

**Subject: Joint ACAC/IATA "IATA Audit Programs (ISAGO & IOSA)" Workshop
(Morocco – Casablanca 18-19 July 2017)**

Action required: Reply no later than 28 June 2017

Sir/Madam,

We have the honor to invite your Administration/Organization to participate in the **ACAC/IATA Audit Programs (ISAGO & IOSA) Workshop** to be held in Kenzi Tower hotel Casablanca, Morocco, 18-19 July 2017. The workshop will commence at 09:00 hours, with registration of delegates from 08:30 hours onwards.

The objective of the Workshop is to bring together all stakeholders, (Regulators, Air Navigation Service Providers, Aerodrome Operators, Aircraft Operators, International Organizations and Industry) to review the ISAGO standards and recommended practices as per the IATA Ground Operations Standards manual.

The workshop will also help participants to better understand how to incorporate the IOSA process into internal Quality Assurance program, and how to ensure the following four aspects of airline operations: continued conformity with IOSA, implementation of IOSA Standards, increased reliability of quality assurance functions, and standardization of the auditing process.

A draft programme for the **ACAC/IATA Audit Programs (ISAGO & IOSA) Workshop** is provided in Attachment A. Practical information regarding the workshop venue, a list of recommended hotels and other administrative information will be provided in a workshop bulletin at a later stage.

Taking into consideration the scope of the subjects to be addressed by the workshop, (which covers the quality, operations and safety managers, station managers, ground handling, managers and supervisors, airport authorities and internal auditors), it is strongly recommended that your delegation includes Experts in these respective fields from both the regulator and service provider sides.

I shall be grateful if you could confirm as soon as possible, but in any case not later than 28 June 2017, your State's participation and nominated representatives for workshop with the attached registration form, which is provided in Attachment B, to mohamed.rejeb65@gmail.com and faqirj@iata.org

Yours sincerely,


Eng / Mohamed Ibrahim Sherif

ACAC Director General



Enclosures: Appendix A – Workshop Draft Programme
Appendix B – Workshop Registration Form