

Met Office Quality Policy

The Met Office is the UK's National Meteorological Service, our vision is to be *Recognised as Global Leaders in Weather and Climate Science and Services in our Changing World*. The Met Office exists to provide accurate forecasts in the most useful formats to a wide number of stakeholders. Whatever their different interests and needs our work is aimed at fulfilling Our Purpose; Helping you Make Better Decisions to Stay Safe and Thrive. We fulfil our purpose by:

- Utilising our capabilities to exploit deep scientific research and technical innovation through to delivering operational services, we provide weather and climate-based products and services when our customers need them and in a way that meets their expectations.
- making best use of public finances, scientific knowledge, data, information, technology and our talented people across all of our processes to bring greater benefits to our customers, stakeholders and society as a whole.
- maintaining rigour in our science and forecasts and in the 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 continually improve a process-based management system that conforms with the international standard BS EN ISO 9001:2015
- set direction by establishing quality objectives via Our Strategy and it's supporting Strategic Anchors and Actions. Delivery of these objectives is monitored by appropriate metrics, milestones and KPIs which are regularly 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 and embedded in our policies, processes and practices.
 - make available the resources needed to meet the requirements of the quality management system, identifying tools, skills, training and support that staff need.
 - promote the principles of evidence-based decision making to identify and foster a culture of continual improvement to refine business processes and enhance customer satisfaction.
 - ensure the organisation understands its context and risks, implementing effective controls to allow it to consistently deliver in line with customer, stakeholder, government and regulatory expectations.
 - comply with all legal, statutory, regulatory and other obligations and standards relevant to our operations, products and services.

Our Process Hub, accessible through the Met Office intranet (MetNet), describes our processes and the supporting technology, information and environmental data necessary for our people to deliver their work within the agreed 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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