

Presentation by Mathieu Fontanaud, Advisor of the Directorate of Transport and Disaster Risk Reduction on "Progress report on Quality Management Systems in Aeronautical Meteorological services."

RESULTS OF WORKSHOPS ON THE IMPLEMENTATION OF A
QUALITY MANAGEMENT SYSTEM
(ISO 9001:2008)
TO AERONAUTICAL METEOROLOGICAL SERVICES

SHOCS in brief

- Duration: 2010 - 2012
- Funding: Ministry for Foreign Affairs of Finland, 500 k€

OBJECTIVE OF THE WORKSHOPS

- **To build a standardized Quality Management System as required by the International Civil Aviation Organization (ICAO)**
- **(ISO 9001:2008 standard becomes mandatory for aviation service providers in all countries in 2012)**

1st SHOCS QMS Workshop

- **Bridgetown, Barbados**
- **9–13 May 2011**

2nd SHOCS QMS Workshop

- **Rodney Bay, St. Lucia**
- **5–9 Dec 2011**

Workshop's participants

- **21 countries**
 - Antigua and Barbuda, Bahamas, Barbados, Belize, Cuba, Dominica, Dominican Republic, Grenada, Guyana, Jamaica, St Kitts and Nevis, St Lucia, St Vincent and Grenadines, Suriname and Trinidad and Tobago;
 - Anguilla, British Virgin Islands; Cayman Islands; by CMO.
 - Curacao; supported by FMI.
 - Aruba, Sint Maarten; supported by WMO
- **Trainers:**
 - Heikki Juntti and Alberto Blanco; FMI Finland
 - Alain Boisvert; MSC Canada
 - Herbert Puempel; WMO

- Partners:



Monitoring the Progress achieved between workshops

A questionnaire was used to carry a *'Gap' analysis* on the degree of completion of QMS based on 26 requirements.

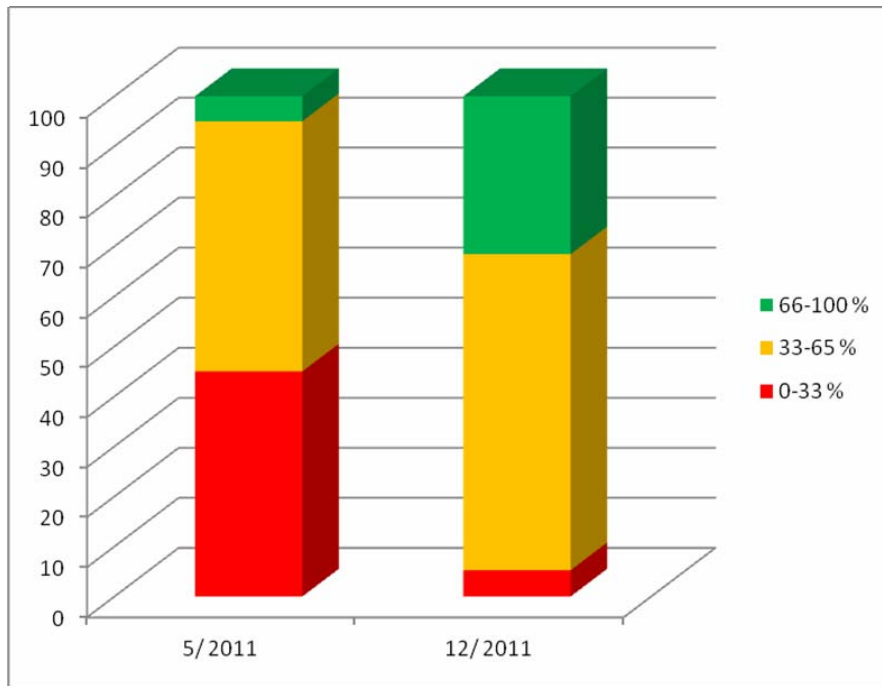
Each participating country estimated its own level of readiness with an index from 0 to 10 for each requirement.

Degree of completion of the participants

Workshop: 5/11 12/11

Anguilla	56	
Antigua & Barbuda	46	54
Aruba		84
Bahamas	32	58
Barbados	15	36
Belize	30	51
British Virgin Islands	65	74
Cayman Islands	42	58
Curacao	48	63
Cuba	41	70
Dominica	25	41
Dominican Republic	90	76
Grenada	20	57
Guyana	59	
Jamaica	29	18
St Kitts & Nevis	21	34
St Lucia	25	57
St Maarten		57
St Vincent & Grenadines	62	76
Suriname	31	76
Trinidad & Tobago	37	

Percentage of countries in each readiness class



'Initial steps taken'
'Mid way through'
'Nearly completed'

Level of QMS implementation	Workshop		
	5/ 2011	12/ 2011	
0-33 %	45	5	%
33-65 %	50	63	%
66-100 %	5	32	%
	100	100	

Conclusions

- The participants clearly benefited of the sharing and learning from each other
- Training on QMS is best done by working on the system 'hands-on' (defining processes, writing SOPs etc.) not so much by giving lectures.
- Regular auditing of the QMSs established is necessary to allow improvements in services.
- Further consultation/training is required for auditors of the QMSs established in the Caribbean

Contact

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