



QUALITY POLICY

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Approved by:

Swaziland Meteorological Services provides weather and climate services to the general public and specialized users including the aviation industry.

We are committed to:

- monitor weather and climate and issue advisories for safety of life and property, taking into account applicable statutory and regulatory requirements, local, regional and international initiatives and standards.
- the provision of high quality weather and climate related services that are widely understood, available, easily accessible and greatly valued.
- utilize a highly scientific, skilled and motivated workforce and appropriate technologies.
- the implementation, maintenance and continuous improvement of a Quality Management System, designed to meet the requirements of ISO 9001. We believe in continual improvement of our services through innovation and customer liaison and the effectiveness of the Quality Management System.
- meet and exceed customer expectations.
- undertake regular strategic quality planning.
- focus on process performance and improvement using quality indicators, outputs and outcomes.
- the implementation and maintenance of quality in the department's goals and objectives.
- encourage open and honest communication to improve quality.
- ensure that organisational resources are utilized effectively and efficiently.
- consider business sustainability and stakeholder requirements in all business decisions.
- employ highly competent and motivated people, who are fairly rewarded commensurate with their abilities and contribution.
- make continual process improvement by applying our minds to process perfection.
- the regular revision of the quality policy to ensure its continuing suitability.

We commit ourselves to provide and supply quality products and services which conform to all customer specifications and requirements.

Mbabane, July 2017

Dudzile Nhlengethwa-Masina