

Quality Policy

Meteorological Service of Canada (MSC)

The MSC mandate is to provide Canadians with accurate and timely weather, water, climate and environmental information, forecasts, and warnings to help them make decisions affecting their health, safety, and economic well-being. Our vision is to be a leader in the provision of weather, water, climate services, and environmental information.

As part of Environment and Climate Change Canada, the Meteorological Service of Canada (MSC), in partnership with the Science and Technology Branch (STB), the Digital Services Branch (DSB), and Shared Services Canada (SSC), is committed to providing Canadians and their communities weather and environmental prediction services. We support various economic sectors, emergency management, all levels of government, and Canadians with data information and services that enhance economic resilience and facilitate response to weather, water, and environmental risks. Together, we strive to build a safer, more resilient, and prosperous future for all Canadians.

In alignment with the ISO 9001:2015 quality management principles, the MSC will assure excellence in fulfilling its goals and deliver on its priorities as per the annually published MSC corporate plan, by:

- Continuously improving and adapting its business to best meet evolving user needs and ensure value for Canadians.
- Leveraging scientific and technological advances to drive innovation and improve the relevance and timeliness of the information and services provided to Canadians.
- Ensuring risks are continuously identified, assessed, and managed.
- Promoting a collaborative mindset among key partners and stakeholders to increase efficiency and maximize outcomes.
- Continuously monitoring the workforce and workplace, implementing approaches to increase the efficiency and effectiveness of internal processes and operations and to build resilience.
- Sustaining and promoting an ISO 9001:2015 certified Quality Management System that provides a user-centred, risk-informed, and evidence-based approach to decision-making while fulfilling our obligations to client, partner, and stakeholder requirements.

Our commitment to a structured quality management system synergizes with Government of Canada policies, directives, and guidelines and sustains excellence in the MSC's activities, while supporting their continuous improvement.

The Quality Management System (QMS) Steering Committee, composed of senior MSC management and key partners, will continue to guide the implementation of activities and the required system adaptations.

Our Quality Manual provides the supporting information necessary to ensure continued commitment to quality management.

Original signed by

Cecile Siewe

Assistant Deputy Minister, MSC ECCC

