



ISAGO Standards Manual

Section 1 — Organization and
Management (ORM)
Presentation



Section 1

Organization and Management (ORM)



Section 1 — Organization and Management (ORM)

Section 1—Organization and Management (ORM) consists of the following subsections:

1. Management and Control
2. Ground Operations Management
3. Documentation and Records
4. Training and Qualification

Management and Control

- 1.1 Organization and Accountability
- 1.2 Management Commitment
- 1.3 Safety and Quality
- 1.4 Management Review
- 1.5 Communication
- 1.6 Outsourcing Quality Control Program
- 1.7 Security Program

Organization and Accountability

Focus on:

- ✓ Senior management
- ✓ Key policies
- ✓ Lines of accountabilities
- ✓ Resources

Management Commitment

Focus on:

- ✓ Corporate safety policy
- ✓ Safety and Security culture
- ✓ Safety and Security management system continuous improvement
- ✓ Policy for the use of psychoactive substances

Safety and Quality

Focus on:

- ✓ ERP
- ✓ SMS
- ✓ Safety reporting
- ✓ Quality Assurance
- ✓ Quality Control
- ✓ Safety Assurance
- ✓ Disseminating information's

Management Review

Focus on:

- ✓ Management system review
- ✓ Management consideration and decision making on significant issues
- ✓ Safety performance monitoring
- ✓ Changes identification within, or external to, the organization
- ✓ SMS continuous improvement

2. Ground Operations Management

2.1 Ground Service Equipment Maintenance

2.2 GSE Technical Requirements

2.3 Unit Load Device
Airworthiness and Serviceability

2.4 ULD Loading

2.5 ULD Handling and Storage

2.6 Facilities and Equipment

2.7 Station Airside Supervision and Safety

2.8 Airside Fire Safety

2.9 Airside Cleanliness

2.10 Airside Severe Weather Plan

2.11 Passenger Safety

2.12 Personnel Safety

3. Documentation and Records

3.1 Documentation System

3.2 Operational Manuals

3.3 Records System

4. Training and Qualification

4.1 Training Program and Qualifications

4.2 Security Training

4.3 Safety Training

ICAO SMS Framework

Vs

ISAGO SMS Framework



Safety Management System

ICAO SMS Framework		ISAGO SMS Framework
Component	Element	
1. Safety policy and objectives	1.1 Management commitment	ORM 1.1.2 Management commitment ORM 1.2.1 Corporate safety Policy
	1.2 Safety accountability and responsibilities	ORM 1.1.1 Lines of accountability for operational safety ORM 1.1.6 safety responsibilities of management and non-management personnel throughout the organization
	1.3 Appointment of key safety personnel	ORM 1.1.4 Responsible person for the administration and operation of the SMS ORM 1.1.5 Individual with responsibility to ensure safety in station operations
	1.4 Coordination of emergency response planning	ORM 1.3.1 Corporate emergency response planning
	1.5 SMS documentation	ORM 3.1.3 SMS Documentation
2. Safety risk management	2.1 Hazard identification	ORM 1.3.2 Hazard identification
	2.2 Safety risk assessment and mitigation	ORM 1.3.4 Safety risk assessment ORM 1.3.5 Safety investigation

Safety Management System

ICAO SMS Framework		ISAGO SMS Framework
Component	Element	
3. Safety assurance	3.1 Safety performance monitoring and measurement	ORM 1.3.3 Safety Reporting System ORM 1.3.11 Safety Assurance Program ORM 1.4.3 Setting performance objective and measures for safety risk control
	3.2 The management of change	ORM 1.4.4 Management of change
	3.3 Continuous improvement of the SMS	ORM 1.4.5 Continuous improvement of the SMS ORM 1.4.1 Management review ORM 1.4.2 Decision making as result of Management review
4. Safety promotion	4.1 Training and education	ORM 4.3.1 Safety Training
	4.2 Safety communication	ORM 1.5.1 Safety communication ORM 1.3.12 Dissemination of information from safety risk assessment and safety assurance program

Questions?

