Aviation Meteorological Forecaster Competency 4

Quality

AMF AC 4.1 and 4.4

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AIM OF THIS PRESENTATION

At the end of this presentation you will be able to:

- Know how to follow your organizations quality management procedure to demonstrate competency in AMF AC 4.1 and 4.4

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Introduction

**Example Task for Case Study 20 Oct 2018**:

Quality

Monitor the functioning of your operational systems and take remedial actions, when necessary (**AMF AC 4.4)** by following logacall procedure (**AMF AC 4.1**)

- This is an example of following a SAWS procedure in your workplace.
- If any of your operational systems breaks down while working you need to take remedial action and send a logacall
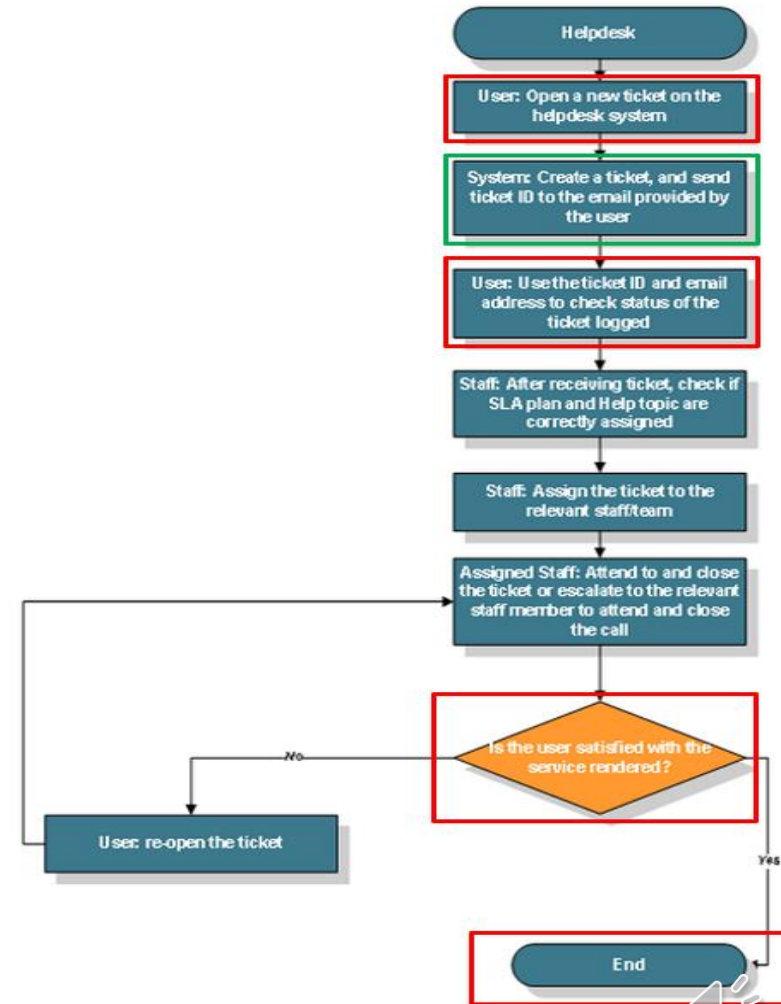
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ICT LOGACALL PROCEDURE

logacall@weathersa.co.za
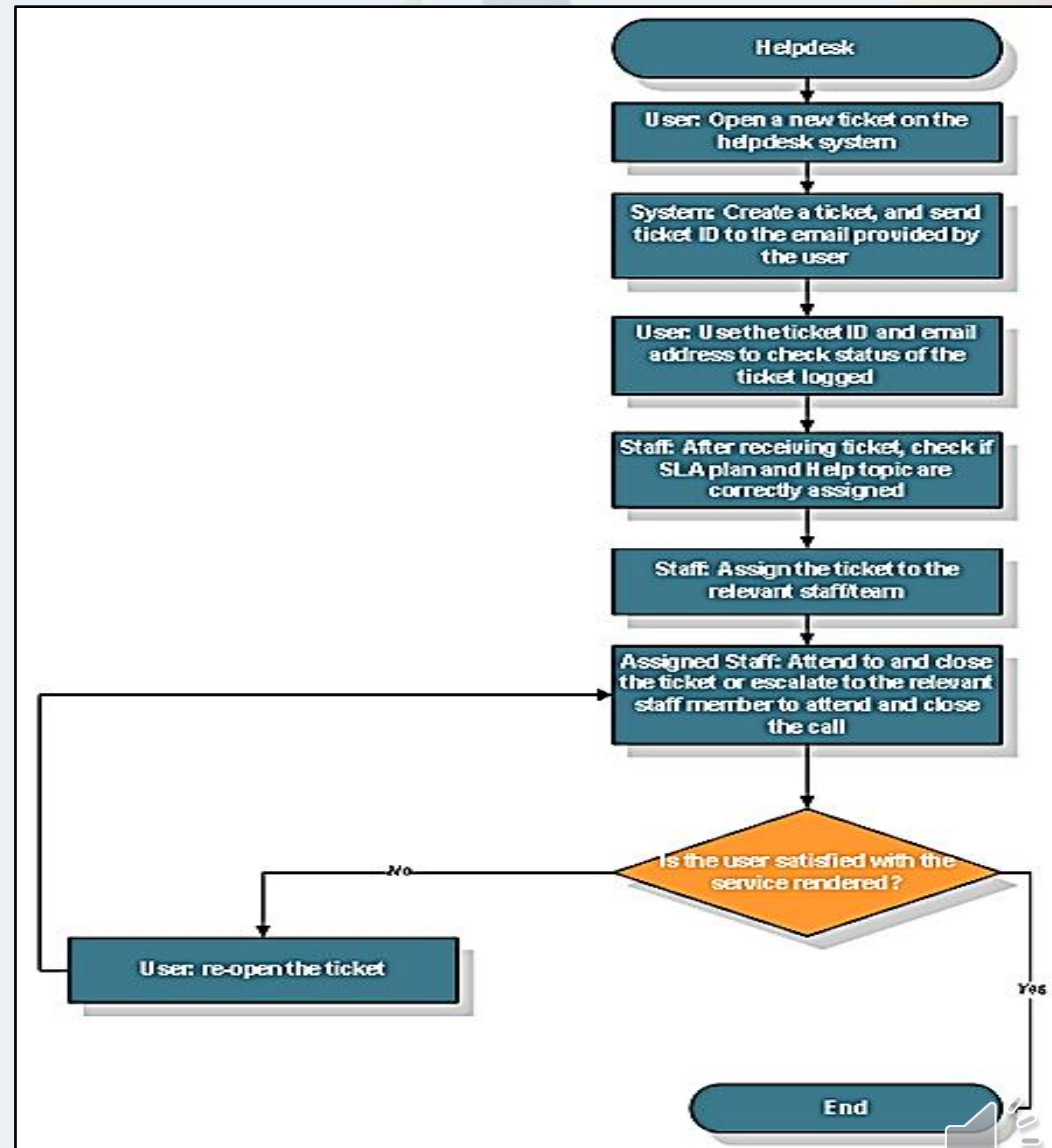
Example of following the Logacall procedure

- To demonstrate competency, for this assessment criteria you must show that you followed your organizations QMS procedure.

- For example, the ICT logacall procedure can be followed like this.

- The blocks in red are the steps that the user has taken

- Step 1: The user opens/creates a ticket on the Helpdesk System that explains the problem. The reason for issuing a ticket is to request resetting the password of the email address.

ICT Helpdesk

Helpdesk

User: Open a new ticket on the helpdesk system

System: Create a ticket, and send ticket ID to the email provided by the user

User: Use the ticket ID and email address to check status of the ticket logged

Staff: After receiving ticket, check if SLA plan and Help topic are correctly assigned

Staff: Assign the ticket to the relevant staff/team

Assigned Staff: Attend to and close the ticket or escalate to the relevant staff member to attend and close the call

Is the user satisfied with the service rendered?

No

User: re-open the ticket

Yes

End

- Step 2: ICT followed this step and the user received an email indicating the ticket number and what the problem was (image on right).

- The email received from ICT is confirmation of the process being followed as stipulated in the ICT helpdesk procedure (image on right).

Templ ref: CRS

- The link at the bottom on the email shown on previous slide can then be used to see view the ticket and enquire about the process of the problem as stated in Step 3 of the ICT helpdesk procedure.

- ICT follows Steps 4 – 6, and then the problem is resolved.

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References

- Latest edition of RTC-CN-020_Aviation Practical Course Notes