

Met Office Quality Policy

The Met Office is the UK's National Meteorological Service and our purpose is to work at the forefront of weather and climate science for protection, prosperity and well-being. We fulfil our purpose by:

- providing weather and climate-based products and services, such as weather forecasts, weather warnings and climate evidence and advice, when our customers need them and in a way that meets their expectations
- making best use of public finances, scientific knowledge, data, information and technology across all our processes to bring greater benefits to our customers, stakeholders and society as a whole
- maintaining technical rigour in our science, forecasts and collection and handling of data to assure the provenance and quality of our outputs

To ensure we meet the expectations and requirements of our customers and interested parties the Met Office's Executive Board commit to:

- maintain, develop and implement a process-based management system that conforms with the international standard of good practice in BS EN ISO 9001:2015
- set direction by establishing its quality objectives as set out in the Corporate Plan. These objectives are supported by our macro plan of targeted projects and improvements. Performance is monitored by appropriate metrics, milestones and KPI's which are reviewed by the Executive Board
- take accountability for the effectiveness of the quality management system, and in doing so demonstrate leadership by communicating with, directing and supporting staff to:
 - ensure customer focus is maintained and that their requirements and expectations are built into our strategy, objectives and embedded in our processes and practices – *'The Way We Work'*
 - make available the resources needed to meet the requirements of the quality management system, identifying tools, skills and training that staff require to satisfy the business needs
 - promote the principles of evidence-based decision making to identify and foster a culture of continual improvement to enhance customer satisfaction and business processes
 - ensure the organisation understands its context and risks, implementing effective controls to allow it to consistently deliver products and services that meet the requirements of customers
 - comply with all legal, statutory, regulatory and other obligations and standards relevant to our operations, products and services

Our management system, *'The Way We Work'*, accessible through the Met Office intranet (MetNet), describes the processes and supporting information necessary for our people to achieve the intended requirements of our quality management system. All staff are responsible for adhering to Met Office processes and procedures that are designed to ensure compliance with this policy.



Penny Endersby, Chief Executive, Met Office

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