

	QUALITY MANAGEMENT SYSTEM ISO 9001:2008		QMS
	QUALITY POLICY		Document
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## QUALITY POLICY "CERAK" VRANJE

Our policy for quality stems from our business policy , and our quality objectives derived from our business objectives .

The main long-term goal of our policy is to keep the leading position in South Serbia in glasswork , manufacture and installation of aluminum and plastic doors and windows, and at the same time to achieve a leading position in the final works in construction, and to begin a new activity in the field of hospitality and care the elderly .

Mid-term and annual goals are very carefully formulated and set up so that their achievement contributing to the positive results and continuous investment in development to ensure consistency of the present and the steady progress in the future .

We strive to be clearly positioned in the market and recognized in all areas of our work , as the requirement and owned organization that has set the following basic guidelines of the Quality Policy :

1. Employees are our greatest asset and one of the main pillars of our existence and development;
2. Constantly monitors customer satisfaction, our products and our customers , and strive to overcome their initial expectations and requirements ;
3. Management of business processes , products and services ensure their high quality and fully meets the requirements of the customers product and service users and relevant laws and regulations ;
4. Constant usvršavamo technology business and work processes and renewing resources and equipment for the work which directly affects the quality of products , goods and services and increase productivity and profitability ;
5. In the market we are leading competitive prices and short lead time of products and provision of services , but without affecting the quality ;
6. Choose their suppliers based on their ability and performance to meet our defined criteria and delivery them develop correct and partnerships in order to ensure the quality of raw materials , consumables and services;
7. Get involved with sports, cultural and humanitarian activities and events , and we will contribute to a better life of the wider community ;
8. Are always expanding the image and rating organizations and strive to always be at least one step ahead of our competitors .

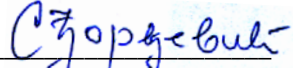
The quality policy provides guidelines for the conduct of all employees in the organization and management has a duty to its guidelines communicated to all employees , business partners and the wider community , and to provide the conditions that it is fully implemented .

For the definition and interpretation of the Policy and Quality Policy is responsible the owner of the organization, and their implementation are responsible for all employees in the organization. proportion to their positions .

In Vranje days  
18.06.2011. year



**O W N E R**

  
Stadjana Djordjevic