



Wind anemometer whose readings are essential for flight operations



Air Flight operators are now well assured of safety by quality assured services they receive from TMA

TANZANIA METEOROLOGICAL AGENCY

TMA's Quality Management System has been Audited and Registered as Meeting the Requirements of ISO 9001:2008

(Certificate No. 11/1401)

TANZANIA METEOROLOGICAL AGENCY

Morogoro Road, Ubungo Plaza
3rd Floor, P. O. Box 3056,
Dar es Salaam.

Tel: +255 22 2460706-8,
Fax: +255 22 2460735/700
Web: www.meteo.go.tz
Email: met@meteo.go.tz

MINISTRY OF TRANSPORT



TANZANIA METEOROLOGICAL AGENCY

***ISO 9001:2008
Certified***

(Certificate No. 11/1401)

QMS Policy Statement

“TMA is dedicated to providing timely quality professional aeronautical meteorological services to enable its customers deliver their services in a safe, efficient and regular manner”

Quality Management System (QMS) Implementation

1.0 Introduction

Tanzania was earmarked by WMO to implement a pilot project on QMS for aeronautical meteorological services. The QMS project was a WMO/TMA funded assignment which was supervised by a Consultant from Canada, who carried out his activities in TMA as follows:

- **November 2008** – Introduced the Project. Basic and initial training on QMS was provided. This was done to a team of 8 selected staff members;
- **January 2009** – Preparation of procedures, manuals and other documents;
- **June 2009** – Training on Auditing of QMS implementation; and
- **September 2009** – Handling of documents, Non-conformance's, Corrective and Preventive action.

After the consultant completed the assigned duties, TMA management and staff were committed to implement the project to its successful end.

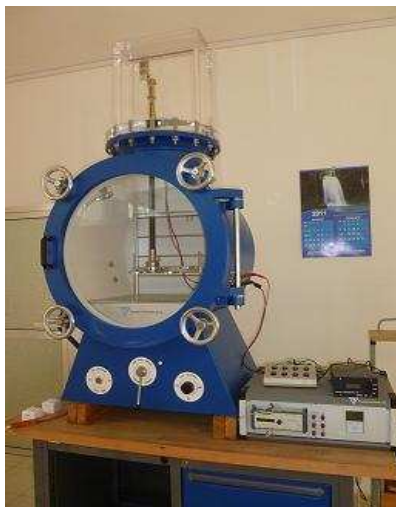
2.0 Project Implementation

During the whole implementation exercise, TMA managed to carry out sensitization of the basics of QMS to its Management team and staff. This went parallel with the following important activities;

- Appointment of Quality Management Representative (QMR)
- System documentation
- Training to Management
- Training to staff at meteorological stations and Headquarters
- Internal Audit training to a selected team of staff (Internal Auditors)

(2.0 Project Implementation cont...)

- Conducted three formal Internal Audits
- Carried out corrective actions to its system regularly as nonconformities were found
- Reconstruction of meteorological enclosures to meet stated requirements
- Purchase of an equipment to calibrate pressure measuring instruments
- Calibration of meteorological instruments including thermometers, barometers, etc.



An Instrument (Pressure Calibration Unit) purchased recently for calibration of barometers

Certech Registration Inc—an accredited company to carry out certification audits, audited TMA's Quality Management System in December 2010 and has now officially declared that TMA has been ISO 9001:2008 registered on aeronautical meteorological services after meeting the requirements.

This is a tangible achievement in the field of meteorology in the continent, as Tanzania marks number one among meteorological service providers in the SADC region to be registered, and holding a high rank in Africa and in the developing world in general.



An Auditor (left) carrying out his duties at Julius Nyerere International Airport (JNIA), Dar es Salaam

3.0 Challenges faced during QMS implementation

- **Involving the staff-more complicated for a wide organization**
 - Involves money and time;
 - People are reluctant to change to new way of doing things;
 - Others think this will add more work to them;
 - Misunderstandings; some think QMS will be a solution to all problems;
- **Problems with Controlling of documents**
 - Too many uncontrolled forms were being filled at stations to simplify work;
 - Other staff tried to change or update the controlled documents without following procedures;
- **Inadequate QMS funding for implementation**
- **Communication problems**
- **Setbacks while attending nonconformities found during audits**
- **Calibration of meteorological instruments**
- **Power outages**

More information can be retrieved through TMA's website at www.meteo.go.tz.