

QUALITY POLICY

Formatura d.o.o. provides e-learning platform services, e-learning services, audio-video recording services and website development, as well as support for the development of e-learning platforms.

In order to achieve the company's mission and vision, business success is based on high professionalism and quality of its services, as well as partnership with subcontractors and suppliers, as well as with customers, end users and other stakeholders, all in order to meet their requirements and needs in the field of business operations.

Quality policy of the company Formatura d.o.o. is based on the standard ISO 9001: 2015, Quality Management Systems - Requirements and the establishment and maintenance of market-oriented business system, with continuous improvement of quality management systems and increase the effectiveness and efficiency of the entire business. In this regard, the organization has set the following goals:

- meeting all requirements and expectations of users and relevant stakeholders,
- constant analysis of the business environment and identification of risks and business opportunities arising from the environment,
- commitment of top management: application of leadership skills, commitment and active participation in all processes of the integrated management system,
- includes a commitment to meet the applicable requirements for the obligation to comply with the laws, regulations and other requirements of all stakeholders,
- includes a commitment to continuous improvement of the quality system and the application of preventive measures for the continuous improvement of the quality management system,
- Establishment and continuous improvement of QMS, identifying risks and opportunities that may have an impact on the compliance of products / services and the possibility of improving customer satisfaction,
- providing professional, quality and creative staff in the field of business activities and involving all employees in the establishment, maintenance and improvement of quality management systems,
- maintaining and continuously improving the knowledge, competence and awareness of employees about business activities,
- application of process approach and risk-based thinking,
- continuous identification and assessment of all potential risks and application of preventive measures related to business activities, subcontractors and visitors, in order to eliminate them or reduce them to a minimum,
- making decisions based on facts;
- establishing and managing mutually beneficial relationships with all stakeholders;
- providing resources for the establishment, implementation, maintenance and continuous improvement of the quality management system,
- expanding the existing capacities and range of products and services of the organization
- introduction of new products / services, methods and techniques of work and processes;
- reduction of costs;

- retaining existing and conquering new markets,
- ensuring the recognizability of the company's image on the market,
- continuous development of the organization's resources, both human and material

The quality management system is monitored, measured, reviewed and continuously improved with regular reporting and communication of status and efficiency at all levels Formatura d.o.o.

By realizing the established goals of the quality management system Formatura d.o.o. achieves a high level of customer satisfaction, competitive position in the market, mutual trust and cooperation with its customers, but also meeting the requirements and aspirations of all stakeholders.

Achieving the goals defined by this Policy is a constant task of all employees in the company.

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Director

