

## QUALITY POLICY

Client's needs and satisfaction with completed task are two most important values by which JSW ZAGREB measures and defines own success.

In order to achieve, preserve and strengthen those values, we are always committed to:

- ◆ Employ ambitious experts that will have the option and obligation to continual development and improvement.
- ◆ Obtain the most recent IT and communication resources and ensure appropriate infrastructure and comfortable working environment.
- ◆ Help sponsors to design optimal and complete solutions.
- ◆ Continually improve products and services.
- ◆ Plan and perform projects that will thoroughly support sponsor's demands and real needs, considering the project's workability.
- ◆ Attain the quality of the products and services that will encourage sponsors to repeatedly choose JSW ZAGREB as a partner.
- ◆ Apply and improve the efficiency of the process and quality management system that are based on ISO 9001:2008 standard requests, and strive to perform even better.
- ◆ Appoint ourselves with ambitious, measurable and achievable objectives of quality.