

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; and
- continuing to value the dedication and commitment of our people, who are vital to our ongoing success, through the development of their skills, competence and creativity.

Having successful relationships with partners and other stakeholders has always been essential to our business. Given the ever-changing political, scientific and technological environments, we recognise that these relationships will be even more important as we collaborate and work in new partnerships, hence our aim *'to be the global partner of choice for weather and climate services.'*

Quality is about us enabling the realisation of customer outcomes and benefits to society, and is something to which everyone at the Met Office contributes through our activities. Only by translating our weather and climate science and data into quality products and outstanding services will we achieve our aims of long-term success and sustained improvements delivering socio-economic benefits. Our quality objectives are set out in our Corporate Plan and are supported by our macro plan of targeted objectives and improvements. We provide our people with training, promote development, and have established systems to assist everyone in achieving the levels of knowledge and competence needed for the organisation to achieve its objectives and fulfil their potential.

We demonstrate our commitment to continual improvement through the development and implementation of a process-based management system that conforms with the international standard of good practice in BS EN ISO 9001. It includes an ongoing commitment to meet the requirements of our customers, as well as statutory, regulatory and other stakeholder requirements.

Our management system, *'The Way We Work'*, accessible through the Met Office intranet (MetNet), describes this policy, the processes, and supporting information necessary for our people to achieve the required standards.

This Quality Policy is available to all staff, stakeholders and interested parties via our internal and external Met Office websites or on request.

Nick Jobling, Interim Chief Executive, Met Office, 10 April 2018