

QUALITY POLICY

The business system of **AIGO BS, Ltd. Belgrade** is based upon market-oriented principles, whereby, among other approaches, it uses the requirements of the international ISO 9001:2015 standard, an established quality management system whose fundamental task is to ensure permanent attainment of quality improvement of the company's overall business, as well as to meet the needs and expectations of our customers and other stakeholders.

The scope of the quality policy is contained within the key processes of the company's activity, namely trading in computers, printers, printer supplies, office supplies, computer, printer and photocopier servicing, data processing and variable data printing, as well as wholesale – import, export, procurement, storage and distribution of medical equipment.

The implementation of the Quality Policy is realized through the principles listed below:

- ❖ by engaging the company's top management at full capacity and securing the leading position in the relevant market;
- ❖ by continuous monitoring of world trends pertaining to products available in the market and using modern technology in the provision of services;
- ❖ by maintaining competitiveness in the market through the development of the efficiency of all processes taking place in the company, which results in the improved quality of services and products delivered;
- ❖ by fostering partnerships and corporate social responsibility;
- ❖ by motivating all employees for maximum engagement during the process realization and providing them with regular expert training through suitable courses and exchange of experiences;
- ❖ by engaging in teamwork to achieve the planned goals and contracted tasks;
- ❖ by applying a process approach and risk-based thinking;
- ❖ by monitoring and analyzing the demands, needs and expectations of clients and other stakeholders;
- ❖ by carrying out business operations in accordance with applicable laws, regulations, codes and standards;

In order to apply and implement the formulated Quality Policy, we expect full support from all employees.

In Belgrade, 05.02.2020.

Director

