Implementing a quality management system

Challenge

To ensure a high quality of data and products are provided to airlines, the International Civil Aviation Organization (ICAO) has mandated that all national aviation forecasting offices implement a Quality Management System (QMS) by November 2012. As part of a wider modernisation project with the Rwanda Meteorological Service, the Met Office was asked to assist the aviation meteorological department at Kigali International Airport to implement ISO 9001:2008 across its operations.

Solution

The Met Office worked closely with the senior team at the forecasting office to conduct a situational analysis of operations at the office and consider them against the ISO 9001:2008 criteria. An implementation plan detailing actions necessary to embed total quality management at the office was then drawn up.

As the capacity at the forecasting office was low, QMS activities were designed so they could be undertaken while the forecasting team was on shift and fulfilling operational services. The key achievements in introducing total quality management made by the team included:

• Training staff in ISO 9001:2008
• Making senior management aware of the need for a QMS
• Creating a quality policy, statement and objectives
• Documenting operations at the office in a series of process diagrams
• Formalising customer feedback mechanisms
• Creating a document management system

By embedding the principles of total quality management, the aviation forecasting office can ensure continued high quality data and products are provided for international flights coming in and out of Kigali. Sustainability of quality through changes in personnel is also assured by creating and documenting a set of procedures for provision of aviation services and management of the forecasting office.

Benefits

“The Met Office’s consultancy helped us to understand the principles of a QMS and requirements of ICAO, and apply these in a context which is relevant to our operations.”

Louis Kanyobayire, Head of Aviation Forecasting at Kigali International Airport