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Implementing a Quality Management System in NMHSs

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Implementing a Quality Management System
Acknowledgements

Mr Bryan Boase:

- National Manager, Quality Management, Australian Bureau of Meteorology.
- Chair of WMO Task Team on Quality Management Systems (TT-QMS).

Mrs Helen Tseros:

- Quality Management, Australian Bureau of Meteorology.
- Expert on the WMO RA-V Task Team on Quality Management (TT-QM).

Implementing a Quality Management System
Acknowledgements

1. **What is Quality Management?**
2. **Implementation Guide**
3. **QM Website**
4. **RA-V Task Team on Quality Management**

Implementing a Quality Management System
Quality Management

What is Quality?

- All those features of a product (or service) which are required by the customer that is fit for purpose.

What is Quality Management?

- Coordinated activities used to direct, control, and coordinate quality.
- Include formulating a quality policy and setting quality objectives.
- Include quality planning, control and assurance to achieve continuous improvement.

What is a Quality Management System?

- A set of interrelated or interacting elements that organisations use to direct and control how quality policies are implemented and quality objectives are achieved.

Implementing a Quality Management System
ISO

What is ISO?
- International Organization for Standardization.
- Develops common international standards.
- A network of the national standards institutes of 161 countries.
- A non-governmental organisation that forms a bridge between the public and private sectors.

What is ISO9001?
- A global quality management standard.
- It controls quality and saves money.
- Customers expect it and competitors use it.
- Applies to all types of organizations, regardless of their size or what they do.
- It can help both product and service oriented organisations to achieve standards of quality that are recognized and respected throughout the world.
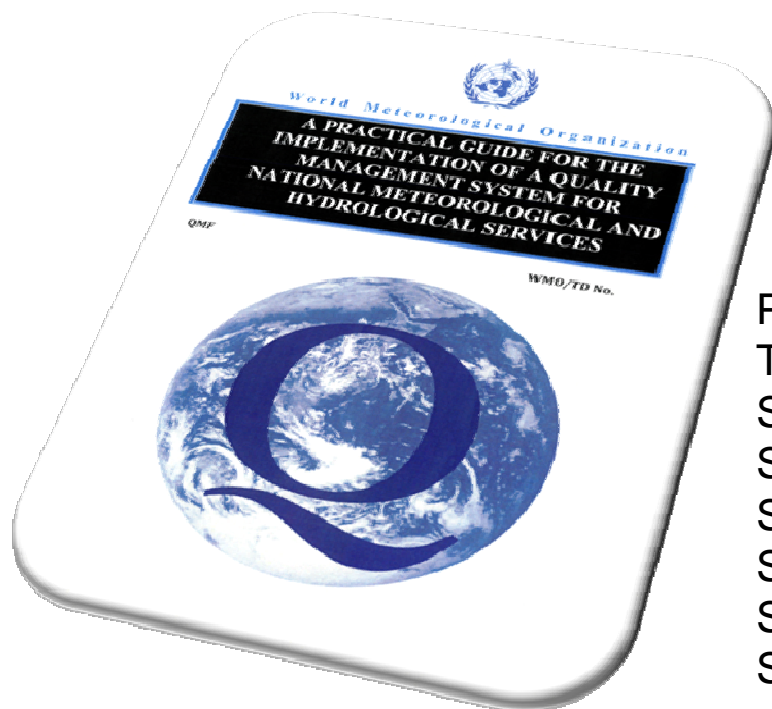
Implementation Guide:

• A Practical Guide for the Implementation of a Quality Management System for NMHSs

Purpose
Terminology
Section 1: Introduction
Section 2: Overview of QM and ISO
Section 3: The eight principles of quality management
Section 4: The structure of the ISO 9001 Standard
Section 5: Steps for Implementing a QMS
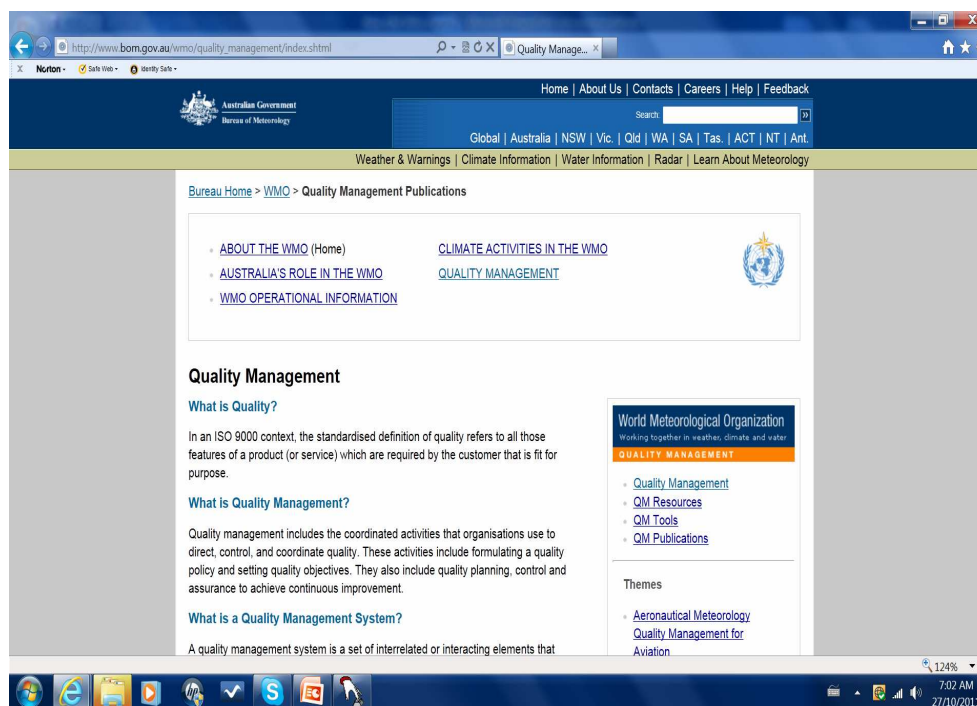Section 6: Appendices – QM templates and tools

Implementing a Quality Management System
Website

Website Overview:

- http://www.bom.gov.au/wmo/

- Register to obtain a username and password send the following information to
QualityManagement@bom.gov.au
  - Full name
  - Organisation
  - Position held
  - Email address

- Website Information
  - Quality Management
  - QM Resources
  - QM Tools
  - QM Publications

- Hope to include an on-line forum

Implementing a Quality Management System
Website - Resources

Quality Management Resources

The World Meteorological Organization (WMO) site provides access to the following publications on aspects of implementing quality management systems and other relevant information.

- WMO - Public Weather Services (PWS) Guidelines
- QMS for National Meteorological and Hydrological Services [PDF]
- Guide to Practices for Meteorological Offices Serving Aviation [PDF]
- Guide on the Quality Management System for the Provision of Meteorological Service for International Air Navigation [PDF]
- Guidelines on Quality Management Procedures and Practices for Public Weather Services [PDF]
- Guidelines for the Education and Training of Personnel in Meteorology and Operational Hydrology [PDF]

Other sites that provide valuable insight into the ISO 9001: family of standards plus additional guides:

- WMO Quality Management Framework
- The International Organization for Standardization (ISO)
- Praxiom Research Group Pty Ltd

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QUALITY MANAGEMENT

- Quality Management
- QM Resources
- QM Tools
- QM Publications

Themes

- Aeronautical Meteorology Quality Management for Aviation
- Marine Meteorology and Oceanography
- Agricultural Meteorology
- Public Weather Services

Implementing a Quality Management System
Website – Management Tools

Quality Management Tools

ISO 9000 Quality Management Standard Documentation

ISO 9001:2008 Quality Management Systems - Requirements

ISO 9000:2006 Quality Management Systems - Fundamentals and Vocabulary

ISO 9004:2000 Quality Management Systems - Guidelines for Performance Improvement

ISO standard documentation may be purchased on the ISO publications on-line store.

Implementing a Quality Management System
Website – Management Tools

QM Audits

- Internal Audit Procedure [PDF]
- Implementation & Audit Schedule [XLS]
- Key Componets to Achieve High Quality Audit Outcomes [JPG]
- Records Management Guide

QM Planning Templates

- Overview pdf | doc
- ICT Considerations pdf | doc
- Statement of Requirements pdf | doc
- Plan pdf | doc
- Acceptance pdf | doc
- Status pdf | doc
- Task pdf | doc

Implementing a Quality Management System
Website - Publications

Quality Management Publications

WMO Technical Publications

WMO Technical Regulations (WMO Publication 49) Volume IV - Quality Management [PDF]

WMO Guide for the Implementation of a Quality Management System for National Meteorological and Hydrological Services [PDF]

(awaiting formal signoff)

Implementing a Quality Management System
Task Team on Quality Management (TT-QM)

Objective:

- Assist and encourage NMHSs in adopting a quality management approach to the delivery of weather services and the pursuit of achieving certification of compliance with the ISO: 9001:2008 Quality Management Standard.

Terms of Reference:

- Maintain awareness of current quality management issues, principles and practices;
- Maintain awareness of the implementation of quality management systems within NMHS in RA-V,
- Assist in the development and implementation of QMS within NHMS in RA-V; particularly with reference to the need to have a quality management system in place for aviation weather services by November 2012;
- Continually seek ways to improve the effectiveness of implementing QM by regional collaboration and mentoring.

Team Members:

- Mr Saw Bun Liong (Malaysia), Mrs Helen Tseros (Aust.), Mr Misaeli Funaki (Fiji).

Implementing a Quality Management System
Summary

Why implement a Quality Management System?
- Will be an ICAO standard for Aviation Weather Services in November 2012.
- International quality standards for services.

Implementation Guide:
- Due for release this year.
- A practical guide for implementing a Quality Management System.

QM Website:
- Tools & resources to help implement a Quality Management System.
- http://www.bom.gov.au/wmo/
- Register to obtain a username and password send the following information to QualityManagement@bom.gov.au, giving full name, organisation, position, email.

RA-V Task Team on Quality Management:
- Assist with questions regarding implementation within RA-V.

WMO TT-QMS Survey