



Workshop on the Implementation of the Quality Management System for Aviation Weather Services

(Virtual, 19 – 23 April 2021)

Concept Note

Title: *Workshop on the Implementation of the Quality Management System (QMS) for Aviation Weather*

1. Background

- 1.1. The ICAO Annex 3 provisions require States to ensure that their designated Meteorological Authorities establish and implement a properly organized Quality Management System (QMS), comprising procedures, processes, and necessary resources for the quality management of the meteorological information rendered to users.
- 1.2. The quality system established should be in conformity with the International Organization for Standardization (ISO) 9000 series of quality assurance standards and should be certified by an approved organization.
- 1.3. **The QMS mapping established in 2017 for the AFI region shows the following :**
 - 1.3.1. States with QMS certified : 30
 - 1.3.2. States with QMS established but not certified : 2
 - 1.3.3. States with Quality Manual developed but QMS not established : 5
 - 1.3.4. States with QMS trainers trained but Quality Manual not established : 7
 - 1.3.5. States with QMS establishment and implementation not started : 2
 - 1.3.6. Information not available : 2 States
- 1.4. A survey on the status of the implementation QMS for aviation weather services was conducted on February 2021. The feedbacks of that survey can be grouped in three categories, that is “QMS certified”, “QMS Implementation Plan developed but QMS not yet certified,” “QMS not established”. In response to the question of what mechanism should be put in place to assist States in accelerating the implementation of the QMS in the field of meteorology, the proposals from States include:

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- 1.4.1. Seminars on QMS for the Chief Executives of MET Services Providers as a priority
- 1.4.2. ICAO to establish a task force on a quality management system (QMS) in MET Field in WACAF Region
- 1.4.3. Training of trainers on QMS implementation
- 1.4.4. Training and coaching for QMS implementation
- 1.4.5. **Provide technical guidance and tools for implementing MET QMS.**
- 1.4.6. Seminars or training courses for the maintenance and follow-up of the QMS, once the QMS is in place

1.5. This workshop aims at providing technical guidance and tools for implementing a QMS for aviation weather services in compliance ISO 9001:2015 Standard through sharing of knowledge, experiences and best practices.

2. Objectives of the workshop

2.1. The key objectives of the workshop are:

- a) Update participants on the ICAO and WMO drivers for adopting a quality management approach for the provision of aviation weather services;
- b) detail the step-by-step approach in WMO n°1100 for the implementation of the QMS for aviation weather services in compliance with ISO 9001:2015
- c) Develop a generic roadmap for implementing a quality management system;
- d) Explain the process of QMS certification of compliance to ISO 9001:2015

3. Intended outcomes:

- 3.1. Participants are provided with the information on the benefits of implementing a QMS for managing aeronautical meteorological services
- 3.2. Participants are updated on the detailed steps for implementing the QMS for aviation weather services based on WMO n°1100 Guide
- 3.3. Participants are provided with knowledge to develop a QMS roadmap
- 3.4. Participants got concise knowledge of the QMS certification process.

4. Conduct of the workshop

4.1. The seminar will be conducted according the adopted work programme. It will consist of presentations, discussions and an opportunity for the participants to share knowledge, experience and best practices.

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4.2. The resources of the workshop will be available at the webpage of the workshop. The link of this webpage will be shared with as soon as it is created.

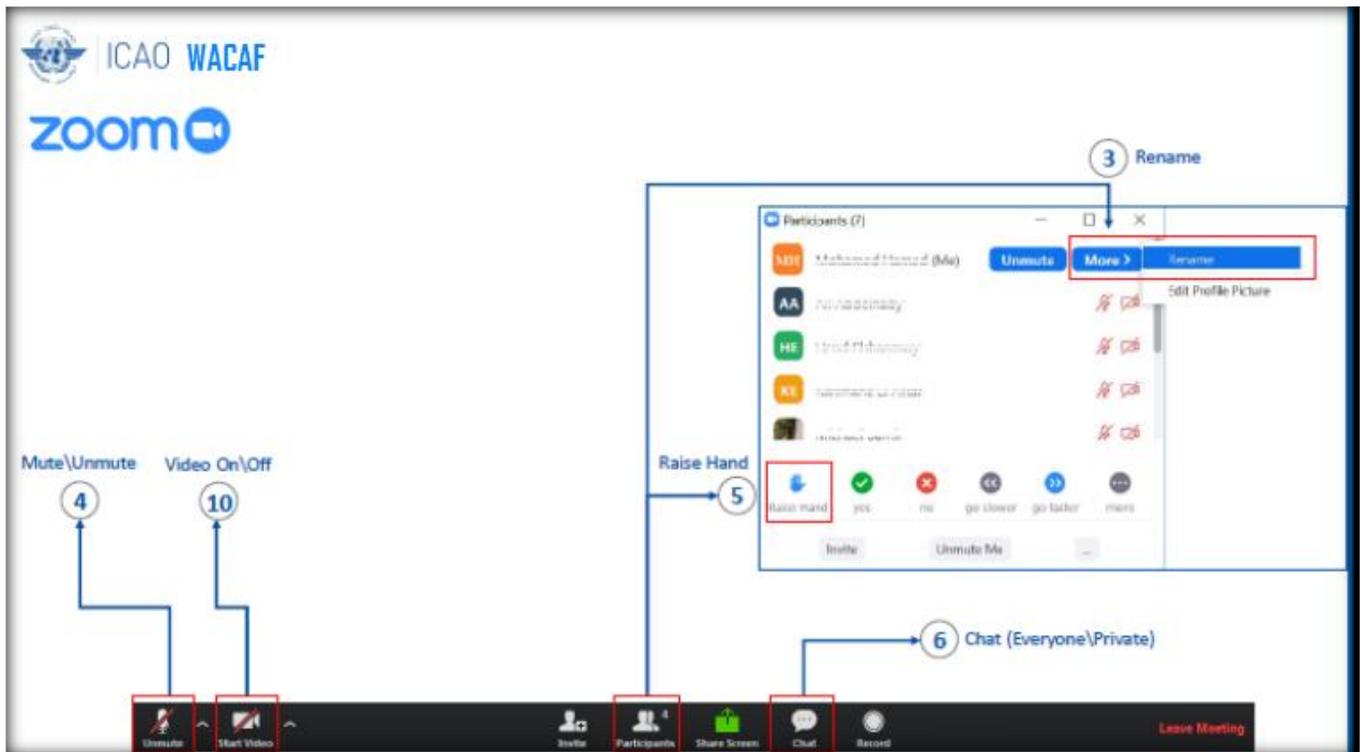
5. Workshop documents

5.1. Most of the documents are available in English and French.

5.2. The workshop will be supported by interpretation services

6. Workshop venue

The following will be your work screen once joining the meeting



7. How to operate during the work sessions:

7.1. During all the time you have not the floor, please make sure your microphone is muted

7.2. You are also invited to keep your camera deactivated, only activate it on request

7.3. How to ask a question or how to take the floor:

- a) To ask a question, you can raise your hand, by clicking on the icon of participants, and then, the “More” icon, and finally, the icon of raised hand. Click again to get your hand down.

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- b) You can also use the chat to ask your questions, or to share information with the participants.

8. Interpretation services:

8.1. To benefit from the interpretation services:

- a) Those who are English speaking should use ‘English Chanel’
- b) Those who are French speaking, should chose the ‘French Chanel’

9. Recording:

- The workshop will be recorded.

Thank you for attention

Any question?