

WORLD METEOROLOGICAL ORGANIZATION

COMMISSION FOR AERONAUTICAL METEOROLOGY

INAUGURAL MEETING OF THE WMO TASK TEAM ON QUALITY MANAGEMENT SYSTEMS (TT-QMS)

INNSBRUCK, AUSTRIA

10th – 13th October 2011

FINAL REPORT



OBJECTIVES OF THE MEETING

- 1) To develop a set of strategies for QMS implementation, maintenance and continuous improvement of QMS in Members NMHS, with a focus on Least Developed and Developing Countries, and an initial priority for services to aviation;
- 2) To support the WMO Secretariat in developing a QM strategy for identified areas of activity;
- 3) To support Technical Commissions in introducing QM principles in their activities.

Background

This was the first meeting of the TT-QMS, a team that was formed by the WMO Executive Council EC LXIII following a strong endorsement of the prioritisation of the implementation of Quality management Systems (QMS) throughout WMO, but with an initial emphasis on aviation meteorology services provided by Members in response to an ICAO requirement. In complying with this decision, the inaugural meeting of experienced QMS practitioners was held from 10th -13th October 2011 in Innsbruck, Austria at the kind invitation of the Permanent Representative of Austria and Austrocontrol. Experts from the following countries; Austria, Canada, Hong Kong, China, Malaysia, Morocco, Poland, South Africa and United Republic of Tanzania were in attendance. Mr Bryan Boase, acting as Consultant from the Bureau of Meteorology, Australia was helping the WMO Secretariat with the updating of Guidance material and the development of a new QMS website together with his colleague Ms Helen Tseros. A list of participants is **Appendix 1** to this report.

Opening of the session

The meeting was opened by Dr Herbert Puempel Chief, Aeronautical Division on behalf of the Secretary General of WMO. He gave a brief history on the background of how this team was formed and invited the Second Vice President of WMO and PR of Poland with WMO Prof. Mieczyslaw Ostojki, to officially open the meeting and give his remarks. The representative of the hosting organization Austrocontrol, Mr. Fletzer, welcomed the participants to this unique location at a height of nearly 2000m above sea level, giving the right "overall perspective" of matters. The importance of meeting customer requirements was emphasized. The group was also tasked to find an efficient and practical way to developing QMS in WMO Member countries.

Adoption of the draft Agenda

The Agenda was adopted without major changes (see **Appendix 2**).

Review of the groups Terms of Reference

The Team reviewed the Terms of References as approved by the CAeM Management Group the preceding week, and gave suggestions on how the TOR could be further improved to give more tangible results within the time frame. They are attached as **Appendix 3**.

Short presentations by participants were then given to provide a brief report of their past experience and projects both in their own service and any external work (support for developing countries, workshops, etc...)

A Review of existing information on the status-quo of QMS implementation by WMO Members based on surveys and past workshop attendance took place based on a table listing countries with "best known" of their current QMS implementation status was presented and members of the Task team contributed their regional knowledge and experience to update it. The Task Team then agreed that efforts to keep updating this table should continue and then letters should be sent out to those Members that data was not available.

Practical Guide for the Implementation of a QMS

Mr Bryan Boase presented his newly developed Generic QMS Implementation Guide for feedback. He also asked for offers for translation into different WMO languages. Hong Kong, China offered to provide translation into Chinese after its completion.

Presentation of the new WMO / BoM QM Web Page, collection of feedback, and launching of WMO-QM blog, establishing of a survey tool

Mr Bryan presented a WMO/BoM web page for collection of feedback and the launching of WMO-QM blog for the Team members to register and use.

Presentation of a draft framework for "twinning partnerships" taking into account the results of the Gap analysis and prioritization

The Team decided that to do this it was important to get a very clear picture of the current status of QM throughout WMO Members and what was required. There was need therefore to send out a questionnaire to those Members whose status was not known. The draft questionnaire is shown as **Appendix 4**.

Risk analysis to establish the risk to the country, service provider and WMO if a QM approach to the delivery of aviation weather services is not adopted

The Team performed a broad risk analysis and decided that the results would be sent to the countries that have not implemented. The analysis is included in the included in "Minuted action Items from the meeting" as **Appendix 5**.

Work Plan

The meeting agreed to a work plan between now and the next meeting scheduled for late February 2012 in Marrakesh, Morocco with alternative offers should this one fail (**Appendix 6**).

List of Appendices

- Appendix 1** - List of participants
- Appendix 2** - Agenda of the meeting
- Appendix 3** - Terms of Reference of the Task Team
- Appendix 4** - Questionnaire on the status of QMS implementation
- Appendix 5** - Broad risk analysis
- Appendix 6** - Minuted actions of the meeting

APPENDIX 1

WORLD METEOROLOGICAL ORGANIZATION

"INAUGURAL MEETING OF THE WMO TASK TEAM
ON QUALITY MANAGEMENT SYSTEMS"

INNSBRUCK, AUSTRIA
10-13 OCTOBER 2011

LIST OF PARTICIPANTS

NO.	COUNTRY	NAME AND TITLE	ADDRESS
1.	Austria	Mr Gerold FLETZER Nominated Member of the Quality Management Task Team and Auditor and Aeronautical Meteorological Forecaster and Observer at Austro Control	Air Navigation Services Safety- and Quality Management / Auditmanagement Meteorological Department / Vienna Airport Austro Control GmbH Österreichische Gesellschaft für Zivilluftfahrt Schnirchgasse 11 A-1030 WIEN, Austria Tel.: +43 5 1703 1045 Fax: +43 5 1703 1046 E-mail: gerold.fletzer@austrocontrol.at
2.	Canada	Mr Alain BOISVERT Nominated Member of the Quality Management Task Team and Manager Quality Management Office, Environment Canada	Environment Canada 141 Laurier Ave. West, 2ne Floor OTTAWA, ONTARIO, Canada K1A 0H3 Tel.: +1 613 943 9720 Fax: +1 613 995 0389 E-mail: alain.boisvert@ec.gc.ca
3.	Chile	Mr Rodrigo FAJARDO ROSSEL Nominated Member of the Quality Management Task Team and Aeronautical Meteorology Standard and Procedure Chief	Dirección Meteorológica de Chile Av. Balmaceda 040 dpto. A 43 SAN BERNARDO, SANTIAGO, Chile Tel.: +56 2 436 4542 Fax: +56 2 437 8212 E-mail: rfajardo@meteochile.cl
4.	Finland	Mr Heikki JUNTTI Nominated Member of the Quality Management Task Team and Finnish Meteorological Institute Quality Manager	Finnish Meteorological Institute P.O. Box 503 FI-00101 HELSINKI, Finland Tel.: +358 407 240 550 Fax: +358 919 293 303 E-mail: heikki.juntti@fmi.fi
5.	Hong Kong, China	Mr Boon-Leung CHOY Nominated Member of the Quality Management Task Team and Scientific Officer at the Hong Kong Observatory	Hong Kong Observatory 134A Nathan Road, Tsim Sha Tsui KOWLOON, HONG KONG Hong Kong, China Tel.: +852 2926 8350 Fax: +852 2375 2645 E-mail: blchoy@hko.gov.hk

6.	Malaysia	Mr Bun-Liong SAW Nominated Member of the Quality Management Task Team and Director, Malaysian Meteorological Department (MMD)	Malaysian Meteorological Department Jalan Sultan, 46667 PETALING JAYA SELANGOR, Malaysia Tel.: +603 7967 8118 Fax: +603 7957 8052 E-mail: sawbl@met.gov.my
7.	Morocco	Mrs Fatima-Zahra BENSAID Nominated Member of the Quality Management Task Team and Quality Manager, Direction de la Météorologie Nationale Morocco	Direction de la Météorologie Nationale Face Préfecture Hay Hassani Ain Chock Casablanca B.P. 8015 OASIS, CASABLANCA, Moroc Tel.: +212 522 65 4871 Fax: +212 522 91 3735 E-mail: fzbensaid@gmail.com
8.	Peru	Ms Juana Lastenia RAVINES RUIZ	Ministerio de Transportes y Comunicaciones del Perú Dirección General de Aeronáutica Civil Jr. Zorritos N° 1203 Piso 6B LIMA 1, Perú Tel.: +511 615 7880 Fax: +511 615 7881 E-mails: jravines@mintc.gob.pe juanaravines@gmail.com
9.	Poland	Ms Anna KLOKOWSKA-SIEJEK Nominated Member of the Quality Management Task Team and Head of Meteorological Services for Civil Aviation at the Institute of Meteorology and Water Management – National Research Institute (IMGW-PIB)	Institute of Meteorology and Water Management - National Research Institute (IMGW-PIB) 61 Podlesna Street 01-673 WARSAW, Poland Tel.: +48 22 569 4454 Fax: +48 22 834 1801 E-mail: anna.siejek@imgw.pl
10.	Poland	Prof. Mieczysław S. OSTOJSKI Second Vice-President of WMO, Permanent Representative of Poland with WMO and Quality Management Focal Point	Institute of Meteorology and Water Management - National Research Institute (IMGW-PIB) 61 Podlesna Street 01-673 WARSAW, Poland Tel.: +48 22 569 4301 Fax: +48 22 834 1801 E-mail: anna.siejek@imgw.pl
11.	Russian Federation	Ms Olga PETROVA Division, Nominated Member of the Quality Management Task Team, Aviametelcom of Roshydromet / Expert in International Issues	c/o Federal Service for Hydrometeorology and Environmental Monitoring Novovagan'kovsky Street, 12 MOSCOW, Russian Federation 123995 2/12 Prokudinsky Lane, Building 1 MOSCOW, Russian Federation 123242 Tel.: +7 499 252 5500 Fax: +7 499 252 5500 E-mail: olpetrova2004@yandex.ru

12.	South Africa	Mr Chuene Albert MOLOTO Nominated Member of the Quality Management Task Team and South African Weather Service (SAWS) Compliance Officer on Aviation	South African Weather Service (SAWS) P.O. Box 21801 Crystal Park BENONI, South Africa, 1515 Tel.: +27 82 820 4037 Fax: +27 11 390 9332 E-mail: albert.moloto@weathersa.co.za
13.	United Republic of Tanzania	Mr Geofrid Evarist CHIKOJO Nominated Member of the Quality Management Task Team and Quality Manager Tanzania Meteorological Agency	Tanzania Meteorological Agency P.O. Box 3056 DAR ES SALAAM, United Republic of Tanzania Tel.: +255 22 246 706 Fax: +255 22 246 0735 E-mails: gchikojo@gmail.com met@meteo.go.tz
WMO SECRETARIAT			
14.	Switzerland	Dr Herbert PUEMPEL Officer in Charge, Quality Management Framework Chief, Aeronautical Meteorology Division	Aeronautical Meteorology Division Weather and Disaster Risk Reduction Services Department (WDS) Tel.: +41 22 730 8283 Fax: +41 22 730 8128 E-mail: HPuempele@wmo.int
15.	Switzerland	Mr Scylla SILLAYO Scientific Officer, Aeronautical Meteorology Division	Aeronautical Meteorology Division Weather and Disaster Risk Reduction Services Department (WDS) Tel.: +41 22 730 8408 Fax: +41 22 730 8128 E-mail: SSillayo@wmo.int
16.	Switzerland	Mr Bryan BOASE Special Service Agreement Consultant	Weather and Disaster Risk Reduction Services Department (WDS) Tel.: +41 22 730 8212 Fax: +41 22 730 8128 E-mail: BBoase@wmo.int
17.	Australia	Mr Bryan BOASE Nominated Member of the Quality Management Task Team National Manager Weather Services Quality Australian Bureau of Meteorology	Australian Bureau of Meteorology Weather and Ocean Services Branch Quality Management Section Tel: +61892632222 +61407087538 E-mail: b.boase@bom.gov.au

WORLD METEOROLOGICAL ORGANIZATION

**“INAUGURAL MEETING OF THE WMO TASK TEAM
ON QUALITY MANAGEMENT SYSTEMS”**

**INNSBRUCK, AUSTRIA
10-13 OCTOBER 2011**

AGENDA

1. Opening of the Meeting
 2. Adoption of the Agenda
 3. Review of the groups Terms of Reference (ToRs), as endorsed by the CAeM Management Group
 4. Short presentations by participants to provide a brief report of their past experience and projects both in their own service and any external work (support for developing countries, workshops, etc.)
 5. A Round-Table reviewing existing information on the status-quo of QMS implementation by WMO Members based on surveys, past workshop attendance, and personal contacts to establish a Gap analysis, identification of typical show-stoppers
 6. Based on the gap analysis above, develop a work plan based on twinning / regional with priorities for support to those Members that continue to face difficulties in implementation and / or maintenance of their QMS
 7. Identify where the team's efforts are most needed and likely to achieve results
 8. Presentation of a draft framework for "twinning partnerships" taking into account the results of the Gap analysis (6) and prioritization (7) above
 9. Presentation of the Practical Guide for the Implementation of a QMS, collection of feedback
 10. Presentation of the new WMO/BoM QM Web Page, collection of feedback, and launching of WMO-QM blog, establishing of a survey tool
 11. Any Other Business (AOB)
 12. Closure of the Meeting
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**CAEM TASK TEAM ON THE WMO
QUALITY MANAGEMENT FRAMEWORK (TT-QMF)**

TERMS OF REFERENCE

1. To promote and provide guidance on development and implementation of Quality Management Systems (QMS) in National Meteorological and Hydrological Services (NMHS) particularly in developing and least developed countries and those providing services to international civil aviation and to achieve certification of compliance, with the *ISO 9001- Quality management systems – requirements*;
 2. To liaise with and respond to the WMO regional associations and technical commissions in the field of Quality Management (QM) from raw data to product and service provision within their respective areas of responsibility;
 3. To propose the priorities and direction of QMS implementation activities to be undertaken by identified sectors of the WMO the Secretariat in coordination with the Secretariat Task Team;
 4. To review QMS-relevant existing and proposed Technical Regulations, Manuals and Guides of WMO with the aim to harmonize their content and policies insofar as they are part of the regulatory framework and key components of any NMHS QMS;
 5. To contribute to the measurement of the success of the implementation of the WMO Strategic and Operational Plans through the development of key performance indicators to monitor and evaluate the achievement of continuous improvement as part of the WMO Strategic Plan;
 6. To recommend suitable information resources for QMS implementation and certification in different languages and regions based on the requirements articulated in *ISO 19011:2002 Guidelines for auditing quality management systems*;
 7. To assist Members, and in particular those running the existing WMO Regional Instrument Centers, in the adoption of ISO standards which are specific to testing and calibrating equipment, These ISO Standards could include *17123, 17025 and 10012*; and,
 8. To develop a framework for “twinning/mentor arrangements” between Members with a well-developed QMS and other Members embarking on a QMS implementation can be promoted and supported.
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QUESTIONNAIRE ON THE STATUS OF QMS IMPLEMENTATION

Country: _____

To be completed by the Permanent Representative, Meteorological Authority and Director/Head of the Aviation Meteorological Service Provider

1. Do you have enough information pertaining to quality management (QM) to enable you to make an informed decision as to whether or not, you will adopt a QM approach to the delivery of aviation weather services?

Yes No

Note: Further information on quality management is available on the WMO QM website. Access to this website is restricted but you will be given access by e-mailing - QualityManagement@bom.gov.au and providing your name, position and organization. The username and password will be forwarded to you via return e-mail normally in less than 24 hours.

2. Changes to ICAO Annex 3 Clauses 2.2.2 and 2.2.3 Quality Management will come into effect on the 15 November 2012 at which time the 2.2.3 recommended practice becomes a “standard”. Have you made a decision to adopt a QM approach to the delivery of aviation weather services?

Yes No

3. Have you already appointed a QM Manager/Team? If “yes” please provide his/her/their name(s), position(s) and e-mail address(es).

Yes No

Name	Position	E-mail

4. As you know the costs for a QMS can be recovered from your aviation customers. Have you established a project and allocated the appropriate resource levels to both implement and maintain the QMS?

Yes No

5. Has your organization commenced, or already adopted a QM approach to the delivery of any other of your services?

Yes No

If “YES”, could you please provide details as to which areas?

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To be completed by the QM Manager/person responsible for the quality management

1. Have you received QM/ISO 9001 training?
 None Basic Internal Auditor Lead Auditor

2. Number of staff involved in the QM project? _____

3. Please indicate in the attached table the steps you have completed or commenced - answer "yes" or an anticipated date for completion.

APPENDIX 4, p. 3

IMPLEMENTATION STEPS	YES Or NO	COMPLETED or PLANNED/ EXPECTED DATE
Have you enlisted the assistance of an experienced organization or individual?		
Has introductory QM/ISO 9001 training been provided to all staff with the QMS scope?		
Have you conducted a gap analysis against ISO 9001:2008?		
Have Quality Management Review Meetings been conducted to ascertain the current status of the implementation		
Have systematic procedures to collect information and measure customer needs and level of satisfaction been established?		
Have you identified the processes and developed procedures and measures to provide evidence of attaining objectives?		
a. Equipment calibration/maintenance		
b. Control of documents		
c. Control of records		
d. Control of nonconforming product		
e. Corrective action		
f. Preventive action		
Have you identified and trained appropriate staff to undertake the role of an internal auditor?		
Have you conducted an internal audit?		
Do you believe your QMS meets ISO 9001:2008 requirements?		
Will your organization be seeking certification of compliance with ISO 9001:2008?		

BROAD RISK ANALYSIS

Initial Risk Analysis Conclusions

A very basic risk analysis was conducted by the WMO Task Team on Quality Management to establish the risk to three identified key stakeholder groups is they failed to adopt a quality management approach to the delivery of aviation weather services.

The three key stakeholder groups are:

- The Country;
- The Service Providers; and
- WMO

The following risk matrix was used to establish a potential residual risk if no action was taken:

		Consequence				
		Negligible	Low	Medium	High	Extreme
Likelihood	Almost Certain	4. Significant	3. Major	2. High	1. Severe	1. Severe
	Likely	5. Moderate	4. Significant	3. Major	2. High	1. Severe
	Moderate	6. Low	5. Moderate	4. Significant	3. Major	2. High
	Unlikely	7. Negligible	6. Low	5. Moderate	4. Significant	3. Major
	Rare	7. Negligible	7. Negligible	6. Low	5. Moderate	4. Significant

A brief description of each residual risk is as follows:

Severe: must be managed by senior management, with detailed treatment planning, allocation of implementation responsibilities and resources and regular monitoring of progress by the Executive, and Director.

High: detailed treatment planning and action required at senior levels to determine how to reduce the risk and regular monitoring of progress by the Executive and or Director.

Major: senior management oversight and monitoring of progress with risk management treatment action is required.

Significant: identify management responsibility and monitor progress of risk management treatment action. Where the consequence is greater, ensure that appropriate contingency plans are in place and working, perhaps through independent review. Where the likelihood is greater ensure that day-to-day procedures and appropriate management processes are put in place, either through self-assessment or independent review.

Moderate: identify management responsibility and monitor and review treatment action as necessary.

Low: manage through existing processes and procedures.

Negligible: unlikely to need specific application of resources or attention beyond a 'watching brief'.

The Country: a total of eight specific risks were identified. The potential residual risk for two was considered severe, for five of them major and one significant, if no action was taken to adopt a quality management approach.

The Service Provider: a total of nine specific risks were identified. The potential residual risk for seven was considered severe, one major and one high if no action was taken to adopt a quality management approach.

WMO: a total of seven specific risks were identified. The potential residual risk for five was considered major, one high and one moderate if no action was taken to adopt a quality management approach.

Risk for the country			
Description of Risk	Likelihood	Consequences	Residual Risk
• Airlines reconsider the viability of the country as a destination or alternate port	Moderate	Medium	Significant
• Increase in insurance premiums	Likely	Medium	Major
• Threat to economic development	Likely	Medium	Major
• Loss of the legal ability to charge and therefore a loss of revenue from aviation industry	Almost certain	High	Severe
• The very viability of the Met Service is put under threat	Likely	Medium	Major
• Infrastructure such airports become “stranded investment” for the country	Moderate	High	Major
• Reduction in tourism due safety concerns	Moderate	High	Major
• Cost of air transport increases	Almost certain	High	Severe

Risk for the Service Provider			
Description of Risk	Likelihood	Consequences	Residual Risk
• Loss of the legal ability/right to undertake cost recovery	Almost certain	High	Severe
• Consideration given to the removal of service provider status	Almost certain	High	Severe
• Potential legal consequences in not meeting statutory and/or legislative requirements	Likely	Extreme	Severe
• Insurance of the service provider becomes invalid	Almost certain	Extreme	Severe
• Loss of marketability of the service provider to attract high quality employees	Likely	Medium	Major
• Negative impact on products and services other than aviation	Almost certain	Extreme	Severe
• Loss of reputation and credibility	Almost certain	Extreme	Severe
• The ability to upgrade service provider infrastructure – equipment	Likely	High	High
• Loss of competitiveness	Almost certain	Extreme	Severe

Risk for WMO			
Description of Risk	Likelihood	Consequences	Residual Risk
<ul style="list-style-type: none"> • Loss of credibility 	Likely	Medium	Major
<ul style="list-style-type: none"> • Creates an opportunity for another organization to undermine WMO and potentially take over its role 	Moderate	High	Major
<ul style="list-style-type: none"> • Negative feedback from WMO Members that may undermine the financial viability of WMO 	Likely	Medium	Major
<ul style="list-style-type: none"> • Slow down the progress of development of important supporting operational programs 	Likely	Medium	Major
<ul style="list-style-type: none"> • Loss of important aeronautical observational data (AMDAR) 	Almost certain	Medium	High
<ul style="list-style-type: none"> • A breach of the WMO-ICAO Working arrangements by failing to fulfil the delivery of aeronautical weather services 	Likely	Medium	Major
<ul style="list-style-type: none"> • Loss of income from Members due loss of aviation revenue 	Moderate	Low	Moderate

Item	Presenter(s)	Comments / Actions	Responsibility
1. Opening of the Meeting	Dr Herbert Puempel, WMO Representative Professor Mieczyslaw S. Ostojki, Permanent Representative of Poland and with WMO and Focal Point on Quality Management Host: Austrocontrol	An overview of the background and purpose of the meeting provided as part of the opening address of the meeting. The importance of meeting customer requirements was emphasised as was the need to find an efficient approach to developing QMS within the WMO membership. It was noted that the ICAO – WMO Working arrangements were signed in 1953 and took effect on the 1 February 1954. A participants list is provided as per Attachment 3.	NA
2. Adoption of the Agenda	All	Adopted	NA
3. Review of the groups Terms of Reference (ToRs), as endorsed by the CAeM Management Group	All	Actions: 1. Investigate the possibility of conducting Ministerial meetings in all Regions to lift profile and engage Ministers. 2. Professor Mieczyslaw S. Ostojki, advised he would provide personal support for any QM status questionnaires. 3. Professor Mieczyslaw S. Ostojki requested a list from all Regions of the status of their QMSs – refer item 5 for further information. 4. WMO Secretariat to amend the ToRs and include the item below in consultation with the CAeM Management Group and obtain confirmation from the team via e-mail. ** To promote and provide guidance on development and implementation of Quality Management Systems (QMS) in the service providers of civil aviation services in the countries especially Least Developing Countries (LDCs) as required by ICAO	WMO Secretariat Professor Mieczyslaw S. Ostojki WMO Secretariat WMO Secretariat

<p>4. Short presentations by participants to provide a brief report of their past experience and projects both in their own service and any external work (support for developing countries, workshops, etc.)</p>	All	<ul style="list-style-type: none"> • Powerpoint presentations were provided by Canada, *Finland, Hong Kong, South Africa, Morocco, Austria, Tanzania and Australia. They are available on the WMOQM web page. • Verbal briefings were provided by Malaysia, Russia, Chile, Poland, Austria and the WMO Secretariat. • The powerpoint and verbal presentations provided good insights into the successes and challenges each of the participants and their organizations have faced and continue to face on their QM journey. They all provided valuable background information and set the scene for the workshop. • The powerpoint presentations are provided on the WMO-BoM QM web site: http://www.bom.gov.au/wmo/quality_management/index.shtml 	
<p>5. A Round-Table reviewing existing information on the status-quo of QMS implementation by WMO Members based on surveys, past workshop attendance, and personal contacts to establish a Gap analysis, identification of typical show-stoppers</p>	Scylla	<p>Scylla presented an overview of the present status of QM amongst Members. Team members who have knowledge of the status of other Members were requested to provide to the WMO Secretariat (Scylla) ASAP.</p> <p>Actions:</p> <p>5. Ongoing need for all team members to share their information on work within developing nations. The level of training, numbers trained etc</p> <p>6. Establish a table of WMO Members that clearly articulates the country, the Met Authority, the Service provider and status of QM.</p> <p>7. Draft a letter to the PR, Met Authority and Director/ Head of the Aviation Meteorological Service Provider to confirm the status of their adoption of a QM approach to the delivery of aviation weather services.</p> <p>8. Develop a brief questionnaire to be attached to the above correspondence that will provide a baseline set of data for the Task Team and WMO Secretariat and EC.</p> <p>9. Secretariat to merge ICAO and WMO information within two weeks of receipt and provide a draft a diplomatic note/letter for appropriate level (President, Second Vice President or SG) to forward to Members from whom information is incomplete by end October.</p> <p>10. Within the next 2 years the team to provide recommendations for EC as to a proposed priority for assisting Members, for EC to present to Cg.</p>	<p>Task Team members</p> <p>WMO Secretariat</p> <p>Task Team members</p> <p>Task Team members</p> <p>WMO Secretariat</p> <p>WMO Secretariat</p>

		<p>Note: Action items 6, 7 and 8 were addressed by 3 separate workshop groups on Wednesday 12 Oct. The draft results are attached to these minutes/actions.</p>	
<p>Presentation of the Practical Guide for the Implementation of a QMS, collection of feedback</p>	Bryan	<p>Actions:</p> <p>11. Bryan to send a "Word" copy of the Guide to each member of the team.</p> <p>12. Each member of the team is to proof read and make amendments in "track change" and forward back to Bryan. Remember any changes apart from spelling and grammatical, will be put to the team for a consensus decision.</p> <p>13. Any offers for translation would be greatly appreciated and please contact the WMO Secretariat - Herbert. I(A tentative offer for translation into Chinese by Hong Kong has been received).</p>	<p>Bryan</p> <p>All of the Task Team</p> <p>All of the Task Team</p>
<p>Presentation of the new WMO / BoM QM Web Page, collection of feedback, and launching of WMO-QM blog, establishing of a survey tool</p>	Bryan	<p>Actions:</p> <p>14. All Task Team members to fully assess the new WMO QM web page and as appropriate provide suggestions for improvements and or additional information to enhance the value of the web site as a QM resource for Members.</p> <p>15. Bryan and Helen to continue to pursue the establishment of an on-line QM forum on the new page with WMO and Bureau IT and web specialists.</p> <p>16. All Task Team members to "formally register" via e-mail (address is on the WMO web site) to obtain the Username and Password for the new WMO-BoM QM web site.</p>	<p>All of the Task Team</p> <p>Bryan and Helen</p> <p>All of the Task Team</p>
<p>Presentation of a draft framework for "twinning partnerships" taking into account the results of the Gap analysis and prioritization</p>	Bryan	<p>It was decided by the team that before we could move forward on this issue and make informed decisions and recommendations, it needed a very clear picture of the current status of QM throughout the WMO Members and what was required.</p> <p>This issue will be pursued at the next meeting when the team will have the required information that has been obtained from the "action 7" questionnaire. It was noted that WMO could play a facilitator role and assist in the realizing of twinning partnerships. It was felt that any formal protocols would need to be established by the twinning partners.</p> <p>Action:</p> <p>17. Develop strategies/ideas for consideration by the Team as to how the twinning partnership could work in your Region.</p>	<p>.</p> <p>All of the Task Team</p>

<p>Risk analysis to be undertaken to establish the risk to the country, service provider and WMO if a QM approach to the delivery of aviation weather services is not adopted.</p>		<p>The Team decided that the risk analysis conducted by the team will be forward in a second letter to the country if they do not respond to the original letter (refer action item 7)</p> <p>Actions:</p> <p>18. Review with of the original letter to PRs (with the questionnaire) to include a new paragraph that highlights the risk analysis undertaken by the Task Team (see attached).</p> <p>19. WMO Secretariat to provide a conclusion that summarizes the risk analysis. (refer attachment 2)</p>	<p>All of the Task Team and WMO Secretariat</p> <p>Alain with WMO Secretariat</p> <p>WMO Secretariat</p>
<p>Coordination with other WMO “QM orientated” groups</p>		<p>Action:</p> <p>20. Request will be made to the SG to invite Second Vice President to the QM Co-ordination meeting at the WMO Secretariat to be conducted in Geneva to avoid the duplication of effort by other groups.</p>	<p>QM Task Team</p>
<p>Based on this gap analysis, develop a work plan based on twinning / regional with priorities for support to those Members that continue to face difficulties in implementation and / or maintenance of their QMS</p>		<p>Item carried over to the next meeting.</p>	
<p>Identify where the team’s efforts are most needed and likely to achieve results</p>		<p>Item carried over to the next meeting.</p>	
<p>Work Plan</p>		<p>31st October 2011:</p> <ul style="list-style-type: none"> - Send letters to PR - Obtain approval President / SG - Questionnaire completed <p>25th November: All responses from countries should be received.</p> <p>Prior to 24th December:</p>	

		The questionnaire evaluation completed by the WMO Secretariat	
		2012 - Marrakech Morocco: 27th February Arrival – Action Plan for meeting confirmed 28 th – 29 th Task Team meeting	
Next Meeting(s)		<ul style="list-style-type: none">• 27th – 29th February 2012 Marrakech Morocco – pending invitation• Finland, Russian Federation, Tanzania, Poland is invited to consider organizing the next meeting.	