

MALDIVES METEOROLOGICAL SERVICE

AERONAUTICAL METEOROLOGICAL SERVICE

QUALITY POLICY STATEMENT

MALDIVES Meteorological Service is the recognized designated Meteorological Authority in matters related to Aeronautical Meteorology. We, therefore commit ourselves to fulfill National, Regional and International obligations in matters related to Aeronautical Meteorology in MALDIVES.

To achieve this objective, we are committed to establishing and maintaining a Quality Management System aimed at improving continually aeronautical weather services. Further, we will respond to customer's requests with urgency and within the agreed time frames in accordance with localized letters of agreement with stakeholders in the aviation industry, sub-regional obligations, Regional Plans and ANNEX 3 to ICAO Convention in accordance with ISO 9001:2015.

The Management Review Meeting will provide a framework for the review of the Quality Policy for its continued suitability.

Director General, Meteorology

Quality Manager

MALDIVES METEOROLOGICAL SERVICE
AERONAUTICAL METEOROLOGICAL SERVICES
QUALITY OBJECTIVES

No.	ACTIVITY	MEASUREMENT INDICATOR	FREQUENCY
1.	Customer satisfaction rating to be greater than 80%	Users Feedback through questionnaire. Consultative meetings with users of our aeronautical information/products and stakeholders. Verification of aeronautical weather forecast.	Annual
2.	Produce and issue Aviation Routine Weather Report and Aviation Special Weather Report	Produce and issue at least 24 METARs and or SPECIs per day.	Daily
3.	Generate and issue Terminal Aerodrome Forecast	Generate and issue 4 TAFs in 24 hours.	Daily
4.	Flight documents ready 3 hours before aircraft Take – Off	1 to 8 compiled flight folders ready for dispatch to airline/ flight operators. Update operational log books.	Daily
5.	Prepare SIGMET information relating to area of responsibility	Supply SIGMET information, as required to Air Traffic Services.	Disseminate SIGMET information whenever requirements meet.
6.	Continual Improvement (CI)	Identify opportunities in the process workflow. Diagnose areas of improvement.	Implement specific process changes and review annually how changes adopt AMSM delivery.
7.	Compliance with Quality Management Systems	Records of internal QMS audit and Management Review Meetings.	Annual