



**International Business  
Aviation Council, Ltd.**  
Suite 16.33 • 999 Rue University  
Montreal • Quebec H3C 5J9 • Canada  
T 514 954 8054 • F 514 954 6161  
IS-BAO@ibac.org

**Standards Manager**  
Katherine Perfetti  
13818 Hunting Run Drive  
Fredericksburg, VA 22407  
T 540 785 6415  
C 540 455 1346  
F 540 785 4921  
kperfetti@ibac.org OR  
kathyhp@comcast.net



# IS-BAO Newsletter

January 2008

## Harley-Davidson 2007 Flight Department of the Year

Harley-Davidson's Flight Department was named 2007 Flight Department of the Year by Professional Pilot magazine in their December 2007 edition. The article notes that Harley-Davidson completed its IS-BAO certification process in 2005. Randy Hutton, Director, Corporate Aviation, is quoted as saying "Flight department management has, in general, evolved and improved over the years... I see chief pilots and aviation managers placing more emphasis on leadership and personnel development—this is good, but I'd also like to see more flight departments take advantage of programs that emphasize best practices, such as IS-BAO certification. If you can't measure performance you can't manage it. It's all about best practices, continuous improvement and

providing a better product to the end user."

I want to echo my congratulations to Randy and his team at Harley-Davidson. I monitored their renewal audit this year and was impressed by the teamwork and how they have put IS-BAO and safety management systems to work for them. See the photos from Harley-Davidson's Stage II Renewal Audit.

Harley-Davidson has been generous in sharing information and ideas with other flight departments and has planted the seed for one of our new initiatives—the Mentoring Program—see the article in the following pages.



L to R: Trell Berry, Captain & Team Leader-Training & Standards; Ed Williams, Auditor; Randy Hutton, Director Corporate Aviation



L to R: Ed Williams, Auditor; Kathy Perfetti, Stds. Mgr.; Randy Hutton, Director, Corporate Aviation

## IS-BAO Registrations Topped 100 in 2007!

Audit reports are still coming in but it looks like we now have over 100 IS-BAO registered companies at the end of 2007! You can see a complete list of registered companies at [http://www.ibac.org/is-bao/isbao\\_audit\\_registered.htm](http://www.ibac.org/is-bao/isbao_audit_registered.htm)

## Five Operators Achieve Stage III Registration

Congratulations to the management and staff of:

- Entergy Services Inc.
- Altria Corporate Services, Inc.
- Koch Business Holdings, LLC, Aviation Department,
- Caterpillar Inc., Corporate Travel Services,
- General Electric Company, Corporate Air Transport

To activate this level of SMS development they had to demonstrate that their "safety management activities are fully integrated into all aspects of their operation and that a positive safety culture is being sustained." An operator with such a safety culture can be expected to have widespread employee commitment to improving safety performance & visible top management leadership. Their safety performance measures would include the effectiveness of activities and processes, rather than just the results of these activities.

## 2008 IS-BAO Annual Revision Mailed

The 2008 IS-BAO Annual Revision has been sent out from Montreal. Addresses in North America should receive the package by January 15, 2008 -- elsewhere by January 22, 2008. If you have not received your copy of the revision, or if any part of your shipment is damaged, please contact Paul Lessard in our Montreal office at

[plessard@ibac.org](mailto:plessard@ibac.org)

Remember that IS-BAO is developed by you for you! If

you see errors or have suggestions for improvement please send them in. If you see a new publication, or report or other document of value to others, let me know. We start the next year's revision process early—so as you read the manual, or do your internal audits, or prepare for your registration or renewal audit and have any questions/ ideas/ suggestions, please make a note and drop an e:mail to [kperfetti@ibac.org](mailto:kperfetti@ibac.org). Your

comments are valuable in keeping this document a quality product. In this upcoming year we will be conducting an extensive review of the standards and guidance material for international operations, cabin safety, scheduling and dispatch, and part 135. We will be working with many of NBAA's committees on these projects. For further information on these committees contact your NBAA committee staff representative.

## IS-BAO Workshops

IS-BAO Workshops are held throughout the year in different locations depending upon the demand. Eight workshops were held in 2007. At the Standards Board meeting last September, it was agreed to increase the number of workshops for 2008. Here is the planned workshop schedule for this year. For information

about the workshops, or to request an additional workshop, or if you would like to host a workshop in your facility, contact Kathy Perfetti at [kperfetti@ibac.org](mailto:kperfetti@ibac.org).

The workshop fees remain at \$400 for operators and interested parties and for auditor renewals. New auditors should contact Kathy Perfetti to begin

the application process and to get registered for the workshop.

For additional details and potential additions and changes, or to register for a workshop, see the IBAC website at <http://www.ibac.org/is-bao/Audit%20Workshop.html>.

**To register for a workshop go to [www.ibac.org](http://www.ibac.org)**

Date	Location	Comments
January 11, 2008	Boca Raton, FL	
January 17	Richmond, VA	Limited to 11 participants
February 13	Hong Kong	Day before ABACE
February 26	Cleveland, OH	
February 28	Detroit, MI	
March 21	New Delhi, India	
March 28	San Antonio, TX	Following NBAA Forum
April 9	Raleigh, NC	
May 19	Geneva, Switzerland	Day before EBACE
June 27	Dayton, OH	Following NBAA Forum
August	Seattle, WA	
August	Brazil	In conjunction with LABACE
August	Washington DC	Auditor renewal workshop
November	St. Louis, MO	
November	Dubai	In conjunction with MEBAA

## Silverstone Group Sponsors Audit Training Course

Omaha, NE -- Working in conjunction with the International Business Aviation Council (IBAC), SilverStone Group's Aviation Risk Services team sponsored an ISO-9001 Internal Audit Training course for clients on December 5–6. The two-day training program, taught by Steve Mundwiler with Bizmanualz, provided ISO-9001 audit certification towards gaining audit accreditation for performing internal audits in conjunction with

IBAC's IS-BAO International Standards for Business Aircraft Operations.

The IS-BAO was developed by IBAC in conjunction with national and international business aviation organizations, state regulatory agencies and the International Civil Aviation Authority (ICAO) as a code of best practices. It has been developed for the benefit of the aviation industry. It is the industry's contribution to pro-

moting highly professional operational practices.

In attendance were members from Valmont Industries, Mutual of Omaha and Segrave Aviations flight departments. Also attending were members from Stato-Ops – an aviation consulting, IS-BAO and safety management provider – Kathy Perfetti, Standards Manager for IBAC and Charles Parmley, Director of Aviation Risk Services for SilverStone Group.



Standing (left to right) -- Charles Parmley, Silverstone; Ken Michaels and Larry Johnson, Mutual of Omaha Flight Dept.; John Lindholm, Valmont Industries Flight Dept.; Patrick O'Neil, Union Pacific/Strato-Ops; Steve Mundwiler, Bizmanualz; Mike Mohle, Strato-Ops; and Kathy Perfetti. Kneeling (left to right) -- Marv Elmquist and Nate Predoehl, Strato-Ops; and Gary Andersen, Valmont Industries.

### Valmont Industries becomes 99th operator to achieve IS-BAO registration



L to R: John Lindholm, Manager, Valmont Industries, Kathy Perfetti; Nate Predoehl and Charles Parmley, Strato-Ops—Audit Team at Valmont Hangar, Omaha

I want to thank each and all of you for my warm welcome to the IBAC family and to this program—it has been an exciting first year. I have had the opportunity to visit many of you this past year and continue to be impressed by the professionalism and dedication that you extend to this program and your operations. I welcome your suggestions and ideas for the workshops, IS-BAO, and any other ways that I can help you with the program. I look forward to working with all of you in the upcoming year!!

*Kathy*



www.ibac.org

New IS-BAO  
brochures available

go to  
IS-BAO@ibac.org



## Annex 6 Part II Update

On December 4, 2007 the ICAO Air Navigation Commission approved the proposed text of the modernization of Annex 6 Part II **Operation of Aircraft International General Aviation - Aeroplanes**. This is a significant milestone that marks the completion of almost 3 years work by IBAC, its Member Associations and IAOPA. The report of the meeting is posted on the IBAC web site at [http://www.ibac.org/Library/Annex6PartII/ANC\\_meeting\\_Dec4.htm](http://www.ibac.org/Library/Annex6PartII/ANC_meeting_Dec4.htm) and the Working Paper that presents the final review of the proposed amendment is linked to that report. A copy of the consultation draft of Annex 6 Part II is posted at [http://www.ibac.org/Library/an6prtl\\_home.htm](http://www.ibac.org/Library/an6prtl_home.htm) as **State Letter AN 1116.1.10-07/17**.

The amendment will be effective in July 2008 and applicable in November 2010. The **Effective** date of 2008 will ensure that States and operators are aware of the upcoming changes to the Annex and the **Applicable** date of November 2010 will provide time for States to make the necessary regulatory changes and for operators to be in compliance.

What does this mean to you? If you are IS-BAO registered, you already meet these standards! IS-BAO was developed in conjunction with the development of the Annex 6 Part II revision. We will continue to review the standards as part of our annual review cycle to make any adjustments as required. Congratulations to IBAC, especially to Ray Rohr, Director, Regulatory Affairs, (former Standards Manager) and Don Spruston, Director General, who had the vision and who worked to bring this project to completion.

## EASA Rulemaking Status

The EASA Extension of Scope and the Essential Requirements for OPS and Licensing were approved by the European Parliament on Dec. 13, 2007 and have been forwarded to the European Commission for processing. It is anticipated that official publication will occur in January 2008. This will permit EASA to publish the operations and licensing rules NPAs that have been in development since mid 2006. For details on the OPS Rulemaking activities see the reports at <http://www.ibac.org/Library/EF2/EASA/easa.htm>

## Auditor Advisory Group

The Governing Board has approved establishment of an Auditors Advisory Group to provide advice to the IS-BAO Standards Board on issues including the standards, audit procedures, and general program issues. We now have 89 IS-BAO auditors around the world with a broad range of experience. It is critical to the integrity of the IS-BAO program that we maintain high quality and standardized procedures and reporting in the audit process. We also need a forum to vet issues and discuss and recommend policies regarding the program and audit processes and make recommendations to the Standards Board. The Group will consist of 6 to 11 members elected to a two year term by the accredited IS-BAO auditors and accepted by the IS-BAO Standards Board. The Standards Manager will provide secretariat services to the Group. We will be looking at conducting meetings via teleconference or net meetings to accommodate international participation. More information will be e-mailed to auditors in the upcoming months. If you are interested in participating on the Group please send an e-mail to [kperfetti@ibac.org](mailto:kperfetti@ibac.org) Please put Auditor Advisory Group in the subject line.

## Mentoring Program

Another new initiative is the Mentoring Program. Many operators have asked if there is someone they could talk to that could help them with one or all of the elements of getting started with IS-BAO. We have been informally able to "hook-up" operators or pass on names and contacts. This year we would like to add a little more structure to that process. In the upcoming months I will be sending each registered operator an e-mail asking if you would like to participate in this program and asking you to provide a contact person and contact information within the company. We may need some basic information about your flight department so as best to "match" companies that are working through the IS-BAO or parts of the program but will keep this to a minimum and will not post or otherwise publicize this information. I am open to ideas and suggestions. Again, please e-mail me at [kperfetti@ibac.org](mailto:kperfetti@ibac.org) Please put Mentoring Program in the subject line.

## Update Your Info

IS-BAO Newsletters are published and posted on the IBAC web site, [www.ibac.org](http://www.ibac.org), twice each year. Periodically bulletins and other relevant information are also posted on the web site. Whenever this is done, an e-mail message is sent to each IS-BAO holder. In order to ensure that these messages and other communications are sent to the correct addressee, it would be much appreciated if all IS-BAO holders would complete the form posted at [http://www.ibac.org/is-bao/isbao\\_infoupdate.htm](http://www.ibac.org/is-bao/isbao_infoupdate.htm) and then send it as an e-mail attachment to [plessard@ibac.org](mailto:plessard@ibac.org).