

Terms of Reference

Provision of training services on quality management system (QMS)

Introduction

Goal 4 of the WMO Strategic Plan 2024-2027 reads: "Close the capacity gap on weather, climate, hydrological and related environmental services; Enhancing service delivery capacity of developing countries to ensure availability of essential information and services needed by governments, economic sectors and citizens."

Quality Management System (QMS), as a major step in capacity development, addresses the need for enabling developing countries to provide and utilize high-quality weather, climate, hydrological and related environmental services. Implementation of quality management systems is a core competency and expertise, for which National Meteorological and Hydrological Services (NMHSs) need to have adequately trained staff to meet their internal needs and assist other NMHSs through twinning schemes.

Quality management is one of the priority areas in the implementation of the Global Framework for Climate Services (GFCS), adopted by Resolution 1 (EC-75). This is in line with the WMO Quality Policy Statement Res.19 (EC-69), thus enhancing the satisfaction of their users through the improvement of services and products of their National Meteorological and Hydrological Services. In that sense, all NMHSs are urged to consider the timely implementation of the new provisions aimed at enhancing the quality management practices and procedures, taking into consideration relevant national requirements and normative frameworks.

WMO Climate Services Division has so far organized five quality management training events for more than 55 NMHSs and around 75 trainees have so far received internationally recognized certificates of attainment as QMS Internal Auditors.

The development and implementation of a QMS within an ISO 9001 quality management framework will enhance the capacity of the NMHSs to better integrate weather and climate services, generate standardized climate information, establish strong user engagement and be capable of effectively using global and regional inputs in their national context. This achievement will further facilitate the establishment of a National Framework for Climate Services (NFCS) and enhance confidence in the provision of information through tools such as the Climpact to serve decision-makers across a wide range of climate-sensitive sectors.

Deliverables

The support would be provided in the form of:

1. Co-organizing two online training courses for a total of 24 participants (each course for 5 days and 4 hours per day) in February 2025 based on the ISO 19011-2018 "Guidelines for auditing management systems" for the selected staff from NMHSs in Asia and Haiti.

2. Providing associated training materials, resources, and formal exams to selected participants from NMHSs over a total of 10 core days (5 days for each workshop).
3. Development of a training program in collaboration with two WMO-hired QMS trainers to enhance the course with a QMS demystifying module.
4. Coordinating with the two QMS trainers to complement the course with the use of a customized learning module, exercises and case studies that take into account the NMHSs' actual context and requirements.
5. Training quality verification, including the preparation and dissemination of a participation feedback survey with results to be completed by the participants and returned after the training workshop to the trainer.

Expected outcomes of the training workshop

It is expected that through the provision of training, this proposal will support NMHSs achieving:

- a) Improved understanding and integration of a quality management approach to enable the effective and efficient delivery of climate services;
- b) Expanded quality management and audit knowledge of key personnel in targeted NMHSs to ensure international consistency and benchmarking at a regional/global level;
- c) Enhanced achievement of climate-related policy objectives;
- d) Enhanced ability to meet identified customer needs;
- e) Understanding and recognition of the purpose and benefits of a QMS;
- f) Improved understanding of the QMS process approach within an ISO 9001 framework and its applications within the climate services environment;
- g) Ability to conduct audits within the ISO 19011 *Guidelines for auditing management systems and ISO 17021.1 Conformity Assessment- Requirements for bodies providing audit and certification of management systems*;
- h) In close consultation with the NMHS management, add value to climate services by establishing the degree of alignment of the QMS with ISO 9001 and proposing viable remedial actions;
- i) Capacity to apply the acquired knowledge and practical experience and expand to other areas of the NMHS;
- j) Contribute to the enhancement of the level of climate services capacity, based on the four categories: Basic, Essential, Full and Advanced (WMO-No.1247);
- k) Participants will also gain an increased understanding of how to develop and implement a QMS within their NMHS; and
- l) Successful participants based on their performance during the course will receive an internationally recognized Statement of Attainment of Internal Auditor and can potentially serve as the QMS focal point for their NMHSs.

High-Level Learning objectives

After completing the training, trainees will be able to:

- a) Understand and apply the fundamentals of the *ISO 9001:2015 Quality management systems - Requirements*;
- b) Understand and apply the fundamentals of the *ISO 19011:2018 Guidelines for auditing management systems*; (as a Lead Auditor)
- c) The key role a Lead Auditor plays in the verification, validation and ongoing compliance of implemented QMSs; and
- d) Preparing the NMHS, particularly their climate services, for conformity with WMO standards, or certification of compliance with the ISO 9001:2015.

Format of the Training

The workshop will consist of sessions per day for five days. Trainers will provide real-time hands-on lessons and exercises. WMO will support the course through the dedicated [Moodle](#) site, online platform and real-time interpretation services (English-French and vice-versa) for the course of Haiti.

Duration of the contract

The duration of the contract will be for 10 days in February 2025. (Exact dates will be specified at a later stage)

Timeline

- 20 January 2025 - Communication with the WMO Secretariat to nominate a focal point for the course design and coordination with two co-trainers from a selected NMHS
- Mid-February, holding the first workshop
- In the second half of February, holding the second workshop

Contractor's requirements (years in business, reference for previous, similar projects)

1. 15 years or more professional experience in auditing and management systems training and issuing certificates of attainment to those who pass the assessment.
2. An in-depth appreciation and understanding of the NMHS operating environment and requirements, in particular, that of weather and climate services is highly desirable. At least two references of similar projects must be provided.
3. The training institute must provide a qualified QMS training officer who is a Lead Auditor and one who is accredited to perform ISO 19011-2018 training courses.

Key personnel's requirements (background, experience, professional certificates, language)

1. Familiarity with WMO No. 1100 Guide to the Implementation of a Quality Management System for National Meteorological and Hydrological Services (<https://community.wmo.int/en/activity-areas/hydrology-and-water-resources/quality-management-framework-hydrology>).
2. Ability to produce high-level analytical reports, briefs, and presentations.
3. Demonstrated ability to successfully provide training in a multicultural developing country environment.
4. Excellent knowledge of English (both oral and written). Knowledge of other official languages of WMO would be an advantage.
(Note: The official languages of WMO are Arabic, Chinese, English, French, Russian and Spanish.)
5. A minimum of 10 years of experience in QMS auditing and capability to certify successful trainees as Internal Auditors is a must.
6. Detailed CVs of proposed key personnel must be provided.

Sustainable criteria

The Contractor's compliance with the following sustainable requirements would be an asset:

- a) Have a corporate environmental policy or an environmental management system (ISO 14001 or equivalent).
- b) Demonstrate its commitment to support gender equality and women's empowerment through its operations.
- c) Have an internal policy regarding the sustainability and monitoring of their supply chains.

The Contractor is also encouraged to join the UN Global Compact.