



**U.S. DEPARTMENT OF COMMERCE**  
**National Oceanic and Atmospheric Administration**  
NATIONAL WEATHER SERVICE  
1325 East-West Highway  
Silver Spring, Maryland 20910-3283

JAN 16 2013

MEMORANDUM FOR: Management and Organization Division  
Office of the Chief Financial Officer/Chief  
Administrative Officer

FROM: Cindy P. Woods   
Chief, Operations and Requirements Division, OCWWS

SUBJECT: Certification of NWSI 10-103, Operations and Services Improvement  
Process Implementation, dated July 22, 2010

The Office of Climate, Water, and Weather Services reviewed NWSI 10-103, Operations and Services Improvement Process Implementation, dated July 22, 2010, and certifies it is current and requires no updating during its CY 2012 biennial review cycle.

Responsibility for the directive is currently held by:

OPR: Chris Wamsley, W/OSI  
Certifier: Cindy P. Woods, Chief, W/OSI  
Approving Authority: David B. Caldwell, Director, W/OS

