

The following is extracted from the IOSA Standards manual, 8th Edition, April 2014:

ORG 3.3.14 The Operator should have a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations. **(GM)**

Guidance

If implemented, line monitoring would be considered a proactive hazard identification activity in an SMS.

A line operations monitoring program is a completely different activity from line evaluation (or line checking) of the flight crew. Line operations monitoring cannot be accomplished in conjunction with any type of operational evaluation of the flight crew.

Under this program, flight crew performance in a normal line environment is observed from the flight deck jump seat by individuals who have been specially selected and trained. Observers, with the cooperation of the flight crew, systematically gather operational data that can be analyzed and used to make real improvements to certain areas of the operation. Observers are particularly aware of, and record, threats and errors that occur in the operating environment.

The Line Operations Safety Audit (LOSA) is a well-known and successful example of a normal line operations monitoring program.

An acceptable program would have the following characteristics:

- A planned and organized series of observations of flight crew performance during normal line flights is typically conducted a minimum of once during every four-year period.
- Observations are conducted on regular and routine line flights, and the flight crew is advised and clearly understands that normal line monitoring is not an evaluating, training or checking activity. The flight crew would be expected to operate as if the observer were not there.
- There is mutual support and cooperation from both the management of the operator and flight crew members (through their professional association, if applicable).
- Participation from the flight crew is voluntary; observations are not conducted unless permission is received from the flight crew.
- Data collected from observations are confidential, de-identified and used for safety enhancement purposes only. Data from an observation are never permitted to be used for disciplinary action unless there is evidence of willful misconduct or illegal activity.
- Procedures are in place to ensure data from observations are retained in a way that ensures effective security.
- Objectives of observations are clearly defined, and collected data are always used to address specific issues that affect flight safety.
- Observers are specifically selected and trained (calibrated) to ensure a high level of consistency and standardization in the data being collected. Observers are objective, impartial and have a high level of integrity.
- There is a process in place to ensure data collected from observations are subjected to analysis from appropriately diverse subject matter experts to ensure consistency and accuracy.
- Data derived from observations are analyzed and presented in a manner that identifies potential weakness and permits the operator to develop appropriate action(s) that will enhance specific aspects of the operation.
- Results from the monitoring program, including the corrective action plan, are communicated to flight crew members.

Expanded guidance may be found in the ICAO SMM, Document 9859.