

World Meteorological Organization

**REGIONAL ASSOCIATION V
(SOUTH-WEST PACIFIC)
MANAGEMENT GROUP
EIGHTH SESSION**

Geneva, 28 June 2012



RA V/MG-8/INF. 5(4)

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Agenda item: 5

English only

Item 5 Reports of the Working Groups

Report of the Working Group on Weather Services







WMO REGIONAL ASSOCIATION V TASK TEAM ON QUALITY MANAGEMENT (TT-QM)

STATUS REPORT

1. OVERVIEW	
Members	Theme Leader: Mr Saw Bun Liong, Malaysia Expert: Ms Helen Tseros, Australia Expert: Mr Misaeli Funaki, Fiji
Objective	To assist and encourage National Meteorological And Hydrological Services (NMHS) 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	The Terms of Reference of the Task Team are: <ul style="list-style-type: none"> • 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; • Provide advice to the WG-WXS on the above issues.
Work Program	The work to be addressed by the Task Team includes: <ul style="list-style-type: none"> • Establish an understanding of the level of knowledge, training and adoption of quality management within RA-V; • Develop a set of strategies appropriate to RA-V that complement the objectives and activities of WMO's Quality Management Framework (QMF), working closely with representative(s) of the WMO ICTT-QMF; • Develop guidelines to assist RA-V members in implementing a quality management framework; • Assist with the implementation, in one or more NMHS in RA-V, of a quality management pilot project for certification of compliance of the member(s) with the ISO 9001:2008 Quality Management Standard; • Provide 3 monthly status reports to the WG-WXS.
Performance Measures	<ul style="list-style-type: none"> • Workplan endorsed by RA-V WG-WXS. • WMO TT-QMS survey conducted and report complete. • Resource on QMS implementation available to RA-V members. • Availability of TT-QM expertise for support.

2. PROGRESS SUMMARY	
Progress Summary	<ul style="list-style-type: none"> • Established contact with TT-QM members. • Draft workplan complete. • Survey questions complete. • Status report complete. • BoM hosted WMO webpage for QM developed. • WMO QM Forum up and running. • Practical Guide for the Implementation of a Quality Management System for NMHS finished and awaiting endorsement.

3. STATUS REPORT AGAINST MILESTONES					
Milestone	Baseline Date	Revised Date	Status	Achievements	Issues & Solutions
Milestone 1: Workplan complete.	Nov 11			Draft workplan complete.	
Milestone 2: WMO TT-QMS Survey for RA-V	Dec 11			WMO TT-QMS have developed a comprehensive survey to be distributed to all NMHSs for completion in November 2011	RA-V TT-QM will promote this within RA-V and obtain the results for RA-V.
Milestone 3: Guidance on QMS Implementation sent to RA-V members.	Apr 12			<p>a) BoM hosted WMO webpage for QM developed.</p> <p>b) A Practical Guide for the Implementation of a Quality Management System for NMHSs completed and available on the Bureau hosted WMO QM web site in six languages.</p> <p>c) WMO QM forum active and access is available to all WMO Members</p> <p>d) COMET QM module developed and promoted via the WMO QM Forum.</p>	<p>5 out of 20 RA-V counties have access to the Bureau hosted WMO QM website.</p> <p>2 out of 11 RA-V countries have access to the Bureau hosted WMO website who have not started or have started QMS implementation.</p> <p>9 out of 20 RA-V countries have a mature QMS.</p>
Milestone 4: Guidance and support on QMS provided to RA-V members during implementation.	2014			<p>a) Build a “WMO QM Community” actively promoting the WMO QM website and Forum.</p> <p>b) Members operating a well developed QMS to form twinning partnerships with Members currently planning or developing a QMS.</p> <p>c) Implement the “twinning process” by tapping into aid organisation funds promoting the capacity building benefits that QM brings with it The Bureau has a QM proposal currently being assessed by AusAID under the PSLP 2012-13.</p>	<p>Limited resources (financial and human) to form twinning partnerships and facilitate internal auditor training.</p> <p>Difficulty in obtaining information on the status implementation of RA-V members.</p>

				<p>d) Continue to update and analyse the results of the ongoing WMO QMS Implementation Status survey and identify remedial actions to rectify problem areas.</p> <p>e) Facilitate internal auditor training by encouraging Members to facilitate a “Silent Observer” participation in a mature internal audit program of a “friendly Member”</p> <p>f) Encourage Members to facilitate a “mock audit” with participation of an expert from a “friendly Member” in person or via remote media.</p>	
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 Complete
  On schedule
  Minor delays
  Serious delays



WMO REGIONAL ASSOCIATION V TASK TEAM ON FORECASTER COMPETENCIES & TRAINING (TT-TRG)



STATUS REPORT


1. OVERVIEW	
Members	<p>Theme Leader: Mr Christopher Webster, New Zealand Expert: Ms Michelle Hollister, Australia Expert: Mr Moleni Tuuholoaki, Tonga Expert: Ms Lih Mei Lim, Singapore (to be confirmed) Expert: Mr Misaeli Funaki, Fiji Expert: Mr Riton Kabunateiti, Kiribati</p>
Objective	<p>Assist with the implementation of a forecaster competency framework in RA-V which meets the standards and recommendations of WMO and ICAO.</p>
Terms of Reference	<p>The Terms of Reference of the Task Team are:</p> <ul style="list-style-type: none"> • Maintain awareness of current international developments in forecaster competency and training, in particular the work of WMO CAeM Task Team on Education & Training (ET/ET) and the Task Team on the Competency Assessment Toolkit (TT-CAT); • Maintain awareness of current and developing expectations and requirements for the implementation of competency assessment systems within the NMHS, particularly the need to demonstrate compliance with competency requirements for aeronautical meteorological personnel by November 2013; • Assist in the development and implementation of competency assessment systems in RA-V, based on the replacement of the 4th edition of WMO 258 (plus supplements) and the TT-CAT framework. • Encourage the collaboration of RA-V countries in implementing the TT-CAT framework; • Maintain awareness of current and developing expectations and requirements for the qualifications of staff within the NMHS, particularly the future need for aeronautical meteorological forecasters to have successfully completed the BIP-M training programme by November 2016; • Provide advice to the WG-WXS on the above issues.
Work Program	<p>The work to be addressed by the Task Team includes:</p> <ul style="list-style-type: none"> • Establish an understanding of the current level of adoption of competency assessment & management within RA-V; • Develop a set of strategies appropriate to RA-V that complement the objectives and activities of WMO's TT-CAT, working closely with representative(s) of the WMO TT-CAT; • Develop guidelines to assist RA-V members in implementing the TT-CAT framework and an overall competency management framework; • Assist with the implementation, in one or more NMHS in RA-V, of a competency assessment pilot project for implementation of the TT-CAT framework; • Provide 3 monthly status reports to the WG-WXS.
Performance Measures	<ul style="list-style-type: none"> • Information obtained from RA-V MG-5 survey, or other survey if required, to determine the current level of adoption of competency assessment, and current processes for the initial training of any AMFs • Completion of a set of strategies and guidelines, in consultation with TT-CAT • Initiation of a pilot project in an NMHS in RA-V of a competency assessment pilot project • Status reports sent to WG-WXS every 3 months

2. PROGRESS SUMMARY

Progress Summary

- Welcome sent to all members of TT-TRG, mid-April 2011
- TT-TRG members informed of relevant outcomes from WMO Cg-XVI, June 2011 (see "PINK11-6_AERONAUTICAL_MET_en.doc" in <ftp://ftp.wmo.int/Documents/SESSIONS/Cg-XVI/English/Approved%26Corrected/> and <http://www.caem.wmo.int/moodle/> ("Regulatory and Reference material", log-in as a guest).
- Teleconferencing software located via BoM GoToMeeting, August 2011
- First Teleconference held with members from Singapore, Australia & NZ, 24 August 2011 (members from Tonga, Kiribati and Fiji missing)
Agenda items were:
 - *Confirmation that the online meeting software is working for everyone (Michelle).*
 - *Welcome (Chris).*
 - *Informal introductions, individuals describe their backgrounds and roles, encourage exchange of photos (All).*
 - *An outline of issues for the TT-TRG, including a review of key dates following Cg-XVI (Chris).*
 - *Any questions or concerns from the members (All).*
 - *Next meeting date and format (Michelle/Chris).*
- TT-TRG survey drafted, then sent to contacts representing all member countries of RA-V, 2 September 2011
- First survey response received, 2 September 2011 (Australia).
Subsequent responses (in Chronological order) from New Zealand, Federated States of Micronesia, Philippines, Singapore, Tonga, Cook Islands, W Samoa, Timor-Leste, Fiji, Vanuatu, Brunei Darussalam, Malaysia, French Polynesia, Papua New Guinea, Kiribati and Indonesia.
No response as of 25 Oct 2011 from: Solomon Islands and Niue.
New Caledonia intends to complete the survey but has not yet done so.
- Several Survey responses have required follow-up due to inconsistent answers to Survey questions
- Latest Workplan, Status Report and an additional short paper sent to Lead of WG-WXS, 25 October 2011
- Test of online meeting with Kiribati failed due to their poor internet connection, 16 Nov 2011.
- Remaining outstanding survey responses received, 25 Nov 2011.
- Survey results collated and disseminated to TT-TRG members 9 Dec 2011, for discussion.
- Investigated alternative means of holding a teleconference with all TT-TRG members, i.e. other than GoToMeeting, Jan 2012.
- Requested members from Tonga, Fiji and Kiribati if they can connect to Skype, 1 Feb 2012.
- Requested test of Skype with Tongan member, 14 Feb 2012. Await response from Fiji, Kiribati.
- Successful Skype test with Tonga, 28 Feb 2012. Email sent to Fiji, Kiribati, cc others, requesting information on their ability to use Skype. Waiting for response.
- Email sent to TT-TRG members, and copied to all RA-V participants at WMO VCP workshop on Implementing Competency Assessment (HK, Dec 2011), advising of CAeM ET-ETC discussion forum, and requesting advice on suitable dates for teleconference, 11 Apr 2012.
- Variable response from TT-TRG members to request for suitable dates for teleconference. After one year of not being able to arrange a teleconference, change the primary means of communication to email until further notice, 3 May 2012.
- Advised TT-TRG members by email, copied to all RA-V participants at WMO-VCP workshop, of EC Panel on ET report outcomes related to AMP, and new CoMet module on QMS, 4 May 2012.
- Advised TT-TRG members by email, copied to all RA-V participants at WMO-VCP workshop, of two new online presentations about competency assessment on CAeM website, 24 May 2012.

3. STATUS REPORT AGAINST MILESTONES					
Milestone	Baseline Date	Revised Date	Status	Achievements	Issues & Solutions
Milestone 1: Establishment of Teleconference communications	Sep 11	Nov 11			Internet connections for a few TT members are not robust enough to run "GoToMeeting". Investigating other options, e.g. Skype.
Milestone 2: Completion of initial TT-TRG Survey of all member countries of RA-V	Sep 11	Nov 11		As of 25 Nov 2011, responses received from all 20 NMHSs in RA-V	"Survey Monkey" (www.surveymonkey.com) provides excellent free software for this
Milestone 3: Arrange a Start-Up meeting of the TT-TRG group, possibly combined with TT-QM and TT-CR, subject to availability of funding	Tba				
Milestone 4: tba					

 Complete
  On schedule
  Minor delays
  Serious delays