gap analysis?	Do not delete anything. Compare your existing GOM with the IGOM Ed13, use the OPS portal tool and if you notice some discrepancies with IGOM then align with IGOM where feasible and

	publish a new gap analysis and new version of your GOM. In case you can't align, record a variation.