

QUALITY MANAGEMENT FRAMEWORK

SUMMARY

ISSUE TO BE DISCUSSED:

Implementation of the WMO Quality Management Framework

DECISIONS/ACTIONS REQUIRED:

- (a) Give guidance and make recommendations on Quality Management;
- (b) Adopt the draft text for inclusion in the general summary of CBS-XIV.

REFERENCES:

1. Final Report of ICTT-3 (Geneva, 28-30 October 2008)
2. *Abridged Final Report with Resolutions of the Fifteenth World Meteorological Congress* (WMO-No. 1026).
3. *Abridged Final Report of the Sixtieth Session of the Executive Council* (WMO-No. 1032)

CONTENT OF DOCUMENT:

Appendix for inclusion in the final report:

Draft text for inclusion in the general summary of CBS-XIV

Related document for information:

CBS-XIV/INF. 11.3: Progress/Activity Report

DRAFT TEXT FOR INCLUSION IN THE GENERAL SUMMARY OF CBS-XIV**11.3 QUALITY MANAGEMENT FRAMEWORK** (*agenda item 11.3*)

11.3.1 The Commission noted that the Quality Management Framework was recognized by the WMO Congress (Resolution 32 (Cg-XV)) as an appropriate holistic approach for the delivery of data, products and services. Volume IV on "Quality Management" of the Technical Regulations proposed to be generic and describe the WMO QMF as a coordinated approach to the delivery of data, products and services. A first draft circulated to members of the ICTT includes the WMO quality policy, the eight quality management principles, the roles of the WMO constituent bodies and the harmonized approaches to quality management among the technical commissions. A guide on quality management that should assist Members in the establishment of a QMS is also proposed.

11.3.2 Concerning WIGOS, the Commission stressed that the further development of the WMO QMF is essential for the future of its operations. The appropriate quality management system (QMS) shall operate at all components of WIGOS, and it fundamentally affects the quality of end-user products, and so for the implementation of a cost effective QMS, strategic recommendations should be sought from the EC Working Group on WIGOS and WIS as to how the quality management framework should be developed and implemented in operational practice. The Commission considered that principles and templates of QM should be incorporated into the regulatory documents as soon as possible, and further stressed that this would be a valuable opportunity to update the content of these documents where necessary.

11.3.3 The Commission agreed that the consideration of quality management and quality control aspects related to forecasting and warning products and services should be addressed in the overall context of developing standards or recommended practices on weather forecasting and delivery of related services. The Commission therefore requested that quality management as applied to public weather services delivery be taken into consideration when establishing the WMO QMF and that full use be made of the materials produced by the OPAG on PWS on this subject.

11.3.4 The Commission noted that WMO is now recognized as an international standardizing body by the International Organization for Standardization (ISO) and the agreement between ISO and WMO was adopted in September 2008, giving WMO the status and authority for the development of international standards related to meteorological, climatological, hydrological, marine and related environmental data, products and services. The Commission encouraged relevant OPAGs and projects to consider which of the Manuals and Guides should be proposed as common ISO/WMO Standards.

11.3.5 The Commission adopted the TOR for its Rapporteur on QMF as follows:

Terms of Reference of the Rapporteur on Quality Management Framework

- To review, as appropriate, CBS documents addressing quality issues so as to ensure that the terminology used in them is in agreement with the definitions of the quality related terms given in the ISO 9000:2005 standard;
- To represent the Commission and actively participate in the work of the ICTT-QMF;
- To update yearly, in coordination with the OPAGs, the list of valid CBS guidance documents to be used by Members;
- To report to the Commission and advise the Commission on activities that should be undertaken to support the WMO QMF as integral part of the Commission activities.