



Agenda Item 2: Review of Project H3 – Implementation of the MET Information Quality Management System (QMS/MET)

Review of the work programme of Project H3

(Presented by the Secretariat)

SUMMARY	
<p>This working paper presents the work that should be developed with regard to Project H3 - Implementation of the MET Information Quality Management System (QMS/MET), in view of the changes of Standard ISO 9001 and the lack of completion of the implementation in all the States of the SAM Region.</p>	
Referencias:	
<ul style="list-style-type: none">• Annex 3 – <i>Meteorological Service for International Civil Aviation</i>• Report of GREPECAS/17• Report of PPRC/3• Guide for the Implementation of the Quality Management System in the CAR/SAM Regions• STANDARD ISO 9001• Conclusions of QMS/MET Seminars	
ICAO strategic objectives:	<ul style="list-style-type: none"><i>A - Safety</i><i>B – Air navigation capacity and efficiency</i><i>E – Environmental protection</i>

1. Introduction

1.1 GREPECAS/17 reviewed Project H3 – Implementation of the QMS/MET considering that not all the States have completed the implementation of the Standard contained in Annex 3, Chapter 2, paragraph 2.2.2.

1.2 During the QMS/MET Seminar carried out in October 2014, States were informed on the process of changes of Standard ISO 9001.

1.3 The PPRC/3 reviewed the work programme of Project H3 and took into consideration the changes planned for Standard ISO 9001, which would be effective since September 2015, and also analysed the current status of implementation of the Standard in the States of the SAM Region.

1.4 The QMS/MET and Personnel Competency Seminar, carried out in September 2015, analysed the impact of the change of Standard ISO 9001 in QMS/MET implementation in the SAM Region.

2. Analysis

2.1 GREPECAS/17 reviewed the development of Project H3 – Implementation of the QMS/MET, and considering that only five States of the SAM Region had completed the implementation of the Standard, decided to support it approving the provision of technical assistance to the States with the purpose of completing the implementation.

2.2 During the QMS/MET Seminar carried out in 2014, a roadmap to be developed during 2015 was outlined, to assist States in the achievement of this task. In the same seminar, information was provided on the future change of Standard ISO 9001, which would be effective at the end of 2015.

2.3 The Secretariat put into effect the referred roadmap, and this provided important progress in the documentation and application in five States, but unfortunately to November 2015, only two more States have completed QMS/MET implementation and certified it.

2.4 The PPRC/3 took into account the current situation of QMS/MET implementation in the QMS/MET Seminar and found it necessary to reconsider Project H3 in view of the changes planned for Standard ISO 9001. Thus, considered important to modify the initial work programme, which is presented in **Appendix A** to this working paper.

2.5 The Meeting should examine the items of the task programme of H3 Project in order to consider the changes of Standard ISO 9001 and its impact in the implementation plans in the States that have not yet completed this task, as well as in the States that have already completed it but should adjust their systems to the new standards. A tentative work programme, which was considered by PPRC/3, is included as **Appendix B** to this working paper.

3. Discussion

3.1 The Meeting should consider the plans of the States to complete QMS/MET implementation, and in this regard, prepare a working schedule appropriate to reality. This task could be developed in ad-hoc groups.

3.2 The Meeting should emphasize the most important items included in Standard ISO 9001 and that would have the greater impact in States that have already completed the process.

3.3 The Meeting should consider that a very important issue for the planning of the work programme is the transition period for the adjustment of the new standards of Standard ISO 9001. Planning should be made so that States that have already certified could re-validate their certificates within this period, taking into account the new standards implemented.

3.4 The Meeting should also note that it is necessary to establish a schedule to be able to adjust to the new standards within the transition period of three years after publication.

3.5 In addition, the Meeting should consider the revision of the Guide to support the Implementation of QMS/MET in the CAR/SAM Regions. In this regard, an expert could be assigned to work with the Secretariat in the update of the guide.

3.6 The Meeting should assign the experts that will support the development of the tasks of the work programme of Project H3, giving special importance to the Project Coordinator, who would work close to the Secretariat in order to complete all the tasks within the periods established.

4. **Suggested action**

4.1 The Meeting is invited to:

- a) take note of the information provided in this working paper;
- b) review and analyze Appendices A and B; and
- c) agree on other actions as necessary.

APPENDIX A

PROJECT FOR THE IMPLEMENTATION OF THE MET INFORMATION QUALITY MANAGEMENT SYSTEM (QMS/MET)

SAM Region	PROJECT DESCRIPTION (DP)	DP N° H3	
Programme	Title of the Project	Start	End
Aeronautical Meteorology (Programme coordinator: Nohora Arias)	Implementation of the QMS/MET <i>Project coordinator: Ricardo Reyes (Peru)</i> <i>Experts contributing to the project: Olver Boolsen (Argentina) Fernando de Abreu Pinto (Brazil) Xenia Guardia (Panama) Roberto Salinas (Paraguay) Lourdes Martínez (Peru)</i>	December 2011	December 2013
Objective	Assist States in the implementation of the QMS/MET and certification where applicable. Update and improve the QMS/MET guide to assist States in the production of MET documentation under ISO 9001: 2008, the implementation of Annex 3 and Part VI – MET of the CAR/SAM ANP, and the conduction of audit trials.		
Scope	Establishment and application of a duly organised MET service quality system at each MET unit of all SAM aerodromes listed in CAR/SAM ANP, and compliance with the standards and recommended practices of Annex 3 and the CAR/SAM ANP, Vol. I, Basic, and Vol. II, FASID, Part VI – MET.		
Metrics	Number of AOP aerodromes certified under ISO 9000: 2008, and list of aerodromes and their status of implementation of QMS/MET in each of their units.		
Strategy	All tasks will be carried out by experts nominated by SAM States participating in the project, led by the Project Coordinator and under the supervision of the MET Programme Coordinator through the “GoToMeeting” tool. Upon completion of the tasks, the results will be sent to the MET Programme Coordinator as a final document for submission to, and if necessary approval by, the GREPECAS CRPP through the GREPECAS fast-track procedure. For the purpose of collaborative decision-making, meetings will be held with the areas involved.		
Goals	a) 100% of SAM States have established QMS/MET system in accordance with standard ISO 9001:2008 on 31 October 2012; b) 70% of SAM States apply QMS/MET system in accordance with standard ISO 9001:2008 on 31 October 2012; c) 50% of SAM States have QMS/MET system certified by an organization in accordance with standard ISO 9001:2008 on 31 October 2012; and d) 100% of SAM States have QMS/MET system certified by an organization in accordance with standard ISO 9001:2008 on 31 October 2013.		

Rationale	More accurate and timely meteorological information will optimise flight path planning and prediction, thus improving ATM safety and efficiency; improved aerodrome reports and forecasts will optimise the use of available aerodrome capacity; and meteorological information will minimise the environmental impact of air traffic. Performance management will be an important part of meteorological information quality assurance.
Related projects	<ul style="list-style-type: none"> ➤ Automation ➤ Improved ATM situational awareness

Project Deliverables	Relationship with the regional performance-based plan (PFF)	Responsible Party	Status of Implementation	Date of Delivery	Comments
Revised and updated QMS/MET guide.	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2013	The practical guide will facilitate the drafting of ISO 9000: 2008 documentation by MET service provider States.
Development of a State survey on MET personnel	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2014	One of the main problems facing MET service provider States is the lack of personnel with the competencies required by WMO and ICAO. State requirements will be officially communicated to ICAO contracting States.
Table of compliance with Annex 3 standards and MET procedures	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2014	In the first instance, strict compliance with ICAO standards related to the provision of MET services will be monitored.

Project Deliverables	Relationship with the regional performance-based plan (PFF)	Responsible Party	Status of Implementation ¹	Date of Delivery	Comments
Table of compliance with the CAR/SAM ANP, Part VI - MET.	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2014	Close monitoring of strict compliance with Part VI- MET of the CAR/SAM ANP.
Audit trials	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2015	Audit trials will be conducted to identify QMS/MET implementation issues and to propose strategies for their resolution.
Resources needed	Funds to conduct audit trials. States could cover the cost of trials by their lead auditors, since the experience obtained will contribute to improve the system. Likewise, participants must be given facilities to participate in GoTo Meetings.				

¹ *Grey* Task not started yet
Green Activity being implemented as scheduled
Yellow Activity started with some delay, but will be implemented on time
Red Activity not implemented on time; mitigation measures are required

APPENDIX B

PROJECT FOR THE IMPLEMENTATION OF THE MET INFORMATION QUALITY MANAGEMENT SYSTEM (QMS/MET)

SAM Region	PROJECT DESCRIPTION (DP)	DP N° H3	
Programme	Title of the Project	Start	End
Aeronautical Meteorology (Programme coordinator: Jorge Armoa)	Implementation of the QMS/MET <i>Project coordinator: Ricardo Reyes (Peru)</i> <i>Experts contributing to the project: Olver Boolsen (Argentina) Fernando de Abreu Pinto (Brazil) Xenia Guardia (Panama) Roberto Salinas (Paraguay) Lourdes Martínez (Peru)</i>	December 2011	November 2017
Objective	Assist States in the implementation of the QMS/MET and certification where applicable. Update and improve the QMS/MET guide to assist States in the production of MET documentation under ISO 9001: 2015, the implementation of Annex 3 and Part VI – MET of the CAR/SAM ANP, and the conduction of audit trials.		
Scope	Establishment and application of a duly organised MET service quality system at each MET unit of all SAM aerodromes listed in CAR/SAM ANP, and compliance with the standards and recommended practices of Annex 3 and the CAR/SAM ANP, Vol. I, Basic, and Vol. II, FASID, Part VI – MET.		
Metrics	Number of AOP aerodromes certified under ISO 9000: 2015, and list of aerodromes and their status of implementation of QMS/MET in each of their units.		
Strategy	All tasks will be carried out by experts nominated by SAM States participating in the project, led by the Project Coordinator and under the supervision of the MET Programme Coordinator through the “GoToMeeting” tool. Upon completion of the tasks, the results will be sent to the MET Programme Coordinator as a final document for submission to, and if necessary approval by, the GREPECAS CRPP through the GREPECAS fast-track procedure. For the purpose of collaborative decision-making, meetings will be held with the areas involved.		
Goals	a) 100% of SAM States have established QMS/MET system in accordance with standard ISO 9001:2008 on 31 October 2012; b) 70% of SAM States apply QMS/MET system in accordance with standard ISO 9001:2008 on 31 December 2015; c) 70% of SAM States have QMS/MET system certified by an organization in accordance with standard ISO 9001:2015 on 31 June 2017; and d) 100% of SAM States have QMS/MET system certified by an organization in accordance with standard ISO 9001:2015 on 31 October 2017.		

Rationale	More accurate and timely meteorological information will optimise flight path planning and prediction, thus improving ATM safety and efficiency; improved aerodrome reports and forecasts will optimise the use of available aerodrome capacity; and meteorological information will minimise the environmental impact of air traffic. Performance management will be an important part of meteorological information quality assurance.
Related projects	<ul style="list-style-type: none"> ➤ Automation ➤ Improved ATM situational awareness

Project Deliverables	Relationship with the regional performance-based plan (PFF)	Responsible Party	Status of Implementation	Date of Delivery	Comments
Revised and updated QMS/MET guide.	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		December 2016	The practical guide will facilitate the drafting of ISO 9000: 2015 documentation by MET service provider States.
Development of a State survey on MET personnel	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2014	One of the main problems facing MET service provider States is the lack of personnel with the competencies required by WMO and ICAO. State requirements will be officially communicated to ICAO contracting States.
Table of compliance with Annex 3 standards and MET procedures	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		June 2017	In the first instance, strict compliance with ICAO standards related to the provision of MET services will be monitored.
Table of compliance with the CAR/SAM ANP, Part VI - MET.	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		June 2016	Close monitoring of strict compliance with Part VI- MET of the CAR/SAM ANP.

Project Deliverables	Relationship with the regional performance-based plan (PFF)	Responsible Party	Status of Implementation ¹	Date of Delivery	Comments
Audit trials	PFF SAM MET 02, 03, and 04	MET programme coordinator and project director		November 2015	Audit trials will be conducted to identify QMS/MET implementation issues and to propose strategies for their resolution.
Resources needed	Funds to conduct audit trials. States could cover the cost of trials by their lead auditors, since the experience obtained will contribute to improve the system. Likewise, participants must be given facilities to participate in GoTo Meetings.				

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