



Use of the Quality Management System for improving Weather Service Process

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Finnish Meteorological Institute (FMI) has certified the Aviation and Military Weather Service unit by ISO9001:2000 in 2004. Since then we have developed ways to measure the quality of our services to find ways to improve our processes.

The organization and the processes implemented into the different organization levels are presented. The influence of the measurement to delivery reliability and quality are shown. Since conclusions include that monitoring the activities yields better results for these activities it is important to choose the right things to measure.

Current verification systems of TAF (Terminal Area Forecast) are mostly statistical and give limited information about the quality of the forecasts. A new verification system was developed to give detailed information about the quality of the forecasts and immediate feedback to individual forecasters. The main principles of the FMI scheme are presented and the ways to improve our weather service process using the verification method.