***Forecaster Performance Criterion 4.1: Direct Observation***

***C4.1 Apply the organization’s quality management system and procedures as required***

***Performance Criterion Description:***

Forecasts, warnings and related products are provided within a quality management framework.

**Scenario**:

During an assessment period the forecaster is asked to produce and disseminate forecast/warning products, describing how processes used are in compliance with organizational quality management system (QMS) standards. The forecaster then describes how the issued products are then verified and tracked in applying QMS standards on organization performance, including obtaining feedback from customers.

**Evidence of competency checklist**:

The forecaster describes and/or applies the accepted QMS standards and procedures during the assessment period, including

* data quality control, including identifying and accounting for known observational error and discounting erroneous data, and obtaining corrected data when possible
* forecasting and warning standard operating procedures
* amendment procedures for forecast products, as established by international and local rules and regulations
* forecast verification techniques and statistics
* QMS procedures and processes regarding operational systems, data flow and communications, contingency or emergency plans to ensure minimal disruption of services
* gathering of customer feedback, suggestions and complaints and consideration of remedial actions
* consideration of relevant stakeholder needs, operations and use of forecasts, including:
  + expectations, terminology and units of measurement used, communication and security systems, operating limits, legal constraints, geopolitical limits
  + impacts of weather variables, parameters and phenomena on stakeholder operations and activities