***Forecaster Performance Criterion 4.1: Experiential Questions***

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

***Performance Criterion Description:***

The forecaster can describe and apply quality management system standards and procedures.

**Scenario**:

During an assessment period the forecaster is asked to describe a past experience of applying QMS procedures or to produce hypothetical 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 will be verified and tracked in applying QMS standards on organization performance, including obtaining feedback from customers.

General Experiential Questions related to QMS, which the forecaster is asked to answer might include the following:

1. (a)  What are your responsibilities in your job that are related to quality management? (b)  What are the performance standards for your unit? (c)  What is the process to be followed to report deficiencies or to propose

 changes to increase efficiency ? (d)  Where are the significant documents or reports kept?

2. The forecaster is given several daily observations (SYNOP, ship observation, etc), along with an accompanying marine weather forecast or warning with errors and asked to identify any missing information, errors in format or times.

3.  What are the criteria for amending the Marine Forecast  at sites for which the MWF is responsible?   Where do you find the details for each site?  Describe how any automated checking system is used.  Provide example of where a Marine Forecast.

4.  The forecaster is given observations and forecast data for one or more specific meteorological phenomena and asked to prepare a hypothetical forecast, in proper form, appropriate for the situation.

5. The forecaster is asked to describe potentially requested procedures for seeking customer feedback following severe weather events, as well as general non-severe weather forecasts, and to describe how that feedback might be used to recommend remedial actions to forecast processes and procedures.

**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