



| ICAO

# INTERNATIONAL CIVIL AVIATION ORGANIZATION

A UN SPECIALIZED AGENCY

ESAF/WACAF Workshop on the  
Aeronautical Meteorology  
Competency Standards



# Aeronautical Meteorological Personnel Competency Assessment and QMS

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# OUTLINE

**01 - Why Is QMS Important ?**

**02 - How Does QMS Impact On Competency Assessment ?**

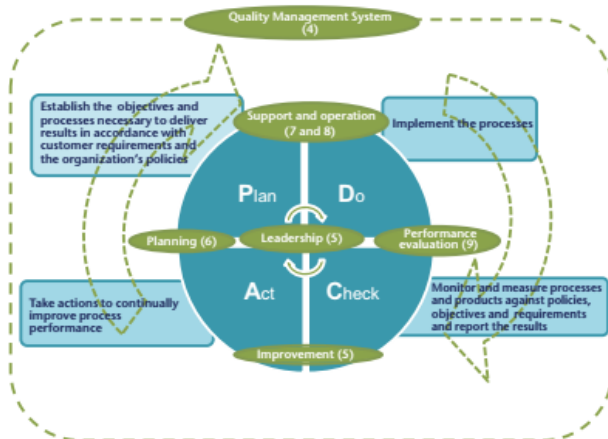
**03 - What Is The Relationship Between Competency Assessment And QMS ?**

## BACKGROUND

- **ICAO** expects Met Services providing a service to Aviation to have **QMS implemented** as a standard since November 2012.
- **WMO** expects Met Service providers to ensure that their **AMP** satisfy the **Competency Standards from 1 December 2013**
- Furthermore the qualifications of **AMF** must satisfy **BIP-M** requirements **from 1 December 2016**

## WHY IS QMS IMPORTANT

- Met Services are providing a service in the interest of **safety** to the Aviation Industry.
- **Customers** require products that **satisfy their needs and expectations** and as a result organizations need to **continually improve** their **products and processes**.
- QMS provide framework to achieve the above using a **system and process approach**.
- A Quality Management system can provide a framework of **continual improvement** enhancing **customer satisfaction** (both **internally** in the organization and of stakeholders **outside** the organization).



## HOW DOES QMS IMPACT ON COMPETENCY ASSESSMENT

**ISO 9001:2015 STD 7.2 Competence** : The organization shall: a) **determine the necessary competence of person(s)** doing work under its control that affects the performance and effectiveness of the quality management system; b) **ensure that these persons are competent** on the basis of appropriate education, training, or experience; c) **take actions to acquire the necessary competence**, and **evaluate the effectiveness** of the actions taken; d) **retain appropriate documented information** as evidence of competence

- Competency assessment is **part** of any QMS system.
- The **QMS drives the continuous improvement** of all processes that it is linked to including the competency assessment.
- QMS **increases the focus on the customer**
- It drives **management responsibility**.
- Improved **effectiveness** and **efficiency**
- Greater **transparency** and **accountability**
- Promotes **teamwork**



**SOME  
IMPORTANT  
DOCUMENTS  
THAT NEED TO  
BE  
CONTROLLED  
FOR  
COMPETENCY  
ASSESSMENT**

- A **Document register** should be maintained for all documents that drive your processes in your organization in order **to control your documents**.
- Documentation of all **processes involved** includes Competency Assessment.
- There needs to be **Competency Assessment Plan** which addresses
  - a) Who is going to do the Assessment?
  - b) How is the Assessment going to be done?
  - c) When is the Assessment going to be done?
  - d) How often will Assessments be done?
  - e) How are **Assessment records** going to be stored?
- There needs to be a **Training Plan** which supports the Competency Assessment Plan which addresses
  - a) Who is going to do the Training?
  - b) How is the Training going to be done?

# RECORD REGISTERS

- Records are controlled through a **Record Register**
- **Records prove conformity to ISO requirements.**



## WHAT COMPETENCY DOCUMENTS AND RECORDS ARE IMPORTANT FOR QMS



- **All documentation** used should comply with the **documentation standard prescribed by ISO.**
- **Processes and procedures** for forecasters and observers need to be documented.
- **Job Profiles** and **Job descriptions.**
- **Records of training** done with regards to competencies
- **Evaluation of Training** Received
- Ensure enough competency exists around **registered assessors and moderators**

## WHAT RECORDS ARE IMPORTANT TO PROVE CONFORMITY TO ISO 9001 STD



Following records prove conformity to this clause and must be easily identifiable and retrievable through the records register.

- **Records of Signed Job Profiles and Job Descriptions** need to be developed for all forecasters and observers posts for personnel performing the work.
- **Records of Personal Development Plans** identifying training needs on competencies.
- **Records of Qualifications and certificates** of personnel performing the work and how they meet the BIP-M requirement. Important for 2016.
- **Training/Workshops attended** and **evaluation** of these training initiatives

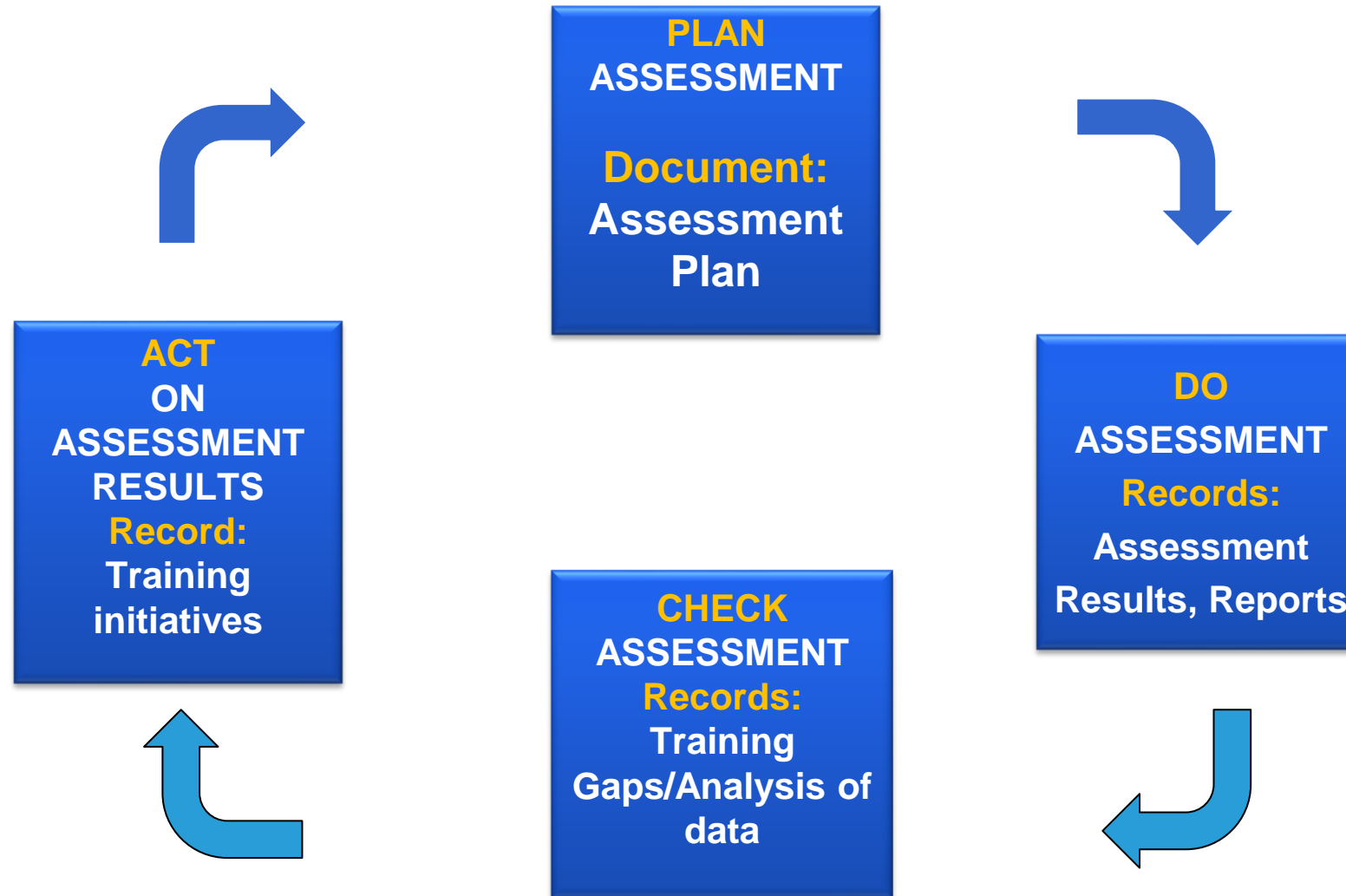
## WHAT RECORDS ARE IMPORTANT TO PROVE CONFORMITY TO ISO 9001 STD



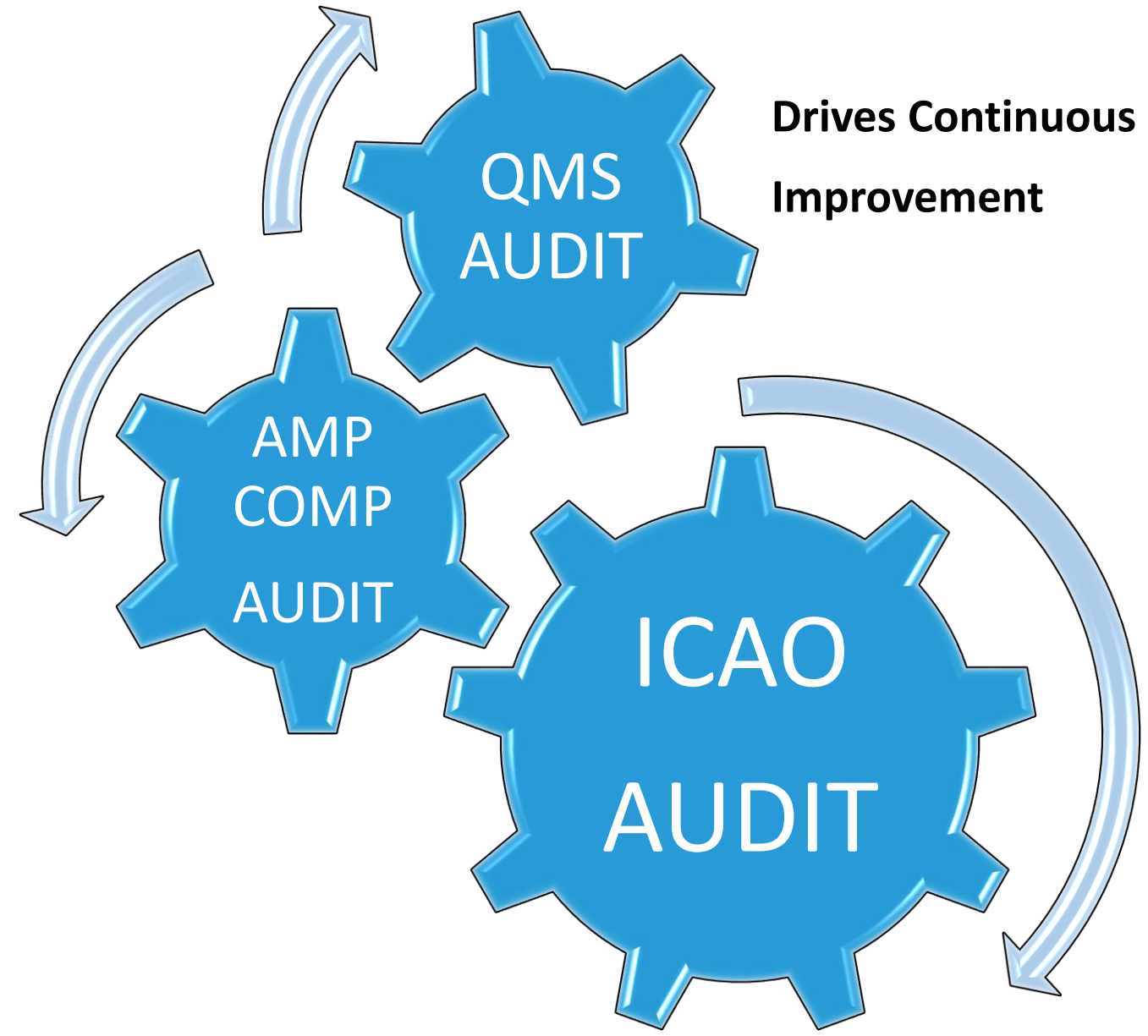
**Assessment/ Audit report, Assessment Checklists** and File of **Portfolio of Evidence** demonstrating how each individual meets the competency requirements.

- **Records of Training Done on Not yet competent staff** (Moodle site records, records of attendance, workshop assessment. Gaps identified on PDP via competency assessment records)
- **Evaluate the effectiveness** of those **training** initiatives, do not yet competent staff with further assessment become fewer with time.
- Staff need to know the **quality objectives** and how their jobs contribute

# PDCA CYCLE FOR CONTINUAL IMPROVEMENT WITH REFERENCE TO COMPETENCY ASSESSMENT



**WHAT IS THE  
RELATIONSHIP  
BETWEEN  
QMS AND  
COMPETENCY  
ASSESSMENT?**



## CONCLUSION

- QMS and Competency Assessment are **interrelated Processes**
- Competency Assessment **cannot be properly implemented without QMS**
- WMO QMS guidance : **WMO No. 1001** QMS Guide for Air Navigation MET Service Provision available at :  
[https://library.wmo.int/viewer/50552/download?file=1100\\_en.pdf&type=pdf&navigator=1](https://library.wmo.int/viewer/50552/download?file=1100_en.pdf&type=pdf&navigator=1)
- **Aeronautical Meteorological Personnel Competency Standard** : available at :  
[https://library.wmo.int/viewer/35722/download?file=49-I\\_en.pdf&type=pdf&navigator=1](https://library.wmo.int/viewer/35722/download?file=49-I_en.pdf&type=pdf&navigator=1)



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Thank You!