



FONDACIJA  
**TEMPUS**

## QUALITY POLICY

### FOUNDATION TEMPUS

The Quality Policy shows the Foundation Tempus' commitment to establish, communicate and enhance the organisation's Quality Management System, including as follows:

- Complying with relevant laws and regulations, and fulfilling users' and stakeholders' requests;
- Enhancing the quality of support for and cooperation with institutions, organisations, individuals and all stakeholders;
- Increasing existing users' satisfaction with the Foundation Tempus' services and potential users' satisfaction with receiving timely information from the Foundation Tempus through direct and indirect communication;
- Ensuring good working conditions for its employees and enhancing them, developing the employees' competence through training with a view to implementing internal processes more efficiently;
- Promoting team work that enhances communication, motivation and organisational efficiency;
- Understanding, implementing, respecting, sustaining and continuously improving the Foundation Tempus' Quality Management System;
- Continuously improving processes and quality of services, and increasing organisational effectiveness;
- Engaging employees in the optimisation of organisational processes through developing an organisational quality culture;
- Making the policy sustainable and available to all relevant parties and the employees of the Foundation Tempus.

In Belgrade,

23 October 2017

Marija Filipović Ožegović

Director

