

What PROS Can Do for You

In addition to IOSA and our training, we offer services that range from auditing to program design and analysis, including:

- > Partnership auditing to a variety of established industry standards, including IATA's comprehensive IOSA standard
- > Flight safety program design and implementation guidance
- > Environmental safety program design and implementation guidance
- > Maintenance and engineering quality assurance
- > Gap analysis to meet regulatory or industry operational standards
- > Electronic flight data analysis

"IOSA served as the tool for us to show the world the highest level of excellence in our processes, and the exceptional PROS team worked closely with us to make it all happen. Their customer support, and our total commitment to the IOSA Standards and Recommended Practices, combined to produce outstanding results."

- Avianca

Contacts



PROS is fully prepared to help you make your business operations safer and more efficient. Contact us today and let us show you how.

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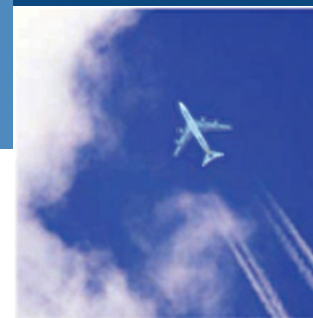
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*"PROS is established and continues to present a most professional approach in the fields of audit, customer support, and aviation expertise. The team's professionalism, outstanding conduct, judgment, leadership, and depth of knowledge make them an obvious **first-choice** in their field."*
- US Airways

"During the audit of EuroLOT, auditors from PROS were fully professional, strict regarding regulations, but open for discussion with the operator. Moreover since they have a background in real airline operations, we have been awarded not only an IOSA certificate, but also the IOSA program has informed us on how various problems can be resolved in different ways."
- EuroLOT

>Around the World in Safety



ARG/US
pros
partners and resources
for operational safety

The PROS Advantage

The PROS Way to a Safer, More Efficient Operation

PROS, an independent business unit within Aviation Research Group/US (ARG/US), is your one-stop source for creating a superior operation in all areas of your air transportation business. We are an experienced quality and safety assurance provider. Our flexible organization is committed to true team auditing for multiple standards at the domestic, regional, and international levels. We tailor all our resources and services to your specific needs.

Regardless of your need, here's why you can rely on us:

- > **Vast experience in international airline operational and safety assessments**
- > **CASE auditing experience**
- > **A reliance upon globally accepted standards — or your domestic/regional standards**
- > **Security system in place to ensure confidentiality**
- > **The experience and knowledge to understand your multicultural concerns**
- > **Balanced, efficient, objective, flexible auditing and analysis**

What is IOSA?

The IATA Operational Safety Audit (IOSA) is the global airline standard. This program aims to reduce the number of overlapping audits by use of a single standardized system that will be accepted worldwide. By eliminating the need for so many audits, IOSA will result in immediate cost savings in the short term, and greater cost efficiencies through improved operations in the long term. IOSA becomes extremely important when an airline or air transportation organization wishes to distinguish itself by complying with this accepted global standard.

Who Can Benefit From IOSA?

Any air carrier — or business that supports air carrier operations — that sees the need for improved safety and efficiency in any phase of its operations can benefit from an IOSA audit.

These businesses include:

- > International airlines
- > Major domestic airlines
- > Regional airlines
- > Cargo carriers
- > MRO providers
- > Corporate aviation departments



What Does IOSA Cover?

IATA's auditing standard focuses on key aspects of airline and airline support operations, including:

- > Corporate organization and management
- > Flight operations
- > Operational control/flight dispatch
- > Ground handling
- > Engineering and maintenance
- > Cabin operations
- > Cargo operations
- > Operational security

Why PROS for IOSA?

PROS is a recognized leader in IOSA auditing and standardization. PROS team members provided leadership and guidance during the entire IOSA development process. They also led task forces that created and implemented the standard and provided leadership in the development of the IOSA Program Manual, the official guide to these auditing processes.

PROS Training Organization

As an IATA Endorsed Training Organization (ETO) we are qualified to provide IOSA Auditor Training (IAT). Participants would include:

- > Internal auditors
- > Overseers of IEP and quality management systems
- > IOSA auditor to be hired by an AO
- > Carriers to attain/maintain IOSA standards

We also offer Basic, Lead, Transportation, and Environmental auditor training.