



**Quality Management System
ISO 9001**

QMS POLICY

Delivered to:

1. Director
2. Management representative
3. Top management
4. Quality Manager
5. Employees
6. Other interested parties

Change Number	Page	Date	Change Description	Created by	Approved by
1	All	September 21, 2021	For use	Quality Manager	Director

Syncit Group doo Beograd - Novi Beograd is a company that develops end-to-end eCommerce solutions as well as Web and Mobile Apps.

The system vision of **Syncit Group D.O.O.** is focused on maintaining and improving the quality of services provided to its clients as well as on becoming the leading IT company recognizable by Web and Mobile Apps developed for various industries based on the clients' requirements.

We are very proud of the achieved results, which reflect our competence, effectiveness as well as our team's efficiency. The quality of our services implies a professional and reliable relationship with a client that enables us to meet their requests in the best possible way, as well as improve the system and work processes in the area of quality.

The main goal of our company is the quality of our services and the satisfaction of clients, i.e., consumers of services and products.

We implement the QMS policy by:

- establishing a quality management system in accordance with the ISO 9001 international standard
- engaging all employees in the implementation of planned activities
- establishing mutually beneficial relationships with all of our business partners
- establishing a process approach in the implementation and continuous improvement of operations
- managing the risks and opportunities in the process

We achieve the goals in the area of managing an integrated management system through:

- process management through constant improvement of the quality of services
- striving for continuous improvement of the work processes, retention of existing clients, and acquisition of new markets
- constant investment in employee competencies and equipment in order to maintain and improve the technological, aesthetic, and educational level
- work organization improvement that enables a rational use of resources
- constant improvement of the effectiveness and efficiency of QMS
- consistent compliance of the law, standards, and contracts relevant to company's work fulfillment of the local social community's expectations.

The commitment to satisfy the needs of the clients, i.e., service consumers as well as to retain existing and acquire new clients, is the main task and quality benchmark for all employees.

In this regard, expertise and continuous employee training are necessary to achieve task execution quality. We carefully select our employees who, thanks to their knowledge, experience, and professionalism achieve exceptional results in the assigned tasks.

An effective system is achieved by constant application and improvement of the rules, review of the risks and opportunities, application of the control measures of risk reduction and opportunities improvement, analysis of possible incidents, application of advanced technologies, and improvement of knowledge in the field of effectiveness and efficiency.

The quality management system provides a framework to indicate to clients, i.e., users, that our service is carried out in a defined, responsible, and timely manner, while respecting legal and other quality-related requirements.

DIRECTOR

September 21, 2021

