



## WMO OMM

World Meteorological Organization  
Organisation météorologique mondiale  
Organización Meteorológica Mundial  
Всемирная метеорологическая организация  
المنظمة العالمية للأرصاد الجوية  
世界气象组织

## Secrétariat

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Annex: 1

Subject: WMO quality policy statement

Action required: Apply the quality policy to Members' quality management frameworks

Dear Sir/Madam,

I have the honour to refer to the Sixty-Ninth Session of the Executive Council (10 to 17 May 2017, Geneva) and, in particular, to Resolution 19 (EC-69) concerning a WMO quality policy statement.

Resolution 19 *inter alia* requested Members to be informed of the updated WMO quality policy statement to enable its application in the Members' quality management frameworks. The WMO quality policy statement, as per the Annex to Resolution 19, is provided at the annex hereunder for ease of reference.

WMO and its Members are committed to the adoption and implementation of a quality management approach. The WMO quality management framework and the WMO quality policy statement are, together, designed to ensure the highest possible quality of all meteorological, climatological, hydrological, marine and related environmental data, products and services provided by Members' National Meteorological and Hydrological Services (NMHSs) and other relevant stakeholders to the users. The application of this quality policy to your quality management frameworks is therefore highly desired and appreciated.

Yours faithfully,

(W. Zhang)  
for the Secretary-General

To: Permanent Representatives (or Directors of Meteorological or Hydrometeorological Services) of Members of WMO

cc: Hydrological Advisers to Permanent Representatives

## Annex to Resolution 19 (EC-69)

## WMO QUALITY MANAGEMENT FRAMEWORK

## POLICY STATEMENT

WMO, through its Programmes and activities, is dedicated to ensuring the highest possible quality of all meteorological, climatological, hydrological, marine and related environmental data, products and services, in particular, those supporting the protection of life and property, safety on land, at sea and in the air, sustainable economic development and protection of the environment.

To achieve this goal, WMO is committed to the adoption and implementation of an Organization-wide quality management approach, associated with meeting the WMO main objectives and strategic priorities.

The quality management approach provides WMO Members' National Meteorological and Hydrological Services (NMHSs) and other relevant stakeholders with a framework to assist in:

- (a) Understanding their purpose and the context in which they operate both nationally and internationally;
- (b) Planning and instigating their strategic direction;
- (c) Identifying and providing the appropriate resources to achieve planned objectives;
- (d) Achieving the consistent delivery of high quality products and services;
- (e) Evaluating and reviewing organizational practices, procedures and processes to drive continual improvement.

This WMO Quality Policy is underpinned by relevant WMO regulatory and guidance material and sustained through compliance with national and international regulatory requirements and the practical application of the principles of quality management<sup>1</sup>:

- (a) Customer focus;
- (b) Leadership;
- (c) Engagement of people;
- (d) Process approach;
- (e) Improvement;
- (f) Evidence-based decision-making;
- (g) Relationship management.

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<sup>1</sup> As specified by ISO 9001:2015 Quality management systems – Requirements, sub para 0.2.