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# POLITIKA SISTEMA MENADŽMENTA

**Naši proizvodi i odnos prema svim zainteresovanim stranama moraju biti vrhunskog kvaliteta. U tom cilju stvorili smo uslove i obezbedili odgovarajuće resurse.**

**Kao društveno odgovorna organizacija, koja neguje profesionalan odnos prema radu i brine o okruženju, u poslovanje smo uključili i standardizovali sisteme menadžmenta u oblasti kvaliteta i zaštite životne sredine.**

**Poštujući ove principe definišemo našu Politiku sistema menadžmenta.**

## **ODNOS PREMA KORISNICIMA**

- Graditi poverenje kod korisnika. Uveriti ga da se briga o njegovim zahtevima vodi od prvog kontakta do završetka posla.
- Ugovorne obaveze su minimum koji se mora realizovati. Pružiti korisniku i više od toga, ako je moguće.
- Unapređivati sistem merenja zadovoljstva korisnika. Truditi se da nivo zadovoljstva raste iz godine u godinu.

## **ODNOS PREMA ISPORUČIOCIIMA**

- Nabavljati osnovne materijale po strogo definisanim zahtevima samo od verifikovanih isporučilaca.
- Nabavljeni materijali moraju imati potrebne sertifikate i prateću dokumentaciju i biti u skladu sa zakonskom regulativom.
- Razvijati i povremeno preispitivati sistem vrednovanja isporučilaca. Održavati kontinuitet rada sa najboljima.

## **ODNOS PREMA ORGANIZACIJI**

- Planirati i kontrolisati rast i razvoj kompanije uz optimizaciju troškova. Veći troškovi mogu ići samo uz značajnije poslove.
- Razvijati kompaniju prema svetskim standardima i porediti se sa liderima koji obavljaju slične poslove.
- Izgrađivati poseban poslovni imidž kompanije; - biti prepoznatljiv na tržištu po pozitivnim poslovnim karakteristikama.

## **ODNOS PREMA INTERNIM PROCESIMA RADA**

- Vršiti detaljnu identifikaciju, dokumentovanje, preispitivanje i upravljanje internim procesima rada.
- Unapređivati informacioni sistem, internu komunikaciju i izveštavanja statusa svih kontrolnih i proizvodnih aktivnosti.
- Planski sprovoditi unapređenje kvaliteta proizvoda i održavanje infrastrukture koja stvara uslove za to unapređenje.

## **ODNOS PREMA ZAPOSLENIMA**

- Retirati zaposlene kao najvažniji resurs poslovanja. Obezbediti im potrebne obuke i sredstva da bi iskazali svoje potencijale.
- Prepoznati i stimulisati lidere u poslu i kod njih razvijati individualnost, ali i timski rad.
- Voditi brigu o uslovima rada zaposlenih. Svi zakonski propisi u oblasti bezbednosti i zdravlja na radu se moraju poštovati.

## **ODNOS PREMA OKRUŽENJU**

- Obavljati aktivnosti u skladu sa odgovarajućim zakonima i drugim zahtevima vezanim za zaštitu životne sredine.
- Preduzimati sve preventivne aktivnosti da poslovi kompanije ne dovedu do zagađenja okoline iznad utvrđenih granica.
- Jačati eko svest zaposlenih. Profesionalizovati odnos prema eksternim zainteresovanim stranama radi bolje zaštite okruženja.

**Svi zaposleni u "NISSAL"-u su upoznati sa ovom Politikom i imaju jasnu predstavu o iskazanim strateškim ciljevima kojima se teži. Politika se periodično razmatra i preispituje sa zaposlenima, a eventualne izmene bice odmah objavljene.**

U Nišu, 26.06.2017.

Vela Kovačević, Direktor



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# MANAGEMENT SYSTEM POLICY

***Our products and an attitude towards all the interested stakeholders must be of a superior quality. That is the reason why we have created the conditions and provided the appropriate resources.***

***As a socially responsible organization that fosters a professional attitude towards work and takes care of the environment, we have included and standardized the management systems in the field of quality and protection of environment. By respecting these principles, we define our Management System Policy.***

## **RELATIONSHIP TO THE CUSTOMERS**

- Build trust with the customer. Make him sure that you are taking care of its demands from the first contact until the completion of the job.
- Contractual obligations are the minimum that must be realized. Provide the customer with even more than that, if possible.
- Improve the customer satisfaction measurement system. Make sure that the level of satisfaction grows from year to year.

## **RELATIONSHIP TO THE SUPPLIERS**

- Purchase the basic materials in accordance with strictly defined requirements only from verified suppliers.
- Supplied materials must have the necessary certificates and accompanying documentation and comply with legal regulations.
- Develop and periodically review the supplier evaluation system. Maintain the continuity of work with the best suppliers.

## **RELATIONSHIP TO THE ORGANIZATION**

- Plan and control the growth and development of the company with concurrent optimization of costs. Higher costs can only go with more significant jobs.
- Develop the company in accordance with the world standards and compare with the leaders who perform similar jobs.
- Build a special business image of the company; - be recognizable on the market by positive business characteristics.

## **RELATIONSHIP TO INTERNAL WORK PROCESSES**

- Perform detailed identification, documenting, reconsideration and management of internal work processes.
- Improve the information system, internal communication and reporting of the status of all control and production activities.
- Implement the systematic product quality improvement and maintenance of the infrastructure that creates the conditions for this improvement.

## **RELATIONS TO EMPLOYEES**

- Treat employees as the most important business resource. Provide them with the necessary trainings and resources in order to demonstrate their potential.
- Recognize and stimulate leaders in business and develop their individuality, as well as the teamwork.
- Take care of the working conditions of employees. All legislation in the field of occupational safety and health must be respected.

## **RELATION TO ENVIRONMENT**

- Perform activities in accordance with relevant laws and other requirements related to environmental protection.
- Undertake all the preventive activities to ensure that the company's operations would not lead to environmental pollution above the established limits.
- Strengthen an eco awareness of employees. Professionalize the attitude towards external stakeholders for the purpose of better protection of environment.

***All "NISSAL" employees are familiar with this Policy and have a clear understanding of the stated strategic goals pursued. The policy is periodically considered and reviewed with employees, and any eventual changes will be immediately published.***

In Nis, June 26, 2017.

Vela Kovacevic,  
Director

