COMPETENCY 4: ENSURE THE QUALITY OF MARINE METEOROLOGICAL INFORMATION AND SERVICES

Competency description

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

Performance criteria

1. Apply the organization’s quality management system and procedures as required;
2. Assess the impact of known observational error characteristics (for example, bias, achievable accuracy and limitations of observations and sensing methods) on forecasts and warnings;
3. Verify and validate marine meteorological data, products, forecasts and warnings

(timeliness, completeness and accuracy) using real-time verification tools;

1. Monitor the functioning of operational systems, gather and assess customer comments, suggestions and complaints, and take remedial actions when necessary;
2. Identify and evaluate weather forecasting and warning problems and determine appropriate corrective and preventive action for continuous improvement.

Background knowledge and skills

* Knowledge of quality management principles, practices and procedures;
* Knowledge of SOPs for forecasts and warnings;
* The ability to utilize verification techniques and statistics;
* Knowledge of contingency plans;
* Knowledge of stakeholder needs;
* Knowledge of relevant stakeholder operations and need for and applications of forecasts, including:
	+ Stakeholder operations (for example, procedures, tactics, planning processes and cycles);
	+ Stakeholder limitations, including operating limits, legal constraints and geopolitical

limits;

* + Stakeholder expectations;
	+ General knowledge of stakeholder terminology such as nautical terms, acronyms, abbreviations and technical terms related to forecast variables (for example, state of the sea, currents, waves, swell, tides), and awareness of measurement units preferred by the customer ;
	+ Knowledge of stakeholder communication and security systems, if required;

Knowledge of the impact of weather variables, parameters and phenomena on stakeholder operations and activities.