

Agenda Item 12.2.2: QMS ISO 9001-2015



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Environment Programme



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Objective

- To establish the level of conformity for WMO RAV (South West Pacific), in response to the International Civil Aviation Organization (ICAO) quality management requirements stated in ICAO *Annex 3 to the Convention on International Civil Aviation, Meteorological Service for International Air Navigation*



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Background Information



ICAO Annex 3

2.2.2 Each Contracting State **shall** ensure that the designated meteorological authority... **establishes and implements a properly organized quality system**

2.2.3 Recommendation — The quality system ... **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 ...**

2.2.6 — **Demonstration of compliance of the quality system applied shall be by audit ...**

(Annex, 3 Chapter, 2 10 November 2016)

Background Information

Laying the Foundation....

AusAID - Bureau of Meteorology – WMO
Public Sector Linkages Program
QM Internal Auditor Training
for SW Pacific Meteorological Services



Conducted by Bryan Boase & Helen Tseros
Australian Bureau of Meteorology
2012-2014



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Background Information

Stage 1: QM Internal Auditor Training Workshop Vanuatu (Nov 2012)

- 5 day training workshop
- Participants from 10 SW Pacific NMHSs
- Result: 21 qualified Internal QM Auditors



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Background Information

Key activities: theory consolidated with practical teamwork



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Stage 2: Practical training – internal audits performed in Australia (2013)

- Participants that successfully completed the internal auditor training were invited to conduct supervised audits on Bureau Weather & Ocean Services Sections located in Melbourne, Sydney, Canberra, Perth & Darwin
- Provided an ideal opportunity to consolidate the internal workshop training in a practical environment & enhance audit techniques.
- One-on-one guidance was provided on issues faced developing & implementing a QMS.
- Enhanced PIC QM network & provided a forum for benchmarking.

Background Information

Stage 2: Auditing



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Stage 3: Lead Auditor Training Fiji (2014)



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Stage 3: Lead Auditor Training Fiji (2014)



**A core of highly trained, internationally
recognised lead auditors**

**A SOLID FOUNDATION FOR
QM IN RAV**



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Update

- **Recent survey by CAeM – WMO Region V:**

14 out of 21 WMO Members had achieved certification of compliance or were in conformity with ISO 9001

Less than 50% were certified by external third party certification

It is unknown if those who were not certified whether an internal audit regime had been established to meet the requirement of Clause 2.2.6.

Update

- **Recent survey by PIAWS:**

4 out of 12 had achieved certification of compliance or were in conformity with ISO 9001

Two Members were certified by external third party certification

One country has achieved certification of compliance to ISO 9001:2015

Update

- **Challenge to implementing a QMS:**

Has been exacerbated by the upgrade to the new ISO 9001 Standard

Auditors are also required to upgrade their knowledge and skills

Update



- **WMO No.1100 recent update:**

Guide to the Implementation of Quality Management Systems for National Meteorological and Hydrological Services and other relevant service providers within an ISO 9001:2015 Quality Management Framework - 2017 Edition

Guidance on how to develop and implement a QMS for NMHSs using a step by step practical guide that will enable certification of compliance with ISO 9001:2015

Due for release in September 2017

Recommendation

The Meeting is invited to:

➤ Note:

1. The level of conformity for WMO Region V (South West Pacific), in response to the ICAO quality management requirements stated in the ICAO Annex 3 to the Convention on International Civil Aviation, Meteorological Service for International Air Navigation; and
2. The update and replacement of WMO-No.1100 is currently underway and is due for release in September 2017.

➤ Request:

3. For a training workshop for Quality Management practitioners on the transition to the ISO 9001:2015 Quality Management Standard.