



QUALITY POLICY OF THE COMPANY "UNIS-GROUP" D.O.O.

The market conditions in which we will serve, as well as the requirements of the standard EN ISO 9001: 2015, which we will follow, in the next period to appoint the necessary definitions of policy and quality objectives of our organization. In accordance with the time, proclamation and mandatory for all employees, define as follows:

QUALITY GOALS AND POLICY

Quality objectives "UNIS-GROUP" d.o.o. are:

- quality service provided and products delivered in full, customer needs and expectations met,
- customers are confident in the quality of the products they buy,
- ensure long-term, successful and profitable business of "UNIS-GROUP" d.o.o.,
- reliable satisfaction of workers, management and owners.

In order to achieve these goals, the employees of "UNIS-GROUP" d.o.o. will:

- continuously determine external and international issues relevant to the goal and strategic direction of "UNIS-GROUP" d.o.o., and monitor and review information on identified external issues and their impact on the business of "UNIS-GROUP" d.o.o.,
- identify relevant stakeholders and their requirements, for the established quality management system,
- apply the requirements of the standard EN ISO 9001: 2015, legal, technical and other regulations in accordance with the context of "UNIS-GROUP" d.o.o.,
- continuously improve and enhance the work process and quality service provided,
- constantly improve the effectiveness and efficiency of the quality management system,
- make decisions based on that,
- improve the level of knowledge, professional qualification and competence of employees,
- maintain active communication with customers, suppliers and other stakeholders,
- ensure that employees' salaries depend on the first reduction in the quality of work performed.

QUALITY IS OUR GOAL AND OUR STRATEGY FOR THE FUTURE!

Date: 15.05.2020.

GENERAL MANAGER

Mirsad Siručić, dipl. oec.



POLITIKA KVALITETA “UNIS-GROUP” D.O.O.

Uslovi tržišta na kome poslujemo, kao i zahtjevi standarda EN ISO 9001:2015 koje ćemo slijediti, u narednom periodu, nametnuli su potrebu definisanja politike i ciljeva kvaliteta, naše organizacije. U skladu s tim, proglašavam i činim obaveznim za sve zaposlene, na slijedeći način definisane:

CILJEVE I POLITIKU KVALITETA

Ciljevi kvaliteta “UNIS-GROUP” d.o.o. su da:

- kvalitet pruženih usluga i isporučenih proizvoda u potpunosti, ispuni potrebe i očekivanja kupaca,
- kupci budu sigurni u kvalitet proizvoda koje kupuju,
- osigura dugoročno, uspješno i rentabilno poslovanje “UNIS-GROUP” d.o.o.,
- osigura zadovoljstvo zaposlenih, menadžmenta i vlasnika.

Da bi se ovi ciljevi ostvarili, zaposleni “UNIS-GROUP” d.o.o. će:

- kontinuirano utvrđivati eksterna i interna pitanja relevantna za svrhu i strateško usmjerenje “UNIS-GROUP” d.o.o., te pratiti i preispitivati informacije o utvrđenim eksternim pitanjima i njihovom uticaju na poslovanje “UNIS-GROUP” d.o.o.,
- utvrditi relevantne zainteresovane strane i njihove zahtjeve, za uspostavljeni sistem upravljanja kvalitetom,
- primjenjivati zahtjeve standarda EN ISO 9001:2015, zakonske, tehničke i druge važeće propise u skladu sa kontekstom “UNIS-GROUP” d.o.o.,
- kontinuirano unaprijeđivati i poboljšavati procese rada i kvalitet pruženih usluga,
- stalno poboljšavati efektivnost i efikasnost sistema upravljanja kvalitetom,
- donositi odluke na bazi činjenica,
- poboljšavati nivo znanja, stručne osposobljenosti i kompetentnosti zaposlenih,
- održavati aktivnu komunikaciju sa kupcima, dobavljačima i drugim zainteresiranim stranama,
- osigurati da plate zaposlenih zavise u prvom redu od kvaliteta obavljenih poslova.

KVALITET JE NAŠ CILJ I NAŠA STRATEGIJA ZA BUDUĆNOST!

Datum: 15.05.2020. godine

DIREKTOR

Mirsad Siručić, dipl. oec.