Table 1 Webinar 3 (AM) Questions

Questions	Answers
Hi, how long do we get audit report after all findings are closed normally?	The audit has to be closed two weeks prior to expiry date, then the report will be available before the Registry/Accreditation renewal date
Once set a date for the audit how long before do we need to hand in our analysis? 1 month?	Yes, 30 days prior the documentation assessment the gap analysis should be publish on the OPS portal. We recommend that the gap analysis is internally verified through a monitoring activity (e.g. QC)
1. Is combine audit still or what's the alternative?	Two audits will happen, one for MHQ and one for STN
2. may we have renewal audit in April, are new model be implemented?	All audits from April 1, 2025, will be planned under the new Audit Methodology, yes, you can have a renewal audit scheduled in April.
I would like to know if it is mandatory to perform the audit, since it was performed in May 2024. MHQ and STN, in Argentina	Your registration is valid and you will only have to do your next renewal audit (when the time comes) under the new Audit methodology. The window for any renewal audit opens 6 months before your expiry date, at that time you will be requested to start scheduling your audit, not before. Preparations must happen before by the GHSP to ensure a successful audit. However, we may send you the new contract to be signed in advance.
Is it possible doing HQ and STN as the same time?	Yes, it is, we would not recommend it as we would need to assign 2 different auditors but it is possible. Also consider the benefit of having a gap analysis already validated previously and that could benefit other audits (Stations)
Is registry certificate mandatory for renewal audit or just accreditation certification is fine?	For both, MHQ audit results in registration and STN audit results in accreditation/s, both have 2 years validity and must be renewed.
Does GOSM remain workable or just GAP analyses among AHM, IGOM it will fine?	GOSM will be decommissioned from April 2025. The new "audit standards" will be the provisions from AHM and IGOM 9and in the future ICHM substituting current CGM by end of 2026), please refer to Webinar 1 for details.
Only one documentation finding: does it mean, that auditor will raise only the major doc finding or a summary of all doc's findings?	The auditor will raise one finding that will summarize all the deficiencies as identified during the documentation assessment, when sampling and checking your gap analysis.
Does a deviation mean it's a finding? For example, minimum chocks will be 4 while company standard may be 8. There is a deviation or GAP, but one is compliant + more extreme.	No, this example is not a finding but variation, you will be requested to record the variation in the OPS portal, all variations above IGOM will be assessed as compliance, all variations below the IGOM provisions will result in a finding. Refer to Webinar 1 where all was explained in a detail.
as the combined audit will be phased out. What will happen if the headquarters and the station are the same?	The GHSP will go through 2 audits (two audit applications) but the audits will be assigned to one auditor, the audits will be scheduled consequently, so it will feel like CTN but they will result into two reports and two registration/accreditation.

For renewal audit can this be done 6 months prior to expiry date?	The window to start a renewal audit is 180 days prior to expiry date. So yes, you are right in scheduling in advance.
I would like to confirm that the new model of audit, GOSRAPs, is no longer applicable. Therefore, the GOSM Edition 11 will not be released.	This is correct understanding. You already have available the applicable standards in AHM, IGOM and CGM until is substituted by ICHM by the end of the year.
We are combined but as there will not be more combined audit, how will IATA process to renewal our audit, will the do the first MHQ audit and then do the STN? How will IATA proceed?	You will go through 2 audits but the audits will be assigned to one auditor, the audits will be scheduled consequently to each other, so it will feel like CTN but they will result into 2 reports and a registration and an accreditation.
Our company will move location from current airport to new airport within the same city this year. This will be considered as renewal audit at new airport?	Most likely renewal audit, please contact us at isago@iata.org to validate this fact
For renewal audit, if my certificate expires in November, when should I publish my gap analysis?	It depends when you wish to schedule the renewal audit, once you agree with the GOA on the audit date, your Gap should be published 30 days before
I noted bugs during the gap analysis in the platform. I completed all information but sometimes it doesn't record. I try again (2 3 times) and it's works. Did you have this kind of this feedback?	Please contact igom@iata.org, Rawan will address it with you
When do we get update GOPM?	The work is in progress, we are aiming to publish the changes progressively, aiming for March
When will checklists be available? Or are they in the toolbox?	They are part of the toolbox (in digital AHM/IGOM manuals) and will be also distributed to all MHQs once the GHSP signs the new MHQ master agreement
Our ISAGO expires in October 2025. For renewal audit, does this mean we cannot do the audit in May to allow a 6-month period to close any findings? When is the likely date of audit?	yes, you can do the audit in May, the window for a renewal opens 6 months before the expiry, this is the right approach
Did you mention that this new audit approach is rolled out on 1st Feb 2025?	No, we mentioned that OPS portal will be launched early in Feb, having AHM and CGM available together with IGOM, these ISAGO program changes that you refer to, are planned to be launched as of April, 2025
Since your started to introduce the new changes to ISAGO audit, it will be better that IATA thinks about those French countries certified ISAGO. try to put in French all these changes to allow us to have with others the same understanding about the changes. French version is urgent needed	Thank you for the comment, we fully understand the challenges but the audit program language is English and audit reports must be produced in English. You can benefit from IGOM French version. Thank you for your understanding.
if the tentative renewal audit is in JUL25, how soon the agreement should be prepared?	As soon as possible, we will distribute the new contract templates in February, so please review it and sign it as soon as possible
When can we expect to receive the "Audit Agreement"? After completion of the MS form.	The agreement will be shared within one week

Can you share the presentation?	yes, all people on this webinar will obtain a link to the slides and recording, please go to IATA.org and ISAGO website and check for all the previous slides and recording under program changes
Since the combined audit will be phased out, does this mean that the headquarters audit must be completed and its findings closed before the station audit starts, or both can audits be conducted simultaneously?	No, for all renewal audits such a rule is not in place, the MHQ and STN audit will be scheduled consequently, following each other, and will be assigned to the same auditor, so you will have 2 audits but it will feel like one just being done in sequence
hi may renewal is in dec25, I booked the audit in May via one source, but I have not received any comms form IATA yet.	It is a new tool, so apology if we have not contact you yet but rest assure, we have received your request and will share the new contract template and assign your audit to GOA for scheduling. For any further inquiry about your application, please contact isago@iata.org
Where can we find the MS form?	Contact isago@iata.org and they will share it with you
New agreement is a HQ issue I guess not for stations apart?	Correct, no change there, MHQ will be requested to sign the master agreement as it is today
We have renewed in May 2024, should we perform the audit of the gaps analysis??	yes, please do it as soon as possible, use OPS portal for IGOM and excel tools for AHM and CGM, make sure your gap is published for MHQ and all applicable STNs
When will AHM 1110 and AHM chapter 6 GAP analysis be uploaded to the portal?	In February, a notification will be sent to all, in the meantime use the excel files for AHM and CGM in the toolbox to prepare for the gap
We would like our renewal STN audit for this November (certificate valid till March 2026). Any obstacles regarding preparation time?	Not really, just complete all the steps necessary to be ready for the audit, join customer portal, publish gap, sign new contract etc.
it will be better to plan one webinar session only about cloning of GAP analysis and make it available in French. we will renew soon our Isago registry and it urgent for us to master all these changes to better planning	We already did it, please check webinar 2 on our website, or contact igom@iata.org
If a station ISAGO (New Model) Initial OR renewal audit does full scope include GH & CGO, still this will be a single auditor audit?	Yes
When will AHM 1110 and AHM chapter 6 GAP analysis be uploaded to the portal?	Go Live is planned for February
We would like our renewal STN audit for this November (certificate valid till March 2026). Any obstacles regarding preparation time?	Not at all, good planning.
One the One Source profile, I seem to be unable to select any items under "handling equipment and infrastructure". How can I select these boxes?	Those items are not yet available for use, they will be activated in April. You will be requested to complete those together with your renewal audit. Thank you for your patience and understanding.
On OneSource is there any chance to make the 'Select Station' dropdown in alphabetical order, or have a search function to select the station? For GSPs with a lot of stations it may be difficult to find the relevant station, as the stations seems to be displayed without a particular order.	We will need to investigate further but to our best knowledge, selection in alphabetical order is not presently possible, you can type the name of the GHSPs and you will see all their stations but will need to scroll up and down to go through the list, apology.

I have a question about the gap analysis, if i submitted the gap analysis with the current versions, of my GOM, and later after few months I had new version of the GOM, shall I perform the gap analysis from the beginning r just to update the new references only	Only update the references where appliable. You can update the gap analysis as many times as you want to. The only time it gets locked is 30 days prior the documentation assessment.
if we submitted the application on website before JUL. 31, 2024, do we still have to submit the audit request again via One Source?	If you already submitted request for audit, there is no need to do it again. ONE Source functionality can use for upcoming audits in 2025.
why does the certification are in black on some of the service providers	You mean why they are greyed out; they are greyed out because they are not accredited/registered. Only certified logos are highlighting (not greyed out).
For renewal certificate do we select the ISAGO station accreditation or the ISAGO registration?	If your renewal is for a Station, you choose Station accreditation. If it is an MHQ renewal you choose ISAGO Registration. Both, depending which certificate you are seeking for, both, registration and accreditation have their own certificates
We have the MHQ and STN, do we have to go through the initial or it will not be necessary we could have renewal only?	Your audits will be considered as renewal, just undergoing the renewal audits under the new audit scheme.
We looked at the checklists in the toolbox and noticed that the checklists are presented as titles in the toolbox. Does this mean that the details are as described in the chapters and sections of AHM and IGOM?	Correct. The detail is contained in the IGOM and AHM chapters. The detailed checklist will also be given to the GHSP upon signature of audit agreement. These checklists are the high level, the detailed checklist will be shared with each MHQ after the new agreement is signed
Max number of audit days including documentation?	Yes, to be defined, we are still testing the number of auditor days needed
Why is the registration not shown for other STNs of the company in the OneSource?	It should, please send us an e-mail on isago@iata.org and we will look into it.
We have renewed ISAGO audit for MHQ and 3 STN in May 2024, shall we perform the audit of the gaps analysis?? If the answer is yes, when will be the date to deliver the gap analysis??	Yes, start the process now. Join the portal, perform the gap analysis, and publish it and be ready to receive the new agreement.
if it is a renewal for 2025, do we need to apply via one source this time?	No, your renewal is already in the pipeline for 2025.

Table 2 Webinar 3 (PM) Questions

Questions	Answers
There are two questions that arose from Webinar 2. 1. Is it okay if the document references recorded in GAP Analysis are in Japanese, i.e. not in English? 2. Is it okay if the document references recorded in GAP Analysis are divided by chapter?	1. Yes but, considering that the auditor might not speak Japanese, we would still require either translation or taking the effort and record it in English. If the documentation is in Japanese then the auditor will still need to rely on translation if she/he does not speak the language. 2. Chapter is not gradual enough, you must ensure that the IGOM and AHM requirement in the gap analysis directly points to your specific process, SOP in your documentation. If the chapter has one page, then it is ok but if the chapter is on 10 pages, then the auditor will have difficulties to find the right requirement and it

	will be very time consuming. Your aim should be to be precise as much as possible and point to the most specific requirement in your documentation, sometimes it can be multiple ones.
So, I can understand in the way that the auditing benchmark will be using the IGOM and the AHM as standard requirements and no longer the GOSM? Please correct me if my understanding is wrong	This is a correct understanding.
So, the gap analysis will be against the IGOM and AHM?	Correct, AHM 600 and 1110, IGOM full scope depending on your profile and CGM from GOSM until we move towards ICHM.
We understand that MHQ initial audit and STN initial audit are 2 different audits now, but can we arrange MHQ initial audit and STN initial audit in the same trip of the same auditor? Or STN initial audit must be arranged after MHQ initial audit is finished and passed?	You are raising good point, please contact us at isago@iata.org, initially we thought that MHQ-initial must be completed and closed prior we schedule the STN-initial audit, however, if you are a single station provider and your MHQ is collocated with STN, it would mean additional expense. Please contact us to discuss that we can confirm the program's rules.
My MHQ audit expiry date is later than my station expiry. On the new program will I complete the station audits prior to the MHQ	Doesn't matter which audit comes first. We were trying to be flexible and making sure we do not impact your present expiry dates, so, yes, you are right, in your case, STN audit will be done before MHQ, which is OK due to their nature and scope. You can still at least publish MHQ gap analysis even that it won't be audited during the STN audit. STN audit will have its own gap analysis related to the STN audit scope.
If we want to register new station, do we have to STN initial audit? Currently we are ISAGO CTN certified.	No more CTN audit. Your CTN renewal audit will become MHQ and STN audit, both will be considered as renewal audits and will be done in sequence with one auditor that it feels like CTN. Of course, the audit scope will be different.
What is the difference between one finding and multiple finding? For example, are there any follow-up actions or suspension of the audit?	Findings remain the same as you know it from present audits, the difference is that for DA will result in only One CAR to address all issues/deficiencies observed in the gap analysis and you will follow the same CAR follow up process to close the CAR. You will be asked to address them, change documentation, if required, update documentary references in the gap and publish it again and the auditor will need to verify it as part of the corrective action process to ensure all deficiencies were addressed and the gap analysis is accurate and reliable.

So, no matter how many findings in the DA, it will always count as one finding only? even of different discipline	Yes, one Finding, One CAR will be raised for the DA findings in the audit software but auditor will be asked to describe all the issues in the CAR, you will need to address all of them via the corrective action and you will be requested to republish the gap as part of the corrective action plan
For the audit that will be held in early March 2025, will the old audit method be used, and will the audit checklist still use GOSM ed. 10 rev.1?	Indeed, and only renewal audit dates that fall in Q1 2025 will still be under the current method using GOSM Ed 10 rev 1 checklists, everything after April, will follow the new audit methods.
Is there a guide or manual for conducting a gap analysis or self-assessment using the checklist from AHM digital and/or portal?	There is a guide and it has been addressed during webinars 1 & 2. https://www.iata.org/en/programs/ops-infra/ground-operations/ops-portal/
our expiry date is June 17th, 2026, do we still need to sing up for new agreement in accordance with the schedule you have shown?	Yes, you will receive the new agreement and you will have to start the process now. Join the portal, perform the gap analysis, and publish it. in fact, your audit is already included in 2025 audit schedule, you can potentially schedule it for January 2026 but in any case, we will ask you to sign the contract, we will share with you the checklists and ask you to publish the gap even that it will not be validated by the auditor until the time of your audit.
Can we start the process for the new agreement now, even if the audit will be in October 2025?	Yes, start the process now. Join the portal, perform the gap analysis, and publish it and be ready to receive the new agreement. in fact, your audit is already included in 2025 audit schedule, check Webinar 1.
Our cert. is going to be expired in April 2026. so, when will be the best to start the preparation and the audit date for renewal. appreciate your advice	You start now. Follow the 6 months renewal window, in fact your audit is already included in 2025 audit schedule, which also means that your audit must have been already allocated for Q4, 2024 or Q1, 2025 and will be performed according to the present model, using GOSM.
If a GHSP applies for audit now, should they apply through one source, or use the original online method?	Preferred way is One Source. We will be decommissioning the online application form shortly
We learned during the webinar that the checklists will be available once the agreement is signed. Is it possible to obtain the checklist now to prepare for my audit that expires in November 2026?	You can use the tools and checklists that are in the toolbox of the digital AHM and IGOM manuals, they are good enough during the preparation phase. For the detailed once we need you to sign the agreement and the IP disclaimer. Thank you.