



one.Vip DOO Skopje Quality Policy

One.Vip is committed to delivering the highest standards of quality, safety and responsiveness in the products and services we provide to our customers. We are committed to business excellence and innovation as encapsulated by the following principles:

Commitment to quality

We are accountable for the quality of our work and will perform to the best of our capabilities at all times. We endorse process management principles and incorporate them in our commitment to excellence, effectiveness and efficiency.

FOR THE CUSTOMERS

We shall deliver products and services that meet or exceed the expectations of our customers and the relevant regulatory authorities. We shall comply with all the established procedures, quality standards, safety standards and regulations.

FOR THE CORPORATION

We shall work to deliver sufficient results, to widen our customer database and strengthen our position on the market.

FOR OUR PARTNERS

We shall conduct business with our partners always in the best of will that fulfil its quality requirements and expectations and provide support whenever it is needed.

FOR OUR EMPLOYEES

We shall provide an optimal working environment for our employees, conduct an elaborate training programme and use every opportunity for the personal and professional advancement of our employees. Acknowledging the employees as most important asset, the Company continuously invests in its team of highly motivated and committed employees.

FOR OUR SOCIETY AND ENVIRONMENT

We shall conduct our business with great social responsibility, adhering to environmental standards and helping with humanitarian causes on every possible occasion.

CONTINUOUS IMPROVEMENT

We shall consistently strive to improve our quality through learning, sharing, benchmarking, innovation and participation in continuous improvement programmes. Our Quality Management system shall provide the framework for driving our quality programmes to instill a quality culture of excellence, innovation and continuous improvement. We shall establish and maintain appropriate controls and conduct periodic reviews of our attainment of set goals:

- Identifying and eliminating all forms of wastes that do not bring value to the customer



- Creating competitive advantage for the whole operation
- Continually adding value to processes and all aspects of the business
- Providing high quality products and services to fully satisfy customer requirements
- To deliver correct, defect-free products to our customers on time and within budget
- Fail reduction
- Reduction in the number of customer complaints
- Increasing the level of customer satisfaction

This Quality Policy shall be reviewed on an annual basis by the Management board.

Skopje, October 2018

Executive Director

Mislav Galler

A handwritten signature in blue ink, appearing to read 'Galler', is written over the printed name 'Mislav Galler'.

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