INFLIGHT SERVICES

AREAS OF ACTIVITY

• Cabin Safety (with support from IATA Safety, Operations & Infrastructure)
• Cabin Security
• Cabin Health (with support from IATA Medical Advisor)
• Cabin Crew Hiring & Training
• Cabin Crew Scheduling
• Product Development
• Cabin Crew Management
• Cabin Management
• Catering Planning
• Catering Operations

INFLIGHT SERVICES STRUCTURE

INFLIGHT COUNCIL

The IATA Inflight Council acts as a focal point for information exchange and discussion forum to address common issues related to inflight management. Its recommendations on industry standards and procedures, as well as best management practices, are published in the IATA Inflight Management Manual.

The IATA Inflight Council brings together IATA Member airlines, non-IATA airlines and industry suppliers (that are members of the IATA Strategic Partnerships - Inflight Services).

The Inflight Council meets annually.

INFLIGHT BOARD

Inflight Board members provide leadership and direction on all aspects of inflight services activity, including the development and promotion of recommended industry standards and procedures, as well as the creation, support and management of committees, work groups and task forces made up of industry experts to address specific inflight service areas. The Inflight Board consists of up to ten airline members, with a majority from IATA Member airlines, who have held a senior inflight service management position within their respective airline for a minimum of three years.

COMMITTEES & WORKING GROUPS

INFLIGHT COUNCIL

Medical Advisory Group (MAG)
Membership by appointment only

Turbulence Management Task Force
Slide Deployment Reduction Task Force
IOSA Cabin Safety Review Task Force
Cabin Incident Task Force

Inflight Management Manual Work Group (IMMWG)

Inflight Catering Work Group (ICWG)

Inflight Board (Elected IATA Member and non-IATA airlines)

Cabin Crew Performance Task Force (CCPTF)

18-Jul-06
MEDICAL ADVISORY GROUP (MAG) – Membership by appointment only

The Medical Advisory Group is a Special Committee established by the IATA Director General, who appoints up to twelve members specialising in aviation medicine or occupational health. The Group advises IATA and the airline community on health issues related to travel, provides expert representation on behalf of the industry on aviation medical matters and liaises with other related organisations such as the World Health Organisation, ICAO and regional airline trade associations on medical and cabin health matters. The Group also reviews and updates IATA Resolutions and Recommended Practices relating to on-board medical care and health-related issues, as well as the IATA Medical and Inflight Management Manuals.

INFLIGHT CATERING WORK GROUP (ICWG)
www.iata.org/workgroups/ifc

The Inflight Catering Work Group was established in 2004 to bring together airlines and caterers in order to discuss issues of mutual concern and of special interest to the catering community, identify potential areas of cooperation and implement concrete solutions. Current priorities of this work group are:

- Development of standard catering audits
- Development of a standard catering services agreement and a standard service level agreement
- Establishment of an industry forum for airlines, caterers and manufacturers
- Development of a standard caterer access to airline operating data

INADVERTENT SLIDE DEPLOYMENT REDUCTION TASK FORCE

Inadvertent slide deployments remain costly events and can result in serious injury. Task force to deliver Toolkit to reduce costs to the industry.

IOSA CABIN SAFETY REVIEW TASK FORCE

Review IOSA ISM Section 5: Cabin Operations.

CABIN INCIDENT TASK FORCE

Review of incidents/accidents to recommend prevention strategies (specific to cabin operations)

INFLIGHT MANAGEMENT MANUAL WORK GROUP (IMMWG)
www.iata.org/workgroups/ifc

The Inflight Management Manual Work Group was established in 2005 to oversee the development, coordination and maintenance of the IATA Inflight Management Manual on a permanent basis to ensure new material and updates are issued in a timely fashion.

CABIN CREW PERFORMANCE TASK FORCE (CCPTF)
www.iata.org/workgroups/ifc

The Cabin Crew Performance Task Force was established in the last quarter of 2003 to develop a recommended standard cabin crew performance evaluation process, which will eventually be incorporated into the IATA Inflight Management Manual.

TURBULENCE MANAGEMENT TASK FORCE

Turbulence related injuries to cabin crew are costly events. Task force to deliver Toolkit to manage turbulence injuries/reduce costs to the industry.

INFLIGHT RFID TASK FORCE
www.iata.org/workgroups/ifc

This new task force will focus on opportunities within RFID, mostly within: catering trolley tracking and their maintenance history, content management, duty free, as well as individual tray tracking with cooking instructions, health and safety concerns etc.

CONFERENCES

Inflight Services host one bi-annual forum:
- Inflight Industry Forum

Inflight Services host two annual conferences:
- Cabin Health
- Inflight Management

ADDITIONAL BENEFITS

- One free delegate at the Inflight Services conferences. Additional delegates at discount rates
- Product exhibition during conferences at discount rates
- Complimentary copy of the IATA Inflight Management Manual (Book only)

CONTACTS

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