***Forecaster Performance Criterion 4.1: Quiz Items***

***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, following all procedures mandated by the QMS.

**Scenario**:

During an assessment period, away from the forecast work area, the forecaster is asked to questions related to applying QMS procedures, describing how processes used are in compliance with organizational quality management system (QMS) standards..

Questions regarding application of QMS procedures might be both about specific hypothetical situations and general procedures frequently applied. A few examples of model questions are provided below:

1. What are your job responsibilities related to quality management?
2. What are the performance standards for your unit?
3. What is the process to be followed to report operational deficiencies or to propose changes to increase efficiency?
4. What documents or reports are used in the QMS?
5. Where are the significant documents or reports stored?
6. Review the forecast product above (or below) and identify errors in format or in standard protocols.
7. Identify the potential sources of error in observations that can impact the quality of a weather analysis.
8. List the steps for addressing situations when important data is missing or in error.
9. What are the criteria for amending marine forecasts?
10. List (or identify) steps for amending marine forecasts and warnings.
11. What follow-up steps are required after a severe weather event in regards to responding to or obtaining customer feedback?
12. List (or identify) steps for responding to a (*specific*) systems failure? (data access, communications failure, etc.)
13. How is an automated checking system used, if one is in place ?
14. Identify ways that forecast processes and products might differ depending on expected impacts.
15. In what ways is customer feedback gathered and used to potentially alter 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