



## **Quality Management System in Maroc Meteo, Roadmap for the implementation of a Global QMS in a NMHS**

Fatima Zahra Bensaid and Bouchra Eljohra

Maroc Météo, Casablanca, Morocco (fzbensaid@gmail.com)

Initiated in late 2005, the implementation of the quality management system reflects the desire of Maroc Meteo top management to implement new management methods, modernize its procedures and engage in continuous improvement.

Self-diagnosis highlighted to focus on priority to formalize technical processes and to identify our users needs in meteorological information.

The first step was to conduct a process of reflection on our term charter of mission and vision and thus subsequently to the identification and mapping of different processes. This work allowed us to organize then workshops formalization of processes through a participatory approach: GAP or Groups improvement process made by members of the central, regional and station, have all achieved this formalization and describes the objectives, activities, actors and set indicators to drive process.

The steps of analysis and improvement are made through internal audits. These audits are thereafter subject to audit reports, which are an important input element to continuous improvement as motivate the implementation of action plans with timelines.

The improvements sheets device can treat dysfunctions identified, to study the causes and to propose a set of improvement actions.

The Process reviews and the management reviews are planned and scheduled periodically. They help to provide solutions to identified weaknesses and thus help to improve each process.

To implement this QMS in Maroc Meteo could trigger a dynamic of continuous improvement, especially for observation, forecasting climatology, design and development of new products, maintenance of equipments, calibration, training...

Today this operational approach has enabled obtaining the ISO 9001 V2008 certification and its maintenance since June 2014. This dynamic leads us to go to Excellence and investigate further ahead to ensure the satisfaction of all our partners, customers, users, employees, and citizens.