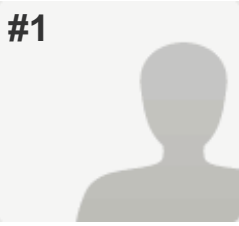


“The WMO Strategy for Service Delivery”

#1



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, November 07, 2014 10:49:01 AM

Last Modified: Friday, November 07, 2014 10:53:20 AM

Time Spent: 00:04:19

IP Address: 212.203.112.169

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Albania

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

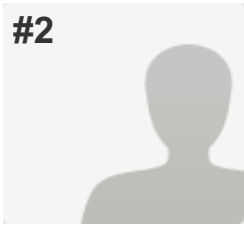
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#2



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 02, 2014 2:38:02 PM

Last Modified: Wednesday, December 03, 2014 9:50:33 AM

Time Spent: 19:12:30

IP Address: 212.203.112.169

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Afghanistan

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

a. There are no processes in place for engaging with users and we don't know who they are.

Q3: How do your users contact you?

a. We have no mechanism for contacting users.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

a. We do not gather or document user requirements for NHMS products or services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

ДЖЛДЖЖДЛЛД

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

a. Development of services is not based on user requirements.

“The WMO Strategy
for Service Delivery”

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

kijl

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

k

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

a. We do not review and consider S&T advances as part of our service improvement process.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

kl

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

uyijik

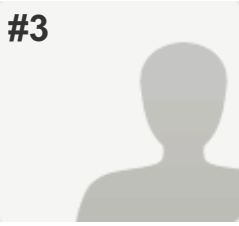
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#3



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 02, 2014 2:05:41 PM

Last Modified: Wednesday, December 03, 2014 1:19:53 PM

Time Spent: 23:14:11

IP Address: 193.135.216.61

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Afghanistan

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

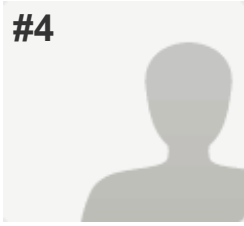
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#4



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 3:31:45 PM

Last Modified: Friday, December 12, 2014 3:32:08 PM

Time Spent: 00:00:23

IP Address: 61.245.173.191

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Sri Lanka

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

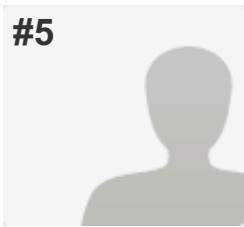
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#5



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 3:55:13 PM

Last Modified: Friday, December 12, 2014 4:02:34 PM

Time Spent: 00:07:20

IP Address: 194.228.235.235

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Czech Republic

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

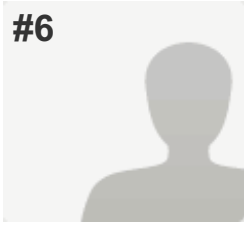
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#6



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 4:10:01 PM

Last Modified: Friday, December 12, 2014 4:10:26 PM

Time Spent: 00:00:25

IP Address: 190.213.232.181

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

British Caribbean Territories

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

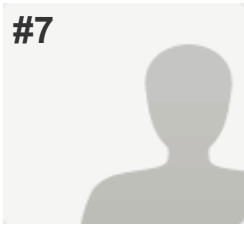
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#7



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 4:40:18 PM

Last Modified: Friday, December 12, 2014 4:40:32 PM

Time Spent: 00:00:13

IP Address: 190.213.232.181

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

British Caribbean Territories

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

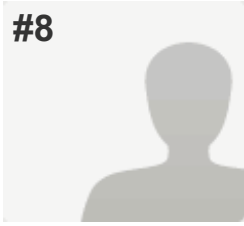
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#8



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 5:02:45 PM

Last Modified: Friday, December 12, 2014 5:02:52 PM

Time Spent: 00:00:06

IP Address: 137.191.237.84

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Benin

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? *Respondent skipped this question*

Q3: How do your users contact you? *Respondent skipped this question*

Q4: How do you collect and document user requirements to facilitate the development of products and services? *Respondent skipped this question*

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below). *Respondent skipped this question*

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? *Respondent skipped this question*

Q7: How do you inform users when your products or services change? *Respondent skipped this question*

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

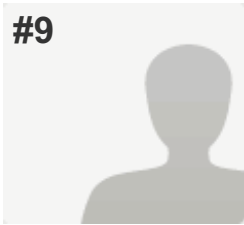
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#9



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 5:31:06 PM

Last Modified: Friday, December 12, 2014 5:42:31 PM

Time Spent: 00:11:25

IP Address: 137.191.237.84

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Ireland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you? c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services? d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Examples of best practices would be very useful. Also template documents (for MOU, SLA etc) and training in user engagement.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Training in user engagement.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We publish verification statistics for the general forecast on our website and we provide more targeted verification information to a small group of specialist users. Senior management monitor a selection of verification statistics monthly.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We have identified a range of key users in the public sector and proactively engaged with them to ascertain how they access and use weather information in their decision-making processes. We have used this to help develop more tailored products for these clients.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

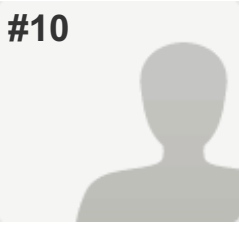
As a small NMHS we do not have the resources to sustain an in-house training function. We therefore rely on either external bodies (EUMETCAL, EUMETSAT, WMO etc) for training as well as using the training facilities of some of the larger NMHSs (on a commercial basis).

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

#10



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 3:44:10 PM

Last Modified: Friday, December 12, 2014 8:01:49 PM

Time Spent: 04:17:38

IP Address: 205.211.133.128

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Canada

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

a. There are no processes in place for engaging with users and we don't know who they are.

Q3: How do your users contact you?

b. We established a contact protocol, but it is unreliable due to either technical issues (internet unreliability) or lack of commitment on either side to maintain contact.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

a. We do not gather or document user requirements for NHMS products or services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

bbn

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

a. We do not have any documentation related to products or services.

Q7: How do you inform users when your products or services change?

a. We do not have any mechanism for informing users of product or service changes.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

a. Development of services is not based on user requirements.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

cc

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

a. We have no means to either formally assess user satisfaction with our services or provide feedback when users are dissatisfied.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

t

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

a. We have no documentation in place to describe our service delivery improvement process.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

a. We do not review and consider S&T advances as part of our service improvement process.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

h

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

a. We have no mechanisms in place to identify job-based training requirements for our staff.

“The WMO Strategy
for Service Delivery”

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

a. We have no organized training function within our NMHS and no means for collecting staff input on how to improve their job-based knowledge and skills.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

cn

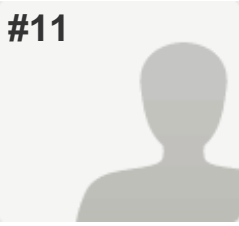
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

“The WMO Strategy for Service Delivery”

#11



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 8:33:49 PM

Last Modified: Friday, December 12, 2014 8:35:53 PM

Time Spent: 00:02:04

IP Address: 190.58.130.190

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Trinidad and Tobago

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

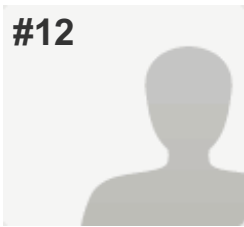
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#12



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 9:44:48 PM

Last Modified: Friday, December 12, 2014 9:46:04 PM

Time Spent: 00:01:16

IP Address: 85.114.231.32

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Czech Republic

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

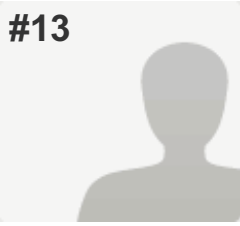
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#13



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 9:55:51 PM

Last Modified: Friday, December 12, 2014 9:56:22 PM

Time Spent: 00:00:30

IP Address: 78.155.36.35

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Montenegro

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

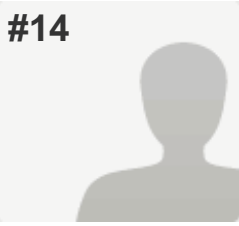
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#14



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 12, 2014 10:54:12 PM

Last Modified: Friday, December 12, 2014 10:54:28 PM

Time Spent: 00:00:16

IP Address: 190.80.49.253

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Guyana

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

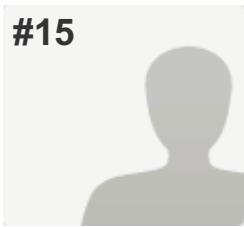
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#15



INCOMPLETE

Collector: Web Link (Web Link)

Started: Saturday, December 13, 2014 8:51:43 AM

Last Modified: Saturday, December 13, 2014 8:51:52 AM

Time Spent: 00:00:08

IP Address: 195.96.238.71

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Bulgaria

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

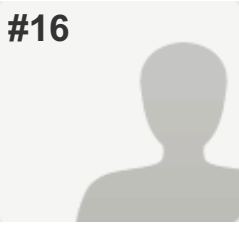
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#16



COMPLETE

Collector: Web Link (Web Link)

Started: Saturday, December 13, 2014 12:20:59 PM

Last Modified: Saturday, December 13, 2014 1:59:15 PM

Time Spent: 01:38:15

IP Address: 205.217.230.108

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Saint Lucia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

b. We established a contact protocol, but it is unreliable due to either technical issues (internet unreliability) or lack of commitment on either side to maintain contact.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

The suggestion given above would greatly help. We would benefit from examples of best practice. In some areas e.g. the delivery of products to support safety for aviation, we are on our way to implementing a QMS, but in other areas service delivery is vastly lacking

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

“The WMO Strategy
for Service Delivery”

Q6: What documentation do you maintain to define the products and services you deliver?

b. We have documentation for a small number of products or services, but it is not regularly updated.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Providing examples of best practice from NMHS that have worked or if we could be provided with a tool kit for service deliver

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We recognize the need for verification and evaluation system, but at present because of staff constraints, we have not been able to make progress in that direction

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

None

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

a. We have no mechanisms in place to identify job-based training requirements for our staff.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

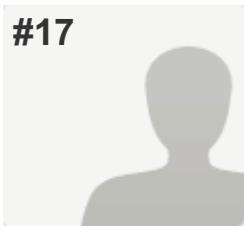
Provide training in the form of workshops, staff exchanges, etc.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

#17



COMPLETE

Collector: Web Link (Web Link)

Started: Sunday, December 14, 2014 5:21:38 AM

Last Modified: Sunday, December 14, 2014 5:38:32 AM

Time Spent: 00:16:53

IP Address: 89.211.44.26

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Qatar

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

E modules in Undersatnding Marine customers, Public should be developed at sub regional/regional level with the support of proposed WMO GLOBAL CAMPUS.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Regular Training sessions especially on Impact and Probabilistic Forecasts should be conducted nationally , sub regionally, regionally and globally through online.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Experiences NMHSs should share their experiences through WMO Portal and through the Regional website also.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We started encourgaing local universites to take part in inter disciplinary researches. The outcome will be intergrated into our service delivery in future.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO through ETR can assist in developing e modules through COMET for our ARAB sub region

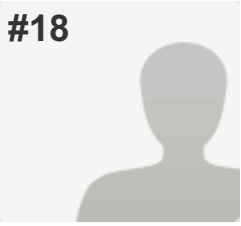
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#18



COMPLETE

Collector: Web Link (Web Link)

Started: Sunday, December 14, 2014 2:41:26 PM

Last Modified: Sunday, December 14, 2014 3:00:20 PM

Time Spent: 00:18:54

IP Address: 69.57.230.90

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Saint Lucia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

WMO support in training and working attachments in other NHHSs for relevant staff. Examples of other NMHSs methodology would be useful.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

This can be accomplished without assistance from WMO.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Processes have been developed for aviation service users and these should/will be expanded to include all service users.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

None.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

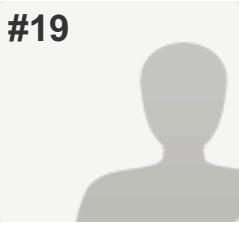
1. Through fellowships and VCP support for training at graduate and post-graduate levels.
2. By providing examples of processes and methodologies successfully applied in other NMHSs.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

#19



COMPLETE

Collector: Web Link (Web Link)

Started: Sunday, December 14, 2014 9:36:33 PM

Last Modified: Sunday, December 14, 2014 11:29:02 PM

Time Spent: 01:52:28

IP Address: 202.21.130.193

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

New Zealand

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

No support from WMO required.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

No support from WMO required.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

With regard to both questions 10 and 11, our answers are between (c) and (d). Our interactions with users, particularly those receiving a high level of service, are sufficiently frequent for us to have a good understanding of their requirements. We complement this information with surveys where appropriate.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

The "customer pull" described in Question 13 and the "technology push" described in Question 14 cover most aspects of service delivery improvement. But simply identifying a gap in the market, and successfully filling it, improves service delivery. Identifying a gap in the market may not necessarily be either informed by customer feedback or require the application of "new" science/technology: it may simply be that nobody else has thought of doing it.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

No assistance required.

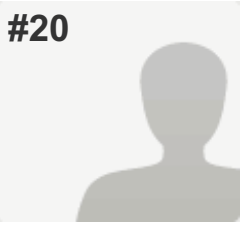
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy
for Service Delivery”

#20



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 12:35:09 AM

Last Modified: Monday, December 15, 2014 12:35:27 AM

Time Spent: 00:00:17

IP Address: 202.245.43.149

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Japan

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? *Respondent skipped this question*

Q3: How do your users contact you? *Respondent skipped this question*

Q4: How do you collect and document user requirements to facilitate the development of products and services? *Respondent skipped this question*

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below). *Respondent skipped this question*

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? *Respondent skipped this question*

Q7: How do you inform users when your products or services change? *Respondent skipped this question*

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

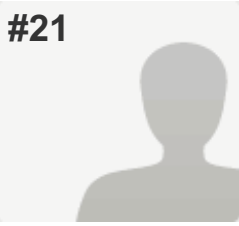
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#21



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 6:20:00 AM

Last Modified: Monday, December 15, 2014 6:22:45 AM

Time Spent: 00:02:44

IP Address: 202.245.43.149

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Afghanistan

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

a. There are no processes in place for engaging with users and we don't know who they are.

Q3: How do your users contact you?

a. We have no mechanism for contacting users.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

a. We do not gather or document user requirements for NHMS products or services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

aa

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

qq

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

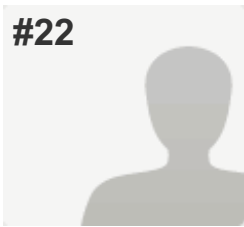
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

#22



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 8:23:38 AM

Last Modified: Monday, December 15, 2014 8:24:05 AM

Time Spent: 00:00:26

IP Address: 114.247.188.108

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

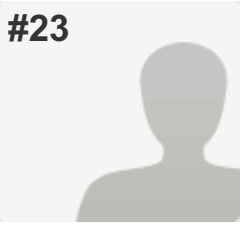
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#23



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 9:25:08 AM

Last Modified: Monday, December 15, 2014 11:19:11 AM

Time Spent: 01:54:02

IP Address: 41.254.9.34

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Libya

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, it would be helpful if WMO refers our NMS to examples of how other NMHSs successfully evaluate user needs and decisions

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Building the capacity of our team to provide better products and services to end users

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Due to the exceptional situation in Libya, no measures have been taken so far

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

None

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

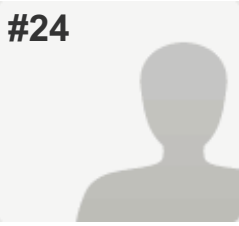
Provide training courses to our staff to improve their skills in service delivery

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

#24



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 10:17:37 AM

Last Modified: Monday, December 15, 2014 11:24:03 AM

Time Spent: 01:06:26

IP Address: 202.245.49.149

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Japan

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you? e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services? d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

In this field, we need no particularly support from WMO.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

In this field, we need no particularly assist from WMO.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We've introduced verification program on weather forecast which automatically calculates the accuracy of forecast. Also, we regularly conduct survey on user's satisfaction.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Sometimes we set up advisory committee which could provide beneficial comments.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

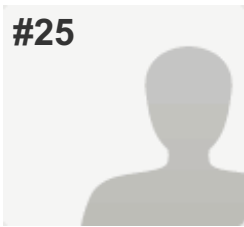
In this field, we need no particularly assist from WMO.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

#25



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 2:19:01 PM

Last Modified: Monday, December 15, 2014 2:36:46 PM

Time Spent: 00:17:44

IP Address: 41.191.107.52

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Liberia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

a. We have no mechanism for contacting users.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

a. We do not gather or document user requirements for NHMS products or services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

WMO should refer us to examples of how other NMHSs successfully evaluate user needs and decisions.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

a. We do not have any documentation related to products or services.

Q7: How do you inform users when your products or services change?

a. We do not have any mechanism for informing users of product or service changes.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO to send an expert mission to us to assist in establishing means to communicate service delivery changes to our users

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

a. We have no means to either formally assess user satisfaction with our services or provide feedback when users are dissatisfied.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

When we put in place service delivery mechanism, then we will develop verification system and evaluation procedure of user satisfaction

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

a. We have no documentation in place to describe our service delivery improvement process.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

a. We do not review and consider S&T advances as part of our service improvement process.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

There is no approach applied

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

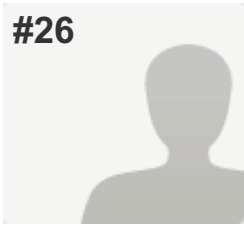
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

#26



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 3:10:39 PM

Last Modified: Monday, December 15, 2014 3:11:48 PM

Time Spent: 00:01:09

IP Address: 212.175.180.99

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Turkey

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? *Respondent skipped this question*

Q3: How do your users contact you? *Respondent skipped this question*

Q4: How do you collect and document user requirements to facilitate the development of products and services? *Respondent skipped this question*

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below). *Respondent skipped this question*

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? *Respondent skipped this question*

Q7: How do you inform users when your products or services change? *Respondent skipped this question*

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

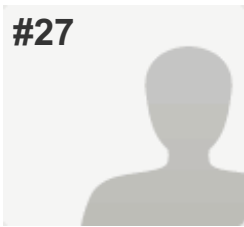
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#27



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 2:58:40 PM

Last Modified: Monday, December 15, 2014 3:55:25 PM

Time Spent: 00:56:44

IP Address: 209.27.55.193

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

British Caribbean Territories

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

b. We informally understand some user requirements, but they are not clearly articulated in any significant detail.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

This matter needs indepth consideration

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

b. We have documentation for a small number of products or services, but it is not regularly updated.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Guidance manual

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

a. We have no means to either formally assess user satisfaction with our services or provide feedback when users are dissatisfied.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We have a developing QMS system that will eventually include

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

None

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff?

a. We have no organized training function within our NMHS and no means for collecting staff input on how to improve their job-based knowledge and skills.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Monthly email about training and development possibilities

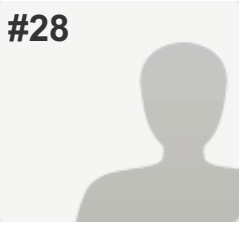
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

“The WMO Strategy for Service Delivery”

#28



COMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 5:12:20 AM

Last Modified: Tuesday, December 16, 2014 6:06:51 AM

Time Spent: 00:54:30

IP Address: 202.170.69.194

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Mongolia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

It be helpful if WMO referred us to examples of how other NMHSs successfully evaluate user needs and decisions.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

b. We have documentation for a small number of products or services, but it is not regularly updated.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Examples would be good.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Verification system and evaluation of user satisfaction survey are needed.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

formal strategy
for including them or integrating them into service improvements is needed.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff?

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

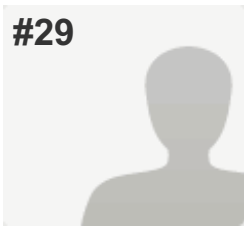
We to identify training experts within our NMHS, and a document process for collecting training requirements and developing associated job-based training and education.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#29



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 8:19:31 AM

Last Modified: Tuesday, December 16, 2014 8:40:21 AM

Time Spent: 00:20:50

IP Address: 118.143.0.66

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hong Kong, China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Yes

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

yes

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

e. We schedule regular meetings for conferences with researchers and developers to jointly explore means for integrating S&T advances into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Yes

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

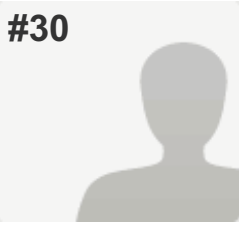
Yes

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#30



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 8:16:00 AM

Last Modified: Tuesday, December 16, 2014 10:23:53 AM

Time Spent: 02:07:53

IP Address: 202.155.209.202

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hong Kong, China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

this is a test

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

this is a test

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

this is a test

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

for including them or integrating them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

this is a test

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

this is a test

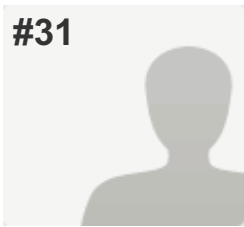
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

e. Same as d., except recommended service improvements are also collected from users and shared widely among all staff to ensure user needs are met.

“The WMO Strategy for Service Delivery”

#31



COMPLETE

Collector: Web Link (Web Link)

Started: Saturday, December 13, 2014 11:02:15 AM

Last Modified: Tuesday, December 16, 2014 12:15:58 PM

Time Spent: Over a day

IP Address: 195.96.246.72

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Bulgaria

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, it might be helpful

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

To give us an example of well documented integration of users requirements into development

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We require feedback information, when we are signing agreement for given services with the users

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We offering the most up to date products and developments to our users

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO can help giving an examples with a equipment and trainig programs ofr efficient achievment of delivery goals

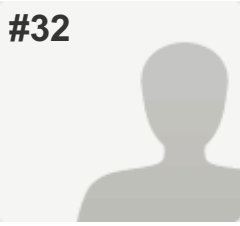
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#32



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 4:11:32 PM

Last Modified: Tuesday, December 16, 2014 4:12:03 PM

Time Spent: 00:00:30

IP Address: 118.143.0.66

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hong Kong, China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

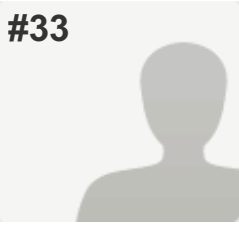
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#33



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 8:28:12 AM

Last Modified: Wednesday, December 17, 2014 8:28:37 AM

Time Spent: 00:00:25

IP Address: 160.96.214.141

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Brunei Darussalam

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

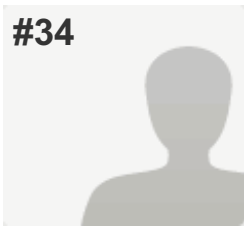
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#34



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 9:46:10 AM

Last Modified: Wednesday, December 17, 2014 9:52:42 AM

Time Spent: 00:06:32

IP Address: 195.251.244.231

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Greece

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

b. We informally understand some user requirements, but they are not clearly articulated in any significant detail.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

CC

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

VV

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

X

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

b

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

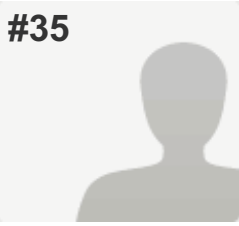
z

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

e. Same as d., except recommended service improvements are also collected from users and shared widely among all staff to ensure user needs are met.

#35



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 10:18:54 AM

Last Modified: Wednesday, December 17, 2014 10:30:02 AM

Time Spent: 00:11:08

IP Address: 202.123.23.164

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Mauritius

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

a. There are no processes in place for engaging with users and we don't know who they are.

Q3: How do your users contact you?

b. We established a contact protocol, but it is unreliable due to either technical issues (internet unreliability) or lack of commitment on either side to maintain contact.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

fgjfg

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

xvbg

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

dfg

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

e. We schedule regular meetings for conferences with researchers and developers to jointly explore means for integrating S&T advances into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

ads

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

gnh

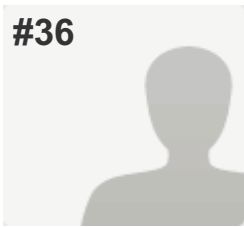
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

“The WMO Strategy for Service Delivery”

#36



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 3:16:30 PM

Last Modified: Wednesday, December 17, 2014 3:16:48 PM

Time Spent: 00:00:17

IP Address: 153.19.12.124

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Poland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? *Respondent skipped this question*

Q3: How do your users contact you? *Respondent skipped this question*

Q4: How do you collect and document user requirements to facilitate the development of products and services? *Respondent skipped this question*

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below). *Respondent skipped this question*

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? *Respondent skipped this question*

Q7: How do you inform users when your products or services change? *Respondent skipped this question*

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

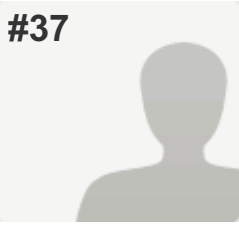
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#37



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 11:50:38 AM

Last Modified: Wednesday, December 17, 2014 3:41:16 PM

Time Spent: Over a day

IP Address: 41.203.64.129

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Nigeria

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

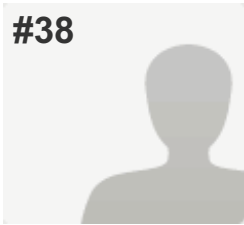
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#38



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 3:30:50 PM

Last Modified: Wednesday, December 17, 2014 3:43:22 PM

Time Spent: 00:12:31

IP Address: 200.2.168.137

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Suriname

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

b. We informally understand some user requirements, but they are not clearly articulated in any significant detail.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Support in the form of examples, succes stories, training would help to let us inform the users of our capabilities to service them.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

b. We have documentation for a small number of products or services, but it is not regularly updated.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Like before, examples, success stories of services at our level and comparable country and climatological situation could show the way

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

a. We have no means to either formally assess user satisfaction with our services or provide feedback when users are dissatisfied.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

none

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

a. We do not review and consider S&T advances as part of our service improvement process.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

we have been using personal e-mail, fax transmissions and a website for this

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

“The WMO Strategy
for Service Delivery”

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

While the service is relative small and hte inflow of new young personel is limited, periodic training by imported experts may keep us on track until we have solved the HRM inflow.

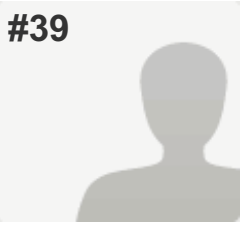
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

“The WMO Strategy for Service Delivery”

#39



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 3:36:17 PM

Last Modified: Wednesday, December 17, 2014 3:54:15 PM

Time Spent: 00:17:57

IP Address: 151.170.240.10

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

United Kingdom of Great Britain and Northern Ireland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Sharing best practice would be useful

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Sharing best practice e.g. Met Office uses Stagegate to prioritise product and service developments and assess user requirements

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Met Office has dedicated account/user managers who meet regularly with users. Met Office also conducts an annual customer satisfaction survey.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

e. We schedule regular meetings for conferences with researchers and developers to jointly explore means for integrating S&T advances into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

24/7 operations centre including a customer service centre for general public queries. As well as scheduling meetings a wide variety of experts attend different conferences to gather information for service improvements. Met Office also has a Customer Management System called Goldmine that the majority of the office utilises.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Sharing best practice

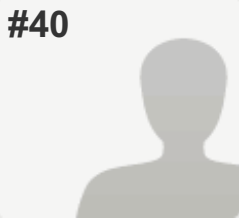
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

“The WMO Strategy for Service Delivery”

#40



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 5:07:28 PM

Last Modified: Wednesday, December 17, 2014 5:07:48 PM

Time Spent: 00:00:19

IP Address: 5.80.84.20

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Poland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? *Respondent skipped this question*

Q3: How do your users contact you? *Respondent skipped this question*

Q4: How do you collect and document user requirements to facilitate the development of products and services? *Respondent skipped this question*

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below). *Respondent skipped this question*

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? *Respondent skipped this question*

Q7: How do you inform users when your products or services change? *Respondent skipped this question*

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

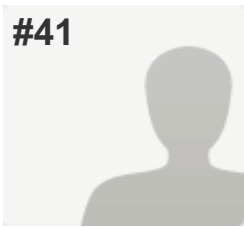
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#41



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 7:15:13 PM

Last Modified: Wednesday, December 17, 2014 7:35:27 PM

Time Spent: 00:20:14

IP Address: 202.70.67.39

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Nepal

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

b. We established a contact protocol, but it is unreliable due to either technical issues (internet unreliability) or lack of commitment on either side to maintain contact.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

yes, it will be highly useful to learn from others.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

By providing exposure visit and training program.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Want to know what is the standard procedure to verify the user satisfaction survey.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We take feedback from stakeholder workshop.
Routine quality checking of the online digital data.
Human reconfirmation before giving warning

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

If there is standard format for training need assessment for NMHS, that is will be useful for us.
Send some WMO expert to assess the need.

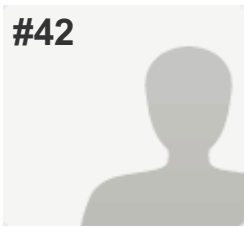
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#42



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 7:39:18 PM

Last Modified: Wednesday, December 17, 2014 7:39:58 PM

Time Spent: 00:00:40

IP Address: 205.217.240.32

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Dominica

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

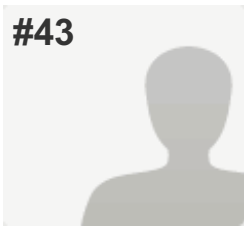
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#43



INCOMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 9:03:08 AM

Last Modified: Thursday, December 18, 2014 9:04:44 AM

Time Spent: 00:01:36

IP Address: 195.251.244.231

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Greece

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

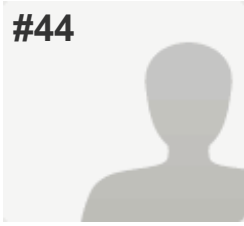
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#44



COMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 9:26:31 AM

Last Modified: Thursday, December 18, 2014 9:38:36 AM

Time Spent: 00:12:04

IP Address: 193.2.208.9

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Slovenia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, that would be useful - examples of good practice is always welcome.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

We can probably work on the issue alone. Some guidelines would be welcomed.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We have made some surveys, but we could do more of them.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Open web portal with large amount of data and analysis.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

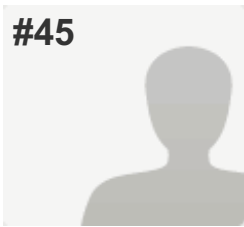
Some WMO courses on the matter would be appreciated.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#45



COMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 10:02:13 AM

Last Modified: Thursday, December 18, 2014 10:16:51 AM

Time Spent: 00:14:38

IP Address: 130.208.85.18

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Iceland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you? c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services? d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

References to other NMHSs would be very helpful here

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? b. We have documentation for a small number of products or services, but it is not regularly updated.

Q7: How do you inform users when your products or services change? c. All users are informed when our products and services change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

No special assistance required here

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We send questionnaires to our customers every second year where we measure our services. We use the result to improve our services.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

none

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

All WMO training activities are at very good help here

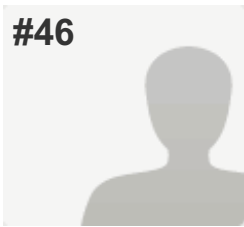
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#46



INCOMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 10:29:33 AM

Last Modified: Thursday, December 18, 2014 10:30:45 AM

Time Spent: 00:01:12

IP Address: 212.175.180.99

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Turkey

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

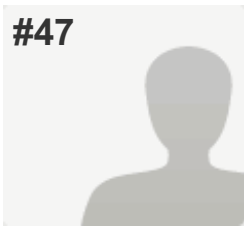
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#47



INCOMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 11:06:05 AM

Last Modified: Thursday, December 18, 2014 11:06:24 AM

Time Spent: 00:00:18

IP Address: 84.206.25.183

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hungary

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

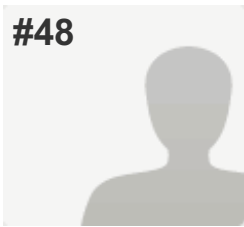
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#48



INCOMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 12:45:12 PM

Last Modified: Thursday, December 18, 2014 12:45:32 PM

Time Spent: 00:00:19

IP Address: 84.206.25.183

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Belarus

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

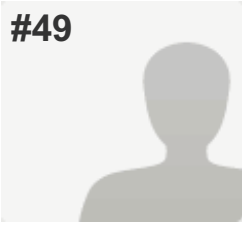
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#49



COMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 1:53:30 PM

Last Modified: Thursday, December 18, 2014 2:04:53 PM

Time Spent: 00:11:23

IP Address: 212.175.180.4

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Turkey

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

-

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

-

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

-

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

-

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

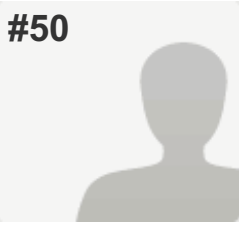
-

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

#50



COMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 18, 2014 2:22:55 PM

Last Modified: Thursday, December 18, 2014 4:23:09 PM

Time Spent: 02:00:13

IP Address: 186.45.195.82

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Trinidad and Tobago

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

b. We established a contact protocol, but it is unreliable due to either technical issues (internet unreliability) or lack of commitment on either side to maintain contact.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

WMO can provide courses and training that can help us to improve and develop processes to ensure that we build stronger and more productive relationships with our users.

WMO can send representative(s) to provide assistance with the actual implementation of the Strategy for Service Delivery.

It would be useful if WMO refers us to examples of other NMHSs successes in evaluating user needs and decisions.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

“The WMO Strategy
for Service Delivery”

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO could provide funding and training to enhance the capacity of the NMS to develop and implement communication strategies.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We have developed metrics for assessing aeronautical meteorology service user satisfaction. We have also targeted specific user groups when assessing user satisfaction.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

NMS sends representatives to regional and international conferences and seminars.
NMS has formalized the internal communication process with regards to customer requirements.
NMS also keeps up to date with WMO and ICAO standards and recommended practices.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

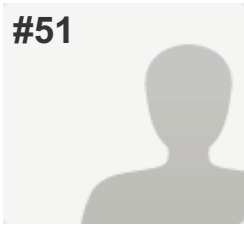
WMO can assist with the development of a training plan that meets both the short/medium term and long term needs of the NMS to ensure that customer/user/WMO requirements are always met.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

e. Same as d., except recommended service improvements are also collected from users and shared widely among all staff to ensure user needs are met.

#51



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 7:48:15 AM

Last Modified: Friday, December 19, 2014 8:25:17 AM

Time Spent: 00:37:02

IP Address: 212.31.118.231

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Cyprus

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes please give us bsst practises

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Nothing specific

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Questionnaires

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

a. We do not review and consider S&T advances as part of our service improvement process.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Delegation of authority in order to improve the response time

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff?

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

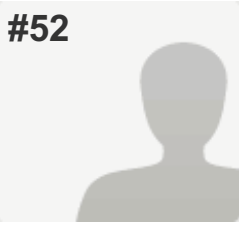
Funding

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

#52



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 8:25:31 AM

Last Modified: Friday, December 19, 2014 8:47:57 AM

Time Spent: 00:22:25

IP Address: 141.38.1.12

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Germany

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Facilitate the exchange of best practices in the Region/Subregion

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

see question 5.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We have established a quality management system which also applies to user interaction

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Improvement of service delivery is part of our strategic and operational plan

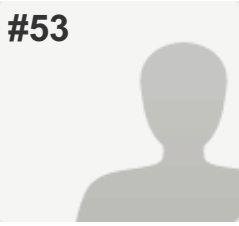
PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?	e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.
Q17: What mechanisms do you have in place to deliver needed training and education to your staff	e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.
Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).	
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PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?	b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.
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#53



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 9:52:39 AM

Last Modified: Friday, December 19, 2014 9:52:54 AM

Time Spent: 00:00:14

IP Address: 195.251.244.231

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Greece

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

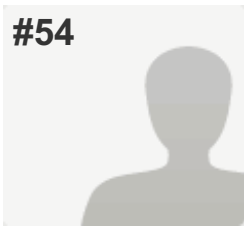
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#54



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 10:13:50 AM

Last Modified: Friday, December 19, 2014 10:14:25 AM

Time Spent: 00:00:34

IP Address: 161.53.81.2

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Croatia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

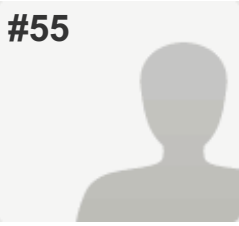
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#55



COMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 2:59:28 AM

Last Modified: Friday, December 19, 2014 10:49:48 AM

Time Spent: Over a day

IP Address: 202.175.78.130

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Macao, China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

It is helpful if WMO referred us to examples of how other NMHSs successfully evaluate user needs and decisions.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

b. We have documentation for a small number of products or services, but it is not regularly updated.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

It is helpful if WMO referred us to examples of how other NMHSs successfully communicate service delivery changes to their users.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We are cooperating with the institutes to improve verification system and evaluation of user satisfaction.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

1. To better enhance the propaganda of weather service.
2. Increase the delivery channel of weather service.
3. Reinforce the communication between NHMSs and users.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

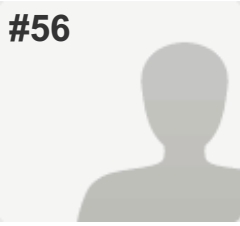
It is helpful if WMO could provide some relative training.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#56



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 11:36:39 AM

Last Modified: Friday, December 19, 2014 11:42:52 AM

Time Spent: 00:06:13

IP Address: 195.251.244.231

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Greece

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

It would be very useful if WMO could provide NMHSs with some innovative and practical tools (developed in software applications) of other NMHSs (as best practices), for dealing with users and customers in order to continuously identify and record their changing needs and requirements.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

“The WMO Strategy
for Service Delivery”

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Provide NMHSs with best practices (developed in software applications) of other NMHSs widely applicable in different user and customer environments, in the area of Service delivery communication.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

a. We have no means to either formally assess user satisfaction with our services or provide feedback when users are dissatisfied.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

None yet

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

None

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO is already providing assistance with online education programmes. Perhaps more programmes could be provided to members aimed to weather forecasting for marine, aviation, icing, dust/sand, for geographical areas such as the Mediterranean/ Adriatic Sea and etc. Also the S&Rs guidelines for trainers and trainees alike should be more clarified, particularly regarding the prerequisites (Academic Degrees), as ambiguity seems to stem from it (BIP-M, BIP-MT).

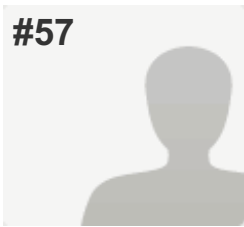
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy
for Service Delivery”

#57



INCOMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 2:16:13 PM

Last Modified: Friday, December 19, 2014 2:27:57 PM

Time Spent: 00:11:43

IP Address: 190.80.89.212

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Guyana

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

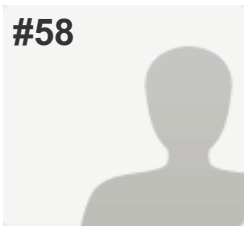
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#58



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 4:26:12 PM

Last Modified: Friday, December 19, 2014 5:09:17 PM

Time Spent: 00:43:05

IP Address: 190.80.89.112

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Guyana

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

It be helpful if WMO referred us to examples of how other NMHSs successfully evaluate user needs and decisions

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO can assist by sharing list of proven effective methods

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

a. We have no means to either formally assess user satisfaction with our services or provide feedback when users are dissatisfied.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We need guidance on the way forward to implement such a system

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

we do not have other options available at the moment

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO can assist by providing training to forecasting staff on data interpretation and analysis since staff members are young and lack experience

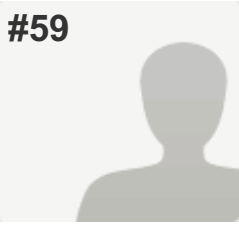
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#59



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, December 19, 2014 4:50:28 PM

Last Modified: Friday, December 19, 2014 5:20:32 PM

Time Spent: 00:30:04

IP Address: 205.217.240.32

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Dominica

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes that would be helpful

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO can provide training and guidance to a dedicated staff member to perform that task

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

A survey was done

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We consider the changing requirement of users

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Assist with funding to train staff and also provision of technical support

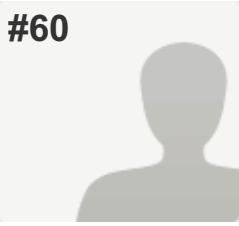
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#60



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 1:45:22 AM

Last Modified: Monday, December 22, 2014 2:08:10 AM

Time Spent: Over a day

IP Address: 114.247.188.106

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you? c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services? d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

If WMO referred us to examples of how other NMHSs successfully evaluate user needs and decisions, it will be helpful.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO should always show us how other NMHS is to communicate service delivery changes to their users and provide a platform for convenient communication and communication between members of NMHS

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

In order to improve our verification system, we have developed a powerful information monitoring system. This system can not only monitor whether the useful data and information from other systems could be well received by our platform, but also ensure the service product or statistics we processed can be well accepted by our customers or users.

We also contact with our customers or users routinely via telephone or email. The suggestions or complaints to the services from our customers or users will be recorded and then discussed by our staff. Further actions will be taken to improve the user's experience.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

no

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

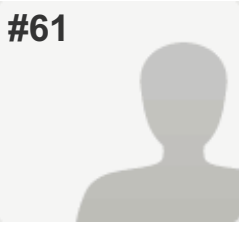
WMO should provide more opportunities for exchange learning between members of NMHS.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

#61



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 3:21:34 AM

Last Modified: Monday, December 22, 2014 4:02:22 AM

Time Spent: Over a day

IP Address: 114.247.188.106

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products? c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you? e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services? e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

lalala

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver? d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

fafafa

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

gtgt

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

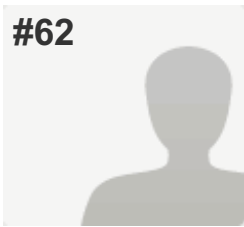
“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?	<i>Respondent skipped this question</i>
Q17: What mechanisms do you have in place to deliver needed training and education to your staff	<i>Respondent skipped this question</i>
Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).	<i>Respondent skipped this question</i>

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?	<i>Respondent skipped this question</i>
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#62



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 4:43:23 AM

Last Modified: Monday, December 22, 2014 4:47:52 AM

Time Spent: 00:04:28

IP Address: 202.90.199.131

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Indonesia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

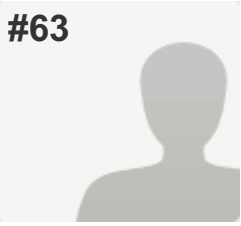
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#63



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 9:20:25 AM

Last Modified: Monday, December 22, 2014 9:28:19 AM

Time Spent: 00:07:54

IP Address: 84.206.25.183

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hungary

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

H

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

H

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

H

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

H

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

H

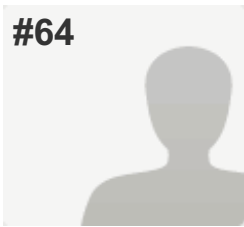
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#64



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 15, 2014 5:34:33 AM

Last Modified: Monday, December 22, 2014 10:06:34 AM

Time Spent: Over a day

IP Address: 119.46.126.125

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Thailand

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

b. We informally understand some user requirements, but they are not clearly articulated in any significant detail.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

There should have WMO documents for service delivery, processes and guidelines for NMHSs as references. Examples of successful NMHSs would be a great guidelines for us.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

- Capacity building about communicate service.
- Standard product of communication in service delivery would be set for users to follow.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Questionnaire/User participation/Help desk and user feedback by phone and e-mail are the most effective and less budget investment for us.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

There is no other approaches for us in current operation.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

a. We have no mechanisms in place to identify job-based training requirements for our staff.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff?

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

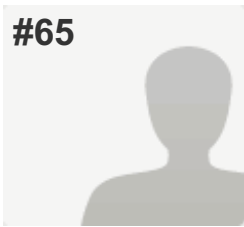
- WMO should provide full scholarship for technical training to members.
 - WMO should encourage the research and development of capacity of NMHS by arranging visiting scientists programs or the exchange meteorologist programs.
 - Free online courses relative to WMO operation, may be a good way to deliver the need of training to staff.
- Budget limitation is always the cause of being lack of training.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#65



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 9:46:24 AM

Last Modified: Monday, December 22, 2014 10:17:44 AM

Time Spent: 00:31:19

IP Address: 161.53.81.2

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Croatia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, it would be most helpful to see the guidelines with examples.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Guidelines with examples from developed countries.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

regular verification of products and meetings with customers

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

no other approaches

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

We are interested in specialised workshops and trainin seminars organised by WMO.

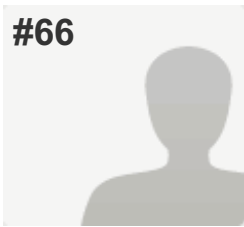
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#66



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 10:32:48 AM

Last Modified: Monday, December 22, 2014 10:41:26 AM

Time Spent: 00:08:38

IP Address: 213.184.40.37

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Estonia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

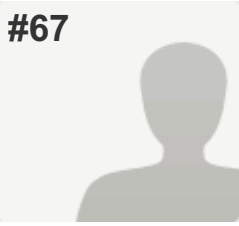
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#67



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 3:01:07 AM

Last Modified: Monday, December 22, 2014 10:43:17 AM

Time Spent: 07:42:10

IP Address: 202.90.198.24

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Indonesia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Indonesia would be very happy if WMO could provide the information on the procedures that have been successfully implemented in some countries regarding the Public Weather Services especially for specific and public services.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

“The WMO Strategy
for Service Delivery”

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

It would be helpful for BMKG Indonesia if WMO could provide the examples of the other country experiences on their success in communicating their services delivery changes to their users to be adopted by BMKG.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

1. Conducting BMKG-Indonesia verification system enhancement
2. Enhancing BMKG-Indonesia infrastructure capacity
3. Conducting the user satisfactory survey when needed

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

“The WMO Strategy
for Service Delivery”

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

1. Enhancing the accuracy and time on the service delivery in accordance with the people's needs
2. Conducting the comparative studies
3. Improving the system in accordance with the national budget condition

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

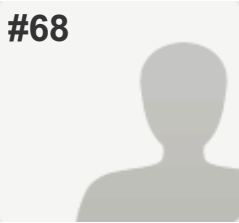
- a) Providing more training opportunities (in term of face-to-face, blended and distance learning) for forecasters, observers, technicians, trainers and supporting administration staff and managers.
- b) Providing support in e-learning activities, ie. legal standing/ references (including the conversion from classical learning hours to e-learning hours, competencies, certification and accreditation documents); trainers/ facilitators exchange, collaboration in develop module and training materials and exchange/ sharing them within the regions and other collaborative project/ activities
- c) Providing opportunities to collaborate with other WMO Center of Excellence/ Regional Training Centers

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#68



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 16, 2014 7:41:34 AM

Last Modified: Monday, December 22, 2014 10:46:14 AM

Time Spent: Over a day

IP Address: 202.155.209.202

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hong Kong, China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Coordinating the sharing of best practices and new methods among NMHSs, particularly in collecting public's requirements.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Providing good examples and experiences of other NMHSs.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Testing

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

e. We schedule regular meetings for conferences with researchers and developers to jointly explore means for integrating S&T advances into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

testing

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Testing

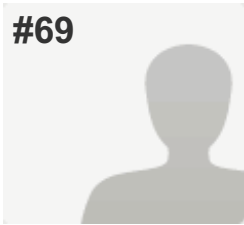
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#69



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 10:47:28 AM

Last Modified: Monday, December 22, 2014 10:52:39 AM

Time Spent: 00:05:11

IP Address: 118.143.0.66

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Hong Kong, China

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Coordinating the sharing of best practices and new methods among NMHSs, particularly in collecting public's requirements.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Providing good examples and experiences of other NMHSs.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Setting key performance indicators and carrying out evaluation on a regular basis; measuring user satisfaction through surveys periodically.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Engaging various sectors of the community to provide advice and formulate strategy of service delivery enhancement.

“The WMO Strategy
for Service Delivery”

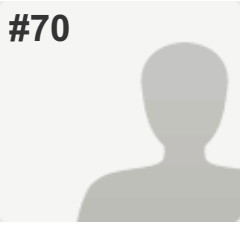
PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?	d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.
Q17: What mechanisms do you have in place to deliver needed training and education to your staff	e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.
Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).	
Facilitating the exchange of knowledge among NMHSs; sponsoring/organizing training and capacity development for the NMHSs.	

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?	c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.
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#70



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 11:00:20 AM

Last Modified: Monday, December 22, 2014 11:40:40 AM

Time Spent: 00:40:20

IP Address: 212.59.11.230

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Lithuania

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

b. We informally understand some user requirements, but they are not clearly articulated in any significant detail.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

It would be helpful to get more examples of good practice in cooperation with customers, more information about customers analysis and products adaptation to customers needs.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

We need financial support to create better communication system.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We plan to implement new e-services system.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We plan to analyse our customers needs about better service delivery and to find the best ways to improve quality.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO could organize free of charge more trainings about service deliveries and communication with customers.

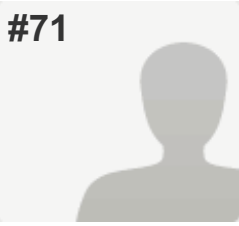
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#71



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 22, 2014 11:53:08 AM

Last Modified: Monday, December 22, 2014 11:58:24 AM

Time Spent: 00:05:15

IP Address: 202.123.23.164

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Mauritius

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

-Capacity building to replicate successful examples in our region
-Capacity building in Public Relation

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

-Provide example of countries where this is being successfully practiced and used

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

-Feedback form on our website
-Survey forms

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

-

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

-Capacity building in the field

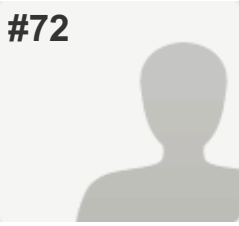
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#72



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 17, 2014 10:28:34 AM

Last Modified: Monday, December 22, 2014 4:13:23 PM

Time Spent: Over a day

IP Address: 213.184.40.37

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Estonia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, examples of other NMHS's would be very helpful

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

a. We do not have any documentation related to products or services.

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Examples of documented services would be helpful

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Feedback forms for users

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Comment to question 13: we have some documentation in place and it is also in QMS format

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

“The WMO Strategy
for Service Delivery”

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO trainings and supportive material

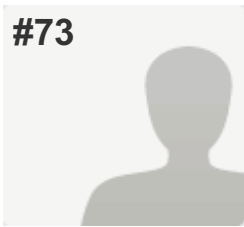
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

“The WMO Strategy for Service Delivery”

#73



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 23, 2014 9:44:33 AM

Last Modified: Tuesday, December 23, 2014 9:49:01 AM

Time Spent: 00:04:27

IP Address: 58.184.113.57

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Republic of Korea

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

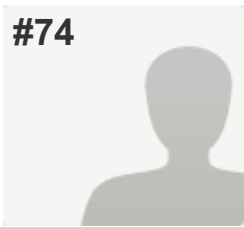
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#74



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 23, 2014 10:33:01 AM

Last Modified: Tuesday, December 23, 2014 11:25:37 AM

Time Spent: 00:52:36

IP Address: 141.249.133.130

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Switzerland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

c. We have outlined the requirements of our users, but this documentation still lacks detail required to develop usable products and services.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

The above example would definitely be an inspiring and valuable source for further developing the customer service.

Beside providing overviews of customer service standards of other NHMS's, information about global and regional mid-term trends in customer requirements as well as technological developments would be appreciated as input to the in-house monitoring processes.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

“The WMO Strategy
for Service Delivery”

Q6: What documentation do you maintain to define the products and services you deliver?	c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.
Q7: How do you inform users when your products or services change?	b. We inform some users of service changes, but only on an ad hoc basis.
Q8: How do you integrate user needs into service development and delivery?	c. We have a documented process for integrating user requirements, but they are applied inconsistently.
Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).	-

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?	c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.
Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?	d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.
Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).	Customer surveys results with different target groups are reported annually to the Federal Office. These results are also taken into account in the monitoring processes which are a basis to product development. With the key target groups, regular consultation meetings take place. The forecast verification is being improved.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?	e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.
Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?	c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

MeteoSwiss implemented a new company structure with the 3 departments Measurement & Data, Analyses & Forecasts, and Productmanagement in order to align more closely with customer needs. The Customer Service was centralized. New customer focussed and product management focussed processes were established.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

a. We have no organized training function within our NMHS and no means for collecting staff input on how to improve their job-based knowledge and skills.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

A set of recommendations for skill standards for specific functions in NMHS may be helpful as an orientation.

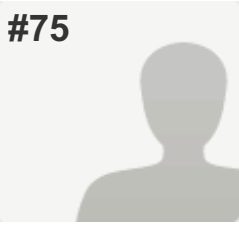
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#75



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, December 24, 2014 3:56:11 PM

Last Modified: Wednesday, December 24, 2014 4:55:25 PM

Time Spent: 00:59:13

IP Address: 41.209.80.128

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

South Sudan

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

b. We know of some of our users, but we have not formally documented who they are and how often we engage with them.

Q3: How do your users contact you?

a. We have no mechanism for contacting users.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

b. We informally understand some user requirements, but they are not clearly articulated in any significant detail.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, it would be more helpful for us if WMO could pass to us examples of other NMHSs who successfully assessed their user's needs and decisions.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

a. We do not have any documentation related to products or services.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO can assist our service by sending a consultant to establish means of communicating services delivery changes to users.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We informally ask the air line operators and other users for feedback on weather information, early warning and products we provide as a way of evaluation of their satisfaction with our services.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We have selected our head of Forecast unit to be manager for Quality Management System and prepare the technical staff for pursuing QMS implementation.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

WMO can train some of our staff as training experts to meet the training and expertise needs of our NHMS and ensure that staff are equip with modern techniques and knowledge to improve our services delivery goals.

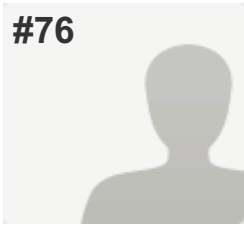
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy
for Service Delivery”

#76



INCOMPLETE

Collector: Web Link (Web Link)

Started: Thursday, December 25, 2014 10:35:52 AM

Last Modified: Thursday, December 25, 2014 10:37:32 AM

Time Spent: 00:01:39

IP Address: 195.252.98.130

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Serbia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

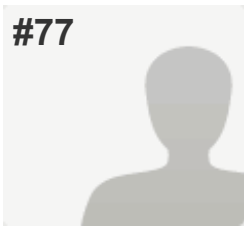
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#77



INCOMPLETE

Collector: Web Link (Web Link)

Started: Saturday, December 27, 2014 11:03:51 AM

Last Modified: Saturday, December 27, 2014 11:05:03 AM

Time Spent: 00:01:11

IP Address: 172.10.1.90

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Iran, Islamic Republic of

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

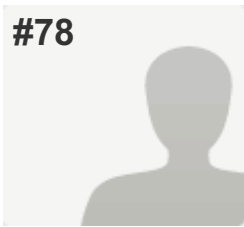
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#78



INCOMPLETE

Collector: Web Link (Web Link)

Started: Sunday, December 28, 2014 8:50:36 AM

Last Modified: Sunday, December 28, 2014 8:51:12 AM

Time Spent: 00:00:36

IP Address: 172.10.1.90

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Iran, Islamic Republic of

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

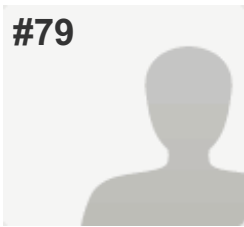
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#79



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 29, 2014 10:10:31 AM

Last Modified: Monday, December 29, 2014 11:10:26 AM

Time Spent: 00:59:54

IP Address: 212.70.172.151

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Latvia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Getting to know the experience of other countries would be very beneficial.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

-

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

This year we have begun:

1. To use ensemble forecasts more actively (custom probability products) - major customers are more satisfied;
2. To do the verification for 6+ day forecasts. The results are not good, still we see a possibility to develop a system for improvement of long medium-term forecasts using some rather simple statistic corrections.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

-

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

1. To develop more online materials and methodologies
2. To organize centralised training events in the regional scale

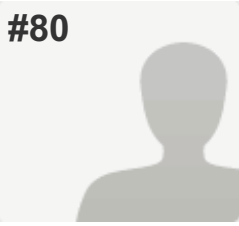
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

“The WMO Strategy for Service Delivery”

#80



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, December 29, 2014 2:41:36 PM

Last Modified: Monday, December 29, 2014 3:01:08 PM

Time Spent: 00:19:31

IP Address: 91.199.31.134

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Slovakia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

It would be helpful to have some detailed methodology (how to) with examples of best practices in this area

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

e. Users are directly involved in identifying the new product and service requirements, so they provide feedback on technological and policy-based needs in advance of the change.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

-

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

It would be helpful to have some detailed methodology (how to) with examples of best practices in this area

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

-

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

It would be helpful to have some detailed methodology (how to) with examples of best practices in this area

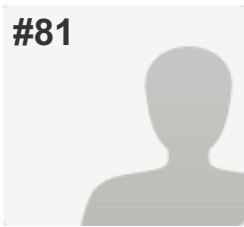
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

a. We have no mechanisms in place to share best practices.

“The WMO Strategy for Service Delivery”

#81



INCOMPLETE

Collector: Web Link (Web Link)

Started: Sunday, December 28, 2014 8:14:42 AM

Last Modified: Tuesday, December 30, 2014 10:03:36 AM

Time Spent: Over a day

IP Address: 172.10.1.33

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Iran, Islamic Republic of

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

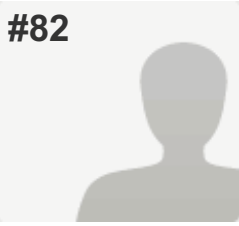
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#82



COMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, December 30, 2014 11:44:41 AM

Last Modified: Wednesday, December 31, 2014 9:09:05 AM

Time Spent: 21:24:23

IP Address: 41.221.153.222

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Zimbabwe

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Meteorological Services Department (MSD) of Zimbabwe kindly request WMO support by referring MSD to other NMHSs who have successfully evaluated user needs and decisions.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

e. Same as d., except documentation exists for all of our products and services.

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

MSD has established a customer feedback mechanism but the main concern is that MSD is not getting enough feedback from the Aviation Industry, so MSD is advocating for WMO to assist by informing Pilots through ICAO that their feedback is essential for product and service delivery hence they should respond to the questionnaires given to them.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

MSD has implemented a Quality Management System (QMS) which monitors and evaluate the compliance to the accuracy and timeliness requirements of product and service delivery. This is done through regular internal QMS audits which are sometimes limited by the availability of funds. On evaluation of user satisfaction MSD is having challenges as users are not responding to the customer surveys being done.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

d. Our QMS is used to cover all service delivery processes, compliance is rigorously monitored, and some service processes are used based on results.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Competence Assessment is another approach that is being used to assess the competence of Aeronautical NMHSs staff.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

b. We have some mechanisms in place for identifying job-based training requirements, but they are neither well-documented nor consistently applied.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

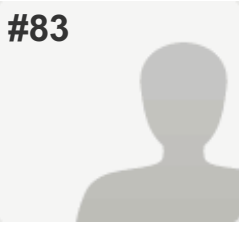
MSD is kindly requesting WMO to revise the qualification requirements for participating in certain trainings as the bulk of MSD staff are Diploma holders hence they are sometimes left out the training. MSD is also requesting WMO to cater for support staff in terms of training and development in all NMHSs institutions.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#83



COMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, January 06, 2015 1:32:23 AM

Last Modified: Tuesday, January 06, 2015 2:25:35 AM

Time Spent: 00:53:11

IP Address: 58.184.113.57

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Republic of Korea

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, It would be very helpful to know other NMHSs successful examples.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

none

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

- regular surveys to assess user satisfaction with our services
- regular gatherings with users to collect their needs

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

none

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

To provide relevant training programmes

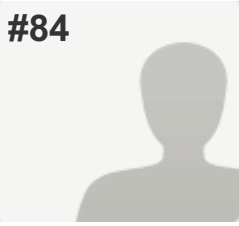
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

e. Same as d., except recommended service improvements are also collected from users and shared widely among all staff to ensure user needs are met.

“The WMO Strategy for Service Delivery”

#84



COMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, January 06, 2015 4:07:20 PM

Last Modified: Tuesday, January 06, 2015 4:37:38 PM

Time Spent: 00:30:18

IP Address: 145.23.254.101

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Netherlands (the)

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Examples of other NMHSs would be useful.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

We are working on an update of our quality management system which includes service delivery changes.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

User satisfaction is measured on a routine basis.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

none

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Cooperation with WMO is already in place through European cooperation on training with Eumetcal, EUMETSAT and ECMWF

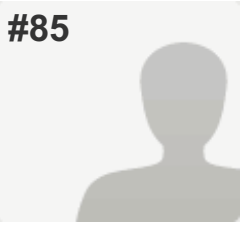
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#85



INCOMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, January 07, 2015 9:41:43 AM

Last Modified: Wednesday, January 07, 2015 9:42:47 AM

Time Spent: 00:01:04

IP Address: 101.189.99.102

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Australia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

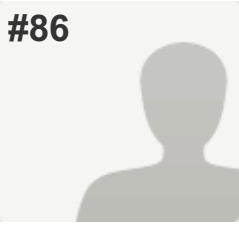
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#86



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, January 07, 2015 9:52:48 AM

Last Modified: Wednesday, January 07, 2015 10:34:20 AM

Time Spent: 00:41:31

IP Address: 212.160.142.67

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Poland

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Yes, it could be helpful if WMO referred us to examples of how other NMHSs successfully evaluate user needs and decisions?

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

delivering information about different ways of communication with end users

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

survey customer needs, assessment of verifiability, timeliness, correctness of products

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

e. Our QMS is used as the basis to evaluate and improve services based on feedback from customers, staff and other users.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

b. We review some S&T advances within our service programmes, but have no formal strategy

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

raising professional qualifications, participation in training, activities methodical team responsible for the implementation of new methodologies for forecasting

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff?

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

support in the organization of training, contacts with experts in various fields in order to organize training, financial support to trainees

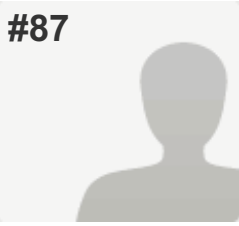
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

e. Same as d., except recommended service improvements are also collected from users and shared widely among all staff to ensure user needs are met.

“The WMO Strategy for Service Delivery”

#87



COMPLETE

Collector: Web Link (Web Link)

Started: Wednesday, January 14, 2015 9:29:03 AM

Last Modified: Wednesday, January 14, 2015 10:22:47 AM

Time Spent: 00:53:44

IP Address: 85.30.110.250

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

The former Yugoslav Republic of Macedonia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

c. Contact protocols have been established and are reliable, and are used from time to time.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Absolutely it be helpful if WMO referred some examples.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

c. We have some of our key services documented via an instruction or SLA and we routinely update this documentation.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

By provision of some guideline material, examples from other NMHS or by training

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

b. We use some measures on an ad hoc basis to evaluate product timeliness and/or accuracy, which we include as drivers to improve these factors.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Until now there are now comprehensive measures existed for improvement of our verification system

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Individual creative work and contribution

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

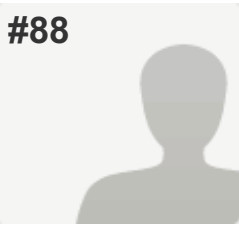
WMO can assist by organizing a special training and education (Workshops or on-line) of a high-qualified staff as trainers who will later be capable to provide training of the specializing staff.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

#88



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, January 16, 2015 10:16:59 PM

Last Modified: Friday, January 16, 2015 10:36:04 PM

Time Spent: 00:19:05

IP Address: 199.212.18.130

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Canada

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

by sharing best practices and enabling access to information and approaches used by others

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

this is more of a national role for us to play

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

d. We specify measures for service accuracy and timeliness via an SLA, and routinely schedule interactions with users as additional input towards service delivery.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

dedicated staff are assigned to compiling feedback, data collection , mining and summary reports are sent to all the relevant managers

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

d. We routinely update our service improvement plans to integrate S&T advances.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

d

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

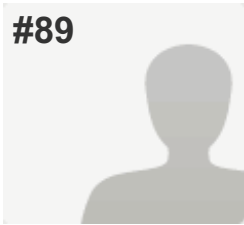
We reach out and use mechanisms such a COMET

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#89



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, January 19, 2015 11:11:50 AM

Last Modified: Monday, January 19, 2015 1:47:39 PM

Time Spent: 02:35:49

IP Address: 194.228.235.234

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Czech Republic

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

a. We have no mechanism for contacting users.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

YES, example of evaluation of users needs would be helpful.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

b. We inform some users of service changes, but only on an ad hoc basis.

Q8: How do you integrate user needs into service development and delivery?

b. User requirements are sometimes taken into account for development of services, but on an ad hoc basis.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Our users are also government and governmental institutions. Simple publications and documents for decision makers supporting value of NMHSs are welcomed.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

a. We have no measures in place to evaluate either factor and we make improvements as we think best.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We use an internal questionnaire within ISO standard. ISO 9001:2008 is applied in our institution since several years, it helps particularly also in this field.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

a. We do not review and consider S&T advances as part of our service improvement process.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Individual approach to the most important (from commercial point of view) customers.

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

“The WMO Strategy
for Service Delivery”

Q16: What mechanisms do you have in place to develop training requirements for your staff?

d. Requirements for both basic and specialized job-based training are developed and updated on an ad hoc basis.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

b. We have an informal process for collecting information from staff on needed training and also rely on informal interactions between staff and management to accomplish training.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

We think that there is enough possibilities to train our staff within country as well as abroad. It is a question of money for our organization. Due to general cost reduction we usually cut costs for education as very first. WMO might support trainings in different countries (support of local organizers), with specific topics, which might be attended by NMHS's from regional close countries.

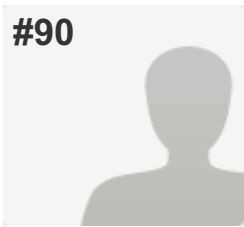
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

b. We encourage our staff to share new ideas among themselves for improving service delivery, but have no formal means in place to document these ideas.

“The WMO Strategy for Service Delivery”

#90



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, January 19, 2015 11:26:21 AM

Last Modified: Tuesday, January 20, 2015 5:51:47 AM

Time Spent: 18:25:25

IP Address: 185.14.80.5

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Iran, Islamic Republic of

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

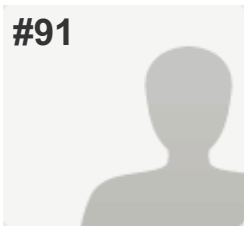
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#91



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, January 20, 2015 8:15:33 AM

Last Modified: Tuesday, January 20, 2015 8:16:19 AM

Time Spent: 00:00:45

IP Address: 185.14.80.5

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Iran, Islamic Republic of

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

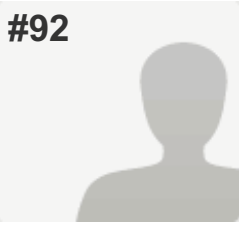
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#92



COMPLETE

Collector: Web Link (Web Link)

Started: Friday, January 23, 2015 8:34:26 AM

Last Modified: Friday, January 23, 2015 8:58:07 AM

Time Spent: 00:23:40

IP Address: 41.215.80.194

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey Kenya

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

c. We have a Memorandum of Understanding (MOU), Customer Supplier Agreement (CSA) or Service Level Agreement (SLA) in place with some users, but it is not kept up to date. We have occasional meetings with our users, but contact is not regular.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Surveys are the best way of evaluating user needs and feedback but have proved to be costly to undertake regularly. A web based survey is good and cheap but needs a well designed website. This is still underway.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

As above, a web based communication is best. It is expected that, when a website is redesigned, all these issues will be incorporated. WMO could help in meeting the cost of developing a website

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

b. We request feedback on user satisfaction on an ad hoc basis at public and professional gatherings, but have no formal process for analyzing the feedback or addressing negative comments.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We use any opportunity we come in contact with users to ask them give their opinion on our products either in confidence or open forums we regularly have.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

b. We have some documentation in place, but not in Quality Management System (QMS) format.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Have piloted delivery and communication to users by use of SMS, engage more of stakeholders in communication. For remote areas, use public forums of other organizations

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

c. We have in place documentation for basic, job-based training requirements, but they are not regularly updated. Training requirements for specialized job needs are not developed.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

c. We have a documented process for collecting staff training needs but implementation of these needs is accomplished in an ad hoc way based on existing expertise and resources.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

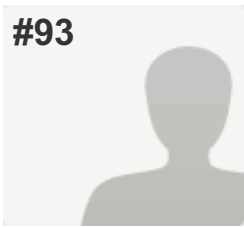
The problem is not mechanism being in place of identifying training needs but implementing the training of those identified needs.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

d. We routinely collect and document service delivery best practices and share them with all staff, either via email or a well-publicized web site.

#93



COMPLETE

Collector: Web Link (Web Link)

Started: Monday, January 26, 2015 7:15:27 AM

Last Modified: Monday, January 26, 2015 8:06:37 AM

Time Spent: 00:51:09

IP Address: 185.14.80.5

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Iran, Islamic Republic of

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

e. An MOU, CSA or SLA is in place for each user. It is regularly reviewed and updated, and new products and services emerge from regular user interactions.

Q3: How do your users contact you?

b. We established a contact protocol, but it is unreliable due to either technical issues (internet unreliability) or lack of commitment on either side to maintain contact.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

e. We have a well-documented, established means for collecting user requirements.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

WMO can kindly support us with holding workshops, service deliver and inform us with the latest technologies related to service delivery and production.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

c. All users are informed when our products and services change.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

WMO can act as a bridge between our IRIMO and RAI for common productions

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

c. We have an established means for collecting information on user satisfaction, but do not systematically document these results or respond to suggestions for improvement.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We are benefiting an online survey on IRIMO's website, and some survey papers on users visiting IRIMO.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

e. We schedule regular meetings for conferences with researchers and developers to jointly explore means for integrating S&T advances into service improvements.

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We try to benefit from the experiences of developed countries in using Technical communication; and study and review the Telecommunication facilities in our country and utilizing the mentioned facilities

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

e. Same as d., except we can engage external training expertise (other NMHSs or private companies) if the training expertise does not exist within our NMHS.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

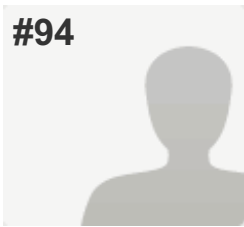
WMO can kindly provide us with some required Training experts for some specific courses to train our staff. ; and also provide us with expertise resources for updating our staff; and also holding some workshops and training courses for our staff.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.

#94



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, February 02, 2015 8:09:00 AM

Last Modified: Monday, February 02, 2015 8:57:51 AM

Time Spent: 00:48:51

IP Address: 134.178.23.110

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Australia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

d. Contact is regularly scheduled and ad hoc contact is encouraged according to need.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Some best practice examples for different levels of existing capability could be useful.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

c. We have a documented process for integrating user requirements, but they are applied inconsistently.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

A simple best practice guide with a check list may be useful.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

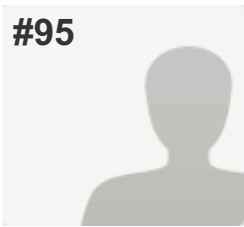
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#95



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, February 03, 2015 4:22:55 AM

Last Modified: Tuesday, February 03, 2015 4:23:50 AM

Time Spent: 00:00:55

IP Address: 134.178.23.27

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Australia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

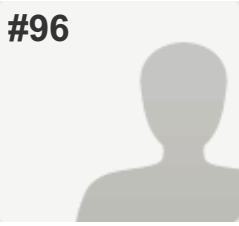
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#96



INCOMPLETE

Collector: Web Link (Web Link)

Started: Tuesday, February 03, 2015 2:59:20 AM

Last Modified: Tuesday, February 03, 2015 4:27:37 AM

Time Spent: 01:28:16

IP Address: 134.178.23.37

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Australia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

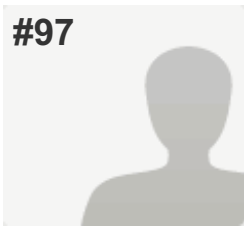
Respondent skipped this question

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

#97



INCOMPLETE

Collector: Web Link (Web Link)

Started: Monday, February 09, 2015 6:17:15 PM

Last Modified: Monday, February 09, 2015 6:17:47 PM

Time Spent: 00:00:32

IP Address: 108.60.231.230

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Bahamas

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

Respondent skipped this question

Q3: How do your users contact you?

Respondent skipped this question

Q4: How do you collect and document user requirements to facilitate the development of products and services?

Respondent skipped this question

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

Respondent skipped this question

Q7: How do you inform users when your products or services change?

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q8: How do you integrate user needs into service development and delivery?

Respondent skipped this question

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

Respondent skipped this question

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

Respondent skipped this question

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

Respondent skipped this question

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

Respondent skipped this question

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

Respondent skipped this question

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

Respondent skipped this question

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

Respondent skipped this question

“The WMO Strategy
for Service Delivery”

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

Respondent skipped this question

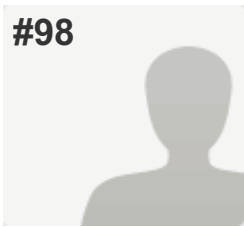
PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

Respondent skipped this question

“The WMO Strategy for Service Delivery”

#98



COMPLETE

Collector: Web Link (Web Link)

Started: Thursday, February 12, 2015 5:27:34 AM

Last Modified: Thursday, February 12, 2015 5:56:32 AM

Time Spent: 00:28:58

IP Address: 134.178.23.138

PAGE 1: The goal of this survey

Q1: From the drop-down list below, please select the WMO Member on whose behalf you are completing this survey

Australia

PAGE 2: Strategy Element 1: Progress with Evaluating User Needs and Decisions

Q2: What processes do you have in place for determining who uses your products?

d. Same as c., except we do have regular meetings with our users.

Q3: How do your users contact you?

e. Our NMHS has established dedicated teams or individual(s) for the purpose of ensuring that contact is maintained and mutually beneficial.

Q4: How do you collect and document user requirements to facilitate the development of products and services?

d. We have worked together with our users to document their needs, but we do not have a process in place to regularly update them.

Q5: How can WMO support you in improving or developing processes to ensure you build stronger and more productive relationships with those who rely on information and services provided by your NMHS? For example, would it be helpful if WMO referred you to examples of how other NMHSs successfully evaluate user needs and decisions? (Please write your answer in the text box below).

We have a number of channels that provide users with the opportunity to provide feedback and conduct regular surveys. It would be helpful for WMO to provide an overview of the primary mechanisms that various NMHS use to gather user requirements and the ones they consider the most successful.

PAGE 3: Strategy Element 2: Linking Service Development and Delivery to User Needs

Q6: What documentation do you maintain to define the products and services you deliver?

d. We have documented information for most of our products and services via internal instructions, or an SLA, and we routinely update this information.

“The WMO Strategy
for Service Delivery”

Q7: How do you inform users when your products or services change?

d. We have a formal process for service change to ensure users are prepared (e.g., can make needed software changes) before the new products and/or services are issued.

Q8: How do you integrate user needs into service development and delivery?

d. User requirements are the main input for product and service development. Meetings are regularly held to ensure that requirements are current and that product and service development responds to them.

Q9: How can WMO assist you with establishing means to communicate service delivery changes to your users? (Please write your answer in the text box below).

Having a number of WMO endorsed best practice examples of service delivery and formats would be highly desirable.

PAGE 4: Strategy Element 3: Evaluation and Monitoring of Service Performance & Outcomes

Q10: What measures do you have in place to evaluate product accuracy and service utility to users for the purposes of service improvement?

c. We routinely verify accuracy and timeliness of service delivery, and also include user requirements on an ad hoc basis to include in strategies for service improvement.

Q11: Do you assess user satisfaction with your services via customer satisfaction surveys?

d. We have a documented user survey process and regularly respond to user suggestions or complaints, and implement changes based validated user requests for change.

Q12: What measures have you taken to improve your verification system and evaluation of user satisfaction? (Please write your answer in the text box below).

We have a dedicated working group undertaking verification of our services. User satisfaction is measured by an annual telephone survey and monitoring of feedback channels.

PAGE 5: Strategy Element 4: Strategies for Sustaining Service Delivery Improvements

Q13: How have you documented your service delivery process?

c. We have a QMS in place for most aspects of service delivery but monitoring of compliance is ad hoc.

Q14: How do you integrate advances in Science and Technology (S&T) into service improvement?

c. We review S&T advances regularly and develop plans to include some of them into service improvements.

“The WMO Strategy
for Service Delivery”

Q15: What other approaches (other than as implied in the above two questions) have you utilized to improve your service delivery? (Please write your answer in the text box below).

We have utilised common data formats to streamline delivery and allow more flexible service options such as interactive web sites and dashboards. We have now transitioned to a digital forecast database of weather elements which enables point and click interrogation of data on the public web and location based services on a mobile device

PAGE 6: Strategy Element 5: Developing Needed Skills to Sustain Service Delivery

Q16: What mechanisms do you have in place to develop training requirements for your staff?

e. We regularly work with partners to determine their evolving needs, and regularly update and document associated basic and specialized training requirements accordingly.

Q17: What mechanisms do you have in place to deliver needed training and education to your staff

d. We have identified training experts within our NMHS, and a documented process for collecting training requirements and developing associated job-based training and education.

Q18: How can WMO assist you with developing the training and expertise your NMHS needs to ensure staff are equipped to meet your service delivery goals? (Please write your answer in the text box below).

We do not currently have a public weather forecasting competency assessment but would like to develop one in the future (subject to resources). Any guidance from WMO on this will be useful. In another recent development we are using social media (Twitter) to communicate weather information and we would be interested to hear from other NMHS on their experiences and share ours.

PAGE 7: Strategy Element 6: Sharing Best Practices and Knowledge

Q19: How do you share service delivery best practices across your NMHS?

c. We have a process in place for documenting best practices for service delivery and share this document on an ad hoc basis.