



RESULTS

IS-BAO Survey 2005

Overview

The January IS-BAO Survey (copy attached) was distributed by mail to the 349 listed IS-BAO holders. That number included auditors and operators worldwide. Also, an electronic copy of the survey form was posted on the IBAC web site. An e-mail message was also sent to all IS-BAO holders through the NBAA Airmail system urging them to respond by either returning the hard copy of the survey form or submitting the electronic form. In total 71 responses were received. The vast majority submitted their response electronically.

1. Year IS-BAO Was Obtained

The years that the operators obtained their copy of the IS-BAO were as follows:

- 2002 - 16 - 23%
- 2003 - 23 - 33%
- 2004 - 24 - 34%
- 2005 - 7 - 10%

2. Type of Operation

The nature of their operation was describe3d as:

- | | | |
|---|----|-----|
| ▪ Corporate Operator (US Part 91 or equivalent) | 54 | 77% |
| ▪ AOC Holder (US Part 135 or equivalent). | 4 | 6% |
| ▪ Not an air operator. | 12 | 17% |

3 & 4. Registration Intentions

The responses indicated that 50% of the operators who had not yet achieved IS-BAO Registration were working towards registration in 2005, while 19% indicated that they have implemented or are implementing IS-BAO but were not planning to have an audit to become registered. Of the same group, 10% indicated that they were undecided on implementation and/or registration.

Some that had decided to not become registered cited the cost of the audit as a factor while most did not provide a reason and some indicated that they may reconsider once they had more experience with the IS-BAO.

5. Identified Benefits

The benefits of IS-BAO implementation that were identified by those who had already achieved IS-BAO Registration were:

- | | |
|--|-----|
| ▪ Enhanced operating safety | 72% |
| ▪ Team building and pride of achievement | 72% |
| ▪ Efficiencies improvements in operations achievement and/or maintenance | 50% |
| ▪ Increases employee satisfaction | 40% |
| ▪ Improved senior management understanding of the operation | 40% |
| ▪ Reduced insurance rates | 28% |
| ▪ Improved regulator understanding and confidence | 20% |

6. IS-BAO Workshops

Of those responding 60% indicated that they had attended an IS-BAO Workshop while 40% had not. However, there is some doubt of the validity of some responses. That is because the Workshop records do not show that they, or anyone from their company, ever attended a Workshop. It is suspected that



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what they attended was a one hour IS-BAO information session such as those that were held at the NBAA Convention and did not realize that they were different from an IS-BAO Workshop that is a full day in duration.

While most comments about the Workshops were very positive, a few indicated that the Risk Assessment process and SMS development should be covered in greater detail. One suggested that the Workshop include a presentation by an operator who had completed the IS-BAO implementation and two suggested that a presentation by an auditor be included.

7. NBAA Ops Manual Workshop

Of those responding 13 indicated that they had attended an Ops Manual Workshop while 47 had not. All of those that attended a Workshop provided positive comments except one. That person indicated that the Ops Manual Workshop may be good for new managers or those that do not have an ops manual.

8. Use of Implementation Service Providers

Of the operators that responded to this question 25% indicated that they had used service providers to assist them with their is-BAO implementation while 75% indicated that they had not.

9. Need for Assistance

Virtually all of those that responded to this question indicated that they were satisfied with the assistance that they received and would call whenever additional assistance was required. However, one operator responded that he was not aware that assistance was available.

10. General Comments

Many very positive comments were received including the following:

<i>"The IS-BAO has given our flight department the framework to not only become safer but also to become better organized and more professional in all aspects of our operation"</i>	<i>"Beneficial to any flight department"</i>
<i>"Great program, challenging but well worth the effort"</i>	<i>"Useful program places safety of flight issues up front"</i>
<i>"IS-BAO will raise level of safety"</i>	<i>"The information that comes in the package is very useful in the implementation process"</i>
<i>"Great idea, lot of forethought & beta testing"</i>	<i>"IS-BAO Auditors have brought a high level of professionalism and consistency to the IS-BAO audit process"</i>
<i>"Outstanding program to achieve excellence in Business aviation"</i>	<i>"It is the best thing to ever happen to business aviation"</i>

A few operators commented on the amount of effort required to complete IS-BAO implementation and one expressed concern with the effort required to convert the GCOM "Regular" version from UK English to US English.

11. Other Issues

One operator indicated that the Flight and Duty Time limitations were far too restrictive and that several other requirements were excessive, so they would not be implementing the IS-BAO in their flight department. A phone call was made to this operator upon which it was learned that he was considering the AMCs as standards rather than as guidance material. After further discussion it became apparent that the individual had only given the IS-BAO a cursory glance and formed his negative opinion on the basis of this and some other erroneous information.



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Dear IS-BAO Holder:

The International Business Aviation Council (IBAC) and its member national and regional business aviation associations are continually working to support the efforts of business and commercial aviation operators to enhance the safety, security, efficiency and effectiveness of their operations. The IS-BAO – an International Standard for Business Aircraft Operations is one initiative that has been developed for this purpose. As the third anniversary of the release of the IS-BAO is nearing, it has been decided to gather information on the results of this program. Accordingly, it would be appreciated if you could take a few minutes of your time and complete this survey form and return it to the IBAC office.

To check a check-box simply click on it. To type in a text-box put the curser in the upper left hand corner of the box and type.

Please then save the document on your computer and send it to rayrohr@telusplanet.net as an attachment. You can also submit it by fax or mail as noted at the end of the form.

1. When did you obtain your copy of the IS-BAO?
 - a. 2002 –
 - b. 2003 –
 - c. 2004 –
 - d. 2005 –

2. What is the nature of your operation?
 - a. Corporate Operator (US Part 91 or equivalent).
 - b. AOC Holder (US Part 135 or equivalent).
 - c. Not an air operator. *In this case please jump to question 10.*

3. Which of the following best describes the status of your IS-BAO implementation efforts?
 - a. We have implemented the IS-BAO, undergone an audit and are IS-BAO Registered.
 - b. We are in the process of implementing the IS-BAO and plan to be registered this year.
 - c. We have or are implementing the IS-BAO but are not planning to have an audit and become registered.
 - d. We are not planning to implement the IS-BAO

4. If you checked 3.c. or 3.d. could you please advise what motivated that decision?

5. If you have completed your IS-BAO implementation please indicate which of the following benefits you have derived.
 - a. Enhanced operating safety.
 - b. Team building and pride of achievement.
 - c. Increases employee satisfaction.
 - d. Efficiencies improvements in operations and/or maintenance.
 - e. Reduced insurance rates.
 - f. Improved senior management understanding of the operation.
 - g. Improved regulator understanding and confidence.
 - h. Other (please specify below).



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6. Have you or any of your staff attended an IS-BAO Workshop?

- a. Yes
b. No

If yes, please give us your assessment of how it assisted your IS-BAO implementation efforts.

We are also interested in any changes that you would recommend to the IS-BAO Workshops.

7. Have you or any of your staff attended an NBAA Operations Manual Workshop to assist with IS-BAO implementation?

- a. Yes
b. No

If yes, please give us your assessment of how it assisted your IS-BAO implementation efforts.

8. Did you use a service provider to assist you with your IS-BAO implementation?

- a. Yes
b. No

9. If you are currently implementing the IS-BAO is there any assistance that we can provide to you to facilitate the process?

10. Do you have any general comments on the IS-BAO that you would like to share with us?

Contact Details – Optional

Name and Address

_____	Telephone	_____
_____	e-mail	_____

Please return the completed form by mail, fax or e-mail.

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